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Qeveria - Vlada - Government
Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë -
Ministarstvo Industrije, Preduzetništva i Trgovine - Ministry of Industry,
Entrepreneurship and Trade

**ADMINISTRATIVE INSTRUCTION (MIET) NO. 01/2024 ON DETERMINING THE
CONDITIONS FOR THE PROVISION OF ACTIVE AND ADVENTURE TOURISM
SERVICES**

Minister of Ministry of Industry, Entrepreneurship and Trade

Pursuant to Article 37, paragraph 4 of Law No. 08/L-074 on Tourism (Official Gazette no. 15/13.06.2022), Article 11, paragraph 1, sub-paragraph 1.5 of Law No. 08/L-117 on the Government of the Republic of Kosovo, and Annex 12 of Regulation No. 14/2023 on the Areas of Administrative Responsibility of the Office of the Prime Minister and Ministries, as well as Article 38, paragraph 6 of Regulation No. 09/2011 on the Rules and Procedure of the Government (Official Gazette No. 15/12.09.2011),

Issues the following:

ADMINISTRATIVE INSTRUCTION (MIET) NO. 01/2024 ON DETERMINING THE CONDITIONS FOR THE PROVISION OF ACTIVE AND ADVENTURE TOURISM SERVICES

Article 1 Purpose

This Administrative Instruction defines the security conditions and criteria that professional tourism associations and business organizations providing active and adventure tourism services must meet.

Article 2 Scope

This Administrative Instruction applies to professional tourism associations and business organizations providing active and adventure tourism services.

Article 3 Conditions, criteria, and obligations for exercising active and adventure tourism activities

1. Professional tourism associations and business organizations providing services must meet the following criteria in order to exercise their activity:

1.1. be registered at KBRA in any of the forms of business organizations or registered at the relevant Ministry for the registration of NGOs as an active and adventure tourism professional association;

1.2. be registered in the tourism register, according to the relevant Administrative Instruction on Tourism Registry;

1.3. take care of the continuous vocational training of the staff, and the certification of the staff in cases where it is applicable for the provision of specific services;

1.4. keep a record of services, which specifically contains data on:

- 1.4.1. the name and headquarters of the professional tourism association and business organization providing active and adventure tourism services;
- 1.4.2. the type of service;
- 1.4.3. the list of professionally qualified staff who are trained to provide that service (name and surname, number of identification document, place and date of birth, nationality, number of license/certificate for the provision of the service, qualification in accordance with the law and the standard);
- 1.4.4. the list of equipment for service provision (manufacturer, origin, year of manufacture, serial number);
- 1.4.5. daily, weekly, monthly and annual checklist of equipment used to provide the service(s);
- 1.4.6. instructions for equipment use, maintenance and inspection for specific services provided;
- 1.4.7. service user (name and surname, number of identification document, place and date of birth, nationality);
- 1.4.8. accidents during service provision;

2. Business organizations that are registered in the tourism register, according to the relevant Administrative Instruction on Tourism Register, must comply with the request for registration of the business organizations for the provision of active and adventure tourism services in the tourism register according to Annex No. 6 of this Administrative Instruction. Professional tourism associations must comply with the request according to Annex No. 7 of this Administrative Instruction

3. Prior to commencing the provision of services, professional tourism associations and business organizations, according to Article 37 of the Law on Tourism, shall be obliged to:

- 3.1. check the technical regularity of the equipment used for the provision of active and adventure tourism services before and after putting it into use;
- 3.2. carry out the control of the regularity of the placement of the equipment on the person using the active and adventure tourism services by trained or certified staff;
- 3.3. use the equipment in accordance with the manufacturer's instructions/recommendations and maintain it according to technical and safety requirements;
- 3.4. when providing the service, indicate which personal equipment is necessary for the safe execution of the activity, which is offered within the price of the service provided;
- 3.5. place in a visible position an information board indicating the working hours, service prices, safety rules and the method of filing complaints about the services provided;
- 3.6. inform the user in writing or verbally about the types of risks associated with the provision of services, the proper use of equipment, risk assessment, and risk avoidance plans and procedures.

Article 4

Minimum technical conditions for the provision of climbing services

1. Climbing in nature, as a tourist activity, includes climbing natural structures such as mountains, cliffs and rock formations.
2. Professional tourism associations and business organizations that provide climbing services are obliged to meet the following safety conditions for climbing:
 - 2.1. ensure that participants have adequate training and experience in climbing techniques, rope handling and rescue procedures;
 - 2.2. ensure that participants use appropriate (adequate) equipment that meets safety criteria, including helmets, harnesses, climbing shoes, belay devices and carabiners;
 - 2.3. ensure that participants have adequate training and experience in rope knot tying techniques and safe anchor placement;
 - 2.4. assess and manage risks related to weather conditions, rock quality, terrain difficulty and potential hazards that may occur;
 - 2.5. ensure that participants follow the "Leave No Trace" principles, respecting the environment and complying with local regulations.

Article 5

Minimum technical conditions for the provision of hiking services in mountainous areas

1. Hiking in mountainous areas, as a tourist activity, refers to the recreational activity of walking or hiking along paths and roads in mountainous regions.
2. The professional tourism associations and the business organizations that offer hiking services in mountainous areas are obliged to meet the following safety conditions:
 - 2.1. ensure that participants in mountain hiking are adequately prepared with appropriate clothing, footwear and equipment suitable for mountain terrain;
 - 2.2. ensure that participants in mountain walks have navigation aids such as maps, compasses or GPS devices and have knowledge of route planning and trail markings;
 - 2.3. inform the participants about the weather conditions before and during the hiking in mountainous areas and adjust the plans accordingly to avoid dangerous situations;
 - 2.4. ensure that participants in mountain hiking carry emergency supplies, including a first aid kit, whistle, flashlight, food and water. Knowledge of first aid and basic emergency communication methods is essential.
3. Participants in hiking in mountainous areas should assess their physical abilities and choose trails that match their level of physical health.
4. Participants in hiking in mountainous areas must respect the natural environment, adhere to the regulations of the paths and throw the waste in designated places. Avoiding damage to flora, fauna and protected areas is essential.

Article 6

Minimum technical conditions for the provision of mountain biking services

1. Mountain biking, as a tourist activity, refers to the recreational activity of riding a bicycle on off-road trails and in mountainous terrain.
2. Professional tourism associations and business organizations that offer mountain biking services are obliged to meet the following safety conditions:
 - 2.1. ensure that participants wear a helmet that meets safety standards and appropriate protective equipment, such as knee and elbow pads, as well as a first aid kit, tools for minor repairs, sufficient water and a communication device;
 - 2.2. ensure that participants riding bicycles have adequate skills and experience to navigate obstacles, perform basic bicycle manoeuvring techniques and react to changing path configurations;
 - 2.3. select trails suitable for mountain biking expertise and fitness level, taking into account factors such as difficulty, trail conditions, and signage.
3. Bicycles must be maintained, including brakes, tires and suspension systems, to ensure safe operation on challenging terrains.
4. Mountain biking participants must respect the natural environment, adhere to trail regulations and properly dispose of waste. Avoiding damage to flora, fauna and protected areas is essential.

Article 7

Minimum technical conditions for the provision of parachuting services

1. Parachuting services include:
 - 1.1. tandem parachuting, and
 - 1.2. tandem paragliding flight.
2. Tandem parachuting is an activity that is performed by two (2) persons jumping with one parachute, strapped to one another with tandem parachute systems until the descent, one of whom must have a skydiving license in accordance with the special regulation for performing tandem jumps and directing the jump.
3. The professional tourism association and the business organization providing tandem parachuting services must have the following equipment and tools:
 - 3.1. tandem parachute with the relevant equipment;
 - 3.2. helmet;
 - 3.3. reserve parachute;
 - 3.4. radio communication; and
 - 3.5. the flotation device, if the jump takes place above a water surface.

4. Tandem paragliding flight is an activity that implies flying with a paraglider in which there are two (2) people strapped by tandem paraglide system, one of whom must have the paragliding pilot license in accordance with special regulations for performing tandem flights and directing the paragliding flight.

5. The professional tourism association and the business organization providing tandem paragliding flight services must have the following equipment and tools:

- 5.1 tandem paragliding wings with related equipment;
- 5.2. helmet;
- 5.3. equipment for measuring flight height (variometer), in accordance with special regulations;
- 5.4. reserve parachute;
- 5.5. radio communication; and
- 5.6. the flotation device, if the flight takes place on a water surface.

6. Participants must undergo appropriate training and certification from recognized parachuting organizations or instructors.

7. The aircraft used for parachuting must meet safety standards and be operated by qualified staff.

8. Parachuting must be performed in designated jump areas that meet safety requirements, including adequate landing areas and clear airspace.

9. Parachutists must be in good physical condition and disclose any potential health problems that may affect their ability to participate safely.

10. Parachutists must have knowledge of emergency procedures, including parachute deployment failures and how to handle unexpected situations during jumps and landings.

11. Parachuting should only be carried out in suitable weather conditions, taking into account wind speed, visibility and other relevant factors.

Article 8

Minimum technical conditions for the provision of mountaineering services

1. Mountaineering, as a tourist activity, refers to the recreational activity of climbing mountains and participating in mountaineering expeditions.

2. The professional tourism association and the business organization providing mountaineering services are obliged to meet the following safety conditions for mountaineering:

- 2.1. ensure that participants have appropriate training and experience in mountain climbing techniques, route planning, and acclimatization to high altitude climates;
- 2.2. ensure that participants use alpine-specific equipment such as ropes, harnesses, crampons, ice axes, helmets, and protective clothing;

2.3. inform participants of weather conditions, including changes in temperature, wind speed and potential storms, and adjust plans accordingly;

2.4. ensure that participants have the navigational skills to assess routes, identify potential hazards and make information-based decisions depending on current conditions;

2.5. assess and manage the risks associated with steep terrain, deep crevasses, avalanches and other hazards commonly encountered in alpine environments;

2.6. ensure that participants climb in teams and maintain clear communication and practice teamwork to ensure safety and mutual assistance during challenging situations;

2.7 ensure that participants carry essential safety equipment, including first aid kits, emergency communication equipment and survival equipment, and have knowledge about emergency response and evacuation procedures.

Article 9

Minimum technical conditions for the provision of whitewater rafting services

1. Whitewater rafting is the activity of providing navigation services through rough waters, namely the river bed.

2. The professional tourism association and the business organization providing white-water riverbed navigation services must have the following equipment and tools:

2.1. helmet;

2.2. the rope for descent on the rough riverbed;

2.3. static rope;

2.4. wetsuit;

2.5. life jacket;

2.6. Anchors (bolts and pitons) for safety descent in the riverbed;

2.7. first aid kit;

2.8. radio stations;

2.9. rucksack with navigation equipment intended for guides;

2.10. paddling gloves; and

2.11. rafting shoes.

3. The professional tourism associations and the business organizations providing whitewater rafting services are obliged to meet the following safety conditions:

3.1. provide participants with comprehensive safety information prior to the whitewater rafting trip, including instructions on paddling techniques, white-water navigation signals and emergency procedures;

3.2. inform participants of the river's difficulty level and select a route that matches their skill level.

3.3. rafting should be carried out in suitable weather conditions, taking into account water levels, currents and possible hazards;

4. The professional tourism association and the business organization, before the start of the provision of the rafting service, must provide special instructions to the person using the service on how to act in the whitewaters, specifically during the all-around visit (tour) in whitewaters.

5. In the case of organized groups of people who use the whitewater rafting service, the professional tourism association and the business organization must form one group of up to ten users of the services, two (2) professionally qualified persons with a certificate for the provision of those types of services, and one professionally trained person for every ten untrained people who use the service.

Article 10

Minimum technical conditions for the provision of kayaking services

1. Kayaking, as a tourist activity, refers to the recreational activity of recreational sailing on water using a small, narrow water craft known as a kayak.

2. The professional tourism association and the business organization providing kayaking services must use kayaks that are in good condition, appropriate for the anticipated water conditions and equipped with the necessary safety equipment, such as paddles, spray skirts and safety lines.

3. The professional tourism association and the business organization providing kayaking services are obliged to meet the following safety conditions:

- 3.1. ensure that participants have adequate paddling skills and experience, including the ability to maneuver the kayak, perform self-rescue techniques and deal with varying water conditions;
- 3.2. ensure that kayaking is carried out in appropriate weather conditions, taking into account wind speed, waves, currents and possible weather changes during the activity;
- 3.3. ensure that participants are familiar with navigational aids, maps and sailing rules to navigate safely in bodies of water and avoid potential hazards.

Article 11

Minimum technical conditions for the provision of services of speleology activities

1. Speleology activities, as tourist activities, refer to the exploration and discovery of caves and underground systems.

2. The professional tourism association and the business organization providing speleology activity services are obliged to meet the following safety conditions for speleological activities:

- 2.1. ensure that participants use appropriate safety equipment, including helmets, headlamps and torches, sturdy shoes and protective clothing to ensure personal safety and minimize the risk of injury.
- 2.2. conduct full assessments of cave conditions, including air quality, structural stability, water levels and potential hazards before allowing access to participants.

2.3. provide participants with comprehensive safety information, including cave navigation instructions, potential hazards, emergency procedures and proper use of equipment.

2.4. speleology activities should be carried out in small groups to facilitate effective communication, supervision and rapid response in case of emergencies.

2.5. If participants encounter vertical sections or difficult passages, tour operator employees, business organizations, and other legal entities must ensure that they have adequate knowledge and experience in rope techniques for safe descent and ascent.

3. Speleology activities should be directed by qualified and experienced speleologists who possess adequate knowledge of cave systems, safety procedures and rescue techniques.

Article 12

Minimum technical conditions for the provision of horse-riding activity services

1. Horse riding, as a tourist activity, refers to the recreational activity of riding horses.

2. The professional tourism association and the business organization providing horse riding services must meet the following safety conditions for horse riding:

2.1. ensure that participants use appropriate protective clothing, including helmets, sturdy-heeled riding shoes and other safety equipment as required;

2.2. ensure that participants have adequate riding skills and experience to safely control and handle the horse, including knowledge of basic riding techniques, commands and horse behaviour;

2.3. ensure that horses are appropriate for the rider's skill level and temperament, in order to provide a safe and comfortable riding experience;

2.4. provide comprehensive safety information to participants, including instructions for mounting and dismounting, proper brake use, and awareness of potential hazards;

2.5. ensure that novice or inexperienced participants are supervised by qualified staff who can provide guidance and ensure their safety during the activity.

2.6. ensure that participants respect the natural environment, stick to designated paths, do not harm vegetation, and properly dispose of waste.

Article 13

Minimum technical conditions for the provision of services of rock-climbing activities

1. Rock climbing, as a tourist activity, refers to the recreational activity of climbing rock formations using specialized equipment and techniques.

2. The professional tourism association and business organizations providing rock climbing services must have the following equipment and tools:

2.1. helmets;

2.2. harnesses;

- 2.3. ropes;
- 2.4. carabiners, and
- 2.5. climbing shoes,
- 2.6 all equipment described in paragraph 2 of this Article must meet the recognized safety standards.

3. The professional tourism association and business organization providing rock climbing services must meet the following safety conditions for rock climbing:

- 3.1. ensure that participants have adequate climbing skills, including knowledge of basic climbing techniques, rope management and the ability to assess rock conditions and potential hazards.
- 3.2. provide comprehensive safety information to participants, including instructions for proper use of equipment, climbing signals, communication methods and awareness of potential hazards.
- 3.3. assess the hazards associated with steep routes and terrain, such as the level of difficulty, rock stability, and potential hazards such as loose rocks or overhanging rocks.
- 3.4. ensure that participants respect the natural environment, avoid damaging rock formations or vegetation and adhere to regulations regarding protected areas.

4. The professional tourism association and business organization providing rock climbing services must maintain the necessary safety equipment that meets adequate safety standards, including a first aid kit, communication equipment and knowledge of basic first aid and self-rescue techniques.

Article 14

Minimum-technical conditions for the provision of rope sliding and ropes course services

1. Rope sliding and ropes courses, as a tourist activity, refers to recreational entertainment activities including activities that take place above the ground such as adventure park, zipline, giant swing, free fall, and so on, that employ specialized equipment and techniques.

2. The professional tourism association and bussiness organization providing rope sliding and rope courses services must have the following equipment and tools:

- 2.1. helmet;
- 2.2. harnesses;
- 2.3. carabiners and connectors;
- 2.4. belay devices;
- 2.5 descending devices;
- 2.6. ascending devices – rope clamps;
- 2.7. fall arrest device – ASAP;
- 2.8. pulleys;
- 2.9. lanyards and energy absorber;
- 2.10. anchor devices;
- 2.11. ropes.

3. The equipment used for the services of rope sliding and rope courses must have the **CE** mark accompanied by the Declaration of Conformity that shows that the equipment meets the requirements of Regulation on Protective Personal Equipment.

4. Professional tourism associations and business organizations providing rope sliding services and rope courses must use their own equipment according to the manufacturer's instructions, perform checks before, during, and after use by the user, and maintain and store it appropriately.

5. The conditions for the provision of activities of rope slides and rope courses shall be regulated by a separate Annex, which will be an integral part of this Administrative Instruction

Article 15

Monitoring the implementation of the Administrative Instruction

The implementation of this Administrative Instruction, which is related to the services of active and adventure tourism, must be monitored by the competent market inspectorate within the ministry responsible for industry, entrepreneurship and trade.

Article 16

Annexes to the Administrative Instruction

1. The annexes attached are integral to this administrative instruction:

1.1. Annex 1 of the Administrative Instruction on providing rope-sliding and rope-course services.

1.2. Annex 2 Accident and incident report form.

1.3. Annex 3 Daily inspection checklist - Via Ferrata.

1.4. Annex 4 Daily inspection checklist – Adventure Park.

1.5. Annex 5 Daily inspection checklist – Zip Line.

1.6. Annex 6 Request for registration of the business organization for the provision of active and adventure tourism services in the tourism registry.

1.7. Annex 7 Request for registration of the professional associations for the provision of active and adventure tourism services in the tourism registry.

Article 17

Entry into force

1. This Administrative Instruction shall enter into force 7 (seven) days after publication in official Gazette of the republic of Kosovo.

Rozeta Hajdari

Minister
28 February 2024



ANNEX 1 TO THE ADMINISTRATIVE INSTRUCTION ON PROVIDING ROPE-SLIDING AND ROPE-COURSE SERVICES AND VIA FERRATA

Article 1 Scope and Applicability of this Annex

This Annex, in addition to the criteria defined in Article 14 of this Administrative Instruction, also defines the requirements, conditions and criteria that business organizations and professional tourism associations engaged in the provision of active and adventurous tourism services involving rope slides and rope courses as well as Via Ferrata are required to fulfill.

Article 2 Definitions

1. In order to interpret and implement this Annex to the Administrative Instruction on Defining the Conditions for Provision of Active and Adventurous Tourism Services, the following definitions shall apply:

1.1. **"Belay device"** is a device to which the user is attached to limit the distance from the fall and/or to prevent injury from the fall.

1.2. **"Competent person"** is the person who has such practical and theoretical knowledge and experience of the equipment, which will be thoroughly examined, and which will enable him/her to detect defects or weaknesses, which is also the purpose of the equipment examination, that is, to discover and assess its importance to the security of the device.

1.3. **"Guidelines"** are information usually issued by professional or trade bodies to assist in the interpretation and application of regulations, legislation, and standards.

1.4. **"Legislation"** is a legally binding requirement the scope of which is described in each document.

1.5. **"PPE"** means personal protective equipment, such as safety belts used by a single user, together with a fall arrest or restraint system.

1.6. **"Ropes courses"** Standard SK EN 15567 defines this as "a constructed structure consisting of one or more activity systems, support system and if necessary, belay equipment and/or safety system." The ropes course differs from playground equipment in that it has limited access and requires supervision.

1.7. **"Standard"** is the Kosovar Standard (KS), International Standard (ISO), European Standard (EN), all of which reflect the latest technology, and although not mandatory, they act as benchmarks for best industry practices.

1.8. **"SK EN 15567 Standard"** means: Rope courses must comply with the latest edition of the standard

- SK EN 15567-1 (including potential amendments), Sports and recreational (entertainment) environments - Ropes courses - Part 1: Construction and safety requirements; and

- SK EN 15567-2 (including potential amendments), Sports and recreational (entertainment) environments - Ropes courses - Part 2: Operational requirements.

1.9. **"Standard SK EN-16869"** means the standard for the design and construction of the Via Ferrata.

1.10. **"Zipline"** is an activity system in which the participant slides under the action of the force of gravity in an inclined direction. These may also be known as Zip Wires, Aerial Tracks, Flying Foxes or other expressions. Zipline is a recreational activity where the participants, using a permanent cable or rope line suspended between support structures and while being attached to a pulley, pass through the distance from one point to another point, in order to provide the participants with amusement, pleasure, thrill or exhilaration.

1.11. **"Via Ferrata"** means a line generally consisting of a fixed climbing installation, including a safety route where the user is not supervised.

1.12. **"Operator"** means any person, partnership, corporation or other commercial entity and their agents, officers, employees or representatives who have operational responsibility for each Ropes Course.

1.13. **"Participant"** means any person who engages in ropes course activities, either alone or as part of a group activity supervised by a ropes course tour operator.

1.14. **"Routine visual inspection"** means an inspection intended to identify visible danger that may result from vandalism, use or inclement weather.

1.15. **"Operational inspection"** means a more detailed inspection than routine visual inspection to check the operation and condition of the equipment.

1.16. **"Inaugural inspection"** is conducted after the completion of all tests related to the ropes course before the park is opened for use by customers. This inspection is conducted by an inspection body or certifying inspector.

1.17. **"Periodic inspection"** means verification carried out by an inspection body or certifying inspector at least once within a calendar year and within a maximum interval of 15 months to check the operation and stability of the equipment on the Ropes Course.

1.18. **"Extraordinary inspection"** means the verification conducted by an inspection body or certifying inspector in the case where there are major modifications of the Ropes Course or in the event of an accident.

1.19. **"Inspection body"** means a company or individual that conducts the inaugural, periodic and extraordinary inspections. The SK EN ISO/IEC 17020 standard defines inspection bodies as type A, type B and type C, which are covered by adequate professional liability insurance. The A, B, C classification indicates the level of independence, not competence.

1.20. **"Accreditation"** means the certification by a national accreditation body that the inspection body meets the requirements defined by the harmonized standards and, when applicable, any other additional requirements including those defined in the relevant sector schemes, for the performance of specific conformity assessment.

Article 3

Obligations of constructors

1. The constructor or installer of a new Ropes Course activity structure shall provide a product manual that contains at least the following information:

- 1.1. Technical description of the structure and its individual components (marital certificate, etc.);
- 1.2. Instructions regarding the correct use of the Course according to the two (2) parts of SK EN 15567 and specifications for all PPE and related safety equipment;
- 1.3. Certificate of conformity according to SK EN 15567;

2. The manufacturer's declaration of conformity shall contain the following:

- 2.1. Design calculations;
- 2.2. Normative references;
- 2.3. Liability exemptions, if any;
- 2.4. Maintenance instructions, specifying the frequency and method of equipment inspection and maintenance.

Article 4

Obligations of operators

1. The Ropes Course operator shall be responsible for the safe use and maintenance of the Ropes Course in accordance with the use and maintenance instructions issued by the manufacturer and installer as well as applicable standards.

2. The Ropes Course operator is obliged:

- 2.1. Construct, install, maintain and operate all Ropes Courses in accordance with the manufacturer's instructions for the use, inspection and maintenance of the equipment, with the EN 15567 standard and other standards that are largely equivalent;
- 2.2. Guarantee that the Ropes Course is inspected at least annually by a specially certified inspector (competent person) or by an inspection body;
- 2.3. Train employees operating Ropes Courses in accordance with Kosovar Standards (KS), international standards (ISO), European standards (EN) and standards related to their profession;
- 2.4. Obtain and maintain commercial general liability insurance against claims for personal injury, death and property damage occurring on or around the Ropes Courses, which provides protection up to the limit of not less than [amount of money] for personal injury or death to a single person, up to the limit of [monetary amount] in total and up to the limit of no less than [monetary amount] for property damage;

Article 5

Documentation obligations for the Operator

1. The operator shall possess the following documentation:
 - 1.1. Name and address of owner and Operator.
 - 1.2. The document showing the completion of the inspection by an inspection body or certified inspector.
 - 1.3. List of on-site staff, their function and qualification/competence.
 - 1.4. Notes of daily inspections.
 - 1.5. Accident and incident reports.
 - 1.6. Risk assessment and risk management plan, to be drawn up by the Operator of adventurous activities on land.
 - 1.7. Keeping records for a period of at least five (5) years from the date of their creation.

Article 6

Personal protective equipment

1. Personal Protective Equipment (PPE) used shall comply with the requirements of related Regulation on Personal Protective Equipment.
2. When the persons performing all construction, maintenance and inspection works work on the Rope Course, they shall use Personal Protective Equipment in accordance with the requirements of Regulation on Personal Protective Equipment.

Article 7

First aid

1. The Operator is responsible for ensuring that the Ropes Course location has the necessary first aid equipment, supplies, facilities and staff to treat participants if they are injured while using the Ropes Courses.
2. The first aid kit should have basic first aid equipment for injuries including cuts, scrapes, punctures, skin abrasions and splinters, muscle sprains and strains, minor burns, amputations and/or large bleeding wounds, broken bones, eye injuries, and concussions.
3. The employee must be trained to provide first aid to injured persons in emergency cases.
4. The training of the Operator's employees from paragraph 3 of this Article shall be provided by the Red Cross, health institutions and companies that implement occupational medicine activities, and occupational medicine specialists.

Article 8
Obligations of operators for employee training

1. The Operator shall train employees to:
 - 1.1. Identify fall or other hazards, including users moving down Ropes Courses;
 - 1.2. Inspect, test and use all protection systems and protective equipment;
 - 1.3. Providing search and rescue services;
 - 1.4. Always wear a safety belt or anchor when working in heights;
 - 1.5. Follow the manufacturer's instructions for the use, maintenance and inspection of equipment;
 - 1.6. Recognize and report equipment defects;
 - 1.7. Safely interact with users of the Ropes Course (e.g., guiding and belaying, and rescue operations);
 - 1.8. Driving the course safely according to company policy.

Article 9
Obligations of Operators for equipment maintenance

1. The operator shall have the following duties:
 - 1.1. Check the workplace for possible risks;
 - 1.2. Maintain all equipment;
 - 1.3. Provide secure means of access to the platform;
 - 1.4. Conduct regular inspection of platforms and Ropes Courses (e.g., before each work shift and before each use) to identify and correct unsafe conditions.
 - 1.5. Ensure that protective equipment properly fits each worker and is in good working order.
 - 1.6. Ensure proper installation, use and maintenance of fall protection systems;
 - 1.7. Instruct participants on Ropes Course procedures intended to keep workers safe.

Article 10
Obligation of participants and prohibited acts

1. Each participant shall adhere to the safety instructions of the Operator.
2. Participants shall act reasonably and prudently when engaging in the Ropes Course activities provided by an Operator.
3. Participants are prohibited from undertaking the following actions;
 - 3.1. Use the Ropes Courses without the authorization, supervision and instructions of the Ropes Course Operator;
 - 3.2. Drop, throw or take out any object from the Ropes Courses, except in cases authorized by the Operator;
 - 3.3. Perform any act that interferes with the functioning or operation of a Ropes Course; or

3.4. Engage in any harmful conduct, or intentionally or negligently engage in any conduct likely to cause injury to any person.

Article 11

Responsibility of ropes course operators

1. The operator shall be held liable for the injury, loss or damage caused by the non-implementation of the duties and standards of care defined in this Administrative Instruction and in the two (2) parts of the SK EN 15567 standard when the breach of duty is causally related to the injury, loss or damage suffered.
2. The operator shall not be held liable for any injury, loss or damage caused by the negligence of any person who is not an agent or employee of the Operator.

Article 12

Inaugural inspection

1. The Operator may not operate the Ropes Courses without an inaugural inspection. The inaugural inspection shall be conducted by an inspection body (type A, in accordance with the SK EN ISO/IEC 17020 standard).
2. The inaugural inspection shall include the following checks:
 - 2.1. Visual inspection;
 - 2.2. Functional inspections;
 - 2.3. Review to ensure that design calculation and/or timber strength assessment is in place;
 - 2.4. Verification that the Ropes Course is built in accordance with the design drawings. This is referred to as a Design Conformity Assessment;
 - 2.5. A functional test conducted at height by an inspector who has full knowledge of the Ropes Course and how to use it. The inspector must also be qualified and competent to work at height.
3. An inspection report containing the following information shall be prepared for the inaugural inspection.
 - 3.1. Date and place of inspection;
 - 3.2. Inspection results and details of detected defects;
 - 3.3. Assessment whether there are any concerns regarding the inauguration of the Ropes Course and if so, details of the necessary follow-up inspections;
 - 3.4. Name, address and signature of the inspector.

Article 13

Periodic inspection

1. To determine the general level of safety of the equipment, the foundation and the surface of the Ropes Course, periodic inspections shall be carried out by a type A inspection body in accordance with the EN ISO/IEC 17020:2018 standard or a certified inspector from ERCA, at least every calendar year and with a maximum interval of 15 months.
2. Periodic inspection of Courses with Permanent Ropes installed in trees shall be conducted at least annually by an inspection team with experience and knowledge of Ropes Courses, trees and logs.
3. As part of periodic inspections, a report containing the following information shall be prepared:
 - 3.1. Date and place of inspection.
 - 3.2. Person who performed the inspection.
 - 3.3. Summary of what was inspected.
 - 3.4. Inspection results indicate any defects noted.
 - 3.5. Recommendations for any corrective action.
 - 3.6. Any doubts about the further use of any part of the facility.
 - 3.7. Recommendation for re-inspection
 - 3.8. Copy of the inspection report, which must be stored with the technical documentation of the activity of the Ropes Courses.

Article 14 **Extraordinary inspection**

1. Extraordinary inspection means the verification conducted by an inspection body or certified inspector in case of major modifications of the Ropes Course or an accident. The extraordinary inspection may be requested by the owner or state bodies.
2. The extraordinary inspection shall include the following checks:
 - 2.1. Visual inspection;
 - 2.2. Functional inspections;
 - 2.3. Verification that the Ropes Course is built in accordance with the modification drawings;
3. An inspection report containing the following information shall be prepared for the extraordinary inspection.
 - 3.1. Date and place of inspection;
 - 3.2. Inspection results and details of detected defects;
 - 3.3. Name, address and signature of the inspector.

Article 15 **Inspection of trees**

1. If trees are part of or near above-ground adventurous activities, they shall be inspected prior to construction in accordance with SK EN 15567.
2. Trees shall be inspected at least every calendar year and at a maximum interval of 15 months.

Article 16

Operational inspection

1. The operational inspection shall be performed and documented by the Operator every 1-3 months or according to the manufacturer's instructions, taking into account the latter's recommendations in accordance with SK EN 15567.
2. Operational inspection shall cover cleanliness, condition of ground surface, sharp edges, missing components, excessive aging (of moving parts) and structural integrity of safety system (e.g., condition of steel cables), as well as determine the decay rate on a wooden pole and decide if it is acceptable based on industry standards.

Article 17

Routine visual inspection

1. Routine visual inspection shall be performed and documented by the Operator prior to the opening of the Ropes Course, each day prior to use. The routine visual inspection shall include a visual survey of critical components and an assessment of the overall appearance of the course and the surrounding environment.
2. During the routine visual inspection, the following items shall be considered:
 - 2.1. Weather damage (strong winds, lightning, etc.)
 - 2.2. Vandalism
 - 2.3. Damage by animals
 - 2.4. Obsolescence and depreciation
3. Routine visual inspections shall be in accordance with:
 - 3.1. Maintenance manual provided by the builder.
 - 3.2. Instructions for each PPE and safety device.
 - 3.3. Risk assessment by the Operator.

Article 18

The authority responsible for the inaugural, periodic and extraordinary inspection

1. The inaugural inspection of the Ropes Courses shall be conducted by a certified inspection body (type A, in accordance with the SK EN ISO/IEC 17020 standard).
2. The periodic and extraordinary inspection of Ropes Courses may be conducted by a certified inspector or a certified inspection body (type A, in accordance with the SK EN ISO/IEC 17020 standard).
3. Inspection bodies shall be accredited or certified in accordance with the SK EN ISO/IEC 17020 standard.
4. The inspector shall be a competent person qualified through training/certification, such as by the European Ropes Course Association (ERCA) or by any organization certified or accredited by the European Ropes Course Association.
5. A competent person or organization that meets these qualifications shall be considered an approved inspector. Inspections provided by operators, conducted by individuals or organizations that meet the qualifications set forth in this Article shall be reviewed for acceptance by the Ministry of Industry, Entrepreneurship and Trade

Article 19

Inspection of the Via Ferrata

1. Inaugural inspection, periodic inspection and extraordinary inspection, for verifying the safe use of the Via Ferrata, must be performed in accordance with SK EN 16869.
2. Prior to the economic operator operating the Via Ferrata, the inaugural inspection must be performed by an ERCA-certified inspector or an inspection body of type A, working in accordance with the SK EN ISO/IEC 17020 standard.
3. Periodic inspection of the Via Ferrata must be performed by an ERCA-certified inspector or an inspection body of type A, in accordance with the SK EN ISO/IEC 17020 standard, on a calendar-year basis, typically at the onset of the Via Ferrata use season.
4. Extraordinary inspection of the Via Ferrata must be performed according to the provisions of Article 14 of this Administrative Instruction.
5. Operational inspection of the Via Ferrata must be performed according to the provisions of Article 16 of this Administrative Instruction.
6. Routine inspection of the Via Ferrata must be performed according to the provisions of Article 17 of this Administrative Instruction.

Article 20

Certificate of inspection and availability to the public

1. If, after the inaugural and periodic inspection, it is found that a Ropes Course is in accordance with the rules of this Administrative Instruction and the requirements of the SK EN 15567 standard, the operator may continue operating the Ropes Courses.

2. The copy of the certificate, which shows the last date of the inspection, is placed at the gate of the Rope Courses at the time of its issuance, or in any other place decided by the competent inspection body.

3. The inspection body or the inspector is obliged to submit to the Ministry of Industry, Entrepreneurship and Trade the list of inspections conducted for Ropes Courses, indicating the owner of the tourist services, the date of the inspection, and the issuance or not of the Certificate, within three (3) days after the issuance of that certificate.

Article 21

Notification of serious physical injury or fatality, investigations and records available to the public

1. The Ropes Course Operator shall notify the competent inspectorate no later than twenty-four hours after any fatality or accident occurring as a result of the operation of the Ropes Courses that resulted in serious physical injury to any person requiring medical treatment or resulted in loss of consciousness of any person.

2. The competent inspectorate may be notified verbally, in writing or by electronic means, but this notification requirement in no way limits the Operator's responsibility to notify emergency and law enforcement staff of the incident as soon as it is practically possible.

3. The competent inspectorate shall investigate any fatality or accident, as well as any safety related complaint it involves.

4. Each Ropes Course operator shall keep records of every accident or fatality, accompanied by the certificate of inspection required under this Article and readily accessible to the public for inspection at any reasonable time in the place where the Ropes Course is located.

Article 22

Supervision of the implementation of the Annex to the Administrative Instruction

1. The implementation of this Administrative Instruction shall be supervised by the Market Inspectorate.

2. When the Market Inspectorate receives the inspection certificate showing any defect of the Ropes Courses which may endanger the safety of the participants, the Market Inspectorate shall take all appropriate measures to remove that Ropes Course from service and prohibit its use.

3. The Market Inspectorate shall order, in writing, the temporary cessation of the operation of the Rope Courses if, after the inspection, it is determined that it is dangerous or unsafe or that the

Operator has failed to perform the inaugural and periodic inspection determined by this Administrative Instruction. Operation cannot resume until all irregularities are corrected.

4. The Market Inspectorate shall place the “prohibition of use” sign on the Ropes Course the use of which is not safe and issue a decision to the Operator to prohibit the use of such Ropes Course. The Operator shall respect the decision issued by the inspectorate, even if he submits a complaint and bears responsibility, and a “prohibition of use” sign shall be placed at the entrance of the Ropes Course.

5. The “prohibition of use” sign may only be removed by the Market Inspectorate or the appointed body or by the maintainer in case any repairs are required. The person who removes the “prohibition of use” sign shall immediately notify the Market Inspectorate of this and stop using the Ropes Course until an extraordinary inspection is conducted.

6. The Market Inspectorate shall issue to the Operator the decision or prohibition on the use of the Ropes Course and undertake the appropriate measures in accordance with Article 56 of Law No. 06/L-06-041 on Technical Requirements of Products and Conformity Assessment, taking into account the principle of proportionality.

Article 23

Transitional and final provisions

1. Since there is no accredited and authorized inspection body in Kosovo according to Administrative Instruction No. 12/18 on Manner of Appointment of Conformity Assessment Bodies competent to conduct the inaugural inspection of ropes courses according to the two (2) parts of the SK EN 15567 standard, the inaugural inspection shall be conducted by inspection bodies certified by the European Association of Ropes Courses.

2. Since there is no accredited and authorized inspection body in Kosovo according to Administrative Instruction No. 12/18 on Manner of Appointment of Conformity Assessment Bodies competent to conduct periodic and extraordinary inspections of Ropes Courses according to the two (2) parts of the SK EN 15576 standard, the periodic and extraordinary inspection shall be carried out by inspection bodies certified or inspectors certified by the European Association of Ropes Courses.

3. Operators who started operating Ropes Courses prior to the entry into force of this Administrative Instruction, but who have not yet performed the inaugural inspection, are obliged to perform such inspection within six (6) months from the entry into force of this Administrative Instruction.

4. Professional tourism associations and business organizations that deal with the provision of active and adventure tourism services for the implementation of the standards mentioned in this Administrative Instruction shall apply the standards in force or equivalents thereof.



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ANNEX II

ACCIDENT AND INCIDENT REPORT FORM

REPORTED BY: _____ DATE OF REPORT: _____

FUNCTION/POSITION: _____ No. OF THE INCIDENT/ACCIDENT: _____

INFORMATION ABOUT THE INCIDENT/ACCIDENT

TYPE OF INCIDENT/ACCIDENT: _____

DATE OF OCCURRENCE: _____

LOCATION (Address): _____

DESCRIPTION OF THE INCIDENT/ACCIDENT

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NAME AND SURNAME / CONTACT DETAILS OF THE PARTIES INVOLVED

1. _____
2. _____
3. _____

NAME AND SURNAME / CONTACT DETAILS OF THE WITNESSES

1. _____
2. _____
3. _____

REPORTED TO THE POLICE: _____

DATE OF REPORTING TO THE POLICE: _____

FOLLOW-UP ACTIONS

OTHER INFORMATION (in addition to the data requested above, additional information may be added as appropriate)

NAME AND SURNAME OF THE SUPERVISOR: _____

SIGNATURE: _____ DATE: _____



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ANNEX III

DAILY INSPECTION CHECKLIST - VIA FERRATA

Check before using the Via Ferrata (name of Via Ferrata): _____

Date and location: _____

Name and signature of the inspector:

Name and signature of the assistant (if applicable): _____

Weather conditions:

- Check the condition of cables, carabiners and anchors.
- Look for signs of rust, burs or damage.
- Ensure cables are properly tightened and anchors are secure.
- Inspect the condition of stairs and bridges regarding their stability.
- Check if any rungs and steps are not tight or have any moving parts.
- Check for signs of rust or damage.
- Verify the condition of personal safety equipment.
- Check safety belts (harnesses), helmets and lanyards if they are worn.
- Make sure carabiners and slings are in good condition.
- Check that road markers, warnings and instructions are clear.
- Ensure that all signs are undamaged and legible.

- Monitor environmental impact.
- Make sure there is no debris or damage in the surrounding area.
- Verify that the adhesives are using the correct equipment.
- Avoid overcrowding on the trail.
- Inspect the path and entry points.
- Remove loose stones or debris that may pose a hazard.
- Record any problems, observations or recommendations.
- Record any actions taken or planned for maintenance or repairs.

Inspector's remarks:

OTHER INFORMATION (in addition to the data requested above, additional information may be added as appropriate)



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ANNEX IV

DAILY INSPECTION CHECKLIST – ADVENTURE PARK

Check before using the (name of the Adventure Park):

Date and location: _____

Name and signature of the inspector:

Weather conditions: _____

- Check all ropes, safety belts (harnesses), carabiners, pulleys, helmets and other equipment for signs of wear, damage or defects.
- Verify that all equipment is properly marked and serial numbers match records for maintenance and inspections.
- Inspect anchor points (trees, poles, structures) to ensure they are secure and in good condition.
- Check the connection points (bolts, carabiners, slings) to ensure that they are properly connected and undamaged.
- Walk the entire rope course and check each element for any signs of damage, wear or structural problems.
- Check for frayed cables, loose hardware, or unstable platforms.

- Verify that safety nets and barriers are in place and secure.
- Monitor weather conditions to ensure they are suitable for ropes course activities. Avoid strong winds, storms and other adverse weather conditions.
- Number of visitors.

Inspector's remarks:

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OTHER INFORMATION (in addition to the data requested above, additional information may be added as appropriate)

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ANNEX V

DAILY INSPECTION CHECKLIST – ZIP LINE

Check before using the Zip Line (Name of the Zip Line):

Date and location: _____

Name and signature of the inspector: _____

Weather conditions: _____

- Checking the terrain (possible obstacle points, sharp stones, roots, snow, ice...)
- Checking if the zip line is tight
- Checking the main safety cable.
- Checking the support cable.
- Checking the ZipStop zip line break.
- Checking the trees (Is there anything above the zipline? (e.g., branches).
- Checking the PPE.
- Weather conditions.
- Number of visitors.

Inspector's remarks:

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OTHER INFORMATION (in addition to the data requested above, additional information may be added as appropriate)

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ANNEX VI

Date: ____ / ____ / ____

Prot...: _____,

**REQUEST FOR REGISTRATION OF THE BUSINESS ORGANIZATION FOR THE
PROVISION OF ACTIVE AND ADVENTURE TOURISM SERVICES IN THE
TOURISM REGISTRY**

Data of the business organization:

Name of the business organization: _____

Number of registration: _____

Name of the authorised person: _____

Main office address: _____

E-Mail: _____

Phone no.: _____

Data for inclusion in the tourism registry and publication:

No.	Description of agency data that will be made public in the tourism registry	To be filled
1	Official Name of the business organization:	
2	Data on the address of the exercise of the activity;	
3	Contact information;	

4	Link of the subject on the website of the Kosovo Businesses Registration Agency (KBRA);	
6	Capacity for visitors (number of participants) who can use the services at the same time	
7	Type of services they offer, according to Article 37 of the Law on Tourism:	Tick ☒ the services you offer (<i>you can choose one or more services</i>)
7.1	climbing;	
7.2	hiking in mountainous areas;	
7.3	mountain biking;	
7.4	parachuting;	
7.5	mountaineering;	
7.6	cruising in fast waters;	
7.7	kayaking;	
7.8	speleological activities;	
7.9	riding activities;	
7.10	rope sliding and rope courses;	Zip Line ☐ Adventure Park ☐
	Other	

Applicant



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ANNEX VII

Date: ____ / ____ / ____

Prot. No.: _____

**REQUEST FOR
REGISTRATION OF THE PROFESSIONAL ASSOCIATIONS FOR THE PROVISION
OF ACTIVE AND ADVENTURE TOURISM SERVICES IN THE TOURISM REGISTRY**

Information of the Association:

Name of the Association: _____

Number of registration: _____

Name of the authorised person: _____

Main office address: _____

E-Mail: _____

Phone no.: _____

Data for inclusion in the tourism registry and publication:

No.	Description of the data of the association to be made public in the tourism registry	To be filled
1	Official name of the association;	
2	Field of tourism covered by the association	
3	Purpose of the association and activities	
4	Contact details for the association	

5	Link of the subject on the internet	
6	Other	
7	Capacity for visitors (number of participants) who can use the services at the same time	
8	Type of services they offer, according to Article 37 of the Law on Tourism:	Tick ☒ the services you offer (<i>you can choose one or more services</i>)
8.1	climbing;	
8.2	hiking in mountainous areas;	
8.3	mountain biking;	
8.4	parachuting;	
8.5	mountaineering;	
8.6	cruising in fast waters;	
8.7	kayaking;	
8.8	speleological activities;	
8.9	riding activities;	
8.10	rope sliding and rope courses;	Zip Line ☐ Adventure Park ☐
	Other	

Applicant
