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

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



This document is a preview generated by EBS



COPYRIGHT PROTECTED DOCUMENT

© ISO 2016, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

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

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Facilities and equipment	2
4.1 Wellness facilities	2
4.1.1 General requirements	2
4.1.2 Reception	2
4.1.3 Treatment area	2
4.2 Equipment	3
5 Staff requirements	3
5.1 Human resources general requirements	3
5.2 Wellness spa manager	4
5.3 Wellness spa therapist	4
6 Hygiene good practices	5
6.1 General requirements	5
6.2 Maintenance	5
6.2.1 Stock	5
6.2.2 Preventive maintenance	5
6.2.3 Corrective maintenance	8
6.2.4 Maintenance staff	9
6.3 Microbiological control	9
6.3.1 Minimum requirements for disinfection and cleaning plan	9
6.3.2 Actions in case of microbiological contamination	9
6.3.3 Sanitizers	9
7 Service to clients	10
7.1 Information, booking and reception requirements	10
7.2 Wellness spa treatment	11
7.3 Other services	11
8 Support processes	11
8.1 Commercialization	11
8.2 Treatment design	12
8.3 Environmental policy	12
8.3.1 General requirements	12
8.3.2 Energy consumption	12
8.3.3 Resources consumption	12
8.3.4 Pollution reduction and management	12
Annex A (informative) Origin of traditional massages from specific countries	13
Annex B (informative) Holistic activities	14
Annex C (informative) Checklist of requirements in reception	15
Bibliography	16

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.

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.