

ISO 21426:2018 (E)

Tourism and related services — Medical spas — Service requirements

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Facilities and equipment
4.1	General requirements
4.2	Reception
4.3	Dressing room and sanitary facilities
4.4	Medical room
4.5	Care area
4.5.1	General requirements
4.5.2	Dry areas
4.5.3	Wet areas
4.6	Equipment to treat waste water
5	Staff
5.1	General requirements
5.2	Care area staff
5.3	Technical staff
6	Natural resources
6.1	General requirements
6.2	Natural healing waters
6.2.1	Mineral and thermal springs
6.2.1.1	Protection zone of mineral springs
6.2.1.2	Water spring harnessing plan
6.2.2	Balneological assessment and report
6.2.3	Physical, chemical and microbiological properties of natural healing waters
6.2.4	Control analysis of natural healing waters and monitoring
6.2.4.1	Analysis of natural healing waters
6.2.4.2	Control analysis and monitoring
6.3	Natural healing gases
6.3.1	General
6.3.2	Natural healing gases assessment and report
6.3.3	Control analysis of natural healing gases and monitoring
6.4	Natural peloids
6.4.1	General requirements
6.4.2	Extraction and storage of peloids
6.4.3	Peloid assessment and report
6.4.4	Control analysis of peloids and monitoring
7	Maintenance, hygiene and cleaning
7.1	General requirements
7.2	Maintenance
7.2.1	Preventive maintenance plan
7.2.2	Emergency and evacuation plan
7.2.3	Hot water supply
7.2.4	Plant room

- 7.2.5 Corrective maintenance
- 7.2.6 Calibrating and verification of measurement equipment
- 7.3 Prevention and microbiological control
- 7.3.1 General requirements
- 7.3.2 Disinfection and cleaning plan
- 7.3.3 Analytic control programme: analysis plan, data collection and control of parameters
- 8 Service provision
 - 8.1 General requirements
 - 8.2 Reception services
 - 8.2.1 Booking service
 - 8.2.2 Check-in service
 - 8.2.3 Communication with customers (calls and emails)
 - 8.2.4 Check-out
 - 8.3 Medical service
 - 8.3.1 General requirements
 - 8.3.2 Medical examination
 - 8.3.3 Treatment manual
 - 8.4 Other services
- 9 Support processes
 - 9.1 Marketing
 - 9.2 Procurement and storage
 - 9.3 Environmental policy
 - 9.4 Customer satisfaction
- Annex A (informative) Guidelines for characterization of natural healing waters (minimum values)
 - A.1 Characterization
 - A.2 Natural fluctuations of composition of natural healing waters
- Annex B (informative) Physicochemical, chemical and microbiological tests of natural healing waters
- Annex C (informative) Guidelines for natural healing gases assessment report
- Annex D (informative) Guidelines for control analysis of peloids and monitoring

Page count: 29