
**Tourism and related services —
Medical spas — Service requirements**

Tourisme et services connexes — Spas médicaux — 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).

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 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.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

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.

Introduction

Health tourism services are among the fastest growing sectors worldwide. While these services have so far been relatively unexplored, national tourism boards, the private sector and other relevant stakeholders consider health tourism as a sector with tremendous potential for growth and destination development.

There are large numbers of people around the world who choose health tourism services with the objective, for example, of escaping from the stress and rush of urban life, or of receiving healthcare abroad. These numbers have been increasing rapidly in recent years, hence it is necessary to identify the different products and services which can be offered in order to avoid confusion and meet the expectations of customers.

Regarding the use of natural resources in health tourism, there are already two standards which define the minimum requirements for quality services in both thalassotherapy centres (ISO 17680) and wellness centres (ISO 17679). These reflect the specificities of these two types of centres, considering in particular the different types of water used in each of them.

In order to complete the picture, this document will focus on the quality services at medical spas, taking into account their natural healing waters and their proven therapeutic and preventive benefits for health.

Tourism and related services — Medical spas — Service requirements

1 Scope

This document specifies requirements for the provision of quality services at medical spas which use natural healing waters (except sea water) and other natural resources.

This document does not cover decisions that correspond to the medical profession.

This document does not apply to thalassotherapy centres or wellness spa centres.

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 7001, *Graphical symbols — Public information symbols*

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 <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

balneology

study of the therapeutic use of natural remedies (e.g. climate therapy, water treatments) from production to application

Note 1 to entry: This is an overarching term for the planning, development, operational and medical aspects of a medical spa.

3.2

care area

area assigned for carrying out health treatments

3.3

climate

composite or generally prevailing weather conditions of a region throughout the year, averaged over a series of years

Note 1 to entry: Weather conditions include temperature, air pressure, humidity, precipitation, sunshine, cloud and wind.

3.4

dry area

space within the care area where water is not used

Note 1 to entry: Examination rooms, gyms and relaxing areas are considered dry areas.