

Glossary

Accessibility	<p>“Accessible Tourism” (also known as “Access Tourism”, “Universal Tourism”, “Inclusive Tourism” and in some countries such as in Japan “Barrier-free Tourism”) is tourism and travel that is accessible to all people, with disabilities or not, including those with mobility, hearing, sight, cognitive, or intellectual and psychosocial disabilities, older persons and those with temporary disabilities”.</p> <p><i>Source: Takayama Declaration</i></p>
Accessibility information schemes	<p>Recognised system or organisation that rates the accessibility of visitor accommodation and attractions.</p> <p>These schemes help operators improve and promote their level of accessibility.</p>
Available beds	The measure of accommodation stock at a defined destination.
Biodiversity and landscape protection	<p>Biodiversity protection: Preservation or safeguarding of the variability among living organisms from all sources including terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part.</p> <p>Landscape Protection: Preservation or safeguarding of the natural physical setting of the destination</p>
Certification/labelling	<p>Certification: a voluntary procedure that assesses, monitors, and gives written assurance that a business, product, process, service, or management system conforms to specific requirements.</p> <p>It awards a marketable emblem or logo to those that meet or exceed baseline standards.</p> <p><i>Source: Ecotourism & Certification, Martha Honey</i></p>
Environmental/quality/sustainability	Environmental/quality/sustainability collectively refers to the type or classification of certification or labelling system.
Climate change adaptation response	Action or adjustment in response to actual or expected impacts of predicted climate change.
Climate change mitigation	System of activities and action steps that seek to reduce the human effects on global warming by reducing the quantity of greenhouse gases released to the atmosphere.

Commercial accommodation	Facilities designed for transient occupancy to house overnight visitors or travellers. Accommodations typically include, but are not limited to bed and breakfasts, campgrounds, condominiums, cottages, eco-lodges, home-stays, hostels, hotels, inns, lodges, motels and resorts. <i>Source: STI</i>
Daily spending	The amount of local currency spent per day on tourism services and products like accommodations, transportation, entertainment, souvenirs, and food.
Destination identity	A distinctive destination identity (or destination brand) positions the destination and differentiates it from competitors. It captures and includes all the elements of the destination's values and experience to then be appropriately presented to its markets.
Destination management	Destination management can include land use planning, business permits and zoning controls, environmental and other regulations, business association initiatives, and a host of other techniques to shape the development and daily operation of tourism-related activities.
Destination Management Organisation	(DMO): A company or other entity (tourist boards, chambers of commerce, etc.) that is involved in the business of increasing tourism to a destination, managing the impacts of tourism on the host community and the environment, improving the destination's public image and co-ordinating the strategic development of the destination.
Direct tourism employment	Employment in tourism industries may be measured as a count of the persons employed in tourism industries in any of their jobs, as a count of the persons employed in tourism industries in their main job, as a count of the jobs in tourism industries, or as full-time equivalent figures. <i>Source: UNWTO</i>
Energy consumption	Amount of energy as a source of heat, power or raw material consumed in a process or system, or by an organisation or society.
Indicator	Quantitative or qualitative factor or variable that provides a simple and reliable means to measure achievement. <i>Source: GSTC</i>

	Local Destination Co-ordinator	<p>Local 'champion' who is motivated to initiate implementation of the European Tourism Indicator System in their destination. This could be a senior representative from the destination management organisation, destination marketing board, tourist board, local/regional tourism authorities, tourism ministry, private sector or tourism association.</p> <p>The role of Local Destination Co-ordinators normally includes the planning, management, monitoring, promotion, marketing, and can also include training and quality standards. The role of Local Destination Co-ordinators is crucial. To take on the role an individual will need the ability to gather and influence stakeholders, access to relevant data (or ability to access it through others), be entrusted to store the data (some of it may be sensitive), and have some level of management authority.</p>
	Local goods and services	<p>Local goods and services can reduce impact on the environment, address social issues and improve the livelihoods of individuals and communities, and can reduce operating costs.</p>
	Local/ Regional	<p>The area immediately around the site of business operations and can vary depending on the density of the location. The business' definition of local (i.e. 10 km radius, within a municipality, etc.) as it applies to the criteria and indicator should be decided upon and documented within planning documents.</p> <p><i>Source: GSTC</i></p>
	Local transport	<p>Public transport, public transportation or public transit is a shared passenger transportation service which is available for use by the general public, including buses, trolleybuses, trams and trains, rapid transit (metro/subways/undergrounds etc.) and ferries.</p>
	Modes of transport	<p>The type of transport used to make a journey between a point of origin and a destination, and can include walking and cycling as well as all forms of motorised transport.</p>
	Monitoring	<p>The on-going review and assessment of the natural or cultural integrity of a place in order to detect changes in its condition with reference to a baseline condition.</p> <p><i>Source: GDRC</i></p>
	Occupancy rate (by room)	<p>The percentage of available rooms occupied for a given period. It is calculated by dividing the number of rooms occupied for a period, by the number of rooms available for the same period.</p>
	Recycled	<p>Products that may include post-consumer and or pre-consumer materials. If the contents of a product are only labelled "recycled," without specifying post-consumer content, the product may contain only pre-consumer materials.</p> <p><i>Source: STI</i></p>

Recycled water	Reclaimed water (or grey water) is former wastewater (sewage) that is treated to remove solids and certain impurities, and used in sustainable landscaping irrigation or to recharge groundwater aquifers.
Relative Contribution	Role of tourism expenditure on capital and labour demand and its relationship to other economic sectors in the destination's economic activity.
Renewable sources of energy	Energy generated from natural resources—such as sunlight, wind, rain, tides and geothermal heat—which are naturally replenished, but when utilised to not destabilise ecosystems. <i>Source: GSTC</i>
Repeat/return visitors	Repeat visitors: the number of unique visitors who make two or more visits to a destination. Return visitors: the number of unique visitors who return to a destination after the initial visit.
Resident	Residents who have lived in an area long enough to take an active role in shaping and defining their community and its cultural identity in a positive way. <i>Source: STI</i>
Resident satisfaction	Resident satisfaction is determined by a combination of perceived benefit of tourism to the destination identity, to the community, and to the resident themselves.
Same day visitors	Visitors who arrive and leave the same day (no overnight stay), irrespective of why they are travelling.
Seasonal	Fluctuating, dependent upon or restricted according to the season or time of year. The distribution over time of total demand for a product or destination, usually expressed in terms of peak and off-peak seasons to distinguish between those times when demand is higher than average and vice versa.
Second/rental homes	A vacation home (sometimes also designated as a holiday home) is a secondary dwelling that is visited by the members of the household mostly for purposes of recreation, vacation or any other form of leisure. <i>Source: UNWTO</i>

	Secondary treatment sewage	<p>See “Central sewage system”</p> <p>Primary sewage treatment removes larger floating objects through screening and sedimentation. The incoming wastewater flows through one or more screens and then enters a grit chamber where it slows down enough to allow sand, gravel, and other inorganic matter to settle out. In treatment plants where only primary treatment occurs, the effluent is chlorinated and discharged into circulation in a water source. The sludge, or sedimentation of larger solids, is removed, dried, and disposed of. Primary treatment removes 50 to 65% of suspended solids and decreases biological oxygen demand (BOD) by 25 to 40%. Primary treatment alone is not considered adequate for protection of the environment or people's health.</p> <p>Secondary treatment relates to processes similar to natural biological decomposition. Aerobic bacteria and other microorganisms are used to break down organic materials into inorganic carbon dioxide, water, and minerals. Trickling filters, which are made from a bed of rocks with a microbial covering, are used to absorb the organic material present in the water. Activated sludge processes can be used in place of trickling filters. The level of suspended solids and BOD in wastewater after primary and secondary treatment has been decreased by 90 to 95%. This level of treatment is not effective in removing viruses, heavy metals, dissolved minerals, or certain chemicals.</p> <p><i>Source: Encyclopedia of Public Health</i></p>
	Soft mobility	Climate friendly transport that is free of motorised traffic.
	Sustainable tourism	<p>Tourism envisaged as leading to management of all resources in such a way that economic, social, and aesthetic needs can be fulfilled while maintaining cultural integrity, essential ecological processes, biological diversity, and life support systems.</p> <p><i>Source: UNWTO</i></p>
	Sustainable tourism plan/ Sustainable tourism action strategy	Statement by the organisation of its intentions and principles in relation to its overall environmental, socio-cultural and economic performance which provides a framework for action and for the setting of its environmental socio-cultural and economic goals, objectives and targets as well as its sustainability management plans and sustainability management systems.
	Tertiary sewage treatment	<p>See “Central sewage system”</p> <p>See “Secondary level sewage treatment”</p> <p>Tertiary treatment is an advanced level of treatment. This form of treatment can decrease the level of suspended solids and BOD to approximately 1% of what was present in the raw sewage prior to primary treatment. Advanced treatment processes consist of several biological, chemical, or physical mechanisms.</p> <p><i>Source: Encyclopedia of Public Health</i></p>

Tourism enterprise	An organisation or business providing one or more services to tourists.
Tourist	A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay. <i>Source: UNWTO</i>
Tourist nights	When a tourist spends an overnight in a destination, away from home or primary domicile.
Traditional/ local culture	Traditional culture refers to human practices and values such as religion, philosophy, moral standards, laws, politics, economic, society, history, literature and art that have been preserved and maintained over a long period of time.
Visitor	A visitor is a traveller taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited. A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay, or as a same-day visitor (or excursionist). <i>Source: UNWTO</i>
Visitor satisfaction	Visitor satisfaction is determined by a combination of perceived value and quality, consumer expectations and actual experience. A visitor's overall satisfaction will influence the likelihood of repeat visitation, extended length of stay, increased expenditure, enhanced yield and word-of-mouth referrals.
Vulnerable zones	The exposure or susceptibility of an area to a specified hazard or range of hazards, such as droughts, floods, storms, episodes of heavy rainfall, avalanches, tornadoes, hurricanes/cyclones, volcanic eruptions, earthquakes, heat waves, or landslides.
Waste separation	The categorisation of waste prior to collection or disposal.

