

## **TOURISM BILL OF RIGHTS AND TOURIST CODE**

The General Assembly of the World Tourism Organization at its sixth ordinary session held at Sofia (People's Republic of Bulgaria) from 17 to 26 September 1985:

1. **AWARE** of the importance of tourism in the life of peoples because of its direct and positive effects on the social, economic, cultural and educational sectors of national society and the contribution it can make, in the spirit of the United Nations Charter and the Manila Declaration on World Tourism, to improving mutual understanding bringing peoples closer together and, consequently, strengthening international cooperation,

2. **RECALLING** that, as recognized by the General Assembly of the United Nations, the World Tourism Organization has a central and decisive role in the development of tourism with a view to contributing, in accordance with Article 3, paragraph 1 of its Statutes, "to economic development, international understanding, peace, prosperity and universal respect for, and observation of, human rights and fundamental freedoms (or all without distinction as to race, sex, language or religion)",

3. **RECALLING** the Universal Declaration of Human Rights adopted by the General Assembly of the United Nations on 10 December 1948, and in particular Article 24 which provides that "Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay", as well as the International Covenant on Economic, Social and Cultural Rights adopted by the General Assembly of the United Nations on 16 December 1966, which invites State to ensure (or everyone "Rest, leisure and reasonable limitation of working hours and periodic holidays with pay, as well as remuneration for public holidays",

4. **CONSIDERING** the resolution and recommendations adopted by the United Nations Conference on International Travel and Tourism (Rome, September 1963), and particularly those aimed at promoting tourism development in the various countries and at simplifying government formalities in respect of international travel,

5. **DRAWING ITS INSPIRATION** from the principles set forth in the Manila Declaration on World Tourism adopted by the World Tourism Conference on 10 October 1980, which emphasizes the true, human dimension of tourism, recognizes the new role of tourism as an appropriate instrument (or improving the quality of life of all peoples and as a vital force for peace and international understanding and defines the responsibility of States for developing tourism and, in particular, for fostering awareness of tourism among the peoples of the world and protecting and enhancing the tourism resources which are part of mankind's heritage, with a view to contributing to the establishment of a new international economic order,

6. **SOLEMNLY AFFIRMING**, as a natural consequence of the right to work, the fundamental right of everyone, as already sanctioned by the Universal Declaration of Human Rights, to rest, leisure and periodic holidays with pay and to use them for holiday purposes, to travel freely for education and pleasure and to enjoy the advantages of tourism, both within his country of residence and abroad,

7. **INVITES** the States to draw inspiration from the principles set forth below substituting the Tourism Bill of Rights and Tourist Code, and to apply them in accordance with the procedures prescribed in the legislation and regulations of their own countries.

# TOURISM BILL OF RIGHTS

## Article I

1. The right of everyone to rest and leisure, reasonable limitation of working hours, periodic leave with pay and freedom of movement without limitation, within the bounds of the law, is universally recognized.
2. The exercise of this right constitutes a factor of social balance and enhancement of national and universal awareness.

## Article II

As a consequence of this right, the States should formulate and implement policies aimed at promoting the harmonious development of domestic and international tourism and leisure activities for the benefit of all those taking part in them.

## Article III

To this end the States should:

- a) encourage the orderly and harmonious growth of both domestic and international tourism;
- b) integrate their tourism policies with their overall development policies at all levels — local, regional, national and international —and broaden tourism cooperation within both a bilateral and multilateral framework, including that of the World Tourism Organization;
- c) give due attention to the principles of the Manila Declaration on World Tourism and the Acapulco Document “while formulating and implementing, as appropriate, their tourism policies, plans and programmes, in accordance with their national priorities and within the framework of the programme of work of the World Tourism Organization \*;
- d) encourage the adoption of measures enabling everyone to participate in domestic and international tourism, especially by a better allocation of work and leisure time, the establishment or improvement of systems of annual leave with pay and the staggering of holiday dates and by particular attention to tourism for the young, elderly and disabled; and
- e) in the interest of present and future generations, protect the tourism environment which, being at once human, natural, social and cultural, is the legacy of all mankind.

## Article IV

The States should also:

- a) encourage the access of domestic and international tourists to the heritage of the host communities by applying the provisions of existing facilitation instruments issuing from the United Nations, the International Civil Aviation Organization, the International Maritime Organization, the Customs Cooperation Council or from any other body, the World Tourism Organization in particular, with a view to increasingly liberalizing travel;

\* Resolution 38/146 adopted by the United Nation General Assembly at its thirty-eight session on 19 December 1983.

- b) promote tourism awareness and facilitate contact between visitors and host communities with a view to their mutual understanding and betterment;
- c) ensure the safety of visitors and the security of their belongings through preventive and protective measures;
- d) afford the best possible conditions of hygiene and access to health services as well as of the prevention of communicable diseases and accidents;
- e) prevent any possibility of using tourism to exploit others for prostitution purposes; and
- f) reinforce, for the protection of tourists and the population of the host community, measures to prevent the illegal use of narcotics.

#### Article V

The States should lastly:

- a) permit domestic and international tourists to move freely about the country, without prejudice to any limitative measures taken in the national interest concerning certain areas of the territory;
- b) not allow any discriminatory measures in regard to tourists;
- c) allow tourists prompt access to administrative and legal services and to consular representatives, and make available internal and external public communications; and
- d) contribute to the information of tourists with a view to fostering understanding of the customs of the populations constituting the host communities at places of transit and sojourn.

#### Article VI

1. The populations constituting the host communities in places of transit and sojourn are entitled to free access to their own tourism resources while fostering respect, through their attitude and behaviour, for their natural and cultural environment.
2. They are also entitled to expect from tourists understanding of and respect for their customs, religions and other elements of their cultures which are part of the human heritage.
3. To facilitate such understanding and respect, the dissemination of appropriate information should be encouraged on:
  - a) the customs of host communities, their traditional and religious practices, local taboos and sacred sites and shrines which must be respected;
  - b) their artistic, archaeological and cultural treasures which must be preserved; and
  - c) wildlife and other natural resources which must be protected.

#### Article VII

The populations constituting the host communities in places of transit and sojourn are invited to

receive tourists with the greatest possible hospitality, courtesy and respect necessary for the development of harmonious human and social relations.

#### Article VIII

1. Tourism professionals and suppliers of tourism and travel services can make a positive contribution to tourism development and to implementation of the provisions of this Bill of Rights.

2. They should conform to the principles of this Bill of Rights and honour commitments of any kind entered into within the context of their professional activities, ensuring the provision of quality products so as to help affirm the humanist nature of tourism.

3. They should in particular refrain from encouraging the use of tourism for all forms of exploitation of others.

#### Article IX

Encouragement should be given to tourism professionals and suppliers of tourism and travel services by granting them, through appropriate national and international legislation, the necessary facilities to enable them to:

a) exercise their activities in favourable conditions, free from any particular impediment or discrimination;

b) benefit from general and technical training schemes, both within their countries and abroad, so as to ensure the availability of skilled manpower; and

c) cooperate among themselves as well as with the public authorities, through national and international organizations, with a view to improving the coordination of their activities and the quality of their services.

### TOURIST CODE

#### Article X

Tourists should, by their behaviour, foster understanding and friendly relations among peoples, at both the national and international levels, and thus contribute to lasting peace.

#### Article XI

1. At places of transit and sojourn tourists must respect the established political, social, moral and religious order and comply with the legislation and regulations in force.

2. In these places tourists must also:

a) show the greatest understanding for the customs, beliefs and behaviour of the host communities and the greatest respect for their natural and cultural heritage;

b) refrain from accentuating the economic, social and cultural differences between themselves and the local population;

- c) be receptive to the culture of the host communities, which is an integral part of the common human heritage;
- d) refrain from exploiting others for prostitution purposes; and
- e) refrain from trafficking in, carrying or using narcotics and/or other prohibited drugs.

#### Article XII

During their travel from one country to another and within the host country tourists should be able, by appropriate government measures, to benefit from:

- a) relaxation of administrative and financial controls: and
- b) the best possible conditions of transport and sojourn that can be offered by suppliers of tourism services.

#### Article XIII

1. Tourists should be afforded free access, both within and outside their countries, to sites and places of tourist interest and, subject to existing regulations and limitations, freedom of movement in places of transit and sojourn.

2. On access to sites and places of tourist interest and throughout their transit and sojourn, tourists should be able to benefit from:

- a) objective, precise and complete information on conditions and facilities provided during their travel and sojourn by official tourism bodies and suppliers of tourism services;
- b) safety of their persons, security of their belongings and protection of their rights as consumers;
- c) satisfactory public hygiene, particularly so far as accommodation, catering and transport are concerned. information on the effective prevention of communicable diseases and accidents and ready access to health services:
- d) access to swift and efficient public communications. both internal and external;
- e) administrative and legal procedures and guarantees necessary for the protection of their rights; and
- f) the practice of their own religion and the use of existing facilities for that purpose.

#### Article XIV

Everyone is entitled to make his needs known to legislative representatives and public authorities so that he may exercise his right to rest and leisure in order to enjoy the benefits of tourism under the most favourable conditions and, where appropriate and to the extent consistent with law, associate with others for that purpose.