ISO 17679:2016-10 (E)

Tourism and related services - Wellness spa - Service requirements

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 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)Originoftraditionalmassagesfromspecificcountries 13

Annex B (informative) Holistic activities 14

Annex C (informative) Checklist of requirements in reception 15

Bibliography 16