

# INTERNATIONAL STANDARD

ISO  
**7001**

Fourth edition  
2023-02

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## Graphical symbols — Registered public information symbols

*Symboles graphiques — Symboles destinés à l'information du public  
enregistrés*

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[ISO 7001:2023](#)

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ISO copyright office  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 145, *Graphical symbols*, Subcommittee SC 1, *Public information symbols*.

*ISO 7001:2023*

This fourth edition cancels and replaces the third edition (ISO 7001:2007), which has been technically revised. It also incorporates the amendments ISO 7001:2007/Amd 1:2013, ISO 7001:2007/Amd 2:2015, ISO 7001:2007/Amd 3:2016, ISO 7001:2007/Amd 4:2017 and ISO 7001:2007/DAm 5:2021 and the Technical Corrigendum ISO 7001:2007/Amd 1:2013/Cor. 1:2014.

The main changes are as follows:

- addition of previously unpublished public information symbols (PI CF 021, PI CF 022, PI PF 077, PI PF 078, PI PF 079, PI PF 080, PI PF 081, PI PF 082 and PI TF 044);
- addition of a new category of public information symbols, Accessibility, with the code PI AC and the transfer of public information symbols from other categories to this category with new reference numbers.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

All public information symbols are available on the ISO Online browsing platform at <https://www.iso.org/obp/ui>.

## Introduction

This document has been developed as a result of the increasing use of non-verbal presentation of information in buildings and other places and for services used by the public. Graphical symbols should be used where text messages will possibly be a barrier to understanding.

Continued growth in international trade, travel and tourism requires a common method of communication, and standardization of public information symbols will help both providers and users, including those with disabilities. Lack of standardization has the potential to lead to confusion.

The use of standardized public information symbols does not replace the need for careful consideration and application of wayfinding and signing schemes; it is recognized that public information symbols will often be used with text in signing systems. This can aid education and comprehension, particularly for new symbols and those which have less common usage.

ISO 7001 is intended to be used by all Technical Committees within ISO charged with developing specific public information symbols for their industry, to ensure that there is only one symbol for each meaning. It is also intended that this document be revised regularly to include public information symbols as they are standardized by ISO and which conform to the principles for development as developed by ISO/TC 145/SC 1. Further design criteria will be added as appropriate and will be approved by ISO/TC 145/SC 1. Specific acceptance criteria, procedures and application forms can be found on the ISO/TC 145/SC 1 website: <https://isotc.iso.org/livelink/livelink?func=ll&objId=9945810&objAction=browse&viewType=1>.

The public information symbols in this document have been validated by ISO/TC 145/SC 1 according to procedures of standardization current at the time of publication. Future standardization of public information symbols will be facilitated with suitable evaluation techniques, such as the testing outlined in the ISO 9186 series. Acceptance criteria for public information symbol qualification ought to be such that there is confidence that a suitable proportion of the intended audience will understand them.

Public information symbols given in this document are considered to have achieved a satisfactory degree of comprehension as established by independent testing or as a result of their use and application at an international level.

d2398316999b/iso-7001-2023

The public information symbols given in this document should be reproduced as published. However, it is recognized that there are possibly particular national characteristics and cultural requirements which require minor variations. This is acceptable providing the key elements and design intent of the standardized symbol are not compromised.



# Graphical symbols — Registered public information symbols

## 1 Scope

This document specifies graphical symbols for the purposes of public information.

This document is generally applicable to public information symbols in all locations and all sectors where the public has access. However, it is not applicable to safety signs or those sectors subject to specific regulations (e.g. traffic signs on public roads).

This document specifies the original symbols that can be scaled for reproduction and application purposes.

The symbols can be used in conjunction with text to improve comprehension.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 3864-1, *Graphical symbols — Safety colours and safety signs — Part 1: Design principles for safety signs and safety markings*

ISO 22727:2007, *Graphical symbols — Creation and design of public information symbols — Requirements*  
<https://standards.iteh.ai/catalog/standards/sist/4af0030c-050a-4a15-8fbb-d2398316999b/iso-7001-2023>

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1

#### **graphical symbol**

visually perceptible figure with a particular meaning used to transmit information independently of language

### 3.2

#### **public information symbol**

graphical symbol intended to give information to the general public, the understanding of which is independent of specialist or occupational training

### 3.3

#### **safety sign**

sign giving a general safety message, obtained by a combination of a colour and geometric shape and which, by the addition of a graphical symbol, gives a particular safety message

### 3.4

#### **negation**

indication of the absence or opposite of something actual or positive

**3.5**

**meaning**

message that a public information symbol is intended to convey

**3.6**

**function**

written description of the purpose of the information to be conveyed by a graphical symbol

**3.7**

**image content**

written description of the elements of a graphical symbol or safety sign and their relative disposition

## 4 General

### 4.1 Size

The public information symbols given in this document are designed to be reproduced in a variety of sizes to suit different applications from, for example, small-scale orientation notices to large-scale wayfinding signs, maps and guides.

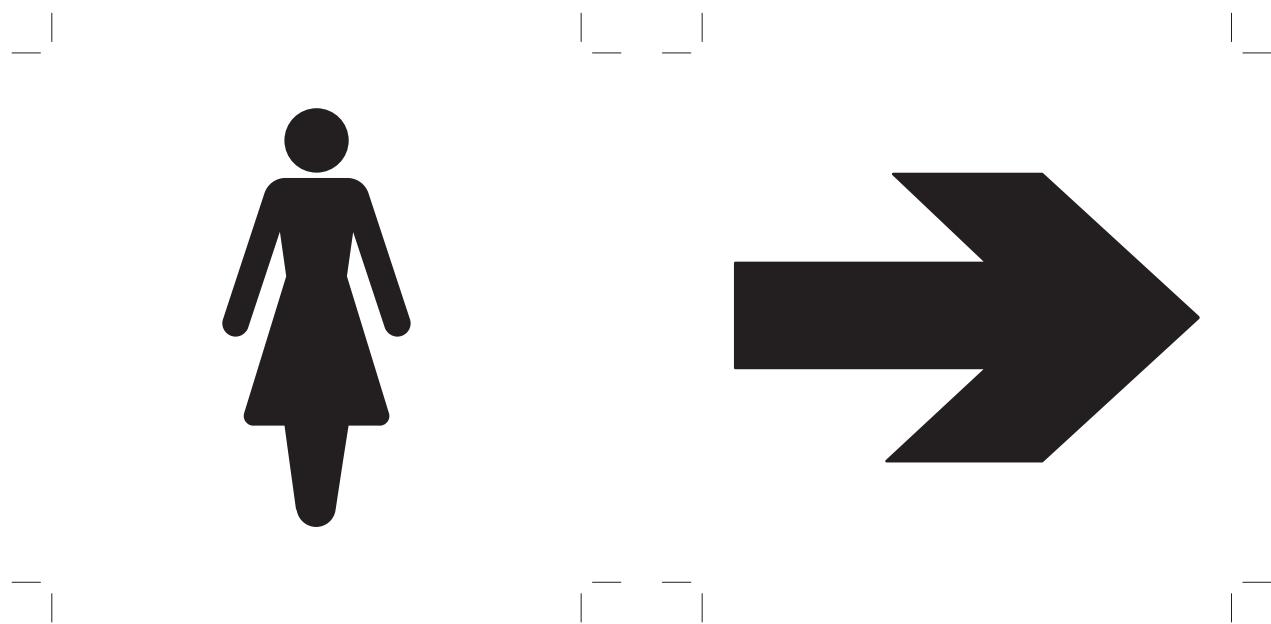
### 4.2 Text

The graphical symbols have been designed with the intention that they can be used on their own to convey the information described in the meaning (except the direction arrow, which cannot be used on its own, see [4.3](#)). However, they may be combined with the relevant text on, for example, a sign or notice if considered appropriate. This can be an advantage with less well-established symbols to aid understanding.

### 4.3 Arrows

[ISO 7001:2023](#)

<https://standards.itel.ai/catalog/standards/sist/4af0030c-050a-4a15-8fb5->  
The direction arrow (symbol number PI PF 030) shall only be used in conjunction with another symbol (or a symbol and text) to indicate movement of a person towards something. An example is shown in [Figure 1](#).



**Figure 1 — Use of the direction arrow with the relevant symbol to indicate female toilet to the right**

The direction arrow shall be used to indicate the direction of a person as shown in [Figure 2](#).

|  |   |
|--|---|
|  | Progress to the right   |
|  | Progress to the left  |
|  | Progress forward from here<br>Progress forward and through from here<br>Progress forward and up from here |
|  | Progress up to the right<br>Progress forward and across to the right                                      |
|  | Progress down to the right  |
|  | Progress up to the left<br>Progress forward and across to the left  |
|  | Progress down to the left   |
|  | Progress down from here   |

**Figure 2 — Use of direction arrows**

<https://standards.iteh.ai/catalog/standards/sist/4af0030c-050a-4a15-8fbb-123e4100016c/iso-7001-02>

The use of all other arrows is given with the relevant graphical symbol and meaning.

#### 4.4 Colour and contrast

The public information symbols given in this document may be reproduced in any colour. However, the combination of safety colours and shapes specified in ISO 3864-1 shall be avoided to ensure there is no confusion between public information symbols and safety signs. This also applies to arrows where the use of green and white shall be avoided to ensure that there is no confusion with the direction arrow, safe condition, used for evacuation routes.

Adequate contrast between the symbol and its background is essential and the symbol should be given a sufficiently large surrounding area to ensure identifiability. All illustrations of graphical symbols in this document have corner marks to give an indication of the minimum area required.

#### 4.5 Negation

Public information symbols shall be negated only for comfort or convenience reasons.

Where the whole activity is to be negated, the negation element shall be a diagonal bar running from top left to bottom right as shown in [Figure 3](#). In order to ensure that there is no confusion with safety signs, there shall not be a surrounding circle. The negation bar shall be placed over the graphical symbol. The graphical symbol shall be designed in such a way that when placed in the template specified in ISO 22727:2007, 7.2 the negation bar does not obscure critical details.

Where only a graphical symbol element in a public information symbol is to be negated to indicate a particular forbidden action, the negation element shall be a cross as shown in [Figure 4](#). The negation cross shall be placed over the graphical symbol element which is being negated.

The negation bar and the negation cross should normally be red.



**Meaning:** No baggage trolleys or carts.

**Function:** To signify that baggage trolleys or carts are not allowed.

**Image content:** Side view of piece of baggage on trolley or cart and negation bar.

Figure 3 — Example of the use of a negation bar

ISO 7001:2023  
<https://standards.iteh.ai/catalog/standards/sist/4af003pc-050a-4a15-8fbb-d2398316999b/iso-7001-2023>



**Meaning:** Do not drop trash or litter or rubbish.

**Function:** To indicate that people should not drop trash or litter or rubbish.

**Image content:** Front view of human figure, with four representative articles of trash or litter or rubbish falling from their hand and a negation cross over them.

Figure 4 — Example of the use of a negation cross

## 5 Meanings and categorization of public information symbols

### 5.1 General

This document is maintained electronically using the ISO OBP database at <https://www.iso.org/obp/ui>, which includes all the symbols. The reference number for each symbol is indexed in the database to enable easy searching. Text searches are also possible.

[Tables 1](#) and [2](#), which include a reference number with each standardized public information symbol, may be used to facilitate searches within this database.

### 5.2 Meaning

[Table 1](#) presents the list of meanings in alphabetical order alongside their reference numbers.

### 5.3 Categorization

For the convenience of users of this document, the public information symbols have been grouped according to the areas where they are normally expected to be used. However, these groupings are not intended to be exclusive and the use of the public information symbols in other areas, where this is considered appropriate, is not precluded. The public information symbols are categorized as follows:

- a) PF: public facilities.
- b) TF: transport facilities.
- c) TC: tourism, culture and heritage.
- d) SA: sporting activities.
- e) CF: commercial facilities.
- f) BP: behaviour of the public (excluding public safety signs).
- g) AC: accessibility.

[Table 2](#) summarizes the standardized public information symbols in terms of these categorizations.

Each public information symbol should normally be used to convey only one public information message and should normally be placed in one category only.

**Table 1 — Summary of meanings in alphabetical order**

| Meaning  | Reference number |
|--|------------------|
| Accessible elevator or lift                                      | PI AC 003        |
| Accessible toilet or full accessibility                          | PI AC 001        |
| Accommodation or hotel   | PI CF 003        |
| Airport bus  | PI TF 027        |
| Airport or aircraft  | PI TF 001        |
| Animal transportation  | PI TF 038        |
| Arrow – direction arrow  | PI PF 030        |
| Assistance dog – accessibility                                   | PI AC 005        |
| ATM (automatic teller machine) or cash service or cash dispenser | PI CF 005        |
| Audio tour   | PI TC 014        |
| Baby care or nursery   | PI PF 023        |
| Baggage assist   | PI PF 069        |

**Table 1 (continued)**

| <b>Meaning</b>   | <b>Reference number</b>  |
|--|--|
| Baggage check or customs   | PI TF 018  |
| Baggage delivery   | PI PF 068  |
| Baggage lockers or coin lockers                                  | PI PF 013  |
| Baggage reclaim  | PI TF 020  |
| Baggage storage or left baggage                                  | PI PF 012  |
| Baggage trolleys or carts  | PI PF 018  |
| Baggage weighing   | PI TF 030  |
| Bar  | PI CF 008  |
| Barber or hair salon   | PI CF 015  |
| Bath   | PI PF 026  |
| Beach  | PI TC 017  |
| Bicycle or cycle facility  | PI TF 010  |
| Bicycle or cycle parking   | PI TF 021  |
| Biometric facial-recognition facility                            | PI BP 009  |
| Blind or low vision – accessibility                              | PI AC 009  |
| Bicycle – rental   | PI TF 029  |
| Bird sanctuary   | PI TC 011  |
| Boats or port or ships or ferries                                | PI TF 004  |
| Buffet or coffee shop or café – refreshments                     | PI CF 002  |
| Bureau de change or money or currency exchange                   | PI CF 004  |
| Bus disembarkation   | PI TF 039  |
| Bus embarkation  | ISO 7001:2023<br>PI TF 040   |
| Bus station or bus stop or buses                                 | https://standards.iteh.ai/catalog/standards/sist/4af0030c-050a-4e8d-9f00-d2398316999b/iso-7001-2023<br>PI TF 006 |
| Cable car  | PI TF 011  |
| Cable railway or funicular                                       | PI TF 012  |
| Café or coffee shop or buffet – refreshments                     | PI CF 002  |
| Camper van – self-contained                                      | PI TF 036  |
| Campfires – location   | PI TC 010  |
| Campsite or camping  | PI TC 002  |
| Caravan park or caravans   | PI TC 003  |
| Car parking or parking   | PI TF 014  |
| Car rental or hire or rent-a-car                                 | PI TF 009  |
| Car repair workshop  | PI CF 017  |
| Carts or baggage trolleys  | PI PF 018  |
| Cash service or cash dispenser or ATM (automatic teller machine) | PI CF 005  |
| Chair lift   | PI TF 013  |
| Check-in or reception  | PI PF 008  |
| Changing room – men's  | PI PF 079  |
| Changing room – women's  | PI PF 081  |
| Cinema   | PI CF 016  |
| Cloakroom  | PI PF 024  |
| Coffee shop or café or buffet – refreshments                     | PI CF 002  |
| Coin lockers or baggage lockers                                  | PI PF 013  |
| Communication in the specified language                          | PI PF 062  |

**Table 1 (continued)**

| <b>Meaning</b>                                 | <b>Reference number</b> |
|--|-------------------------|
| Conference facilities or meeting room          | PI CF 010               |
| Currency or money exchange or bureau de change | PI CF 004               |
| Customs or baggage check                       | PI TF 018               |
| Cycle or bicycle facility                      | PI TF 010               |
| Cycle or bicycle parking                       | PI TF 021               |
| Dance hall or ballroom                         | PI CF 021               |
| Dentist  | PI PF 043               |
| Direction arrow                                | PI PF 030               |
| Doctor or healthcare centre                    | PI PF 044               |
| Dog assistance – accessibility                 | PI AC 005               |
| Dogs should be carried                         | PI BP 006               |
| Drinking water                                 | PI PF 007               |
| Drinking water fountain                        | PI PF 077               |
| Electric vehicle charging station or point     | PI TF 044               |
| Elevator for goods                             | PI PF 078               |
| Elevator or lift                               | PI PF 019               |
| Elevator or lift accessible                    | PI AC 003               |
| Embassy  | PI PF 070               |
| Entrance or way in                             | PI PF 028               |
| Escalator                                      | PI PF 020               |
| Escalator, down                                | PI PF 033               |
| Escalator, up                                  | PI PF 034               |
| Exit or way out                                | PI PF 029               |
| Faucet or tap – automatic sensor               | PI PF 074               |
| Female toilets                                 | PI PF 005               |
| Ferries or port or ships or boats              | PI TF 004               |
| Filling station                                | PI CF 009               |
| Flight arrivals                                | PI TF 016               |
| Flight connections                             | PI TF 017               |
| Flight departures                              | PI TF 015               |
| Foot care or podiatry                          | PI CF 012               |
| Full accessibility or toilets – accessible     | PI AC 001               |
| Funicular or cable railway                     | PI TF 012               |
| General sports or sporting activities          | PI SA 001               |
| Hair salon or barber                           | PI CF 015               |
| Hand dryer                                     | PI PF 075               |
| Hard of hearing – accessibility                | PI AC 007               |
| Headwear – no headwear                         | PI BP 015               |
| Healthcare centre – child                      | PI PF 036               |
| Healthcare centre or doctor                    | PI PF 044               |
| Hearing impaired loop – accessibility          | PI AC 015               |
| Heliport or helicopters                        | PI TF 005               |
| Hiking trail                                   | PI TC 009               |
| Hospital                                       | PI PF 002               |

**Table 1 (continued)**

| <b>Meaning</b>  | <b>Reference number</b>  |           |
|---|--|-----------|
| Hot spring or hot tub                                 | PI TC 013  |           |
| Hotel or accommodation                                | PI CF 003  |           |
| Immigration or passport control or inspection         | PI TF 019  |           |
| Information   | PI PF 001  |           |
| Internet café   | PI CF 011  |           |
| Laundry service                                       | PI CF 022  |           |
| Left baggage or baggage storage                       | PI PF 012  |           |
| Library   | PI PF 037  |           |
| Lift or elevator                                      | PI PF 019  |           |
| Lift or elevator accessible                           | PI AC 003  |           |
| Limited walking capability – accessibility            | PI AC 004  |           |
| Line up or queue in single file                       | PI BP 003  |           |
| Line up or queue in threes                            | PI BP 005  |           |
| Line up or queue in twos                              | PI BP 004  |           |
| Litter bin or trash box or rubbish bin                | PI PF 027  |           |
| Lockers – baggage lockers or coin lockers             | PI PF 013  |           |
| Look to a point                                       | PI BP 010  |           |
| Loop for hearing impaired – accessibility             | PI AC 015  |           |
| Lost and found or lost property                       | PI PF 009  |           |
| Lounge or waiting area                                | PI PF 014  |           |
| Low vision or blind – accessibility                   | PI AC 009  |           |
| Mail box or post or post office                       | ISO 7001:2023<br><a href="https://standards.iteh.ai/catalog/standards/sist/4af0030c-050a-4f3d-8316-999b/iso-7001-2023">https://standards.iteh.ai/catalog/standards/sist/4af0030c-050a-4f3d-8316-999b/iso-7001-2023</a> | PI PF 016 |
| Male toilets  | PI PF 004  |           |
| Meeting point   | PI TF 042  |           |
| Meeting point – tour group                            | PI TF 043  |           |
| Meeting room or conference facilities                 | PI CF 010  |           |
| Men's changing room                                   | PI PF 079  |           |
| Metro or underground railway station or trains        | PI TF 003  |           |
| Money or currency exchange or bureau de change        | PI CF 004  |           |
| Move hair   | PI BP 012  |           |
| Moving walkway  | PI PF 032  |           |
| Museum  | PI PF 054  |           |
| Natural area with public access                       | PI TC 008  |           |
| Newsstand or news kiosk or newsagent                  | PI CF 014  |           |
| Nursery or baby care                                  | PI PF 023  |           |
| Packed-lunch room                                     | PI TC 016  |           |
| Panorama or viewpoint                                 | PI TC 001  |           |
| Park – recreational                                   | PI TC 006  |           |
| Parking or car parking                                | PI TF 014  |           |
| Parking – bicycle or cycle parking                    | PI TF 021  |           |
| Passport – open passport and place on scanning device | PI BP 013  |           |
| Passport control or inspection or immigration         | PI TF 019  |           |
| Passport control – manual                             | PI BP 011  |           |
| Pedestrian overpass or footbridge                     | PI PF 080  |           |

**Table 1 (continued)**

| <b>Meaning</b>  | <b>Reference number</b> |
|---|-------------------------|
| Pedestrian underpass  | PI PF 067               |
| Personal assistant available – accessibility                                | PI AC 006               |
| Pharmacy  | PI CF 007               |
| Picnic area   | PI TC 004               |
| Planetarium   | PI TC 018               |
| Play area   | PI TC 005               |
| Play area – indoor  | PI TC 015               |
| Podiatry or foot care   | PI CF 012               |
| Port or ships or ferries or boats   | PI TF 004               |
| Post or post office or mail box   | PI PF 016               |
| Priority access for elderly people – accessibility                          | PI AC 010               |
| Priority access for injured people – accessibility                          | PI AC 011               |
| Priority access for people with internal medical conditions – accessibility | PI AC 012               |
| Priority access for people with small children – accessibility              | PI AC 013               |
| Priority access for expecting mothers – accessibility                       | PI AC 014               |
| Priority facilities for obese people – accessibility                        | PI AC 016               |
| Priority seats for elderly people – accessibility                           | PI AC 017               |
| Priority seats for injured people – accessibility                           | PI AC 018               |
| Priority seats for people with internal medical conditions – accessibility  | PI AC 019               |
| Priority seats for people with small children – accessibility               | PI AC 020               |
| Priority seats for expecting mothers – accessibility                        | PI AC 021               |
| Priority seats for obese people – accessibility                             | PI AC 022               |
| Proceed forward   | PI BP 019               |
| Quarantine  | PI TF 031               |
| Quarantine, animal  | PI TF 032               |
| Quarantine, people  | PI TF 033               |
| Quarantine, plant   | PI TF 034               |
| Quiet please or silence   | PI BP 001               |
| Queue or line up in single file   | PI BP 003               |
| Queue or line up in threes  | PI BP 005               |
| Queue or line up in twos  | PI BP 004               |
| Railway – funicular or cable railway  | PI TF 012               |
| Railway – underground or metro station or trains                            | PI TF 003               |
| Railway station or railways or trains                                       | PI TF 002               |
| Ramped access or slope – accessibility                                      | PI AC 002               |
| Reception or check-in   | PI PF 008               |
| Recycling   | PI PF 066               |
| Recycling – cans  | PI PF 063               |
| Recycling – magnetic type of steel  | PI PF 064               |
| Recycling – glass   | PI PF 065               |
| Recycling – plastics  | PI PF 082               |
| Refreshments – coffee shop or café or buffet                                | PI CF 002               |
| Rent-a-car or car rental or hire  | PI TF 009               |
| Rental bicycle  | PI TF 029               |