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REPORT OF THE ECONOMIC AND
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ECONOMIC AND SOCIAL COUNCIL
Second regular session
of 1989
CO-ORDINATION QUESTIONS:
WORLD TOURISM

World Tourism Organization

Note by the Secretary-General

In accordance with General Assembly resolution 42/167 of 11 December 1987, the Secretary-General of the United Nations has the honour to transmit to the members of the **General Assembly** and of the Economic and Social Council the report of the **Secretary-General** of the World Tourism Organisation on progress made in implementing the Manila Declaration and the Acapulco Document on World Tourism,

* A/44/50/Rev.1.

ANNEX

Report of the Secretary-General of the World Tourism Organization
on the progress made in implementing the Manila Declaration and
the Acapulco Document on World Tourism

1. The present report has been prepared in pursuance of General Assembly resolutions 40/172 and 42/167 of 17 December 1985 and 11 December 1987, respectively, in which the Secretary-General of the World Tourism Organization (WTO) was requested to report to the General Assembly, through the Economic and Social Council, on the progress made in implementing the Manila Declaration a/ and the Acapulco Document b/ on World Tourism.
2. The Manila Declaration on World Tourism, adopted by the World Tourism Conference, held at Manila from 27 September 1980 to 10 October, and the Acapulco Document, adopted by the World Tourism Meeting, held at Acapulco, Mexico, from 21 to 27 August 1982, stand as landmarks in the history of modern travel and tourism. The two meetings made it possible for all States Members of the United Nations to recognize, perhaps for the first time, the values of tourism and travel in current-day society and the resultant responsibilities, which should progressively be assumed by States and, in particular, by their national tourism administrations.
3. The aforementioned resolutions of the General Assembly concerning the activities of WTO should be seen in the light of previous decisions and recommendations adopted by the General Assembly or the Economic and Social Council to ensure that WTO plays its full part within the international system of organizations in fostering international co-operation in the promotion and development of a sector of activity whose considerable contribution to economic and social development has been recognized by the Assembly.

A. Development of tourism

4. World tourism has witnessed a rapid growth since the adoption *in 1980* of the Manila Declaration on World Tourism. International tourist arrivals, which totalled 390 million, in 1988, were an estimated 37 per cent higher than in 1980. Receipts from international tourism, totalling an estimated \$US 195,000 million in 1988, represented an increase of 90 per cent over 1980 - almost double in monetary terms. International tourism is, of course, only a part of the total travel movement. The annual turnover of world tourism, including domestic tourism, is estimated at some \$US X.400 billion, accounting for 12 per cent of the world's gross national product.
5. Tourism represents 5 per cent of total world exports and accounts for over 18 per cent of world trade in services and over 30 per cent of trade in services in developing countries. Evidence of the increasing role played by tourism, among other services, in the balance of payments of developing countries is also provided by Figures showing the extent to which international tourist receipts compensate

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for deficits recorded on merchandise account. For example, by the mid-1980s, tourism covered 23 per cent of the commercial deficit of Kenya, 36 per cent of that of Morocco and 55 per cent of that of Thailand.

B. The image of tourism

6. Nevertheless, despite the importance tourism has attained today as the third largest item in world trade (after petroleum products, cars and automobile parts) and the principal traded service in the post-industrial era, it often still lacks the political and administrative support it deserves and is consequently not accorded its rightful place within development strategies, national and international alike, in which attention is all too often lavished on other sectors of the economy, especially manufacturing industry or agriculture, whose contribution to national well-being may be declining.

7. Basically, it is a problem of image. Tourism is generally identified only with holiday-making and is considered to be a frivolous activity and not a serious concern. In addition to its economic importance, it is also of great social and political value-

8. The tourism industry has failed to present the real image of tourism and, at least until now, was not successful in developing an effective tourism lobby to attract the necessary interest of Governments and information media. Tourism as an industry is still fragmented and its different sectors still tend rather to quarrel than to unite.

9. It is, however, encouraging to observe that the true nature of tourism and its substantial potential for the growth of a country's economy, as well as for the welfare of its inhabitants, is gradually but unmistakably being recognised. More and more Governments are realizing the significant benefits of tourism in the form of foreign exchange earnings, tax revenues, development of backward and less industrialized regions, and the creation of value-added and employment. The 1988 Trade and Development Report of UNCTAD *et al.* is an example of this increasing recognition of tourism. There also seems to be a better awareness of the considerable impact tourism has on the social and cultural cohesion and evolution of the population, as well as on the process of national integration, particularly through domestic tourism movements.

10. Nevertheless, much remains to be done for tourism to benefit from the political and administrative support it deserves in order to become the world's number one export industry by the turn of the century and to be accorded its rightful place within development strategies.

11. Hand in hand with the recognition of tourism's importance should be awareness on the part of Governments of their responsibility for ensuring that tourism's positive effects on the economy, as well as on the socio-cultural heritage of their people, are maximized, while possible negative effects are reduced to the minimum.

12. The Manila Declaration and several resolutions adopted at successive sessions of the WTO General Assembly have emphasized the importance of Governments' role in co-ordinating the overall activities of the tourism sector and ensuring its positive contribution, with minimum adverse effects, to the socio-economic development of countries. WTO members have also pleaded for the enhancement of the status of the tourism administration in each country and its endowment with powers, authority and resources commensurate with its actual and potential contribution to national well-being.

13. Generally speaking, sound sectoral development policies are still lacking and resources earmarked for the promotion and development of tourism in national budgets, as well as in development funds of international aid agencies, are indeed insignificant.

14. It is perhaps worth noting in this respect that, from all the funds allocated to Governments by UNDP, only 0.5 per cent on average are finally assigned by the Governments themselves to projects in the tourism sector, whether implemented by WTO or other agencies.

15. Further proof of the political support tourism lacks is its exclusion from the agenda of the Round Table 05 Services, organized in co-operation with UNDP by the Council of Europe within the framework of its North-South Inter-Dependence and Solidarity Campaign, despite its dominant position in the service sector. Nor is it mentioned anywhere in the report issued by the Economic Commission for Europe entitled Overall Economic Perspective to the Year 2000. d/

16. One of the priority objectives of the new strategy of the World Tourism Organization for the promotion and development of tourism is therefore to enhance the sector's image and to attract policy makers' attention to the advantages associated with it in social and economic development, as well as to its positive effects on the political and cultural life of the world community.

17. A variety of information and public relations campaigns were directed to parliaments, Governments, international organizations, educational institutions and the general public.

18. In this context, the WTO General Assembly, in its resolution 197 (VII), adopted at the seventh session, held at Madrid in September 1987, decided to convene an Inter-Parliamentary Conference on Tourism in consultation with the Inter-Parliamentary Union. The Inter-Parliamentary Conference on Tourism, held at The Hague from 10 to 14 April 1989, was one of the main achievements of the new tourism promotion and development strategy of the World Tourism Organization. It was attended by 164 parliamentary delegates and 80 observers. The main objective of the Conference were to enable parliamentarians to increase their knowledge of tourism, to propose co-ordinated legislative solutions to tourism development problems and to determine if methods used by parliaments to consider tourism issues correspond to current needs.

19. The Inter-Parliamentary Conference on Tourism considered four **main issues**:

- (a) The place of tourism in national economic and social development;
- (b) The facilitation of tourism and tourist travel, visits and stays;
- (c) The **security and** protection of tourists, tourist sites and facilities;
- (d) The problems of the promotion of tourism.

20. The final document of the Conference, adopted unanimously by parliamentarians on 1.4 April 1989, consists essentially of three parts:

(a) The Hague Declaration on Tourism (see appendix below). This Declaration, which takes its place as the most recent in a series of **major** tourism documents, including most notably the **Manila Declaration**, sets forth 10 principles which the Conference submits to parliaments, Governments, public authorities, **organizations, public** and private associations and **institutions** responsible for tourism, **tourism professionals** and **tourists** themselves, for careful consideration and as a source of **inspiration** in their activities. These principles concern:

- (i) The general importance of tourism (Principle I);
- (ii) The role of tourism as an instrument of socio-economic growth for all countries, **and** in particular the developing countries (Principle II);
- (iii) Environmental protection as a fundamental condition for tourism development (Principle III);
- (iv) The human dimension of tourism and consequently the need to give primary consideration to the tourist himself (Principle IV);
- (v) The legal foundation of tourism, which consists of the right to rest, leisure and periodic holidays with pay (Principle V);
- (vi) Travel facilitation (Principle VI);
- (vii) **Security** and protection of tourists and respect for their dignity (Principle VII);
- (viii) Terrorism as a real threat for tourism and tourist movements (Principle VIII);
- (ix) The role of education in improving the quality of tourist services (Principle IX);
- (x) Tourism development - measures that should be taken by the public and private sectors and by national tourism administrations and parliaments and the place of international co-operation in that field, particularly within WTO (Principle X).

(b) The specific conclusions and recommendations concern:

- (i) The place of tourism in economic and **social** development (Part I);
- (ii) The facilitation of tourism and tourist travel, **visits** and stays (Part II);
- (iii) The security and protection of tourists, tourist sites and **facilities** (Part III).

Each of **those** parts contains extremely **specific** recommendations on measures to **achieve** the objectives established by common agreement in The Hague Declaration on Tourism.

(c) General action by parliaments and follow-up measures. In this text, the **parliamentarians** address a series of recommendations to nationals and Governments, the Council of IPU, the National Group of IPU and WTO. In particular, the text **alludes** to the possibility of organizing another Xnter-Parliamentary Conference on **Tourism**, and consideration has already been given to holding such a Conference within the next three to five years.

21. The two major achievements of The Hague Conference were a **source of** particular **satisfaction** to the Secretary-General of WTO. First of all, the Conference has **unquestionably** promoted better understanding of tourism as a multi-dimensional Phenomenon and, above all, has **led** to greater recognition of its importance among **parliamentarians**. For its part, WTO was especially gratified to see its **efforts** to promote and develop tourism unanimously acknowledged and encouraged.

C. Tourism and the environment

22. In **emphasizing** that natural resources are a fundamental attraction of **tourism**, the Manila Declaration underscored that tourism and the **environment** should **always** go hand in hand. However, the same Declaration stressed that the **use of** tourism resources "cannot be left uncontrolled without running the risk of their **deterioration**, or even their **destruction**". g/

23. For that reason, WTO has, since 1982, based its co-operation with UNEP on principles set forth in the "Joint Declaration on **Tourism** and the Environment", which states in particular that

"The protection, enhancement and improvement of the various components of man's environment are among the fundamental conditions for the harmonious development of tourism. " f/

24. Much of tourism's known impact is local or regional; tourism's cumulative effect on the global environment is not known. Many problems arise in **catering to** **peak-season** demands owing to the acute seasonal character of tourism in certain regions of the world, particularly Europe. Although developing countries need to be especially prudent in tourism development so as to avoid such dangers as soil.

erosion, threats to wildlife or major impacts on heritage sites, the developed countries, too, with many years of experience in serving as host to large numbers of tourists, can suffer serious consequences when carrying-capacity limits are exceeded.

25. This is why it is necessary to apply to tourism today, as to other sectors of the economy, the principle of "sustainable development", which was advocated in the report of the World Commission on Environment and Development, entitled "Our Common Future" (A/42/427, annex). The General Assembly of the World Tourism Organization, at its seventh session, held in Madrid in 1987, encouraged the Secretary-General to continue co-operation with UNEP in the search for policies and strategies leading to the sustainable development of tourism. The Secretary-General is hopeful that it will be possible in the near future to set forth guidelines for States on that matter.

26. In this context, the Secretary-General of WTO consulted various organizations and individuals interested or involved in developing and promoting "alternative" tourism on the education and training needs of this specialized sector. Although "alternative" tourism still represents only a small part of the overall industry, its prospects are important and encouraging, since more and more attention is being given to socially responsible and environment-conscious forms of tourism, both from the travel trade and the consumer.

23. The consultation revealed a general willingness to co-operate with WTO in this field and the desirability of organizing a seminar or workshop to provide for an exchange of views and experiences on this subject and to discuss the possibilities of establishing training programmes in this field.

D. Facilitation of travel and tourist stays

28. The successful completion of the Vienna Follow-up Meeting to the Conference on Security and Co-operation in Europe, held from 4 November 1986 to 17 January 1989, has contributed significantly to easing international tension and improving the international situation. This favourable process has also brought the human dimension of international relations to the focus of world attention, one of the most important aspects of which is the promotion of tourism contacts between and among individuals. Tourism was, of course, included in the original Final Act of the Conference on Security and Co-operation in Europe, done at Helsinki in 1976. g/ In the section entitled "Co-operation in humanitarian and other fields", the Concluding Document of the Vienna Follow-up Meeting addresses the subject of tourism in several respects, which express its importance in our present-day world. The following references will make this clear:

"They will further facilitate travel on an individual or collective basis for personal or professional reasons

"They will give serious consideration to proposals for concluding agreements on the issuing of multiple entry visas . . . and consider possibilities for the reciprocal abolition of entry visas

"They will **consider** adhering to the relevant multilateral instruments . . . in order to improve arrangements for ensuring effective consular, legal and medical **assistance for citizens** of participating States temporarily on their territory." **h/**

39. **These** important ideas are also reflected in the WTO draft Budapest Convention to facilitate tourist **travel, visits and stays**. The draft Convention, on which WTO began work in 1986 following adoption by the **General** Assembly at its sixth session, held at Sofia in September 1985, of **Recommended Practices on Passports and Visas**, is the only legal instrument concerning tourism facilitation that relates to all **bona fide** tourists regardless of mode of transport. It was the **Manila Declaration** that enjoined States to consider the tourist at the centre of his own holidays. In the draft Budapest Convention, it is the **"tourist"** and the tourist alone who would **be** at the **centre** of the preoccupations of the **contracting parties**.

30. The draft Budapest Convention states **that:**

"It is in the interest of **all** countries to facilitate both individual **and** group tourist travel, visits and stays which . . . **foster** the creation of a climate of confidence and mutual understanding between the States members of the international community, the development of international co-operation and, hence, lasting peace in the world."

31. By adopting the Convention, the Contracting Parties **would:**

"Undertake to facilitate individual and **organized** group tourist **travel, visits and stays** and . . . to that end, to, conform . . . to the Standards contained **in** the Annexes . . . or to apply as widely as possible **the** Recommended Practices in the said Annexes" (art. 5).

32. Facilitation might be defined as **"the** promotion of **free** movement of travellers and tourists through the progressive elimination of administrative, technical, **financial** and **human** barriers to travel, visits and **stays"**. It is a concept as important to the twentieth century as the **concept** of "free trade" **was**, perhaps, to the nineteenth century. **Many** organizations have a legitimate interest in facilitation. However, most existing instruments relate to particular aspects of facilitation (**for** example, customs) or modes of transport (**for** example, **international** civil aviation). Only WTO has a **"tourist-centred"** concept of **facilitation**, that is, one which applies to all tourists **regarless** of motivation or mode of transport. This concept corresponds to WTO's "positive" approach to **facilitation questions**, one that is not only related to the relaxation of frontier **formalities**. It is also concerned, in the spirit **of** various basic documents adopted by the Organization's bodies, and, in particular, the Manila Declaration, **with** more active means of facilitating travel, such as the progressive extension of **leave** with pay to all layers of the population, the management of tourist flows by the **staggering** of **holidays**, and the promotion of access **to** **tourism** of youth, the **elderly** and handicapped travellers.

33. As the world's principal traded service, tourism is naturally a **prime** candidate for trade **liberalization**.

34. It is still early to say that priority **issues** should be addressed in this field. However, WTO, through its Facilitation **Committee**, has **already** begun work on identifying forms of economic behaviour which could be described as protectionist within the area of tourism. Interest has focused on the following sectors in **particular**: computer networks and reservation systems, tour operations, supply of tourist accommodation, transfer of **technology** and role of **transnational corporations**. It will also be desirable to consider what safeguards might be necessary to protect the interests of the developing countries and ensure the development of their service sectors, bearing in **mind** in particular **the** modest share of these countries in world tourist receipts.

35. Pursuant to Council **decision 2 (XXXIV)**, adopted at Fez, Morocco, in November 1988, **the regional** commissions of WTO have **already been enjoined** and, in some cases, have **begun** to examine, through **special** committees, the significance for tourism of its inclusion in the current Uruguay Round of multilateral trade negotiations. The Secretary-General will naturally maintain close contacts with the Director-General of GATT with a view to informing him of the results of this work of identification and analysis.

E. Tourist protection and security

36. Efforts to facilitate international travel often conflict however, with **measures** which States consider necessary in order to prevent illegal **immigration**, counteract terrorism and to curb illicit trafficking or narcotic drugs. **The stance** of WTO is that all undue burdens which may be placed upon **bona fide** tourists in connection with those problems should be limited to the maximum extent possible with the help of modern technologies, improvements in border facilities and training of staff who deal with the public, as well as through public education and information. No effort should be spared to ensure high security standards in tourism and the **inconvenience** which the enforcement of such **standards may** sometimes **entail** should be seen as an intrinsic component of today's reality. With regard to the AIDS pandemic, States have fortunately accepted the view that the **screening** of travellers at border controls, a practice which would have constituted **a serious** blow to international **tourism**, is ineffective and should not be introduced.

37. Aware of the importance of safety issues in tourism, WTO has recently embarked upon a comprehensive programme on tourist protection and **security** following in-depth consultations with member States, the private operational **sector** represented by its affiliate members and the other intergovernmental organizations concerned with **those** issues. This programme embraces a wide range of topics, including tourist health safety, tourism consumer rights, public education and information, the establishment of technical safety standards for tourist facilities, the suppression of drug abuse and illicit trafficking by tourists, tourism and travel opportunities for the handicapped and other related subjects.

38. Perceiving the lack of a general international legal instrument to ensure the protection of international tourists, WTO has taken the initiative of developing such a draft instrument, under the title of "Recommended **Measures** for Tourist

Protection and Security". Those measures could serve as a standard and a legal basis for legislative, regulatory and organizational measures aimed at ensuring international tourists the corresponding rights and establishing the necessary structures and procedures for assisting them in emergencies.

F. Human resources development

39. The future of tourism also depends largely on the capabilities of its employees to provide quality services, and at the same time, to demonstrate behaviour towards tourists characterized by understanding and human dignity. Personal service is at the heart of the tourist product, and personal contacts play a decisive role in tourism. Thus, education and training are prerequisites for the successful development of tourism and should cover all sectors of the population at all possible levels.

40. The need for and importance of tourism training have long been recognized, by both national tourism administrations and the operational sector the world over. This was the reason for the establishment in 1966 of the International Centre for Advanced Tourism Studies (CIEST) at Turin, Italy, by the International Union of Official Travel Organisations (IUOTO), the predecessor of WTO. The Centre was moved to Mexico in 1977, but ceased to operate in 1985, since the host authorities were no longer able to provide the necessary support facilities and services.

41. Owing to financial and human constraints, the activities of the Centre were limited to only one study cycle per year and dealt only with vocational training. In the mean time, it has been generally recognized that, in view of the special nature of tourism as a person-to-person business, training is not enough for tourism; education is also essential.

42. The new tourism education and training policy of the Organization was approved by the General Assembly at its seventh session, held at Madrid in September 1987.

43. The Assembly recognized that a new approach was necessary if the tourism sector were to respond adequately to future needs and that such an approach would involve broadening the scope of present informal, on-the-job training to attain a complete education and training system.

44. At the international level, WTO attempts to encourage and promote tourism education and training throughout the world. The general programme of work for the period 1988-1989 includes activities of direct assistance, as well as of indirect assistance, in accordance with the catalytic role of WTO, which is concentrating its activities in the field of education and training at the higher levels, particularly the university and management levels. Considerable progress has been made in implementing the programme of work:

(a) Four itinerant training programmes have been organized in the various regions. A total of 331 participants attended these programmes, of whom 229 were on scholarships provided by the host authorities and WTO;

(b) Two of the three WTO Education and Training Centres approved by the General Assembly at its seventh session have been established and are operating in Rome and Washington, D.C. The third, at Tangier, is expected to become operational in the near future)

(c) Three new training programmes on tourism policy, planning and marketing will be offered shortly.

G. Technical assistance to developing countries

45. In accordance with its statutory mandate, WTO has continued to provide special assistance to developing countries with a view to increasing their share of the benefits of tourism and has endeavoured to ensure that the technical co-operation tool that is made available to them responds effectively to their needs.

46. During the past two years, 50 field missions were carried out at the request of developing countries in order to identify, evaluate and describe their specific technical assistance needs in the promotion and development of travel and tourism and to advise national tourism administrations on activities they have undertaken or wish to undertake and for which they lacked the necessary specialized skills. Furthermore, 18 technical co-operation projects have been completed during this period and 39 others are under way or are about to begin in some 60 countries or groups of countries.

47. It may be pointed out that applications for technical assistance from developing countries to WTO have clearly been on the increase in recent years. This could well be interpreted as the result of a growing realization that there are considerable advantages associated with tourism in economic and social development.

48. It is also gratifying to note that, based on projects under way or already approved by the government authorities concerned and by UNDP, the forecasts for 1989 suggest that, except for circumstances beyond its control, technical co-operation activity will strengthen and will be particularly spectacular in Africa, where the investment of UNDP in technical co-operation projects in tourism will be virtually as much as that of the previous 10 years combined.

49. In conclusion, the Secretary-General wishes to emphasize that the effectiveness of the assistance of WTO to developing countries will continue to be narrowly linked to the degree of priority attached by them to the travel and tourism sector in their national development strategies. He therefore firmly hopes that, in the spirit of the resolutions adopted by the United Nations General Assembly on the activities of WTO, tourism as a key industry, will form an integral part of the international development strategy for the fourth United Nations development decade (1991-2000) and thus be able to fulfil its role as a major economic and social force in the development process.

Notes

- a/ A/36/236, annex, appendix I.
- b/ A/38/182-E/1983/66, annex, appendix.
- c/ UNCTAD/TDR/8 and Corr.1 (United Nations publication, Sales No. E.88.II.D.8 and corrigendum).
- d/ United Nations publication, Sales No. E.88.II.E.4.
- e/ A/36/236, annex, appendix I, para. 18.
- f/ Adopted in July 1982.
- g/ Cmd. 6198 (HM Stationery Office, 1975).
- h/ "Concluding Document of the Vienna Follow-up Meeting to the Conference on Security and Co-operation in Europe", International Legal Materials, vol. 28, No. 2 (March 1989), paras. 21-23.

APPENDIX

The Hague Declaration on Tourism

The Inter-Parliamentary Conference on Tourism,

Organized at The Hague from 10 to 14 April 1969 jointly by the Inter-Parliamentary Union (IPU) **a/** and the World Tourism Organisation (WTO), **b/** at the invitation of the Netherlands Inter-Parliamentary Group,

Considering that it is in the interest of all countries to facilitate both individual and group tourist travel, **visits** and **stays** which, contributing **as** they **do** to economic, social and cultural development, foster the creation of a climate of confidence and mutual understanding **b/** **tween** the States member⁸ of the international community, the development of international co-operation **and**, hence, lasting peace in the world,

Considering that, in so doing, account should also be taken of the special problems of the developing countries in the field of tourism,

Recalling the Universal Declaration of Human Rights, adopted **b/** the General Assembly of the United Nations on 10 October 1948, **and** in particular its article 24, which **states** that "Everyone has the right to rest and leisure, **including** reasonable limitation of working hours and periodic holidays with **pay**", **c/** as well as article 7 of the International Covenant on Economic, Social and Cultural Rights, **adopted** by the General Assembly of the United Nations on 16 December 1966, by which States **undertake** to ensure, for everyone, "Rest, leisure and reasonable limitation of working hours and **periodic** holidays with pay, **as** well **as** remuneration **for** public holidays", **d/** and article 12 of the International Covenant on Civil and Political Rights, also adopted on 16 December 1966 **by** the General Assembly of the United Nations, which states that "Everyone **shall** be free to leave any country, including his own", **e/**

Considering the resolution and recommendation⁸ adopted by the United Nations Conference on International Travel and Tourism (Rome, September 1963) and, in particular, those concerning the promotion of tourism development in the various countries of the world and the simplification of governmental formalities for international travel,

Inspired by the principles set forth in the Manila Declaration on World Tourism, **f/** and the Acapulco Document, **g/** the Tourist Code and Tourism Bill of Rights, **h/** **underscoring** the human dimension of tourism, **recognizing** the new role of tourism as an instrument for improving the quality of life of all people⁸ and as a vital force for peace and international understanding, and defining the responsibilities of the State in its development, particularly with respect to promoting awareness about the importance of tourism among the peoples of the world and protecting and **enhancing** tourism resources as part of the heritage of mankind with a view to contributing to the establishment of a more just and equitable new international economic order,

Recalling the "central and decisive role" of the **World Tourism Organization (WTO)** in the development of tourism as **recognized** by the **General Assembly** of the **United Nations** with a view "to contributing to economic development, international understanding, peace, prosperity and universal respect for, and observance of, human rights and fundamental freedoms for all without distinction as to race, sex, language or religion", 1/

Aware that an important contribution to the harmonious development of tourism can be made by the work of numerous intergovernmental and non-governmental organizations, such as the **International Labour Organisation (ILO)**, the **World Health Organisation (WHO)**, the **United Nations Educational, Scientific and Cultural Organisation (UNESCO)**, the **International Maritime Organisation (IMO)**, the **International Civil Aviation Organization (ICAO)**, the **United Nations Environment Programme (UNEP)**, the **International Criminal Police Organization (ICPO-INTERPOL)**, and the **Organisation for Economic Co-operation and Development (OECD)**, and **stressing** the importance of close co-operation between those organizations and **WTO**,

Solemnly affirming, as a natural consequence of the right to work, the **fundamental right**, already consecrated in the **Universal Declaration of Human Rights**, the **Covenant on Human Rights** of the **United Nations** and in other **universal and regional legal instruments**, of everyone to rest, leisure and periodic leave with pay, and the right to use such time for the purposes of holidays, to travel freely for education or pleasure and to enjoy the benefits of tourism, both within his country of residence and abroad,

Recalling that it was at The Hague that the **First International Congress of Official Tourist Traffic Associations** met in 1925 and founded the **international Union of Official Travel Organisations**, which, in 1975, was transformed into the **World Tourism Organisation**,

Pronounces The Hague Declaration on Tourism as an instrument of international co-operation, rapprochement between people and as a factor of individual and collective development,

Urges parliaments, **Governments**, public and private **authorities**, organizations, associations and institutions responsible for tourism activities, tourism professionals, as well as tourists themselves, to consider carefully and draw constant inspiration from its principles, as set forth below.

Principle I

1. Tourism has become a phenomenon of every-day life for hundreds of millions of people today:

(a) It encompasses all free movements of persons away from their places of residence and work, as well as the service industries created to satisfy the needs resulting from these movements ;

(b) It constitutes an activity essential to the lives of human beings and modern societies, having become an important form of using the free time of individuals and the main vehicle for interpersonal relations and political, economic and cultural contact made necessary by the internationalisation of all sectors of the life of nations;

(c) It should be the concern of everyone. It is both a consequence and a decisive factor of the quality of life in contemporary society. Therefore, parliaments and Governments should accord increasingly sustained attention to tourism with a view to ensuring its development in harmony with the other fundamental needs and activities of societies.

7. All Governments should work for national, regional and international peace and security, which are essential to the development of domestic and international tourism.

Principle II

1. Tourism can be an effective instrument for socio-economic growth for all countries, if at the same time the necessary measures are taken to tackle the more urgent national priorities and to allow the national economy to reach an acceptable level of self-sufficiency in which the country does not have to spend in excess of what it can hope to earn from tourism.

2. Consequently, the following measures should, in particular, be taken, if necessary with the help of the various forms of bilateral and multilateral technical co-operation, to ensure :

(R) That a sound infrastructure is built up and the basic facilities are provided;

(h) That training institutes are set up to meet the personnel needs of the tourism industry at different levels;

(c) That tourism forms part of an integrated plan for development of the country in which agriculture, industrial development, medical care, social welfare, education etc. are other priority sectors;

(cl) That the development of domestic tourism be equally encouraged with the promotion of international tourism. A strong base of domestic tourism will be a big asset for the development of international tourism in the country;

(e) That, even in planning for domestic tourism, the Master Plan approach on an area basis is developed to bring about a balanced and integrated growth for the benefit of the community;

(f) That the overall capacity of the natural, physical and cultural environment of destination to receive tourism (carrying capacity) be always carefully taken into consideration.

Principle III

1. A **unequal** natural, cultural and human environment is a fundamental condition for the development of **tourism**. Moreover, rational **management of tourism** may contribute significantly to the protection and development of the physical environment and the cultural **heritage**, as well as to improving the quality of life.

2. In view of this intrinsic interrelationship between tourism and the environment, effective measures should be taken **to:**

(a) Inform and **educate** tourists, both **domestic and** international, to preserve, **conserve** and respect the natural, cultural and human environment in places they **visit;**

(b) Promote the integrated planning of **tourism** development on the basis of the concept of "sustainable development", which was set forth in the report of the **World Commission** on Environment and Development (Brundtland Report) **and** in the report entitled "**The Environmental** Perspective to the Year 2000 and Beyond" by the **United Nations Environment Programme (UNEP)**, both of which documents have been approved by the United Nations General Assembly!

(c) Determine and ensure respect for carrying-capacity levels of sites visited by tourists even if this implies restricting access to such sites at certain periods or seasons!

(d) Continue to compile an inventory of man-made and/or natural tourist sites of recreational, sporting, historical, archaeological, artistic, cultural, religious, scientific, social or technical interest and ensure that tourism development plans take special account of aspects related with **environmental** protection and the need to promote awareness **among** tourists, the tourism industry and the public at large of the importance of safeguarding the natural and cultural environment;

(e) Encourage development of alternative **forms** of tourism which favour closer contact and understanding between tourists and receiving **populations**, preserve cultural identity and offer distinctive and **original** tourist products and **facilities;**

(f) Ensure the necessary co-operation between the public and private sector to this end both at national and international levels.

Principle IV

1. In view of the eminently human character of tourism, **consideration** should **always be** given to the specific problems of tourists themselves, whether they be domestic or international. An international tourist is any person:

(a) Who intends to travel, and/or travels, to a country other **than** that in which he or she has his or her usual place of residence; and

(b) Whose main purpose of travel is a visit or stay **not** exceeding three months, unless a stay longer than three months is authorised or the three-month authorisation is renewed; and

(c) Who will not exercise, whether or not he or she is called upon to exercise, **any** activity remunerated in the country visited; and

(d) Who, at ~~the~~ end of the said visit or stay, will obligatorily **leave** the country visited, either to return to the country where he or she has his or her usual place of residence or to travel to another country.

2. It logically follows that a person cannot be considered an international tourist if he or she does **not** fulfil all the conditions enumerated in paragraph 1 and, in particular, who, after entering the **country** as a tourist for a tourist visit or stay, seeks to prolong his or her length of visit or stay so as to **establish** residence and/or to exercise a remunerated activity there.

Principle V

1. The right of everyone to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay, and the right to travel freely, **subject** to reasonable restrictions which are explicitly provided for by law and which do not call into question the principle of the freedom **of movement** itself, must **be** universally **recognized**.

2. In order for these fundamental rights of every man and **woman** to **be** fully **ensured**, it is necessary to:

(a) Formulate and apply policies to promote harmonious development of **domestic** and international tourism and leisure activities for the benefit of all **those** who participate **in** them;

(b) Give due consideration to the principles set forth in the Manila Declaration on World Tourism, the Acapulco Document and the Tourism Bill of Rights and Tourist Code, particularly when States formulate **or** **apply** tourism development policies, plans and programmes in accordance with their national priorities.

Principle VI

The promotion of tourism requires facilitation of travel. Effective **measures** should therefore be taken by the public and private sectors to:

(a) Facilitate tourist travel, visits and stays, both on **an** individual and **collective** basis, irrespective of the mode of transport used;

(b) Contribute effectively to the expansion of tourist travel, visits **and** stays by taking appropriate **facilitation** measures with respect to passports, visas, health and exchange controls and the status of tourism representations abroad;

(c) Foster, to this end, the adoption and implementation of the Budapest Convention to Facilitate Tourist Travel, Visits and Stays, thereby permitting the liberalization of legal provisions applicable to tourists and the harmonisation of technical standards concerning the operation of tourism enterprises, travel agencies and other bodies serving tourists.

Principle VII

The safety, security and protection of tourists and respect for their dignity are a precondition to the development of tourism. Therefore, it is indispensable:

(a) That the measures to facilitate tourist travel, visits and stays be accompanied by measures to ensure the safety, security and protection of tourists and tourist facilities and the dignity of tourists;

(b) That an effective policy concerning the safety, security and protection of tourists and tourist facilities and respect for the dignity of tourists be established for this purpose;

(c) To identify precisely the tourist goods, facilities and equipment which, because of their use by tourists, require special attention:

(d) To prepare and make available appropriate documentation and information in case of threats to tourist facilities and/or tourist sites:

(e) To implement, in accordance with the procedures specific to the systems of law of each country, legal provisions in the field of tourist protection, including in particular the ability for tourists to seek effective legal remedy from the national courts in the event of acts harmful to their persons, or property, and in particular the most grievous acts, such as terrorism]

(f) That States co-operate within WTO to prepare a catalogue of recommended measures governing the safety, security and protection of tourists .

Principle VIII

Terrorism constitutes a real threat for tourism and tourist movements. Terrorists must be treated like any other criminals and should be pursued and punished without statutory limitation, no country thus being a safe haven for terrorists.

Principle IX

The quality of tourism as a person-to-person business depends on the quality of the personal service provided. Therefore appropriate education for the general public starting at the school level, education and training of tourism professionals and the preparation of new entrants in the profession are essential for the tourist industry and the development of tourism.

2. To this end, **effective** measures should be taken to:

(a) Prepare individuals for travel and tourism, in particular by including tourism in school and university curricula;

(b) Enhance the status of tourist professions and encourage young people in particular to embark upon a career in tourism)

(c) Establish a network of institutions capable of providing not only training, but also education in tourism on the basis of an internationally standardised curriculum, which would also facilitate mutual recognition of qualifications and exchanges of tourism personnel;

(d) Promote, in accordance with the recommendations of UNESCO in this field, training of trainers, permanent education and refresher courses for all tourism personnel or teachers regardless of level;

(e) Recognize the vital role of the mass media in developing tourism.

Principle X

1. Tourism should be planned on an integrated and coherent basis by public authorities, and between them and industry, taking into consideration all aspects of this complex phenomenon.

2. Whereas tourism has in the life of nations industrial importance at least equal to that of other economic and social activities, and whereas the role of tourism will expand in step with scientific and technical progress and increases in free time, it appears necessary to strengthen, in all countries, the powers and responsibilities of the national tourism administrations, according them the same rank as administrations responsible for other major economic sectors.

3. The need for a global approach to the problems raised by tourism requires the establishment of a genuine national tourism policy, in whose formulation parliaments, when properly equipped, can play a special role so as to be in a position to adopt specific legislation on tourism and, if required, an authentic Tourism Code,

4. Recognizing the international dimensions of tourism, world wide as well as regional, international co-operation is essential for its harmonious development through direct inter-State co-operation and through the channel of international organisations, such as WTO, and between the different components of the private sector of tourism through non-governmental and professional organisations.

Notes

- a/ The world-wide Organization of Parliaments, in which 112 national Parliaments and the European Parliament are at present represented. The IFU was founded in 1889.
- b/ An intergovernmental organization of universal character created in 1975 with the aim of promoting and developing domestic and international tourism.
- c/ General Assembly resolution 217 (III).
- d/ General Assembly resolution 2200 A (XXI), annex, art. 7, para. 7 (d).
- e/ Ibid., art. 12, parn. 2.
- f/ A/36/236, annex, appsndix I.
- g/ A/38/182-E/1983/66, annex, appendix.
- h/ Adopted by the WTO General Assembly at its sixth session in 1985.
- i/ Article 3, paragraph 1, of the Statutes of the World Tourism Organization (E/4955).
- j/ A/42/427, annex.
- k/ General Assembly resolution 42/186, annex.