
**Tourism and related services —
Wellness spa — Service requirements**

Tourisme et services connexes — Spa de bien-être — Exigences du service

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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
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).

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).

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

For an explanation on 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 the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is Technical Committee ISO/TC 228, *Tourism and related services*.

Introduction

ISO 18513 defines spas as “acknowledged health resorts, with specific natural factors — natural remedies of the soil (for example, mineral spring), the sea or the climate — sometimes complemented by appropriate health treatments”, and notes that spas are specifically recognized and regulated in some countries. Consequently, this document establishes quality requirements for wellness spa services, while respecting the principle of cultural identity and cultural differences.

Instead of placing emphasis on the desired effects of naturally occurring local remedies, a “wellness spa” aims to promote and balance all health components in each individual, including physical, mental, emotional, social and spiritual health. The wellness spa clients expect to gain “pleasure at leisure”, supporting health benefits through relaxation, peaceful reflection, revitalization of the body, mind and spirit and finally being ready to fully return to their daily lives again.

As the appreciation of health, successful ageing and longevity grows, the wellness spa gains more and more popularity. The diversity of wellness spas has become increasingly pronounced. There is the need for identification of good quality services, creating transparency in the exchange of services, raising clients’ confidence, business competence and promoting knowledge transfer about quality of services.

At the present time, the wellness spa represents an international trade in services. The international market requires a foundation of strategies which generate quality improvements and competitive pricing.

The lack of identification of the essence of wellness spa services, together with the absence of reference standards, will affect the service chain throughout the industry from top management and their establishments to trade industries, government regulation bodies and most importantly, it will affect clients. This document aims to define, establish and develop the quality requirements of the wellness spa services, in order for them to be monitored, as well as to provide guidelines for the selection of the relevant measurement methods, to ensure their effectiveness and adaptation.

Since 1947, the constitution of the World Health Organization has stated that “health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”. The definition is composed of two main ideas, including well-being and disease/infirmity.

However, the perception of health in general has the idea of disease/infirmity at its core. Presently, caring for health is disease-oriented; all are familiar with disease prevention, disease control or treatment of disease. This approach to health which places emphasis on the absence of sickness is not familiar in character and scarcely suitable for a dynamic programme to improve the level of wellness. The idea that there are different levels of health has gained more and more support. Persons who may not be affected by a specific disease or disability are not considered to be equally healthy.

Although the gradations of health are not measurable, the concept has definite and understandable meaning. A healthy individual can be described as a well-integrated individual, both as to physical structure and as to physiological and psychological functioning. The completely healthy person meets trouble with equanimity. They have time and inclination for sociability and recreation. The goal of health from this positive perspective calls for not only the cure or alleviation of disease. It calls for even more than the prevention of disease. Rather, it looks beyond, to strive for maximum physical, mental and social efficiency for the individual, for the family and for the community.

Concomitant progress in science and medicine has led to better preservation of the body and increasing absence of disease, yet, mental, emotional, social and spiritual problems are often left untreated. High-level wellness can never be achieved in fragments, ignoring the unity of the whole. This special state of health comprises an overall sense of well-being and sees man as consisting of body, spirit and mind and being dependent on his environment.

This dynamic state is an ongoing process, not a static state which we reach and never have to consider again.

There are degrees of wellness as there are degrees of sickness, and wellness services should be oriented towards identifying causes of wellness rather than causes of sickness. Seekers after their own wellness

can claim services which are very similar to medical services used by patients in a conventional hospital, but with the motive of exploitation of their potential for a better quality of life. Although it is possible that hospitals can house both patients and wellness clients, offering them similar services, or at least a similar infrastructure, plus their know-how, they are not wellness seekers' preference. Seekers frequently look for locations and activities that are transcendent. It is no coincidence that many wellness spas are located beside the ocean or on a mountain top. Again, though the strength of the wellness spas mainly has to do with their atmosphere and surroundings or location, these are not all about the wellness spas. In order to qualify as a wellness spa, some deliberate contribution has to be made to psychological, spiritual or emotional well-being in addition to physical. With this end in view, the wellness spa is often an alternative space in which one can engage in self-analysis without the stresses and distractions of home.

The addition of a variety of wellness programs or treatments can help to further encourage the individual on a journey of self-discovery to the destination of rejuvenation, living longer and happier.

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Tourism and related services — Wellness spa — Service requirements

1 Scope

This document establishes the service requirements of a wellness spa, the main supporting processes and the quality of service to be provided to the client.

This document can be used by all types and sizes of wellness spas even if it is part of another activity (e.g. accommodation facilities, fitness centres and hospitals).

This document does not include any accommodation or food and beverage requirements.

This document does not apply to medical spas and thalassotherapy centres.

This document does not cover decisions that are related to medical professions, medical training or any religious aspects.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

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

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

3.1

sauna

wooden cabin with hot dry air

[SOURCE: ISO 18513:2003, 4.2.2]

3.2

steam bath

room or cabin with hot steam

[SOURCE: ISO 18513:2003, 4.2.3]

3.3

well-being

feeling of being comfortable, healthy and happy

3.4

wellness

state of health and *well-being* (3.3), featuring the harmony of body, mind, spirit, emotion and social relations through self-responsibility

Note 1 to entry: An approach towards wellness is not disease-oriented but to improve one's level of wellness. Different persons not affected by a specific disease can have different levels of wellness. People living with illness can achieve higher levels of wellness.

3.5

wellness consultation

process of getting advice from a *wellness spa therapist* (3.7)

3.6

wellness spa

establishment dedicated to the provision of *wellness spa treatments* (3.8) or treatment packages within a secluded space with a relaxing ambience, for the promotion of health and *well-being* (3.3)

Note 1 to entry: Its effort is to provide care and enhancement of health through a holistic approach, aimed at rejuvenating and relaxing the body, mind and spirit.

3.7

wellness spa therapist

personnel contracted by the *wellness spa* (3.6), with a demonstrable evidence of knowledge and competence in applying the wellness approach and the *wellness spa treatments* (3.8)

3.8

wellness spa treatment

intervention to promote *well-being* (3.3)

Note 1 to entry: The wellness spa treatments are mainly categorized into manual treatment, water treatment and/or holistic activities.

Note 2 to entry: The treatment is not related with medication or medical treatment.

3.9

whirlpool

bath or tub with a mechanism that swirls heated water

4 Facilities and equipment

4.1 Wellness facilities

4.1.1 General requirements

Adequate space shall be provided for the comfort, privacy, well-being and safety of clients. The wellness spa shall provide a secluded space appropriate for clients to use at peak times with enough privacy space for each individual.

The ambience shall be peaceful and relaxing.

4.1.2 Reception

There shall be a reception area. The reception area shall be in good condition in terms of cleanliness and illumination and without obstacles.

If the spaces for the client service (reception, porter's lodge, cash, etc.) are differentiated, they shall be clearly identified and with signs.

NOTE International Standards related to signs (e.g. ISO 7001) can be used.

4.1.3 Treatment area

There shall be a treatment area. The treatment area shall have a sink, except in temporary settings such as in natural areas.

A minimum floor space should be allotted for each type of treatment.

The treatment room shall have an adequate level of illumination (including requirements for cleaning and safety) and adjustable lighting system.

For closed-door treatment rooms, air conditioning (cooling or heating) in the treatment rooms shall be individually controlled, well-serviced and maintained.

If the treatment room is to be used for herbal wraps or mud treatments, a shower shall be available in the area.

If wet treatments are provided, there shall be a floor drain.

The wellness spa shall provide safety systems (emergency stops, alarms, etc.) for its wellness facilities. Technical provision shall be made to avoid unsafe situations to the clients.

All wellness facilities which can be used without therapist surveillance shall have the usage instructions displayed in a visible place.

A wellness spa shall define a procedure for being able to give first aid to the clients.

The first-aid kit shall be visible and easily reachable for the staff.

4.2 Equipment

The wellness spa shall provide measuring devices such as clocks, hour glasses and thermometers that can be viewed within the wellness facilities so that clients can monitor their activities and avoid overexertion.

The wellness spa shall provide thermometers in its wellness facility areas to allow the staff to monitor and maintain safe thermal conditions for clients.

The wellness spa shall ensure that all aquatic wellness facilities including whirlpool, hydrotherapy pools and other equipment filled with water, in which clients share a common area, are clean, free from debris and have the proper water chemistry. The water chemical levels shall be monitored on a regular basis.

All floor surfaces shall be designed and constructed to accommodate the intended activities for each area, for example, non-slip floors in wet areas.

All electrical installations and equipment shall be properly constructed and maintained and correct for the purpose and environment in which they are used. All electrical work (installation, extension and repairs) shall be undertaken by specialist workers or supervised by those with specialist knowledge. Electrical checks are required to find faults in insulation, earthed and contamination by dust or water. The records of checks, work and maintenance shall be well-documented.

5 Staff requirements

5.1 Human resources general requirements

The top management of the wellness spa shall define the appropriate requirements and criteria for staff recruitment with regard to certain positions or functions that are considered key for optimal service provision. Certain tasks shall be developed by qualified staff. Considering their type of clients, the top management shall define the profile of the staff that is usually in contact with clients, who will be required to be able to communicate in foreign languages.

Following the recruitment, a new member of staff shall undergo a training period, throughout which, the service levels offered will be duly explained, as well as the rest of the rules of conduct for a better and earlier adaptation to the working position. To make this activity easier, the wellness spa shall have a written document explaining the basic aspects of the wellness spa so that the new members of the staff can be aware of them. Temporary staff shall be subject to a prompt and basic training process, so that the incorporation of this type of staff is not considered as an adverse condition to service provision. The top management shall approve a training plan in those areas or specialties that can affect the service

provision or client satisfaction. Such a plan shall contain training activities conducted by external or internal staff. In order to prepare such a plan, the wellness spa shall define the indicators to identify all training needs, whether by units, by activities or other. The training plan shall be monitored at reasonable intervals and adapted if necessary. The top management shall offer the necessary training so that the staff can maintain the agreed levels in the service provision.

The top management shall ensure that staff are treated fairly and should provide an environment in which they are continually prepared and motivated to provide proper service to clients.

The top management shall establish an internal communication system, so that all members of the staff are always informed of the result of the services and the degree of client satisfaction in their area of work. This system shall ensure that all suggestions and comments from members of the staff are analysed and responded to by the top management.

When defining the tasks of the staff, their versatility shall be considered based on the levels of occupation and the characteristics of the wellness spa.

5.2 Wellness spa manager

The top management of the wellness spa shall appoint a wellness spa manager responsible for the daily operation and strategic planning for the wellness spa, and in particular, for the following:

- a) getting the procedures manual established and updated regularly to ensure that all treatments offered are delivered in full compliance with it;
- b) ensuring that the wellness spa (see 3.6) fulfils the service requirements described in this document;
- c) ensuring the commercialization and marketing of the wellness spa;
- d) ensuring the maintenance of the facilities and equipment;
- e) having an effective system for collecting client feedback and for handling guest complaints. This system shall include a means of documentation to monitor corrective action, avoid repetition and allow for improvement in the services offered;
- f) ensuring the health and safety of staff and clients.

In relation to this, the wellness spa manager shall

- assess the risk of injury or illness in the wellness spa and take the necessary steps to minimize those risks (the conclusions of the risk assessment shall be recorded and documented: the risk assessment entails a careful evaluation of all the aspects of the wellness spa that could cause harm to staff and to clients, in order to determine whether sufficient precautions are being taken to minimize the risks or whether more measures are needed to be put in place);
- provide information and thorough training to the entire staff, and
- ensure that the wellness spa has, at minimum, one first aid-trained staff on duty at any given time to be able to respond to an emergency.

5.3 Wellness spa therapist

A wellness spa therapist (see 3.7) shall be briefed and given a copy of the policy and procedures manual.

Wellness spa therapists shall comply with the following requirements:

- a) they shall be appropriately trained and act in compliance with the wellness spa procedures manual and/or the product and equipment instructions;
- b) their qualifications shall comply with applicable international, national or local regulations, as appropriate, with regard to licensing, registration and appropriate certification;

- c) they shall keep clients' privacy by not disclosing information or matters seen or heard from them.

6 Hygiene good practices

6.1 General requirements

The wellness spa shall have staff responsible for the maintenance of the facilities.

The wellness spa shall ensure that its wellness facilities and equipment are to be supervised by staff on a regular basis and kept hygienically and visually clean at all times.

Between each wellness treatment, all components of the facility that may have been in direct contact with the previous client shall undergo disinfection according to a suitable procedure.

Textiles that have been in direct contact with the client shall be changed for each client.

Taps or water outlets shall be cleaned and disinfected daily (after each day of use).

After each use, tubs shall be drained, cleaned and disinfected. Internal hoses of whirlpool baths shall be drained completely, rinsed and sanitized.

Shower heads shall be removable for cleaning, and their internal components shall be accessible for descaling and disinfecting.

Floor drains shall be disassembled, cleaned and disinfected at least once a week.

The floor shall be cleaned and disinfected as soon as necessary and at least daily (after each day of spa operation).

The storage and use of products used for maintenance and hygiene facilities and equipment shall comply strictly with regulations on hazardous materials (pool products, disinfectants, descaling products, etc.).

Tubs, pools and whirlpools shall be well-maintained.

6.2 Maintenance

6.2.1 Stock

There shall be a stock control system to ensure that products are well-kept, and a procedure to manage the stock of consumable materials.

The requirements regarding the storage and stock control, order, cleanliness and stock taking shall be established.

6.2.2 Preventive maintenance

6.2.2.1 Preventive maintenance plan

The wellness spa shall have an approved preventive maintenance plan that shall include, at least, all inspection activities relating to the condition and running of facilities and the replacement of elements or spares by normal wear and tear in order to avoid damage or cause any inconvenience to clients.

The top management shall appoint a person responsible for the preventive maintenance plan who shall be in charge of the following:

- a) check plan and inspections;
- b) check that the maintenance tasks are carried out accordingly;
- c) check periodically (at least annually) facilities and equipment.

This inspection shall cover correct condition and operation of the equipment and appliances.

For all devices that are handled by clients, the use of which is not obvious, basic instructions for use shall be displayed. Such instructions shall be clear and simple and shall be displayed in the languages most often used by clients and made easily available.

6.2.2.2 Equipment management documents

a) Equipment technical specifications

The appointed staff shall keep records relating to the spa facilities provided by the manufacturer or company responsible for marketing the product throughout the equipment lifespan. This includes instructions for installation, assembly, use and maintenance, drawings, if supplied, disassembly, reassembly and storage sheets, etc.

b) Maintenance and hygiene log

For all maintenance and hygiene operations, the appointed staff shall establish procedures for cleaning, disinfecting and descaling that are specific to the various equipment and surfaces. A log shall be kept, including the date, the procedure, the trade name and dosage of the products used and the names of the staff performing the operations.

c) Equipment maintenance and inspection log

Any maintenance or modification of facilities or networks shall be recorded in the maintenance and inspection log. Regardless of the media used (paper, electronic, etc.), the log shall contain the following information:

- the frequency of inspections;
- the inspection reports completed at commissioning;
- report(s) for the primary inspection(s) performed and any decisions to discontinue the use of the equipment in question by the public.

6.2.2.3 Emergency and fire-prevention systems

Emergency and fire-prevention systems shall be checked periodically by the manufacturer or installer. The maintenance of emergency and fire-prevention systems shall comply, at least, with the following requirements:

- a) systems are checked at the agreed frequency and scope;
- b) systems undergo the inspections that correspond to legislation in force;
- c) automatic mechanisms and alarms are in good working condition;
- d) instructions for emergency cases are displayed in all facilities;
- e) no visible elements (lights, detectors, alarms, signs, fire extinguishers, hoses, etc.) show damage or faults.

The top management of the wellness spa shall define all the necessary measures to provide the adequate safety level for clients and staff. The wellness spa shall have a documented emergency plan. Such measures shall cover, at least, the following aspects:

- systematic control of the ways to access/entries to the wellness spa or its facilities;
- limited access for third parties who are not clients of the wellness spa, especially outside opening hours;

- identification of all members of the staff of the wellness spa, by name tags, uniforms or other identification system;
- equipment of facilities with all adequate mechanisms to ensure privacy and security within the wellness spa;
- informing clients on the basic security measures implemented: emergency plan, evacuation systems and alarm system;
- training of key members of the staff in first aid, the emergency plan, buildings and premises evacuation, etc., to provide that at all times, there is at least one person with the appropriate knowledge on shift;
- easy access to emergency exits and under no circumstances will there be any type of obstacle blocking or making the access to them difficult;
- equipment of facilities with all required fire-extinguishing mechanisms: the escape routes shall be easily visible from any position within the wellness spa and shall be in good condition;
- training of the concerned members of the staff in hygienic and sanitary techniques for handling products of common use in a wellness spa.

6.2.2.4 Air conditioning, heating and dehumidification systems

For all indoor services, water heating supply systems, such as boilers, electric heaters, fresh air systems, gas heaters or water pumps, shall be checked at the agreed frequency to ensure that the water flow and the water temperature are appropriate. The extremities of water supply systems shall be verified periodically so that they reach a temperature of at least 50 °C. Once a week, this temperature shall be at least 70 °C (thermal shock for legionella). All air conditioning, heating and dehumidification systems shall be checked at the frequency and scope recommended by the manufacturer or installer.

The maintenance of air conditioning, heating and dehumidification systems shall be considered appropriate when:

- a) they are checked at the agreed frequency and scope;
- b) they work properly;
- c) the air conditioning system ensures a temperature below 28 °C, the heating system ensures a temperature over 21 °C and the dehumidification system ensures a relative humidity of at least below 80 %;
- d) no visible elements (equipment, thermostat, etc.) show damage or faults;
- e) all operating instructions are available.

6.2.2.5 Lifts and service lifts

All lifts, service lifts and other elevation systems shall be checked at the frequency and scope recommended by the manufacturer or installer. All checks and inspections shall be carried out. The wellness spa shall employ or subcontract lift team experts in order to repair any breakdowns promptly.

The maintenance services of all lifts, service lifts and other elevation systems shall comply with the following requirements:

- a) they are checked at the agreed frequency and scope;
- b) the corresponding inspections are completed;
- c) they work properly;

- d) no visible elements (doors, dashboards, buttons, etc.) show damage or faults and all show a clean appearance;
- e) all lifts are equipped with an intercom or an emergency phone or alarm inside the cabin.

6.2.2.6 Common indoor areas

The maintenance services shall periodically check that the equipment and facilities of all common indoor areas are in good use and maintenance condition, according to the preventive maintenance plan (see 6.2.2.1), or otherwise carry out all the necessary repairs. The good working condition of the following toilet elements shall be checked:

- toilet flush mechanisms;
- soap dispenser;
- hand dryers;
- automatic air fresheners;
- trash, if any.

The maintenance services of all indoor common areas shall meet the following requirements:

- a) walls, ceilings, floors, furniture and decorating elements do not show damage or severe imperfections;
- b) lighting and sockets are in good operational condition, and all devices, equipment and common facilities are in good working condition;
- c) bathroom fittings are in good working condition to avoid leaks;
- d) no tiling and porcelain show damage or faults.

6.2.2.7 Common outdoor facilities

The maintenance services shall periodically check that all outdoor facilities are in good use and well-maintained, according to the preventive maintenance plan (see 6.2.2.1), or otherwise carry out all the necessary repairs.

The maintenance services of outdoor facilities shall meet the following requirements:

- a) lighting and sockets are in good operational condition;
- b) furniture and decorating elements do not show damage or imperfections;
- c) all systems and equipment are in good working condition.

6.2.3 Corrective maintenance

Whether the maintenance services for the wellness spa are internal or subcontracted, there shall be documented foreseen procedures available at all times for repairing any damage or at least reduce its consequences until it is repaired. The maintenance services responsible shall maintain an archive, duly documented and regularly updated, containing all relevant documentation of maintenance equipment, whether internal or subcontracted, and shall register any proceeding made on that equipment.

The wellness spa shall put in place a mechanism enabling members of staff and clients to report any type of incident with regard to the facilities or the equipment. All incidents shall be registered.

6.2.4 Maintenance staff

Maintenance staff shall observe clients' care and meet the following requirements.

- a) During the opening hours of the service, the maintenance staff covers all client needs and respects privacy in each treatment area.
- b) The form of address given to clients shall be respectful and formal, according to the rules of courteous behaviour.
- c) The staff shall have capacity to respond to the clients' needs and be able to deal with unexpected situations. All provision of services shall be effective and prompt. All the elements of the equipment of a certain treatment area shall be in good condition for use and operation and shall be repaired or replaced, if necessary. In the event of anomalies in the working condition of lifts or service lifts, including all damage to lights, alarms, telephones, etc., or any other protective element, the maintenance services shall stop using it and display the corresponding signposts until it is repaired. The cleaning staff responsible for the common areas of the wellness spa shall report to the maintenance services any type of anomaly found in the equipment, if any. All the elements in outdoor facilities shall be in good use and maintenance condition, and all the necessary repairs shall be carried out in the event of anomalies.

6.3 Microbiological control

6.3.1 Minimum requirements for disinfection and cleaning plan

Facilities which can be contaminated shall be treated with suitable hygienic measures. Contamination prevention shall be carried out in the facilities at the design stage and, moreover, in the maintenance stage. When any facility has symptoms of contamination, it shall be treated (thoroughly disinfected) and checked subsequently. The preventive measures shall eliminate or reduce dirty areas through an adequate maintenance of the wellness spa facilities. Maintenance, cleaning and disinfection operations carried out in each facility/equipment shall be registered. The regular cleaning and disinfection plan of facilities and equipment shall be taken into account. All communal items, such as commonly used door handles, phones and shared equipment such as hand dryers, shall be regularly and consistently disinfected. Any bowls or other treatment elements shall be sanitized appropriately (washed with disinfectant) after each client. All sheets, towels and bedding shall be changed and laundered after each client. Containers storing products for use on clients shall be kept sanitized.

6.3.2 Actions in case of microbiological contamination

An action procedure shall be in place to detect microbiological contamination and to take corrective measures. This shall cover the following aspects:

- a) action to be taken;
- b) product to be used and concentration;
- c) requirements (conditions) for use;
- d) timing.

6.3.3 Sanitizers

Wellness spas shall provide readily accessible sanitizers in all common areas. Hand sanitizers shall be located in all key areas throughout all common areas, such as reception area, all bath rooms, changing or locker rooms or shared treatment areas. Hand sanitizers shall be distributed to all staff who shall be encouraged to use them at all times, including when they are off-duty.

7 Service to clients

7.1 Information, booking and reception requirements

Reception staff shall provide the wellness spa services menu to the clients, where the scope and composition, treatments, packages, prices and operating hours and guidelines shall be explained clearly.

Reception staff shall provide to every new client when they check in an information document explaining the potential contraindications associated with each treatment. Regarding the responsibility, the wellness spa staff shall ask the client to sign this information document to ensure that the client is well aware of the potential contraindications.

There shall be a reservation procedure, identifying at least the name of the client or person or organization making the reservation, including telephone, fax number or email, the services required and its price, number of clients, as well as the period reserved and the booking guarantee policy. All additional requests shall be also registered and the reception staff shall do their best to provide such requests within the concept and capabilities of the wellness spa.

The reception staff shall report to clients any irregular circumstance that can directly affect clients and can limit the service to be provided, such as the existence of construction works, the reduction of opening hours or service restrictions, among others.

The confirmation shall be formally notified and delivered to the client, including the guarantees for booking conditions (prepayment, credit cards, deposit, etc.).

All booking requests shall be listed as soon as the request is received and shall be answered within 24 opening hours.

In case of changes in bookings, the reception staff shall inform clients accordingly and justify the reasons for such changes. Any unusual circumstance shall be reported to clients by any efficient means (e.g. telephone, fax, email, other). It should be recorded that the client has been informed.

There shall be a registered file of all clients, preferably in electronic format. The filing procedure system shall be documented and the access is limited to authorized staff.

The documentation relating to each client shall be prepared prior to arrival, if there is a reservation, and the type of reservation it represents.

The check-in services shall be carried out in a prompt and effective way.

Precise indications of the schedule and form of access to the facilities, appropriated clothing, etc. shall be given (or it is provided in written form) if required.

If required, specific guidelines shall be given, indicating the steps the client shall physically follow for each treatment.

The wellness spa shall have a procedure to manage group check in.

The wellness spa shall define a procedure for attending to telephone calls.

The invoicing and departure services shall fulfil the following requirements:

- the issuing of invoices and collection of payment shall be carried out effectively, promptly and discreetly;
- invoices shall be detailed;
- upon the client's request, all receipts signed by the client relating to the services used shall be provided.

NOTE Requirements concerning reception (including facilities and service) are summarized in [Annex C](#).

7.2 Wellness spa treatment

The wellness spa shall provide, at least, manual treatment services (see [Table A.1](#)) and water treatments. Additionally, the wellness spa can also offer holistic activities (see [Annex B](#)).

Client services menu shall be designed to encourage clients' well-being.

The wellness consultation shall always be offered to clients wishing to receive assessment and advice.

The wellness spa therapist (see [3.7](#)) shall be given a specific treatment training manual for each treatment offered in the treatments menu, which shall be authorized by the spa manager. The manual includes information on all the sequences and the corresponding techniques and products used (spa or complementary techniques). Such manuals shall contain, at least, the following:

- a) wellness treatments employed;
- b) parameters employed for each technique: time, amount of products used, etc.;
- c) equipment for guaranteeing the agreed parameters;
- d) description of the practical application of each technique, indicating the total duration of the process and specifying the time for each step, before (client's arrival), during (application of the technique) and end (cleaning the facilities), when appropriate;
- e) indications, contraindications and limitations of each employed treatment.

All products used for the treatments shall meet international and/or local standards.

7.3 Other services

For the services not included in this document and provided directly by the wellness spa (shops or other services), the top management shall identify and define differentiated provision requirements with indication of the effective tariffs. These requirements shall include, at least, the following:

- specific staff training;
- products used shall fulfil sanitary requirements;
- the additional services shall comply with the hygiene requirements of this document;
- the additional services shall comply with the maintenance requirements of this document (see [5.1](#)).

8 Support processes

8.1 Commercialization

The top management is responsible for managing the activities related to commercialization processes. This includes the means used to inform about the services offered (webpage, leaflet, etc.) and the intermediation services contract (travel agencies, tour operators, booking offices, companies, etc.). The materials used in commercialization (webpage, advertisement, leaflet) to promote services shall respond to truthful and reliable information, avoiding wrong and/or misleading terms or images. For those cases in which the wellness spa has virtual tools of communication with the client (webpage, for example), the top management shall ensure that the information provided is adjusted to the kind and features of the services offered in each moment. Furthermore, and for those cases where these tools interact directly with the client, the information shall be given punctually and rapidly to every request, ensuring that the arrangements made through these tools provide the same level of reliability as those done by another means of communication.

8.2 Treatment design

The design of existing and new treatments shall be documented in the client services catalogue and the training manual for the staff.

8.3 Environmental policy

8.3.1 General requirements

The environmental policy of the wellness spa shall be based on two main points:

- a) energy efficiency and consumption reduction;
- b) contamination reduction.

The top management of the wellness spa shall incorporate practices and environmental advice within the staff training in order to create awareness. The wellness spa shall inform the client of those environmental improvement measures adopted that can have an effect on the service provision, asking for their (voluntary) collaboration. Nevertheless, this shall not generate a lower level in the service provision if the client does not wish to collaborate voluntarily.

The environmental policy shall be subject to consideration by the top management system review, redefining those actions that have not been reached in order to identify improvements in environmental policy goals.

8.3.2 Energy consumption

The wellness spa shall develop actions aimed at the energy efficiency improvement that can be incorporated with, for example, some of the following mechanisms: renewable energy, low energy consumption appliances or components, presence detectors, clean energies (wind, solar, photovoltaic solar, biomass) or cogeneration energies and correct facilities insulation.

8.3.3 Resources consumption

Depending on the structure and operational procedures of the wellness spa, environmental criteria shall be incorporated in the provision of services, such as packaging reduction or promotion of reusable packaging, use of biodegradable products and recycling. The wellness spa shall develop activities aimed at reducing water consumption, such as the use of water flow faucets, flux meters, cistern capacity limitation, cell activation systems, timers, drip irrigation, low-irrigation plants in gardens, hourly control system, localized irrigation and garden redesign.

8.3.4 Pollution reduction and management

Effective management of waste shall consider the avoidance of pollution in the disposal of liquids and in emissions to the air. The wellness spa shall support the classification of generated waste, facilitating the recycling or further use of such waste where applicable.

The wellness spa shall manage the noise levels generated by its activity both inside and outside, in order to avoid disturbing clients. The top management shall ensure awareness among the staff of such actions taken.

Annex A

(informative)

Origin of traditional massages from specific countries

Table A.1 — Non-exhaustive list of traditional massages and its origins

Country name	Name of massage
Brunei	—
Cambodia	—
Indonesia	Balinese massage
Laos	Lao massage
Malaysia	Urutan Malaysia
Myanmar	Burmese massage
Philippine	Hilot
Singapore	Jamu massage(post-natal)
Thailand	Thai massage
Vietnam	Tam-quat or Vietnam massage