



GSTC Accreditation Glossary

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Document Controls

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The Global Sustainable Tourism Council

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1. Purpose and Scope

- 1.1. The purpose of this glossary is to provide clear, concise, and standardized definitions of terms used within the GSTC accreditation program.
- 1.2. While generic definitions from other sources have been considered, the focus is on providing clear and specific definitions relevant to the GSTC accreditation context.

2. Normative Reference and Associated Documents

- 2.1. This Glossary has been guided by the following accreditation documents and international standards:
 - 2.1.1. GSTC Accreditation Manual for Certification of Accommodation/Hotel & Tour Operator in its latest version
 - 2.1.2. GSTC Accreditation Manual for Certification of Destination in its latest version
 - 2.1.3. GSTC Accreditation Procedure in its latest version
 - 2.1.4. ISO 9000:2015 Quality management systems — Fundamentals and vocabulary
 - 2.1.5. ISO/IEC 17000:2004 Conformity Assessment - Vocabulary and general principles
 - 2.1.6. ISO/IEC 17011:2017 Conformity Assessment - Requirements for accreditation bodies accrediting conformity assessment bodies
 - 2.1.7. ISO 19011:2018 Guidelines for auditing management systems
 - 2.1.8. IAF MD1:2023 Audit and Certification of a Management System Operated by a Multi-Site Organization
 - 2.1.9. IAF MD4:2017 Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes

3. Glossary and terms

Term Definition

- 3.1. AB: Acronym for the Accreditation Body. See "Accreditation Body".
- 3.2. Accommodation: Service facilities that regularly provide overnight lodging for travelers in the form of a room or other type of unit and may provide limited or full services such as food and beverage, housekeeping, recreational, and/or

fitness activities, amongst others. The accommodation categories involve many types and forms that are recurrently evolving and vary according to the cultural and socio-economic context. For the purpose of certification, accommodation comprises a wide range of categories, including but not limited to hotels, hostels, motels, roadside inns, beach hotels, apartment hotels, tourist residences, bed and breakfast establishments, tourist residences, farmhouses, holiday dwellings, glamping sites, and similar accommodation appropriately equipped to offer at least an overnight stay and/or additional services.

- 3.3. Accreditation: "Third-party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks" [SOURCE: ISO/IEC 17000:2004].

In the case of GSTC Accreditation, it is the GSTC's attestation of a Certification Body's competence to certify organization and destination to the GSTC Reference Standard.

- 3.4. Accreditation Body: "Authoritative body that performs *accreditation*" [SOURCE: ISO/IEC 17000:2004].

GSTC defines it as an independent entity that operates in conformity with the standard ISO/IEC 17011 and that is technically competent to accredit certification bodies meeting the GSTC requirements for them at or after the date of the decision for granting the initial accreditation or decision after reassessment.

- 3.5. Accreditation Cycle: "A defined period of allowing accredited status no longer than five years begun at or after the date of the decision for granting the initial accreditation or after reassessment" [SOURCE: adapted from ISO/IEC 17011:2017].

- 3.6. Accreditation Decision: Decision made by the GSTC Assurance Panel on granting, maintaining, extending, reducing, suspending, and withdrawing the accreditation.

- 3.7. Accreditation Decision Fee: Fees for the GSTC Assurance Panel's decision on granting, maintaining, extending, reducing, suspending, and withdrawing the accreditation.

- 3.8. Accreditation Fees: Costs for acquiring and maintaining GSTC Accreditation. The fees are divided into Application Fee, Assessment Fee, Accreditation Decision Fee, and Annual Maintenance Fee.

- 3.9. Annual Maintenance Fee: Fees for GSTC's annual accreditation services to the accredited certification body covering regular surveillance assessments scheduled in the accreditation cycle.
- 3.10. Appeal: Request by a certification body or a standard owner to GSTC for reconsideration of a decision related to GSTC-Accredited or GSTC-Recognized status made by the GSTC Secretariat, the GSTC Assurance Panel or the Assurance Director.
- 3.11. Appeal Committee: A committee appointed by the GSTC Secretariat responsible for conducting an investigation, review, and assessment of an Appeal.
- 3.12. Appellant: A certification body or standard owner initiating an appeal against a decision made by the GSTC Secretariat or the GSTC Assurance Panel.
- 3.13. Application Fee: A non-refundable charge paid by an applicant to initiate the accreditation process covering a desk assessment.
- 3.14. Assessment Fee: Fees to cover GSTC accreditation assessment services that are not covered by the Application Fee (see 4.14) or Annual Maintenance Fee (see 4.10).
- 3.15. Assurance: Demonstrable evidence that specified requirements relating to a product, process, system, person, or body are fulfilled (adapted from ISO 17000:2004).
- 3.16. Attraction: A place of interest owned and/or managed by an identifiable entity for the purposes of attracting visitors, operating, and delivering services and/or experiences, including, but not limited to, recreation, leisure, natural, historical, cultural, educational, or religious experiences.
- 3.17. Audit: "systematic, independent, documented process for obtaining records, statements of fact, or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.
- Note 1 to entry:: Whilst "audit" applies to management systems, "assessment" applies to conformity assessment bodies more generally." [SOURCE: ISO 17000:2004]
- 3.18. Auditor: Person with the demonstrated personal attributes and competence to conduct an audit.

Note 1 to entry: The relevant personal attributes for an auditor are described

in ISO 19011.

[SOURCE: ISO 9000:2015]

3.19. Audit Conclusion: "Outcome of an audit, after consideration of the audit objectives and all audit findings." [SOURCE: ISO 19011:2018].

3.20. Audit Criteria: "Set of requirements used as a reference against which objective evidence is compared.

Note 1 to entry: If the audit criteria are legal (including statutory or regulatory) requirements, the words "compliance" or "non-compliance" are often used in an audit finding; and

Note 2 to entry: Requirements may include policies, procedures, work instructions, legal requirements, contractual obligations, etc."

[SOURCE: ISO 19011:2018].

3.21. Audit Evidence: "Records, statements of fact, or other information which are relevant to the audit criteria and are verifiable." [SOURCE: ISO 19011:2018].

3.22. Audit Findings: "Results of the evaluation of the collected audit evidence against audit criteria.

Note 1 to entry: Audit findings indicate conformity and nonconformity;

Note 2 to entry: Audit findings can lead to the identification of risks, opportunities for improvement or recording good practices; and

Note 3 to entry: In English, if the audit criteria are selected from statutory requirements or regulatory requirements, the audit finding is termed compliance or non-compliance."

[SOURCE: ISO 19011:2018]

3.23. Audit Plan: "Description of the activities and arrangements for an audit." [SOURCE: ISO 19011:2018]

3.24. Audit Program: "Description of the arrangements for a set of one or more audits planned for a specific time frame and directed towards a specific purpose." [SOURCE: ISO 19011:2018]

3.25. Audit Scope: "Extent and boundaries of an audit".

Note 1 to entry: The audit scope generally includes a description of the physical and virtual locations, functions, organizational units, activities, and processes, as well as the period covered; and

Note 2 to entry: A virtual location is where an organization performs work or provides a service using an online environment allowing individuals irrespective of physical locations to execute processes."

[SOURCE: ISO 19011:2018]

- 3.26. Audit Team: "One or more persons conducting an audit, supported if needed by technical experts.

Note 1 to entry: One auditor of the audit team is appointed as the audit team leader; and

Note 2 to entry: The audit team can include auditors in training."

[SOURCE: ISO 19011:2018]

- 3.27. CB: Acronym for the "Certification Body".

- 3.28. Central Office: "The office that is responsible for and centrally controls the management system." [SOURCE: IAF MD 1:2023]

- 3.29. Certificate Holder (CH): A tourism enterprise, product, or destination that has been certified by a GSTC-Accredited certification body.

- 3.30. Certification: "Third-party attestation related to products, processes, systems or persons.

Note 1 to entry: Certification of a management system is sometimes also called registration.

Note 2 to entry: Certification is applicable to all objects of conformity assessment except for conformity assessment bodies themselves, to which accreditation is applicable."

[SOURCE: ISO 17000:2004]

- 3.31. Certification Body (CB): "Body that performs conformity assessment activities and that can be the object of accreditation." [Source: ISO 17011:2017] In current usage, it is often referred to as "Conformity Assessment Body" or CAB.

- 3.32. Certification program: GSTC prefers to use the term "Certification Body (CB)" in place of "Certification program".

- 3.33. Certification Scheme: "Certification system related to specified products, to which the same specified requirements, specific rules and procedures apply."

[SOURCE: ISO 17000:2004]

- 3.34. Certification scheme owner: A person or other legal entity who owns the

intellectual property associated with a sustainable tourism certification scheme.

- 3.35. Certification System: "is a conformity assessment system that includes selection, determination, review and finally certification as the attestation activity."

[SOURCE: ISO/IEC 17000:2004]

- 3.36. Client: A tourism enterprise or destination that purchases a certification service from a CB.

- 3.37. Closed Hotel: A hotel that is closed for seasonal reasons or is undergoing renovations.

- 3.38. Complainant: Person or organization filing a complaint.

- 3.39. Complaint: "Expression of dissatisfaction, other than *appeal*, by any person or organization, to an *accreditation body*, relating to the activities of that accreditation body, where a response is expected." [SOURCE: ISO/IEC 17000:2004. (The definition has been modified from its original)]

- 3.40. Compliance: "procedures that must be followed to ensure full compliance with the law." [SOURCE: [Oxford Learner's Dictionary](#)]

- 3.41. Compliance Assessment: GSTC evaluates the CB's compliance with the GSTC accreditation and relevant ISO requirements by reviewing audit evidence, reports, and decision-making processes. The compliance assessment aims to assess the effectiveness of the certification decision-making process by comparing audit reports with actual conditions at the client's site. It's conducted through the review of documentation, audit reports, certified business site visits, and stakeholder feedback.

- 3.42. Concern: An expression of dissatisfaction or interest by any person or organization regarding any aspect of the GSTC which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

- 3.43. Conflict of Interest: "A conflict of interest exists where the 'impartial and objective exercise of the functions of an actor or other person' involved in budget implementation 'is compromised for reasons involving family, emotional life, political or national affinity, economic interest or any other direct or indirect personal interest.'" [SOURCE: [European Commission Staff](#)

[Regulations](#)]

- 3.44. Conformity: "Fulfillment of a requirement". [SOURCE: ISO 19011:2018]
- 3.45. Conformity Assessment: "Demonstration that specified requirements relating to a product, process, system, person or body are fulfilled.

Note 1 to entry: The subject field of conformity assessment includes activities defined elsewhere in this International Standard, such as testing, inspection and certification, as well as the accreditation (5.6) of conformity assessment bodies.

Note 2 to entry: The expression "object of conformity assessment" or "object" is used in this International Standard to encompass any particular material, product, installation, process, system, person, or body to which conformity assessment is applied. A service is covered by the definition of a product."

[SOURCE: ISO 17000:2004]

For GSTC, it is a process of checking and verifying the extent to which a tourism enterprise or certification scheme meets a specified Standard and/or Criteria.

- 3.46. Consultancy: "The services provided by a consultancy or a consultant" [SOURCE: [Merriam-Webster Dictionary](#)]. In the case of tourism, it may involve services to a tourism enterprise or CB on the design, management, and operation of their services.

- 3.47. Continual Improvement: Recurring activity to enhance performance.

Note 1 to entry: The process of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings and audit conclusions, analysis of data, management reviews or other means and generally leads to corrective action or preventive action."

[SOURCE: ISO 9000:2015]

- 3.48. Controller: the natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

- 3.49. Correction: An action to eliminate a detected nonconformity

Note 1 to entry: A correction can be made in conjunction with a corrective action

Note 2 to entry: A correction can be, for example, rework or regrade.

[SOURCE: ISO 9000:2015]

- 3.50. Corrective Action: action to eliminate the cause of a detected nonconformity or other undesirable situation

Note 1 to entry: There can be more than one cause for a nonconformity.

Note 2 to entry: Corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence.

Note 3 to entry: There is a distinction between correction and corrective action.

[SOURCE: ISO 9000:2015]

- 3.51. Preventing Recurrence: The ultimate goal is to implement corrective actions that eliminate the root cause and prevent similar nonconformities from happening again.

- 3.52. Preventive Action: "Action to eliminate the cause of a potential nonconformity or other undesirable potential situation.

Note 1 to entry: There can be more than one cause for a potential nonconformity.

Note 2 to entry: Preventive action is taken to prevent occurrence whereas corrective action is taken to prevent recurrence."

[SOURCE: ISO 9000:2015]

- 3.53. Days: Refers to calendar days in the context of timeframes and deadlines

- 3.54. Double Certification: Two certificates have been issued for a hotel for the same time period by a GSTC-Accredited certification body against both the GSTC Industry Criteria and the TR-I Standard.

Note 1 to entry: This applies only to the Turkiye Sustainable Tourism Program

- 3.55. Equivalent Standard: "A standard whose requirements have a direct correspondence with the requirements of the GSTC standard. The standard may have a differing presentation or even substance, e.g., in providing guidance on how to meet requirements. Equivalency for purposes of GSTC Recognition includes harmonized, unified, identical, unilaterally aligned, and

comparable standards. "

[SOURCE: ISO/IEC Guide 2:2004 6.1, 6.2, 6.3, 6.8, and 6.9]

- 3.56. Feedback: Expression, suggestion, or input by any person or organization regarding the GSTC Criteria or Manuals.
- 3.57. Feedback Meeting: "A meeting organized to present work in progress in order to gain feedback." [SOURCE: [The Data Quality Glossary](#)]

In the case of the GSTC Accreditation process, it is a meeting held between GSTC and the Certification Holder at the end of a Compliance Assessment.
- 3.58. Grievance: Any form of discontentment, excluding appeals, nonconformity challenges, or incident reports, expressed by an individual or organization to GSTC regarding the actions of GSTC, an accredited Certification Body, or a certificate holder, which anticipates a response.
- 3.59. GSTC: Global Sustainable Tourism Council.
- 3.60. GSTC Accreditation: Accreditation provided by the GSTC.
- 3.61. GSTC-Accredited: A certification body's status that has been assessed by the GSTC and found to conform with all requirements of the GSTC Accreditation Manual.
- 3.62. GSTC Accreditation Requirements: The requirements that a certification body shall meet in terms of its structure, management, and operational policies, procedures, and implementation to be accredited or maintain the accredited status.
- 3.63. GSTC Assurance Panel: The Assurance Panel (AP) is an assurance decision making-body composed by GSTC, with external professionals who meet the competency requirements, aimed at ensuring objectivity and impartiality in the accreditation decision-making process.
- 3.64. GSTC Criteria: A common understanding of sustainable tourism that any tourism business or destination should aspire to reach.
- 3.65. GSTC Standard: See the GSTC Criteria.
- 3.66. GSTC-Recognized standard: A sustainable tourism standard that has been evaluated by the GSTC as being equivalent to the relevant GSTC Criteria and currently has GSTC-Recognized status.
- 3.67. Hotel: Term treated generically to refer to accommodation.

3.68. Living wage: The remuneration received for a standard work week by a worker in a particular place sufficient to afford a decent standard of living for the worker and their family. Elements of a decent standard of living include food, water, housing, education, healthcare, transport, clothing, and other essential needs, including provision for unexpected events.

[Source: [Global Living Wage Coalition](#)]

3.69. Impartiality: Presence of objectivity

Note 1 to entry: Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the accreditation body (3.2).

Note 2 to entry: Other terms that are useful in conveying the element of impartiality include "independence", "freedom from conflict of interests", "freedom from bias", "lack of prejudice", "neutrality", "fairness", "open-mindedness" "even-handedness", "detachment", "balance".

[SOURCE: ISO/IEC 17011:2017]

3.70. Information and communication technology (ICT): is the use of technology for gathering, storing, retrieving, processing, analyzing, and transmitting information. It includes software and hardware such as smartphones, handheld devices, laptop computers, desktop computers, drones, video cameras, wearable technology, artificial intelligence, and others. The use of ICT may be appropriate for auditing/assessment both locally and remotely. (SOURCE: IAF MD 4:2022)

3.71. Initial Certification Audit: "Audit carried out by an auditing organization independent of the client and the parties that rely on certification, for the purpose of certifying the client's sustainability management processes and sustainability performance.

Note 1 to entry: Certification audits include initial, surveillance, and re-certification audits and can also include special audits.

Note 2 to entry: Certification audits are typically conducted by audit teams of those bodies providing certification of conformity to the requirements of the Reference Standard."

[SOURCE: ISO/IEC 17021:2015]

3.72. Interested Party: "Person or organization with a direct or indirect interest in *accreditation*.

Note 1 to entry: Direct interest refers to the interest of those who undergo accreditation; indirect interest refers to the interests of those who use or rely on accredited conformity assessment bodies.

Note 2 to entry: Interested parties can include the *accreditation body*, conformity assessment bodies, their associations and their clients, industry services, trade associations, scheme owners, governmental regulatory bodies or other governmental services, or non-governmental organizations, including consumer organizations. "

[SOURCE: ISO/IEC 17011:2017]

3.73. Local office: An office of a Tour Operator that is directly dependent on and holds a lower hierarchical position than the head or central office. It is responsible for executing and overseeing key administrative and operational processes/activities and delivering some services to clients. It does not include the facility for simply selling tours or being used as a meeting point for customers joining tours.

3.74. Major Nonconformity: "Nonconformity that affects the capability of the management system to achieve the intended results.

Note 1 to entry: Non-conformities could be classified as major in the following circumstances:

- if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- a number of minor non-conformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity. "

[SOURCE: ISO/IEC 17021-1:2015]

3.75. Minor Nonconformity: "Nonconformity that does not affect the capability of the management system to achieve the intended results." [SOURCE: ISO/IEC 17021-1:2015]

3.76. Multi-site Organization: "An organization covered by a single management system comprising an identified central office (not necessarily the headquarters of the organization) at which certain processes/activities are planned and controlled, and a number of sites (permanent, temporary or virtual) at which such processes/activities are fully or partially carried out."

[SOURCE: IAF MD 1:2018]

- 3.77. New Hotel/Newly Opened Hotel: A hotel is either being newly constructed, substantially refurbished, or rebuilt, or it has already undergone one of these processes.
- 3.78. Nonconformity (NC): "Non-fulfillment of a requirement. " [SOURCE: ISO/IEC 17021-1:2015]
- 3.79. Objective Evidence: "Data supporting the existence or variety of something.
Note 1 to entry: Objective evidence can be obtained through observation, measurement, test or by other means; and
Note 2 to entry: Objective evidence for the purpose of the audit generally consists of records, statements of fact, or other information which are relevant to the audit criteria and verifiable."
[SOURCE: ISO 19011:2018]
- 3.80. Opportunity for Improvement (OFI): GSTC findings indicate that the requirement has been met, but the GSTC Assessment team's professional experience and knowledge suggest that there may be opportunities for improved performance and/or implementation.
- 3.81. Performance: "Measurable result.
Note 1 to entry: Performance can relate either to quantitative or qualitative findings; and
Note 2 to entry: Performance can relate to the management of activities, processes, products, services, systems or organizations."
[SOURCE: ISO 19011:2018]
- 3.82. Persistent Nonconformity: GSTC raised a nonconformity with the same normative reference and subject matter as previous nonconformities, and the status is still open.
- 3.83. Personal Data: "Personal data" means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person" [SOURCE: <https://ico.org.uk/>]
- 3.84. Process: "Set of interrelated or interacting activities that use inputs to deliver

an intended result" [SOURCE: ISO 19011:2018].

3.85. Pseudonymization: the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

3.86. Recipient: a natural or legal person, public authority, agency, or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of that data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

3.87. Reference Standard: A standard used as the reference against which the audit is performed, according to the accreditation granted.

Note 1 to entry: The Reference Standard could be the GSTC Criteria or the GSTC-Recognized Standard.

3.88. Repeated Nonconformity: If the GSTC Assessor finds multiple instances of the same nonconformity within a single assessment, it may be considered 'Repeated' and raised as a Major Nonconformity.

3.89. Requirement: "Need or expectation that is stated, generally implied or obligatory. Requirement is also an expression in the content of a document conveying criteria to be fulfilled if compliance with the document is to be claimed and from which no deviation is permitted.

Note 1 to entry: "Generally implied" means that it is custom or common practice for the organization, its customers, and other interested parties, that the need or expectation under consideration is implied.

Note 2 to entry: A qualifier can be used to denote a specific type of requirement, e.g. product requirement, quality management requirement, customer requirement.

Note 3 to entry: A specified requirement is one that is stated, for example in a

document.

Note 4 to entry: Requirements can be generated by different interested parties."

[SOURCE: ISO 9000: 2015]

- 3.90. Risk: Effect of uncertainty. [SOURCE: ISO 9000:2015]
- 3.91. Risk management: "coordinated activities to direct and control an organization with regard to risk." [SOURCE: ISO 31000:2018]
- 3.92. Risk mitigation: Addressing a set of risks so as to reduce either the likelihood of their occurrence, the consequence of their occurrence, or both.
- 3.93. Root Cause Analysis (RCA): "process of identifying all root causes that have or may have resulted in an undesirable condition, situation, nonconformity or failure." [SOURCE: ISO 18238:2015]

Note 1 to entry: RCA is used by certification bodies to determine the causes and extent of NCs and to assist in determining appropriate corrections and corrective actions. While other valid methods are available, RCA is the preferred suggestion.

- 3.94. Scheme Owner: "Person or organization responsible for developing and maintaining a specific certification scheme based on a standard.

Note 1 to entry: The scheme owner can be the Certification Body itself, a governmental authority, a trade association, a group of Certification Bodies or others."

[SOURCE: ISO/IEC 17065:2012, 3.11]

- 3.95. Sustainable Tourism Standard Owner: A person or other legal entity who owns the intellectual property associated with a sustainable tourism standard.
- 3.96. Surveillance assessment: Assessment performed as a basis for maintaining the accreditation. Surveillance assessments can be performed remotely, on-site, or a combination of both: remote and on-site.
- 3.97. Surveillance Audit: Audit performed as a basis for maintaining the validity of the certification. Surveillance audits can be performed remotely, on-site or a combination of both: remote and on-site.
- 3.98. Sustainable tourism standard: A set of rules and guidelines that define the requirements for tourism enterprises or destinations to deliver sustainable tourism.

- 3.99. Technical Review: An independent process conducted by the CBs and ABs, respectively, that involves reviewing the quality of audit/assessment reports, findings and conclusions, supporting evidence, and ensuring that the audit/assessment procedure and results were followed. The technical review may require the auditors/assessors to make adjustments to the reports. Upon completion of the review, the report is ready to move on to the next stage.
- 3.100. Third-party audits: "Third-party audits are conducted by independent auditing organizations, such as those providing certification/registration of conformity or governmental agencies." [SOURCE: ISO 19011:2018]
- 3.101. Tour Operator: Businesses/organizations that plan, operate, and deliver a complete package tour to a traveler. The term Tour Operator involves a large diversity of types of packages, transport operators, and sellers of travel that can be combined amongst them and vary according to the set of products/services offering, ownership structure and/or geographical location of their operations.
- For the purpose of certification, Tour Operators comprise outbound Tour Operator, inbound Tour Operator and land transport suppliers and any combination amongst the 3 categories.
- 3.102. Tour Product (TP): Tour operator's products of traveling around from place to place that are organized and offered by a Tour Operator with a broad range of services in the tourism industry, marked by a high degree of packaging product and service components of transport, places, activities, or accommodation.
- 3.103. Tourism enterprise: An entity providing one or more services to tourists.
- 3.104. Unannounced Compliance Assessment: Assessment conducted without prior notice of the assessment date and time to the Certificate Holder, neither by GSTC nor the certification body.
- 3.105. Under-investment Hotel: The hotel that holds the Tourism Investment Certificate issued by the Turkish Ministry of Culture and Tourism to tourism facilities at the investment stage. (Reference: Regulation on Certification and Qualifications of Tourism Facilities, dated 21.06.2005 and numbered 25852)
- 3.106. Unilaterally aligned standard: A standard that is equivalent or comparable to the relevant GSTC Criteria but contains further requirements not contained in the GSTC Criteria.

3.107. Validation: "confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled
Note 1 to entry: The term "validated" is used to designate the corresponding status.

Note 2 to entry: The use conditions for validation can be real or simulated."

[SOURCE: ISO 9000:2015]

3.108. Verification: "confirmation, through the provision of objective evidence (3.7.6), that specified requirements (3.8.6) have been fulfilled.

Note 1 to entry: The term "verified" is used to designate the corresponding status.

Note 2 to entry: Confirmation can comprise activities such as:

- performing alternative calculations,
- comparing a new design specification (3.7.3) with a similar proven design specification,
- undertaking tests (3.8.3) and demonstrations, and
- reviewing documents prior to issue."

[SOURCE: ISO 9000:2015]

3.109. Witnessing: Observation of the CB carrying out conformity assessment activities within its scope of accreditation (clause 3.25 of ISO/IEC 17011:2017). The witnessing is done on-site at the CB client premises or observing remote auditing via electronic means without interfering and influencing (IAF MD 17:2023).