

DCP 1 Pt 2: 201X

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52

**ANTIGUA AND BARBUDA DRAFT NATIONAL STANDARD**  
**DCP 1: Part 2 201X: Code of Practice for Beauty, spa and wellness entities:**  
**Part 2 - Requirements for spas**

**Copyright ©**

**Antigua and Barbuda Bureau of Standards 2017**

**No part of this publication may be reproduced in any form without the prior written permission of the ANTIGUA AND BARBUDA BUREAU OF STANDARDS. This does not preclude quotation for the purpose of review or comments**

**ANTIGUA AND BARBUDA BUREAU OF STANDARDS**  
OLD PARHAM ROAD  
P.O. BOX 1550  
ST. JOHN'S  
ANTIGUA  
W.I.

**53 NATIONAL FOREWORD**

54

55 The Antigua and Barbuda Bureau of Standards (ABBS) is a statutory body established under  
56 the Standards Act of 1987, Cap 411 of the revised Laws of Antigua and Barbuda. The  
57 Standards Act mandates the Bureau to promote and encourage the maintenance of  
58 mandatory and voluntary standards in relation to goods, services, processes and practices.  
59 The Bureau also has the responsibility for monitoring the manufacture of goods and the  
60 production of services to both local and international standards. In executing its mandate, the  
61 ABBS focuses on the quality and competitiveness of products and services; the health and  
62 safety of the consumer; and the protection of the environment.

63

64 The ABBS has a transparent Standards Development Process in accordance with the  
65 provisions of the Standards Act, which provides the opportunity for all stakeholders in each  
66 standards development project to participate actively in the development of the standard, by  
67 serving on technical committees (TCs), sub-committees, project committees (PCs) or working  
68 groups (WGs), by submitting comments on draft standards available for public comment and  
69 attending stakeholder consultations.

70

71 The ABBS holds membership in the following standards organizations:

72

- 73 ➤ International Organization for Standardization (ISO) as a Subscriber Member
- 74 ➤ International Electro-technical Commission (IEC) as an Affiliate Member
- 75 ➤ Codex Alimentarius (WHO/FAO) Commission
- 76 ➤ Caribbean Regional Organisation for Standards and Quality (CROSQ)
- 77 ➤ Pan American Standards Commission (COPANT)

78

79 Additionally, the ABBS has a Memorandum of Understanding (MOU) with ASTM International.

80

81 The ABBS is the National Codex Contact Point, and also serves as the enquiry point for the  
82 World Trade Organisation (WTO) on matters pertaining to the Technical Barriers to Trade  
83 (TBT) Agreement. It has notified acceptance of the WTO Code of Good Practice.

84

85 Antigua and Barbuda National Standards (ABNS) are subject to review every five years or  
86 sooner if necessary, in accordance with good standardisation practices. Any suggestions for  
87 improving the standard can be submitted to the Bureau of Standards for consideration during  
88 the review process

89

90

91

92  
93  
94  
95  
96

**DCP 1: Part 2 201X: Code of Practice for Beauty, spa and wellness entities:  
Part 2 - Requirements for spas**

**AMENDMENTS ISSUED SINCE PUBLICATION**

AMENDMENT NO.	DATE OF ISSUE	TYPE OF AMENDMENT	NO. OF TEXT AFFECTED	TEXT OF AMENDMENT

97  
98  
99  
100  
101  
102  
103  
104

105  
106  
107  
108  
109  
110  
111

**ATTACHMENT PAGE FOR ABNS AMENDMENT SHEETS**

## ANTIGUA AND BARBUDA NATIONAL STANDARD

## DCP 1 Pt 2: 201X

Code of Practice for Beauty, spa and wellness entities: Part 2 - Requirements  
for spas

## Committee Representation

This Antigua and Barbuda Code of Practice was prepared under the supervision of the Beauty & Wellness Technical Committee, which at the time comprised of the following members: -

Members	Representing
Tricia Greenaway ( <b>Chairperson</b> )	Beauty, Spa and Wellness Association
Danella Phillip-Raeburn ( <b>Vice Chairperson</b> )	Caribbean Academy of Cosmetology & Trichology
Alecia Joseph-Edwards	Antigua and Barbuda Institute of Continuing Education (ABICE)
Fay C. Shantia Weatherill	Ministry of Tourism
Jackisha Williams	Prices and Consumer Affairs Division, Ministry of Trade Industry and Commerce
Jomica Carbon-Constant	Ministry of Trade
Padmore Jeremiah	Wag's Celebrity Master Barber Shop
Valarie Williams	Ministry of health, Wellness and the Environment
Varecia Smith ( <b>Technical Secretary</b> )	Antigua and Barbuda Bureau of Standards
Carlton Best ( <b>Recording Secretary</b> )	Antigua and Barbuda Bureau of Standards

161 **Contents**

162

163 **Contents** .....vi

164 **Introduction** ..... 1

165 1 Scope..... 2

166 2 Terms and Definitions ..... 2

167 3 General requirements ..... 3

168 4 Management responsibilities ..... 5

169 5 Treatments..... 6

170 6 Health and Safety Requirements..... 14

171 **Annex A** ..... 18

172 **Annex B** ..... 20

173 **Annex C** ..... 21

174

175

176 **List of Tables**

177

178 Table 1- Maximum bather loads.....15

179

180 Table 2- Conditions for use of treatment materials.....16

181

182 Table A.1- Water quality requirements for spa plunge pools, hot tubs and saltwater pools.18

183

184 Table A.2- Water quality requirements for mineral baths.....18

185

186 Table A.3- Water quality requirements for spa material baths.....19

187

188

189

190

191

192

193

194

195

196

197

198

199

200

201

202

**(This page was intentionally left blank)**

203

204

205

206

207

208

## Introduction

This National Code of Practice is . This edition of the standard was approved by the Standards Council on and came into effect on .

The Antigua and Barbuda National Code of Practice provides guiding principles as a source for the establishment and operations of spa facilities in Antigua and Barbuda, according to best hygienic and safety practices.

The spa and wellness industry is growing at an exponential rate worldwide. It is estimated that the industry has amassed nearly USD 2 trillion worldwide. In Antigua and Barbuda, the spa and wellness industry has yet to touch the surface of the viability and success of the industry. The spa and wellness industry has the potential to become a leading industry through its linkage to the tourism industry in which there is the potential for the development of a niche market in spa and wellness tourism which can generate significant growth to the economy of Antigua and Barbuda.

This standard establishes the minimum requirements for the delivery of quality services by spa operators/ practitioners and is intended to be used with *Code of Practice for Beauty, Spa and Wellness Entities: Part 1- General Requirements*. The use of this code should not preclude beauty establishments that offer services in addition to spas from the specific particular requirements that are applicable.

It is hoped that this standard promotes excellence in the spa and wellness sector in Antigua and Barbuda through providing consumers with consistent quality service that is safe and hygienic across operators within their respective "operation class".

The following documents were used in the preparation of this code of practice: -

- SLCP 13-2:201 Code of Hygienic Practice for Beauty and Wellness Part 2: Particular Requirements for Spas
- Industry Standard for Spa and Wellness Entities in CARIFORUM Territories

## 1 Scope

This standard gives guidelines for hygienic operations of spa facilities.

This standard provides best practice requirements for the provision of spa related services.

The standard establishes general principles for:

- a) management responsibilities;
- b) service requirements;
- c) treatments; and
- d) health and safety.

The standard is not applicable to services provided that relate directly to the medical profession and the development of medical products.

## 2 Terms and Definitions

For the purpose of this standard, the following terms and definitions apply:

### 2.1 claim

any representation which states, suggests or implies that a product or service has particular qualities relating to its origin, therapeutic properties, nature, composition or any other quality

### 2.2 competent authority

official government agency having jurisdiction

### 2.3 consumer / customer / guest

persons and families purchasing and receiving goods and services in order to meet their personal needs

### 2.4 core processes

minimum individual tasks to be accomplished to provide a certain level of consistency in output of a service or product

### 2.5 inspection

examination of products or systems of control of production of these products; or the process of delivering services to verify that they conform to requirements

### 2.6 mineral bath/spa

a bathing pool facility which uses water obtained from a mineral spring and which has a higher mineral content (greater than 1000 mg/L). It is required that the water flow continuously through the pool.

### 2.7 natural swimming pool

an excavated, entombed or naturally occurring area, basin, chamber, or tank containing a body of untreated fresh or sea-water which flows continuously through the facility and is used for swimming, diving or recreational bathing. The water flows directly from a natural source and its composition is adjusted where required by biological methods only.

**2.8 process description**

detailed outline of activities performed to achieve the level of consistency in the output of a product or service

**2.9 spa**

commercial operation which offers treatments and other related services for the purpose of relaxation, therapy and wellness, which includes water therapy treatments

**2.10 spa hot tub**

constructed swimming pool which maintains a constant temperature above 30 °C but not exceeding 40 °C

**2.11 spa plunge pool**

constructed swimming pool which maintains a constant temperature below 26 °C but not less than 8 °C (46.4 °F)

**2.12 salt water swimming pool**

an entombment, basin, chamber, or tank containing a body of treated sea water, or man-made saline water, where the water is re-circulated and is used for swimming, diving or recreational bathing

**2.13 thermal spa**

a pool facility with natural or artificial thermal water with a minimum temperature of 30 °C in one basin. The infrastructure requirements are the same as described for "Day Spas".

**3 General requirements**

**3.1 General Requirements**

**3.1.1** All spa facilities and operating procedures shall comply with the requirements of DCP Pt 1: 201X in addition to the following specific requirements outlined.

**3.1.2** Swimming pool and spa facilities such as showers, sinks, toilets and /or adequate dressing rooms shall be provided.

**3.1.3** Hospitality/water stations shall be easily accessible and stocked with water, reusable or disposable cups at all times.

**3.1.4** The spa facilities and operating procedures shall comply with all applicable international and national guidelines regarding clients with disabilities.

**3.1.5** A valid copy of the therapist's certificate within the specific services conducted should be made visible in the reception area.

**3.2 General guest (customer) relations**

**3.2.1** The spa operator shall consistently provide prompt, courteous and reliable service to its clients.

**3.2.2** Written material should be provided to customers, which accurately depicts the facility, nutrition, diet, wellness and other programs, philosophy, rates, deposits, customary tipping and gratuities, cancellation policy and grace period for refunds.

**3.2.3** The organisation should promptly respond to customer complaints and resolve them in as timely and efficiently a manner as possible. It is recommended that the organisation seek to resolve customer complaints, brought to its attention by the authorities, for a maximum of 60 days.

**3.2.4** Customers should be able to express their concerns and suggestions regarding facilities, staff and programming through a documented feed-back system designed to encourage consumer feed-back.

**3.2.5** The organisation should maintain adequate liability insurance, or its equivalent, in order to provide an acceptable level of protection for guests.

**3.2.6** Spa programs and menus should be designed to encourage the customer toward health enhancing activities and wellness, while acknowledging the customer's current health status, through a confidential registration document.

### **3.3 Initial consultation with the guest (customer)**

**3.3.1** Customers should be provided with a consultation to guide their choice of wellness services. This enables the customer to take their health situation and cultural/religious background into consideration in making their choice of services.

**3.3.2** The outcome of the consultation, with the elements of the program chosen by the customer, should be documented in a working description or standard operating procedure. (SOP)

**3.3.3** The services should be described clearly and, if possible, with pictures in the form of a menu.

**3.3.4** The customer should be assigned a therapist.

**3.3.5** The customer should be given the option of selecting whether he/she desires to be treated by a male or female therapist.

**3.3.6** The services should be described clearly in the form of an itemised list.

### **3.4 Requirements for treatment plan**

**3.4.1** After booking a treatment service, the customer should receive a health and wellness treatment plan which states the times and duration of each treatment. The treatment plan should be provided to the customer in his/her own language, if possible. Together with the treatment plan, the customer should be provided with a document detailing the general terms and conditions of service.

**3.4.2** Before the first treatment takes place, the therapist should provide the customer with an explanation of the individual wellness treatment. The therapist should then guide the customer through the application.

## 4 Management responsibilities

**4.1** Management shall create and maintain a secure database and/or record keeping system, for the efficient operation of the facility. The database or record keeping system shall include client information, staff records, maintenance of equipment and facilities and records to verify that all activities required by this standard are continually carried out.

**4.2** Implement spa standard operating procedures which shall include customer service and health and safety requirements.

**4.3** Implement a system for internal evaluation of spa performance.

**4.4** Employ trained and certified individuals from accredited institutions as spa staff.

NOTE If the spa includes a fitness facility, which may or may not include equipment, trained and certified fitness instructor staff shall be made available to provide assistance and instruction.

**4.5** A code of ethics shall be available within the spa and includes, but not be limited to, the responsibilities and conduct of staff and clients.

**4.6** Provide relevant evidence of regulatory compliance to inspectors upon request. Annex A provides further information on regulatory requirements.

**4.7** Management should develop an operational manual which includes, but is not limited, to the following:

- a) scheduled checks of the physical components including building and equipment;
- b) a list of job descriptions and requirements for employees;

EXAMPLE: spa technicians and customer service representatives

- a) necessary provisions for the training of staff;
- b) emergency response procedures; and

EXAMPLE death of a client

- c) rules of conduct for users of the facility to ensure health and safety.

**4.8** Verify that all clients complete a consultation form prior to any service, indicating their health conditions which may impact on their treatment, as well as the acceptance of the terms of service.

**4.9** Investigate all possible food and water borne illnesses and outbreaks and shall request assistance from the Ministry of Health or other relevant competent agencies where necessary, to resolve the matter.

**4.10** Prepare reports on the investigations described in 4.9. Reports shall be prepared and kept as part of the official records of the organization.

## 5 Treatments

### 5.1 Massages in general

**5.1.1** There should be separate rooms available for individual treatments. There should be no halls in which massage 'rooms' are merely separated from each other by curtains.

**5.1.2** Assignment of suitable therapist for client's condition, also with the option to change. The lead individual could give the position to make the request to change for the client

**5.1.3** The interior of massage rooms should be shielded from the view of persons not directly involved in providing massage services. There should be no glass doors, windows in doors or such potential viewing portals.

**5.1.4** Disposable undergarments should be made available to customers for the treatment when needed.

NOTE Subject to spa ratings/ spa categories.

**5.1.5** Showers should be available in the immediate vicinity of the treatment room. These showers should be kept clean at all times.

**5.1.6** The following general requirements apply to the massage room:

- a) the room should provide a pleasant and inviting environment. There should not be a clinical atmosphere, water stains on the walls, dangling electrical cables, or such non-aesthetically appealing features;
- b) the room should be adequately ventilated;
- c) the room should be peaceful, i.e. no disturbing noise from the outside such as traffic, pools, etc;
- d) a hand-wash facility and disposable or clean reusable towels should be provided for the massage therapist;
- e) rooms for individual massages should be adequate in size. It is recommended that the room be at least 10 square metres; and
- f) no non-related work equipment should be visible in the massage room.

**5.1.7** The following general requirements apply to the massage table:

- it should be height – adjustable;
- it should be fitted with a face cradle;
- it should be padded (with a minimum thickness of 6 cm);
- it should be stable;
- the surface should have no visible evidence of damage;
- the surface material should be oil-resistant, easy-to-clean and durable;

- it should be adequate in width; and
- it should readily accommodate being wet-wiped and disinfected.

**5.1.8** There should be adequate indirect lighting in the massage room. The light should not be dazzling.

**5.1.9** No clothing or private property belonging to the therapist, other than that being worn at the time the service is being provided, should be visible.

## **5.2 Massages with herbs**

**5.2.1** Herbs should be used only once.

EXAMPLE: herbal stamps used in herbal massages

**5.2.2** Herbs should be heated using professional equipment.

**5.2.3** The herb stamp should bear a readily visible expiry date.

**5.2.4** Herbal stamps should be stored in a dry state and in the original package.

## **5.3 Massages with oil or oil-containing agents**

**5.3.1** The following general requirements apply to rooms where oil treatments are performed:

- a) there should be a strong non-skid floor;
- b) there should be a pleasant odour in the room (no evidence of rancidity); and
- c) material safety data sheets (MSDS) relating to the treatment materials should be available.

**5.3.2** Massage with aromatic oils should be done by a massage therapist with specialized training in the use of aroma in massage therapy.

## **5.4 Ayurvedic oil treatments in general**

**5.4.1** The room should have a clear indic ambience and should be used only for ayurvedic treatment.

**5.4.2** A valid copy of the therapist's Ayurveda training certificate should be available.

**5.4.3** Ayurvedic treatments for wellness purposes should be described to the client in context with the classic Ayurveda tradition.

**5.4.4** A Dosha-type assessment should be provided for complex ayurvedic treatments/cure.

**5.4.5** The following requirements apply to Shirodara treatments:

- a) the head of the customer should be leaned slightly backwards. The eyes of the customer should also be protected. Protection of the eyes can be facilitated by a headband or towel over the eyes;

- b) a continuous flowing warm oil jet should be directed over the forehead in defined lines and rhythm (duration approximately 20-30 minutes);
- c) in general sesame oil at a temperature of approximately 39 °C should be used unless otherwise specified by the product supplier. The oil should be heated in professional equipment and should not be re-used;
- d) a therapist should control the flow of the oil. Ideally, a second person should control the oil temperature and refill the oil-pot. (Dhara);
- e) in general, a Shirodara treatment should be done in combination with a face or head massage;
- f) the mattress should be covered by a foil. There should be free drainage of oil from the bench; and
- g) before treatment, the massage bench and the mattress should be free of oil.

## **5.5 Thai massage/Shiatsu massage**

**5.5.1** The massage room should have an Asiatic ambience.

**5.5.2** The mattress should be clean and impervious to water.

**5.5.3** A comfortable mat approximately 2 metres x 2 metres in area and not less than 8 cm thick should be used.

**5.5.4** Bolsters should be available for the customer.

**5.5.5** The customer should be offered special clothing for a Thai massage.

**5.5.6** The massage booth should only be used for Thai massage or Shiatsu massage.

**5.5.7** Thai massage and Shiatsu massage should be explained to the customer before the first treatment. The therapist should also inform the customer of the health benefits and risks.

**5.5.8** A recognized training certificate of the massage therapist in Thai massage or Shiatsu massage should be visible in the room.

## **5.6 Lomi-Lomi Nui**

**5.6.1** The duration of the treatment should be approximately 1 1/2 – 2 hours.

**5.6.2** The treatment should be done with quiet musical accompaniment, preferably of Hawaiian origin.

**5.6.3** A valid copy of the therapist's lomi-lomi training certificate should be visible in the room.

**5.6.4** The massage table should be cleaned (no trace of oils etc) before use as no linen coverings are used in this treatment. The table should also be appropriately cleaned and disinfected after use.

## **5.7 Hydrotherapy (bathtubs with thermal water or additives)**

**5.7.1** Bathtubs are specialist products which should have the following hygienic characteristics:

- smooth surface;
- surface which is non-reactive to cleaning agents; and
- easy to clean

**5.7.2** Plumbing installations and water quality parameters should conform to national public health regulations or guidelines if in existence.

**5.7.3** For bathing applications, there should be separate rooms for individual treatments. There should not be a hall in which massage 'rooms' are merely separated from each other by curtains.

**5.7.4** There should be provisions for the measurement of water temperature in the bathtubs.

**5.7.5** There should be provision for resting at the place of application.

**5.8 Massages with water (Hydro-massage, Vichy-Shower, etc.) or with soap**

**5.8.1** Plumbing installations and water quality parameters should conform to national public health regulations or guidelines if in existence.

**5.8.2** There should be a comfortable changing cubicle adjacent to the hydro-massage treatment area.

**5.8.3** Hydro-massage should be located in a separate room.

**5.8.4** Bath tubs should be at least 1 metre in width.

**5.8.5** Massage tubs should be clean and present no visible evidence of being damaged.

**5.8.6** There should be handholds in the bath tubs. Entry and exit from the bath tub should be easy and comfortable. The characteristics of the physical structure and use of the bath tub should minimize the risk of injury.

**5.8.7** Several different programs of massage should be possible in the bath tubs.

**5.8.8** Post treatment resting should be provided for on a couch near the application location.

**5.8.9** For Vichy-Shower applications, the following requirements apply:

- the mattress should be cleaned and disinfected separately from the bench;
- there should be protection against spray water for the therapist; and
- shower water should be tested on a regular basis for the presence of Legionella organisms

**5.8.10** Where massage is done with soap, e.g. Turkish soap massage, the following requirements apply:

- the lying surface should be cleaned and disinfected; and
- water should be drained from the system in its entirety.

## **5.9 Treatment with peloids**

**5.9.1** The preparation of the peloid-water mixture should be specified in a working instruction.

**5.9.2** No more than one person should be treated at the same time in one peloid tub.

**5.9.3** Peloid packages should be used only once.

**5.9.4** Algae packages should conform to the following requirements:

- a) instructions for use should be available onsite;
- b) instructions for the preparation of the peloid-water mixture should be available onsite; and
- c) the expiry date should be declared on the product. Expired products should not be used.

**5.9.5** For thermotherapy and cryotherapy treatments, hot and cold packs (e.g. paraffin fango, cold gel packs) should be made such that they can be effectively cleaned and disinfected before reuse. Instructions for use provided by the product supplier should be available.

**5.9.6** The following requirements apply to Peloid treatments

EXAMPLE: bathing peat, fango, mud.

- a) temperature and time should be monitored;
- b) the treatment should be constantly monitored by the therapist;
- c) an alarm button should be available for use by the customer;
- d) provisions should be made for possible cooling in the area around the heart, if considered necessary;
- e) a rinsing hose should be available; and
- f) showers should be available in the immediate vicinity. These should be fitted with a solids trap and overflow into the sewage system.

**5.9.7** After the treatment, the customer should be able to relax in a single cabin.

## **5.10 Electrotherapy**

**5.10.1** The electrotherapy area should be kept clean and hygienic (e.g. flat and wipeable surfaces).

**5.10.2** Attention should be drawn in electrotherapy areas to possible risks to customers and patients. These risks relate to situations involving pacemakers, metal on or in the body in connection with short wave therapy, microwave therapy or magnetic therapy.

**5.10.3** The instructions for all equipment used in electrotherapy should be available in the electrotherapy area.

**5.10.4** The room where electrotherapy is carried out should be quiet and not crowded.

**5.10.5** The electrotherapy section should have its own reception area.

**5.10.6** Customers using electrotherapy services should be able to contact service personnel at any time during the service.

**5.10.7** Seats and couches in the cabins should be comfortable, solid and clean.

**5.10.8** Cabins should be sight protected (at least a curtain).

**5.10.9** Where laser therapy is involved the following requirements apply:

- a) it should only be applied in separate rooms with no windows;
- b) rooms should have 2 pairs of disinfected protective glasses;
- c) rooms should have no reflective surfaces (e.g. mirrors, pictures, tiles); and
- d) there should be a warning sign on the entrance door.

**5.10.10** The use of galvanic (electric) current should conform to the following requirements:

- a) the metal electrodes should be covered by an intact artificial tissue pad or sponge (spare pads are available) at least 1 cm thick;
- b) protective fluid or gel for the anode and cathode should be clearly marked; and
- c) a working emergency stop button should be installed.

#### **6.10.11** Phototherapy

EXAMPLE: UV therapy, infrared therapy and polarized light, phototherapy with brine) should conform to the following requirements:

- a) safety instructions should be available;
- b) protection glasses should be issued (only for ultraviolet radiation); and
- c) skin type information should be recorded (in connection with ultraviolet radiation).

#### **5.11** Inhalation

**5.11.1** There should be a separate room available for inhalation.

**5.11.2** In the preparation of essences used in inhalation, the organisation should have available accurate information from the producer of the product(s) about the allergenic risk associated with the use of the product.

**5.11.3** There should be a written procedure for the disinfection of inhalation equipment which comes in contact with the customer (mouthpiece, mask, etc.). This procedure should be available in the treatment room and should be followed by the therapist. Disposable equipment may be used as an alternative to disinfection of reusable equipment.

**5.11.4** Appropriate procedures for cleanliness and hygienic practices should be followed in the inhalation area.

**5.11.5** Ambient air analyses should be carried out in the inhalation area. The organisation should ensure that these results conform to accepted industry norms.

## **5.12 Massages with stones, wooden instruments and instruments of other materials**

**5.12.1** Before the treatment commences, stones, bamboo, etc. should be free of oil, clean and undamaged. Magmatic stones without pores should be used, owing to heat storage and chemical resistance.

**5.12.2** Stones of different sizes should be available for use.

**5.12.3** Stones should be cleaned and disinfected after each treatment.

**5.12.4** Where heated stones are used, they should be heated in a water bath for temperature control.

## **5.13 Solarium**

**5.13.1** The solarium should be subjected to regular checks.

**5.13.2** Safety instructions for the solarium should be available onsite in at least the national language, English.

**5.13.3** Customers should receive protection glasses.

**5.13.4** Solarium bathing rules should be made available.

**5.13.5** Information about skin types and tips about the duration of the solarium bath should be provided for customers.

**5.13.6** The solarium bench and protection glasses should be undamaged and clean.

**5.13.7** The solarium should be located in a separate room.

**5.13.8** Coin-operated solariums should not be permitted.

## **5.14 Hydrojet**

**5.14.1** Plumbing fittings and water quality parameters should conform to national public health regulations and/or guidelines.

**5.14.2** Bath tubs and latex mats should be disinfected.

**5.14.3** The bathtub should have an emergency switch which can be activated by the customer.

## **5.15 Thalassotherapy**

**5.15.1** The following general requirements are applicable to the Thalassotherapy centre:

- a) it should be located at a maximum of 1000 m from the coastline;
- b) it should be located in a healthy natural environment; and
- c) it should be located away from all known types of sources of pollution.

**5.15.2** The following requirements apply to the water intake:

- only natural sea water should be used; and
- the organisation should ensure a stable supply of sea water in terms of both quantity and quality

**5.15.3** The following requirements apply to the sea water:

- a) the sea water should be protected against physical, chemical and microbiological alterations during transport and use;
- b) it should be used within pre-determined limits;
- c) no physical and/or chemical treatment, which is likely to damage its natural state, should be authorized. Disinfection of the water on redox basis should be evaluated if possible;
- d) it should never be kept for more than 48 hours;
- e) the sea water should always flow in an open circuit;
- f) sea water should never be reused in care basins; and
- g) the sea water should be constantly renewed by bringing in sufficient “new” water quantities every 24 hours.

**5.15.4** Products directly extracted from the sea (marine mud, seaweed and salt water) and used in thalassotherapy should be 100% natural and should never be reused once used in a treatment.

**5.15.5** Seaweed should be mixed with sea water in dosage levels and at temperatures specified by the practitioner.

**5.15.6** Seaweed and algae-based cosmetic products should be stored in a manner which enables the retention of the original quality characteristics.

**5.15.7** The following requirements relating to the use of marine muds should be set out in a written product specification:

- a) description of the product (mineral content, consistency, microbiological criteria, conditions of storage, date of minimum durability, etc.);
- b) duration, temperature and process of application; and

- c) special safety measures are required due to the potential adverse health impact of mud baths on customers.

**6.15.8** The organisation should provide a prescribed procedure for monitoring product quality throughout the various usage phases. To ensure the quality of products, the organisation should require from the supplier the following information:

- written authorization and directions for use for every imported batch of products;
- a certificate of analysis of the product batch.

## **5.16 Jacuzzi-Whirlpool**

**5.16.1** Plumbing fittings and water quality parameters shall conform to national public health regulations and/or guidelines.

**5.16.2** Bath tubs and armatures shall be clean and undamaged.

**5.16.3** Water jets shall be clean.

**5.16.4** Suction area shall be protected by an affixed grill.

**5.16.5** Regular cleaning and disinfection of the pump system and jets shall be done.

**5.16.6** There should be a periodical microbiological assessment of the pumping system.

**5.16.7** The Jacuzzi-whirlpool should have its own cleaning plan.

## **6 Health and Safety Requirements**

### **6.1 Safety requirements**

**6.1.1** Every spa shall have a residual current circuit breaker on the main switch.

**6.1.2** Plumbing installations and water quality parameters shall conform to regulations set out by the relevant competent authority.

### **6.2 Spa pools**

**6.2.1** Water quality shall be monitored according to the requirements of the relevant competent authority.

**6.2.2** The maximum allowable temperature in a heated spa pool shall be 40 °C and the minimum for cold plunge pools shall be 8 °C. Thermometers shall be provided for spa pools operating outside of the ambient temperature of 26 – 30 °C.

**6.2.3** All spa facilities shall provide warm water showers with a temperature range of 32.2 °C to 43.3 °C, as well as single service soap in non-glass dispensers.

**6.2.4** The temperature of spa pools shall be regularly monitored based on the entity's Standard Operating Procedures. Records of monitoring shall be maintained and made available upon request.

**6.2.5** In the event that a pool or spa has faecal contamination, vomit, sewage, and other similar types of undesirable contamination; the pool shall be closed to allow for thorough cleaning by suitable methods such as shock chlorine treatment and shall not be reopened before being confirmed microbiologically safe by an accredited laboratory.

**6.2.6** Spa hot tubs shall be cleaned on a weekly basis and as necessary. Where the hot tub does not have a re-circulating and or filtration system, drainage and cleaning are required after each use.

**6.2.7** Natural and mineral spa pools should allow for through flow of the water, and not recirculation; where this does not occur, the pool shall be cleaned and refilled between bathers. All relevant plumbing requirements shall be in accordance with the requirements of the relevant competent authority.

**6.2.8** Operators shall maintain records, and report to the relevant authorities any death, injury or illness which occurs at the pool or spa, according to the requirements of the relevant competent authority.

**6.2.9** Where life guards are present, they shall conform to the requirements of the relevant competent authority.

**6.2.10** For spas, the maximum bather load at any one time shall be according to professional engineering specifications. Where these have not been determined, the bather loads shall be as outlined in Table 1.

**Table 1 - Maximum bather loads**

<b>Maximum water depth (m)</b>	<b>Bather load (m<sup>2</sup>)</b>
<1.0	1 bather per 2.2
1.0-1.5	1 bather per 2.7
>1.5	1 bather per 4.0

### **6.3 Water quality**

**6.3.1** Water quality requirements shall be as outlined in Annex A.

**6.3.2** Water chemistry records shall be maintained, kept on file and made available upon request.

**6.3.3** Methods used for all tests shall be internationally accepted standard methods.

### **6.4 Signage**

**6.4.1** All relevant signage and pool markings shall be in accordance with the requirements of the relevant competent authority.

**6.4.2** If there are zones designated for males or females, signs shall be posted to indicate same.

**6.4.3** Where there is unsupervised use of equipment or products, signs or labels with instructions for use shall be posted.

**6.4.4** Appropriate signage shall be posted where necessary, to alert persons to possible risks and operational procedures.

**6.4.5** Signage for special pools shall consist of the following information:

- a) temperature;
- b) duration of use;
- c) bather load;
- d) health risks;
- e) special care clients including, but not limited to, pregnant women, elderly, children and the physically challenged; and
- f) any other related information.

**6.4.6** Where appropriate, disclaimer notification shall be prominently posted.

## **6.5 Guest (customer) hygiene**

**6.5.1** Customers should be required to wash their bodies thoroughly before entering the swimming pool or the sauna area.

**6.5.2** Before each massage, the therapist should ensure that the customer's feet are washed thoroughly.

**6.5.3** Customers should be offered disposable undergarments and spa slippers in the changing room when needed.

NOTE: Subject to spa rating/ spa category

**6.5.4** Fresh towels should be made available on demand in the spa area.

## **6.6 Materials used for treatments**

**6.6.1** The requirements for the use of treatment materials are set out in Table 2.

**Table 2 - Conditions for use of treatment materials**

<b>Requirements</b>	<b>Oils, essences, emulsions, salves</b>	<b>Packages, masks, peeling, other peloides</b>	<b>Herbs</b>
Only suitable material, meeting procurement criteria	X	X	X
Storage only in original containers with correct declaration	x	x	X
Open date noted by therapist directly on container	x	x	X
Safety data sheet should be available	X		
Expiry date and storage requirements should be declared	x	x	X
Storage instructions should be followed	x	x	X

<b>Requirements</b>	<b>Oils, essences, emulsions, salves</b>	<b>Packages, masks, peeling, other peloides</b>	<b>Herbs</b>
Information about possible allergic reactions should be declared	x	x	x
Material used should conform with specifications in the working description	X	X	X
Agents should be suitable for the individual wellness offer	x	x	X
Supplier should provide directions on use of products	x	x	X
Supplier should provide information on preparation of other material is involved	x	x	X
Single use only	x	x	X

**6.6.2** When honey is used, the high allergen potential shall be clearly declared. The usage of honey for aromatization of the air or for inhalation should be avoided.

**Annex A**  
(informative)

**Water quality requirements**

**Table A.1- Water quality requirements for spa plunge pools. Hot tubs and saltwater pools**

Parameter	Acceptable Levels		
	Spa Plunge Pools	Spa Hot Tubs	Spa Saltwater Pools
Faecal Coliform	<1.1 MPN/100 mL	<1.1 MPN/100mL	<1.1 MPN/100mL
Chlorine (Residual)	1.0-1.5 mg/L	2-3 mg/L	1-1.5 mg/L
Alkalinity	>80 mg/L	>80 mg/L	>80 mg/L
pH	7.2-7.8	7.2-7.8	7.2-7.8
Turbidity	Clear to the bottom	Clear to the bottom	Clear to the bottom
Cyanuric Acid	<60 mg/L	<60 mg/L	<60 mg/L
NOTE MPN- Most Probable Number			

**Table A.2 - Water quality requirements for mineral baths**

Parameter	Frequency	Acceptable Levels	Critical Levels
Mineral Content	Annually	>100 0 mg/L	NE
Conductivity	Annually	>2000 $\mu$ S/cm	NE
Total Coliform (TC)	Monthly or as necessary	$\leq$ 500 MPN/100 mL	$\leq$ 1600 MPN/100 mL
Faecal Coliform (FC)	Monthly or as necessary	$\leq$ 100 MPN/100 mL	$\leq$ 400 MPN/100 mL
Faecal Streptococci (An alternative to FC)	Monthly or as necessary	$\leq$ 40 MPN/100 mL	$\leq$ 200 MPN/100 mL
Temperature	Monthly or as necessary	<40 °C	>40 °C
pH	Monthly or as necessary	6-9	<4, >12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/litre	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface-active substances reacting with methylene blue	Annually or as necessary	No lasting foam	NE

Parameter	Frequency	Acceptable Levels	Critical Levels
mg/l (Lauryl Sulphate)			
Pesticides	Annually or as necessary	None	Present
NOTE NE- None Established (Indicators and aesthetics only), MPN- Most Probable Number			

**Table A.3- Water quality requirements for spa natural baths**

Parameter	Frequency	Acceptable Levels	Critical Levels
Total Coliform (TC)	Monthly or as necessary	≤500 MPN/100 mL	≤1600 MPN/100 mL
Faecal Coliform (FC)	Monthly or as necessary	≤100 MPN/100 mL	≤400 MPN/100 mL
Faecal Streptococci (An alternative to FC)	Monthly or as necessary	≤40 MPN/100 mL	≤200 MPN/100 mL
Temperature	Monthly or as necessary	<40 °C	>40 °C
pH	Monthly or as necessary	6-9	<4, >12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/litre	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface-active substances reacting with methylene blue mg/l (Lauryl sulphate)	Annually or as necessary	No lasting foam	NE
Pesticides	Annually or as necessary	None	Present
Phosphorus, Reactive	Monthly or as necessary	Phos, 0.8 mg/L	NE
Nitrate-Nitrogen	Monthly or as necessary	Nitr, 7.5 mg/L	NE
NOTE NE- None Established (Indicators and aesthetics only), MPN- Most Probable Number.			

**Annex B**  
(informative)

**Health and wellness**

**B.1 Health and Wellness Claims**

- 1) Health and wellness claims should be based on generally accepted scientific evidence relative to the relationship between the use of the product and the benefit claimed for its use.
- 2) In order to ensure that the claims made are truthful, it is necessary that the material that is the substance of the claim be present in the final product at a level which is sufficient (or absent or present in suitably reduced quantities) to produce the claimed wellness effect. In addition, a significant amount of the material should be provided by the quantity of the material used in a treatment application.
- 3) Scientific substantiation should be the main aspect to be taken into account for the use of health and wellness claims and the organisation making the claims should justify them. A claim should be scientifically substantiated by taking into account the totality of the available scientific data and by weighing the evidence.

**B.2 Natural Resources and Environmental Management**

- 1) The management of the wellness entity should consider the available natural resources and should ensure the protection and availability or replacement of these resources.
- 2) The nature, scale and potential environmental impact of the wellness entity's activities, products and services should be considered.
- 3) An environmental management system to manage the entity's environmental footprint should be in place.

## **Annex C**

(informative)

### **Glossary of terms**

This glossary outlines a list of terms commonly used in the spa industry.

**C.1 club spa**

facility whose primary purpose is fitness, and which offers a variety of professionally administered spa services on a day-use basis.

**C.2 cruise ship spa**

spa within a cruise ship providing professionally administered spa services, fitness and wellness components and spa cuisine menu choices.

**C.3 day spa**

spa offering professionally administered spa services to clients on a day-use basis.

**C.4 destination spa**

spa whose sole purpose is to provide clients with lifestyle choices, improvement and health enhancement through professionally administered spa services, physical fitness, educational programming and on-site accommodations; and where spa cuisine is served exclusively.

**C.5 holistic centres**

any premise in which holistic services are provided or offered.

**C.6 medical spa**

spa whose primary purpose is to provide comprehensive medical care in an environment which integrates spa services, as well as conventional and complementary therapies and treatments.

**C.7 natural indigenous spa**

activities or services provided by the application of natural mineral resources accompanied by authentic traditional methods of therapies at the source.

**C.8 resort/hotel spa**

spa within a resort or hotel, providing professionally administered spa services, fitness and wellness components and spa cuisine menu choices.

**C.9 spa cuisine**

food prepared and served at spa facilities intended as part of the therapy and wellness experience.

**C.10 wellness spa**

establishment dedicated to the provision of secluded space with relaxing ambience and wellness spa treatments or treatment packages, for the promotion of health and well-being.

NOTE Its effort is to provide care and enhancement of health through holistic approach, aimed at rejuvenating and relaxing body, mind and spirit