
**Tourism and related services —
Thalassotherapy — Service
requirements**

*Tourisme et services connexes — Thalassothérapie — Exigences de
service*



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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).

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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 WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary information](#).

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

Introduction

Thalassotherapy comes from the Greek word for “sea”, and refers to the medical use of the beneficial properties of the sea (which includes coastal climate, seawater, marine mud, seaweed, sand, and other substances extracted from the sea) in a preventative and remedial aim.

The curative qualities of seawater and seaside climate have been used for therapeutic purposes since Roman times; today thalassotherapy is also seen as a veritable aid to wellbeing.

Along with recharging batteries, taking care of one self and reducing stress, thalassotherapy helps to find harmony with the body and spirit as well as to solve a specific problem, such as: tone up muscles, trouble sleeping, blood circulation, arthritis, menopausal or respiratory system disorder.

Thalassotherapy comes in a bewildering array of packages: mud and sea water baths, underwater showers, hydro-massage, aromatherapy, inhalation and drinking, seaweed and mud wraps. All those exists to help restore your body to a state of serenity fit for a mermaid.

For a treatment to be successful, it is important to get advice from trained professionals and the aim of this standard is to ensure good quality services in thalassotherapy centres with health treatments always supported by the medical opinion.

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Tourism and related services — Thalassotherapy — Service requirements

1 Scope

This International Standard establishes the requirements for the provision of services in thalassotherapy centres using marine environment's beneficial effects with curative or preventive purposes, aiming at ensuring

- Good quality services responding to customer's implicit and explicit needs,
- The respectful use of the thalassotherapy concept,
- Very specifically, the implementation of hygiene and safety principles, and
- The comfort to the customers.

This International Standard does not deal with the therapeutic virtues supposed to be offered by thalassotherapy nor does it cover decisions that correspond to the medical profession.

This International Standard does not apply to accommodation nor to catering services.

It is understood that all national legal obligations especially regarding hygiene, health, consumers, and employees are to be fulfilled by the thalassotherapy centre.

2 Terms and definitions

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

2.1

bath

body immersion in sea water that provides pain release and relaxation effects

Note 1 to entry: Bath can result in peripheral vasodilatation or vasoconstriction depending on the customer's status of health and the medical prescription.

2.2

customer

client receiving thalassotherapy centre services

2.3

cosmetic product

any preparation containing micronized seaweed or extracts of marine seaweed used in thalassotherapy services

2.4

hydro-therapist

person in charge of practicing and providing care services prescribed by the doctor, with the exception of medical massages and specific re-education care, undertaken by a physiotherapist and technician in thalassotherapy and/or hydrotherapy

2.5

marine mud

cataplasme of natural sedimentary sludge, made up of a mix of alluvia, planktons, seaweed, minerals, and trace elements

2.6

massage

manual operation undertaken on parts of or on the entire body to relax, reduce stress and provide muscles and body tonus

2.7

physiotherapist

technician liable to carry out re-education care tasks, in addition to massages

2.8

sea water

salt water coming from the sea or ocean

2.9

seaweed

marine plants with high concentrations of mineral elements and trace elements

2.10

thalassotherapist

technician in thalassotherapy, hydrotherapy, and spa treatment, liable to perform massages and hydrotherapy care operations

2.11

thalassotherapy

therapeutic and/or preventive treatment using sea water and substances directly extracted from the sea environment, in a marine site, under medical supervision, promoting wellbeing and healthcare

Note 1 to entry: A combination of marine elements, sea water, seaweed, marine mud, sands and any other substance directly extracted from the sea environment can be used.

2.12

therapeutic care

any mandatory service prescribed by a doctor, respecting the health and safety of customers, in order to provide relaxation, comfort, wellbeing and prevention or treatment of many health problems

3 Facilities and equipment

3.1 Facilities

3.1.1 General

Thalassotherapy centre shall develop an environmental study, in accordance with national regulation, to ensure that it is located in a healthy natural environment having into consideration the impact of the used seawater.

The study should include the following criteria:

- Air pressure;
- Force and direction of wind;
- Temperature (maximum and minimum);
- Average rain;
- Fauna and flora (water and land);
- Hours per day of sunshine;
- Noise and pollution;

- Barometric study;
- Rejection of used seawater;
- Water intake seawater (see [Annex A](#), [Annex B](#), and [Annex C](#)).

The design of the facilities shall ensure service provision according to the quality levels established in this International Standard at peak attendance, maintaining the diversity of the services offered.

The choice of materials shall be specifically adapted to the aggressiveness, especially on metals, of an environment using sea water, as well as the use of cleaning and disinfection agents.

The thalassotherapy centre facilities shall be located at a maximum of 1 000 m from the coastline in a healthy natural environment and in an area of non-polluted water.

All facilities open to the public shall be prepared to meet the needs of people with disabilities.

The thalassotherapy centre shall establish and respect the hosting capacity of its facilities.

3.1.2 General services areas

3.1.2.1 Reception

The reception in a thalassotherapy centre shall be in an area, independent of all other areas and in accordance with the hosting capacity of the thalassotherapy centre.

The reception area, including waiting area, shall comply and consider the following requirements and recommendations:

- The reception area and the access to the care area shall be sufficiently illuminated and well signposted;
- If the spaces for the customers having hydrotherapy service (reception, porter's lodge, cash, etc.) are differentiated, they shall be clearly identified;
- The reception area shall be adequate for the staff;
- The area of access to the care area shall be in good conditions of cleaning and illumination, without obstacles to allow the direct access to the treatments area;
- A list of official prices of the treatments shall be available in the reception in accordance with national legislation, in the languages more often used by customers;
- In the reception area, the different forms of payment shall be displayed;
- The reception area shall be opened at least during the hours when treatments are practised;
- The customer registration shall be done by electronic means.

3.1.2.2 Administrative offices

Thalassotherapy centres shall have doctor's offices and a management office.

3.1.2.3 Dressing room

Dressing rooms' design shall offer the possibility for men and women to change separately. Whenever possible, for hygienic reasons, there should be access to the dressing rooms from the reception and exit to the care area. The floor and the walls shall be coated with washable non-slip and non-porous materials.

Dressing rooms shall be equipped with showers and adapted to the hosting capacity of the thalassotherapy centre.

3.1.2.4 Sanitary facilities

The number of sanitary facilities shall correspond to the hosting capacity. They shall be located in the different care units.

3.1.3 Technical area

It hosts the pumping station as well as the boiler and calories recuperation tanks.

Hot, cold, sea and sanitary water pipelines shall be differentiated. It is recommended to use signs, for example conventional colours for this purpose. It is also recommended to ensure that any written indication on equipment is adapted to the language of the country.

The technical area shall be always reachable without any obstacles by the staff and shall be kept in order inside. The technical area shall not be used to keep inappropriate objects.

It is recommended to have automatic control system for the technical equipment.

The technical area is reserved to the staff and shall be clearly identified with a sign.

3.1.4 Care areas

3.1.4.1 General

Care areas are those reserved for the execution of care operations.

Care areas shall be structured in care units which are composed by several cabins, bringing close together all types of care services that customers might require. Undressing, care operations, and dressing up should preferably be carried out in the same room or in contiguous rooms.

There shall be separation of the wetland from the dry zone in care areas.

3.1.4.2 Medical unit

The medical unit can include several offices. The medical office shall have a lavatory and shall have a sanitary facility close to it.

The medical office should ensure privacy of the customer.

The medical unit shall be equipped with a necessary set of relating instruments to be used for examination of the customers having hydrotherapy.

3.1.4.3 First aid room

It is recommended for thalassotherapy centres to have an area for minor medical care operations in place. All equipment shall be washable and made of easy disinfection materials.

3.1.4.4 Dry areas

Dry areas shall consist in individual care areas and/or common care areas:

- individual treatment: treatment rooms;
- common care area including among others treatment rooms, rest areas, and day beds;
- waiting area.

A heated rest area shall be located in the dry area. It shall be equipped with sofas for customers' relaxation after treatment sessions. Beds used for relaxation, dry massages or for the application of dressing pads, shall be set up in the vicinity of care cabins. It is recommended to use techniques that help to create a pleasant environment.

3.1.4.5 Humid areas

Humid areas shall consist in individual care areas and/or common care areas:

- individual treatment rooms;
- common treatments rooms, pools, rest areas, and day beds;
- waiting area.

Humid areas are all those using sea water and sea products.

Humid areas shall have handrails for safety reasons when necessary, especially on pools and jet showers.

As for humid areas, pavements shall comply with anti-sliding and non-porosity standards, and shall be in good condition. End-to-end carpets or other materials of the same type, as well as wooden duckboards shall be valid to resist sea water and avoid slipping.

The humid area shall include treatment showers, bath, wraps and pools.

3.1.4.6 Pools

Pools shall be adapted to desired specializations, in order to facilitate the handling and movements of customers, and shall operate according to the principle of reverse hydraulicity (water intake from the bottom and evacuation at the surface).

The size of pools shall comply with legislation in force. The maximum water height shall be 1,40 m or if deeper there shall be supervised by the staff. There shall be a sign indicating the depth and temperature of the water, in any case.

A sufficient number of showers equipped with hot water shall be installed at the accesses to pools. Treatment rooms shall have a lavatory.

Pools should have ramps or stairs for people with special needs while entering in the pool.

3.1.4.7 Optional areas

The thalassotherapy centre should have different optional areas such as:

- tea room;
- (vitamin) bar;
- gym;
- shop.

3.1.5 Facilities for the staff

The thalassotherapy centre shall have sanitary facilities and dressing rooms for the staff.

3.2 Equipment

3.2.1 Lighting and ventilation

Whenever possible, lighting shall be naturally provided. In case of additional lighting, it shall be indirect in order to reduce reflection on water surface.

Facilities ventilation shall be ensured by means of air circuits composed of installations enabling air renewal, circulation, and treatment in a specific unit. The ventilation system shall allow for the exclusive

circulation of air from clean areas to less clean areas in the case of natural ventilation, in ducts or external outlets (doors, windows or others).

3.2.2 Heating and air conditioning systems

Heating and air conditioning systems shall be such that temperature shall be kept between 18 °C and 25 °C for only dry care areas, and shall by no means be less than 18 °C for waiting and passage areas.

It is highly recommended to have individual temperature control in each dry cabin.

3.2.3 Equipment to treat waste sea water

The thalassotherapy centre shall have specific equipment to treat the waste sea water before it is sent back to the sea.

Reuse of sea water is not allowed.

3.2.4 Drinking water supply

The supply and conveyance of drinking water (tap water) shall comply with national legislation in force.

4 Staff requirements

4.1 General requirements

The staff at work in the thalassotherapy centre shall be such to ensure quality service provision according to this International Standard, at every shift.

The staff size shall be determined according to the number of customers and cabins.

All staff should have periodically medical check up to show that they have no contagious diseases.

4.2 Qualifications

4.2.1 General

The thalassotherapy centre shall be led by a manager. If the manager is not a medical doctor, he/she shall be assisted by a medical doctor and by a technical manager who shall monitor all treatment operations.

In addition, the thalassotherapy centre shall include a sufficient number of qualified staff specialized in the services provided.

The thalassotherapy staff shall be identified by their name and position.

4.2.2 Medical and para-medical staff

The medical and para-medical staff shall include

- Medical doctor,
- Physiotherapist,
- Thalassotherapist,
- Hydro-therapist, and
- Hygiene specialist.

It is recommended to have a nurse, a dietician and a sophrologist (psychologist) as part of the staff.

Re-education and massage sessions shall be carried out by a physiotherapist.

4.2.3 Technical staff

The thalassotherapy centre shall employ duly qualified staff for the maintenance operations and especially for the water processing operations. Maintenance operations shall be under the direction of an engineer.

Staff responsible of the technical area shall take appropriate measures as soon as any abnormality is detected.

It is recommended to have always a person on duty with the responsibility to evaluate and initiate the treatment of any technical problem.

4.2.4 Administration staff

The staff at the reception area shall know the services offered by the thalassotherapy centre, have demonstrated communication skills and be trained in sales techniques. It is recommended that the staff in the reception area be fluent in the languages more often used by the customers.

The reception staff shall try to provide a customized service to all customers.

The thalassotherapy centre shall identify the people responsible for the following posts: assisting manager, booking responsible, and sales manager.

4.2.5 Other staff

The thalassotherapy centre shall provide cleaning and laundry services with in-house staff or subcontracted.

4.3 Training

The thalassotherapy centre shall design an annual training program for all the staff. The program shall cover all services provided by the thalassotherapy centre with special attention to hygiene and safety issues. The training program should be taught by external specialists.

Training shall be recorded, evaluated and implemented.

Staff giving care treatments shall be trained and available in the different services offered by the thalassotherapy centre according to their program of treatments.

Emergency training and Basic Life Support (BLS) training is mandatory.

5 Care elements: Raw materials

5.1 Sea water

Sea water offers four main actions: a biological action due to its composition close to blood plasma from a qualitative point of view, a mechanical action due to Archimedes thrust reducing the weight of submerged bodies and a thermal action due to the variations of application of the temperature efficient on vein's troubles. Also Sea water can provide a considerable psychic action.

5.1.1 Water intake

Water intake shall ensure the stable supply of sea water in terms of debit and quality.

Means and procedures used to monitor water intake shall ensure the protection of strainers against destruction, contamination, and clogging threats. Intakes under the sand are not allowed. The thalassotherapy centre shall ensure high quality conditions of seawater by taking it from the deepest point according to national regulation (see [Annex A](#), [Annex B](#), and [Annex C](#)).

5.1.2 Transport and storage

Sea water shall be protected against physical, chemical and microbiological alterations during transport and use, and it shall be used within limits determined by legislation in force. No physical and/or chemical treatment that is likely to damage its natural state can be authorized. A total drainage system shall be installed and operated.

The thalassotherapy centre shall discharge used sea waters in the sea not far from the water intake point after processing it with a physical method, for example, passage under ultraviolet rays.

Other waste waters can by no means be discharged in the sea. They shall be evacuated in public sewage plans.

Regular samples for analysis shall be taken in order to determine whether disinfection is necessary in accordance to the self-control program (see [Clause 9](#)).

5.1.3 Usage at various stations

Sea water shall never be conserved more than 48 h, and an open circuit is necessary.

Sea water temperature should be between 30 °C and 35 °C for all the treatments except cryotherapy treatments.

Sea water shall never be reused in care basins. It shall be replaced by new water every 48 h. In case of anomalies such as muddy water, suspicious colour, external pollution or non compliant analysis results, every thalassotherapy centre shall have efficient procedures for immediate interventions (see [Clause 8](#)).

The required physical, chemical and microbiological parameters are indicated in [Annexes A](#), [Annex B](#) and [Annex C](#).

5.2 Seaweed and marine mud

5.2.1 General requirements

Products directly extracted from the sea (such as marine mud and seaweed) and used in thalassotherapy shall be 100 % natural and shall never be reused once used in care treatments.

5.2.2 Use of seaweed and storage conditions

Seaweed shall be used once cryogrinded and mixed with sea waters according to dosages and temperatures indicated by the medical doctor.

In thalassotherapy, seaweed can be used as wrapping material, in local applications or in baths.

Seaweed and alga-based cosmetic products shall be stored in appropriate areas in suitable temperature and humidity conditions, away from products that can damage their quality (detergents, insecticides, etc.).

5.2.3 Use of marine muds

The thalassotherapy centre shall indicate how marine mud shall be used and shall namely describe according to medical prescription:

- The application technique: duration, temperature, product presentation, etc.;
- The bathing technique: duration, temperature, product presentation.

The thalassotherapy centre shall define and design plans for the different usage phases of the marine mud. Plans shall cover the maintenance of facilities and equipment in direct contact with mud. Their objective is to preserve the product's specific characteristics and sanitary aspects required for the treatments.

5.2.4 Monitoring product quality

The thalassotherapy centre shall also be able to provide and define plans for the follow up of the product quality throughout the various usage phases.

To ensure the quality of products, the thalassotherapy centre shall

- Require from the supplier an exploitation authorization for every imported batch,
- Require from the supplier an analysis bulletin concerning all imported or locally manufactured batches, and
- Check if their labelling complies with legal requirements in force for cosmetic products.

5.2.5 Traceability of used products

The thalassotherapy centre shall be able to identify all suppliers providing products in contact or likely to be in contact with customers' or employees' bodies. The thalassotherapy centre shall hold systems and procedures enabling the identification of products used in every cure (e.g. definition of the product, number of the batch, manufacturing date and the usage deadline, etc.). Data shall be recorded and archived.

If the thalassotherapy centre has good reasons to believe that a used product can be harmful to customers' or employees' health or safety, it shall immediately isolate the product and stop its use.

6 Hygiene system

6.1 General requirements

The manager of the thalassotherapy centre or the person nominated by him/her shall be directly responsible for the definition and implementation of a hygiene system with the development of procedures to control specific dangers threatening the activity and to ensure the safety of customers.

The thalassotherapy centre shall also define internal recommendations about hygiene good practices for the use of the facilities by customers and staff.

The hygiene system shall enable

- identification of all operational phases that are decisive for the safety of customers,
- implementation of efficient control procedures at each phase,
- follow up of control procedures to ensure ongoing efficiency, and
- periodically review control procedures whenever operations change.

All those hygiene procedures shall be

- written,
- respected,
- reviewed,
- improved,
- updated, and
- made available to all staff involved.

The thalassotherapy centre shall be permanently kept in the most optimal hygiene conditions.

Contamination of a thalassotherapy centre can be generated by the staff as well as by customers, and by inappropriate maintenance or bad design, mainly including

- Production systems (water intake, transport, storage) or distribution of raw materials (water, mud, input materials),
- Supply of water designed for human consumption,
- Ventilation systems,
- Evacuation of waste waters,
- Circuits used for linen, materials and waste,
- Facilities (care, pools, laundry, others) and their distribution (mixing dry and humid areas, staff and customers' circuits), and
- Equipment, mainly medical equipment.

6.2 Access to the thalassotherapy centre

The following control access measures are necessary to maintain the required level of hygiene in the thalassotherapy centre.

- The building and its immediate areas shall be properly maintained in order to protect them against indirect contaminations (e.g. leaks, stagnating waters, windows conditions, obstruction or contamination of air circuits, roof conditions).
- The thalassotherapy centre shall keep away pets and any other animals.
- Smoking shall be prohibited inside the thalassotherapy centre's facilities and the manager shall ensure prohibition is actually enforced.
- The thalassotherapy centre should provide substitute shoes at the main entrance.
- The internal regulations of the thalassotherapy centre shall be applied to the costumers shall be posted in the lobby.
- The internal regulations of the thalassotherapy centre applicable to the staff shall be posted in the staff area.
- The thalassotherapy centre shall set up a procedure to monitor customers before and during the curing process. Monitoring shall mainly concern
 - Customers with skin affections (non-prescription of risky cure acts likely to infect other customers, or staff obligation to wear tight bands, etc.), and
 - Customers subject of contraindications.

In addition, customers shall be informed about good practices they should observe to prevent hygiene problems (e.g. daily washing of bathing suits, necessity to take showers, etc.).

6.3 Raw materials' quality control

6.3.1 General

The sanitary safety of a thalassotherapy centre depends on the microbiological, biological, physical and chemical quality of the raw materials used (waters, mud, seaweed, essences, etc.), the maintenance of the storage facilities and the conservation conditions of the products.

6.3.2 Sea water

The thalassotherapy centre shall ensure water quality control and the maintenance of water networks by implementing the following good practices:

- Set up a monitoring plan concerning events taking place in the vulnerable areas of water intake points (interpretation of data collected in order to regularly evaluate the sea water quality at water intake points).
- Identify sea water pollution risks at the level of intake points, and set up necessary preventive and corrective measures in case of harmful risks likely to damage the environmental context.
- Ensure the regular maintenance of the thalassotherapy centre's water networks.

For this reason, the manager shall design a plan for major treatment and maintenance operations.

- Expertise of distribution installations: description of various water distribution networks within the thalassotherapy centre (network plans, flowing patterns, definition of pipes constituting materials, list of usages: technical, sanitary, alimentary or therapeutic).
- Definition of a maintenance plan for water distribution installations.
- Avoidance of stagnation and ensure smooth water circulation.
- Prevention of scaling and corrosion by means of appropriate design and maintenance matching water quality and the installation's characteristics.
- Implementation of a schedule to monitor installations and record results of analyses periodically performed in the framework of self-control or sanitary check-ups.
- Definition when necessary of corrective actions to improve water distribution installation networks in order to repair design deficiencies.
- Design of a preventive sanitary manual for each vulnerable installation.

All performed operations such as work extension, disinfection, water analysis results, consumed volumes broken down by hot and cold waters, etc. shall be recorded in the sanitary manual.

It is necessary to constantly update the sanitary manual, regularly analyse data and provide them to the distribution network staff or to the sanitary authorities.

6.3.3 Seaweed and marine mud

The thalassotherapy centre shall document procedures including

- Preparation or maturation,
- Conditioning,
- Conservation,
- Distribution,
- Protection of products against contamination, and
- Follow up plans for mud based products.

The processes shall mainly indicate the core facilities and materials used for the said operations.

- Storage and preparation technical facilities.
- Mixer.
- Sea water addition system.

- Distribution and conditioning system.
- Heating and temperature control system.

The thalassotherapy centre shall indicate how marine mud is to be used. It shall mainly describe

- Application technique: time duration, temperature, product presentation, etc., and
- Bath technique: duration, temperature and product presentation.

The thalassotherapy centre shall set up and respect plans for the different stages of marine mud usages and the maintenance of facilities and equipment in direct contact with mud. The objective of plans is to conserve the product's specific characteristics and the sanitary aspects required for its use.

The thalassotherapy centre shall define quality follow-up plans throughout the product's usage process, with focus on the physical, chemical and microbiological parameters.

The thalassotherapy centre shall indicate storage conditions after use of marine mud and its evacuation to an authorized site.

The thalassotherapy centre shall hold a written procedure displayed in preparation workshops, indicating the maximal conservation and product usage periods, their sources, their technical files and their 100 % natural guarantee.

Marine mud and seaweed shall be used only once.

6.4 Maintenance of equipment

The thalassotherapy centre shall

- Ensure responsibility for equipment to be adapted to all suggested activities, and
- Ensure preventive and curative maintenance operations.

It shall also define, validate and implement an efficient preventive maintenance program in order to ensure the good operation of all equipment.

This program shall mainly include

- A list of equipment requiring regular maintenance,
- Maintenance procedures and frequencies, and
- Operatory modes.

The design of the distribution network at care stations shall guarantee the isolation of care units for maintenance and disinfection, excluding all forms of meshing.

The discharge of waste water in the sewage network shall be disconnected from all devices.

6.5 Maintenance and cleaning

6.5.1 General

Care facilities, equipment and surfaces in general shall be appropriately and properly maintained.

The thalassotherapy centre shall hold and respect a written maintenance plan.

Access roads and the buildings' immediate environment shall always be clean.

Maintenance and cleaning equipment shall be kept and stored in a way to prevent their contamination.

6.5.2 Cleaning and disinfection plan

A permanent cleaning and disinfection plan of all facilities, including changing rooms, restrooms and equipment shall be clearly and accurately documented in order to ensure that all areas are appropriately cleaned and that sensitive areas and equipment are carefully handled.

This plan shall cover among others: ceilings, walls and openings in care rooms, pools, changing rooms, furniture, pavements outside care rooms, bathtubs, massage tables and showers.

The thalassotherapy centre's cleaning responsibility shall be assigned to only one manager, part of the thalassotherapy centre permanent staff. All staff shall be well aware of the dangers that can be induced by contamination. All the staff assigned to cleaning operations shall be well trained to good maintenance methods.

The cleaning and disinfection plan shall be continuously and efficiently monitored to check that it is well adapted and efficient, and shall be supported by comprehensive documentation.

The cleaning and disinfection plan shall include at least the following indications:

- Areas and equipment that shall be cleaned;
- The precise operatory mode mainly including for every product use, dilution, temperature, and application time;
- The manager of cleaning and disinfection operations for every sector;
- Means set up to check the efficiency of the plan;
- The frequency and daily hours for the cleaning and disinfection operations;
- Responsibilities for various tasks;
- Methods used for the control of products and used dilutions.

6.5.3 Monitoring efficiency

The thalassotherapy centre shall implement a system to monitor the maintenance, cleaning and disinfection plan at predefined frequencies. Results shall be recorded.

6.5.4 Waste management

Regular waste shall be collected every day in common areas and facilities and taken to containers. Waste baskets, containers and the storage area shall be periodically maintained.

Wastes subject of a specific legislation shall be separately collected.

6.6 Linen management

6.6.1 Reusable linen

The thalassotherapy centre shall design and respect a plan to ensure the hygiene quality of linen. In this context

- Used linen shall not get in contact with clean linen,
- Carts used for the transport of dirty linen and clean linen shall be separate, and
- Dirty linen shall be regularly removed.

6.6.2 Single usage linen or paper

The thalassotherapy centre shall ensure that single usage linen and paper are not reused.

6.7 Staff

All the staff shall be trained and regularly informed of the main hygiene and safety rules. The staff shall wear clean uniforms adapted to their tasks.

A document shall establish responsibility domains and everyone's scope of action.

The staff shall have changing rooms and restrooms in the vicinity of care facilities.

The thalassotherapy centre shall implement the following measures:

- All staff shall have access to care facilities only when equipped with specific shoes reserved for that purpose or with coverboots;
- Remind hygienic elementary rules (e.g. clean hair, hand washing, etc.);
- Prohibit eating and smoking in care facilities;
- Obligation to declare any injury or contagious disease.

7 Services to customers

7.1 General

The reception staff shall have a handbook with written description of the treatments offered by the thalassotherapy centre at the disposal of the customer before contracting the services.

7.2 Information

A thalassotherapy centre handbook shall be provided to customers. It shall at least include

- A clear and detailed signage inside the thalassotherapy centre,
- A description and an explanation of all healthcare services provided in the thalassotherapy centre with abbreviations used in planning files,
- Equipment that shall be used (e.g. bathing suit, caps, etc.),
- Main hygiene and safety instructions and precautions that customers shall take, and
- Rights and duties of customers.

The information shall be provided in the local official languages. Additionally, it has to be provided in at least one foreign language determined by the thalassotherapy centre, preferably in English. The information should be available in formats accessible to customers with special needs.

The following sea water analyses and information shall be displayed to customers at the swimming pool areas: temperature and pH of sea water, the atmosphere humidity degree as well as the different depths.

This information shall be constantly checked in each care equipment by the means of thermometers and hygrometers which should be correctly calibrated or verified.

Therapeutic care services shall be carried out under the supervision of medical doctors and access to cures can be authorized only after medical consultations.

The medical doctor can prevent access to any care services to all people affected by contagious diseases (e.g. infected injury, furuncles, oozing skin disease, etc.).

The medical doctor shall indicate on the care form body parts that need to be treated with a corporal pattern, as well as specific execution modalities (e.g. water pressure, temperature, prohibitions, etc.).

Customers' files shall be held for five years after the cure. During this period, the customer shall freely have access to their specific files and can ask for copies and or medical report from the thalassotherapy centre.

One staff member at least shall always be available for all necessary indications required by customers.

A visit to the thalassotherapy centre shall systematically be offered before the first stay.

7.3 Claims

The thalassotherapy centre shall have a policy and a procedure to deal with claims submitted by customers or other parties. The thalassotherapy centre shall hold records of all claims as well as of the examinations and corrective actions it may have performed.

8 Support processes

8.1 Commercialization

The manager of the thalassotherapy centre is responsible of 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 thalassotherapy centre has virtual tools of communication with the customer (webpage, for example), 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 customer 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 Design and development

The design of new treatments and the training requirements for the team shall be documented.

8.3 Environmental policy

8.3.1 General requirements

The environmental policy of the thalassotherapy centre shall be based in the following two main points:

- a) Energy efficiency and consumption reduction;
- b) Contamination reduction. The manager shall incorporate practices and environmental advice within the staff training in order to create awareness. The thalassotherapy centre shall inform the customer 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 customer does not wish to collaborate voluntarily.

The environmental policy shall be revised redefining those actions that have been not reached in order to identify improvements in environmental policy goals.

8.3.2 Energy consumption

The thalassotherapy centre shall develop energy efficiency improvement actions such as: renewable energy, low 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 thalassotherapy centre, 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 thalassotherapy centre 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 be carried out in accordance with national and local legislation, taking into consideration the resources provided by such administration. This shall include the avoidance of pollution in the disposal of liquids and in emissions to the air. The thalassotherapy centre shall support the classification of generated waste, facilitating the recycling or further use of such waste.

The thalassotherapy centre shall act over the noises generated within its activity both inside and outside, in order to avoid disturbing customers. The manager shall ensure awareness among the staff so as to not disturb customers.

9 Self-control

The thalassotherapy centre shall have special consideration on

- Intervention modalities of analysis laboratories, and
- Parameters of the analytical self-control plan.

Analyses of the control program shall be carried out by a laboratory selected taking in to consideration well defined criteria (considered to be eligible by concerned authorities).

Samples taken in the framework of self-control shall be conducted by a well trained staff. Information collected during controls shall be interpreted, analysed and exploited.

Actions shall focus on

- operation of facilities,
- execution of specific studies or investigations on all or on parts of the facilities, and
- adaptation of the control program or the supervision modalities.

The choice of self-control parameters shall depend on legal requirements and also on the study of impacts involving the analysis of deficiencies/threats that the thalassotherapy centre shall elaborate.

Tables shown in [Annex A](#) and [Annex B](#) indicate the minimal control program of sea water used by the thalassotherapy centre.