



DRAFT BAHAMAS NATIONAL STANDARD

**Code of Hygienic Practice for Beauty & Wellness Part 2 –
Particular Requirements for Spas**

DBNS SLCP 13-2:2014

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BBSQ Foreword

This draft national standard is a modified version of the St. Lucia National Standard **SLCP 13-2:2014 Code of Hygienic Practice for Beauty and Wellness Part 2: Particular Requirements for Spas**. The national committee responsible for reviewing this draft standard is Technical Committee 16 *Beauty Trades and Industry*. This draft standard contains requirements that are relevant for The Bahamas.

BBSQ Committee Representation

This St. Lucia National Standard will be adopted as a National Standard under the supervision of the National Technical Committee for the Beauty Trades and Industry (NTC 16) hosted by the Bahamas Bureau of Standards and Quality, which at the time comprised the following members:

Member

Representing

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Contents	Page
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Requirements	3
4.1 General requirements	3
4.2 Customer service requirements	3
4.3 Requirements for general customer relations	4
4.4 Initial consultation with customer	4
4.5 Requirements for treatment plan	4
5 Management responsibilities	5
6 Treatments	6
6.1 Massages in general	6
6.2 Massages with stones, wooden instruments and instruments of other materials.....	7
6.3 Massages with herbs	7
6.4 Massages with oil or oil-containing agents	8
6.5 Ayurvedic oil treatments in general	8
6.6 Thai or shiatsu massage	9
6.7 Hydrotherapy bathtubs with thermal water or additives.....	9
6.8 Massages with water or with soap.....	9
6.9 Treatment with peloids.....	10
6.10 Electrotherapy.....	12
6.11 Inhalation	13
6.12 Solarium	14
6.13 Hydrojet.....	14
6.14 Hydro-jetted tubs	14
6.15 Thalassotherapy.....	15
7 Health and safety requirements	16
7.1 Safety requirements	16
7.2 Spa pools.....	16
7.3 Water quality	18
7.4 Signage	18
Annex A (informative) Water quality requirements	19
Annex B (informative) Staff qualifications and training	21
Annex C (informative) Quality management systems	26
Annex D (informative) Licensing, certification and accreditation	30
Annex E (informative) Health and wellness	31
Annex F (informative) Glossary of terms	32

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1 Scope

This national code of practice gives guidelines for hygienic operations of spa facilities. This code provides best practice requirements for the provision of spa related services. The code establishes general principles for:

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

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

2 Normative references

The following referenced documents are indispensable for the application 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.

— BNS SLCP 13-1 *Code of Practice for Beauty and Wellness — Part 1: General requirements*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

mineral spa

spa offering on-site natural mineral, thermal, or sea water

NOTE Sea water refers to that which is used in professionally administered hydrotherapy treatments

3.2

spa

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

3.3

spa hot tub

Constructed swimming pool which maintains a constant temperature above 30 °C (86 °F) but not exceeding 40 °C (104 °F)

3.4

spa mineral bath

Bathing pool facility abstracting water from a mineral spring, which has a higher mineral content than traditional spring water

NOTE Spring water - greater than 1000 mg/L.

3.5

spa natural pool

An excavated, entombed or natural area, basin, chamber, or tank containing a body of untreated fresh or seawater that flows through continuously and is used for recreational, medical or therapeutic purposes

NOTE The water is tapped directly from the environment and may be balanced by biological, rather than chemical methods.

3.6

spa plunge pool

Constructed swimming pool which maintains a constant temperature below 26 °C (78.8 °F) but not less than 8 °C (46.4 °F)

3.7

spa pool

Natural or manmade swimming or bathing pool made for the purpose of recreational, medical or therapeutic use by the public

3.8

spa saltwater pool

Man-made entombment, basin, chamber, or tank containing a body of treated seawater, or manmade saline water, where the water is re-circulated, and is used for recreational, medical or therapeutic purposes

4 Requirements

4.1 General requirements

4.1.1 All spa facilities and operating procedures shall comply with the requirements of *BNS SLCP 13-1 Code of hygienic practice for beauty and wellness — Part 1: General requirements* in addition to the following specific requirements outlined.

The requirements of this part of BNS SLCP 13 supplement those in *BNS SLCP 13-1* and should not be considered as the only applicable requirements for the spa establishment.

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

4.1.3 Hospitality/water stations shall be easily accessible and stocked with water, reusable or disposable cups at all times. Infused water shall be labelled with its ingredients.

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

4.1.5 A valid copy of the therapist's certificate within the specific service conducted should be visible in the room of treatment.

4.2 Customer service requirements

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

4.2.2 The spa operator shall promptly respond to all guest complaints and resolve them in a timely and efficient manner.

4.2.3 Customers should be able to choose from a number of therapists and change to another if they so desire.

4.2.4 The organization should have policies and procedures in place to guide staff in dealing with requests for illicit services which may arise during the treatment of customers.

4.3 Requirements for general customer relations

4.3.1 Material should be provided to customers, which accurately depicts the facility, nutrition, diet, wellness and other programmes, philosophy, rates, deposits, customary tipping and gratuities, cancellation policy and grace period for refunds.

4.3.2 The organization should promptly respond to customer complaints and resolve them in as timely and efficiently a manner as possible. It is recommended that the organization seek to resolve customer complaints, brought to its attention by the authorities, within 30 days.

4.3.3 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.

4.3.4 The organization should maintain adequate current liability insurance, or its equivalent, in order to provide an acceptable level of protection for guests.

4.3.5 Spa programmes 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.

4.4 Initial consultation with customer

4.4.1 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.

4.4.2 The outcome of the consultation, with the elements of the programme chosen by the customer, should be documented in a work description or standard operating procedures.

4.4.3 The wellness services should be described clearly in the form of an itemised list.

4.4.4 The customer should be assigned a therapist.

4.5 Requirements for treatment plan

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

4.5.2 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.

5 Management responsibilities

5.1 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.

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

5.3 Implement a system for internal evaluation of spa performance.

5.4 Employ trained and certified individuals from approved and registered 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.

5.5 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.

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

5.7 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) list of job descriptions and requirements for employees.

EXAMPLE Spa Technicians and Customer Service Representatives.

- c) necessary provision for the training of staff;
- d) emergency response provisions;

EXAMPLE Force majeure, death of a client.

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

5.8 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.

5.9 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.

5.10 Prepare reports on the investigations described in 5.9. Reports shall be prepared and kept as part of the official records of the organization.

6 Treatments

6.1 Massages in general, within a facility

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

6.1.2 Massage rooms should be shielded from view. There should be no glass doors, windows in doors or such potential viewing portals.

6.1.3 Customers shall be offered an appropriate undergarment for the treatment.

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

6.1.5 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 shall be adequately ventilated;
- c) the room should be peaceful with no disturbing noise from outside such as traffic, pools or other potential noise disturbances;
- d) a hand-wash facility and disposable or clean reusable towels shall be provided for the massage therapist;
- e) rooms for individual massages shall be adequate in size. it is recommended that the

room be at least 10 m² (108 ft²), and not exceed 20 m² (215 ft²) in area;

- f) no non-related work equipment should be visible in the massage room.

6.1.6 The following general requirements apply to the massage table:

- a) it should be height – adjustable;
- b) it should be fitted with a face cradle;
- c) it should be padded with a minimum thickness of 6 cm (2.4 in);
- d) it shall be stable;
- e) surface should have no visible evidence of damage;
- f) surface material should be oil-resistant, easy-to-clean and durable;
- g) it should be adequate in width;
- h) it shall readily accommodate being wet-wiped and disinfected.

6.1.7 There shall be adequate indirect lighting in the massage room. The light should not be dazzling.

6.1.8 No clothing or private property belonging to the therapist should be visible.

6.2 Massages with stones, wooden instruments and instruments of other materials

6.2.1 Before the treatment commences instruments shall be free of oil, clean and undamaged. Magmatic stones without pores should be used, owing to heat storage and chemical resistance.

6.2.2 Stones of different sizes should be available for use.

6.2.3 Stones shall be cleaned and disinfected after each treatment.

6.2.4 Stones shall be heated in a water bath or specifically designed temperature control unit for temperature control.

6.3 Massages with herbs

6.3.1 Herbs shall be used only once.

EXAMPLE Herbal stamps are used in herb massages.

6.3.2 Herbs shall be heated using professional equipment.

6.3.3 The herbal stamp shall bear a readily visible expiry date.

6.3.4 Herbal stamps shall be stored in a dry state and in the original package or as per manufacturer's instructions.

6.4 Massages with oil or oil-containing agents

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

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

6.5 Ayurvedic oil treatments in general

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

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

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

6.5.4 The following requirements apply to Shirodara treatments:

- a) the head of the customer should be leaned slightly backwards. The eyes of the customer shall also be protected. Protection of the eyes can be facilitated by a headband or towel over the eyes;
- b) in general sesame oil at a temperature of approximately 39 °C (102.2 °F) shall be used unless otherwise specified by the product supplier. The oil shall be heated in professional equipment and should not be re-used;
- c) a therapist should control the flow of the oil. Ideally, a second person should control the oil temperature and refill the oil-pot, also called Dhara;

- d) the mattress should be covered by a foil. There shall be free drainage of oil from the bench;
- e) before treatment, the massage bench and the mattress shall be free of oil.

6.6 Thai or Shiatsu massage

6.6.1 The massage room should have an Asiatic ambience.

6.6.2 The mattress shall be clean and impervious to water.

6.6.3 A comfortable mat approximately 4 m² (43 ft²) in area and not less than 8 cm (3.2 in) thick should be used.

6.6.4 Bolsters should be available for the customer.

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

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

6.7 Hydrotherapy bathtubs with thermal water or additives

6.7.1 Bathtubs are specialist equipment which shall have the following hygienic characteristics:

- smooth surface;
- resistance to cleaning agents;
- easy to clean.

6.7.2 For bathing applications, there should be separate rooms for individual treatments.

6.7.3 There shall be provisions for the measurement of water temperature in the bathtubs.

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

6.8 Massages with water or with soap

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

6.8.2 Hydro-massage should be located in a separate room.

6.8.3 Bath tubs should be at least 1 m (3.3 ft) in width.

6.8.4 Massage tubs shall be clean and present no visible evidence of being damaged.

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

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

6.8.7 For Vichy-Shower applications, the following requirements apply:

- a) the mattress shall be cleaned and disinfected separately from the bench;
- b) there shall be protection against spray water for the therapist;
- c) shower water shall be tested on a regular basis for the presence of legionella organisms.

6.8.8 Where massage is done with soap, the following requirements apply:

EXAMPLE Turkish soap massage.

- a) lying surface shall be cleaned and disinfected;
- b) water shall be drained from the system in its entirety.

6.9 Treatment with peloids

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

6.9.2 No more than one person shall be treated at the same time in one peloid tub.

6.9.3 Peloid packages shall be used only once.

6.9.4 Algae packages shall conform to the following requirements:

- a) instructions for use shall be available onsite;

- b) instructions for the preparation of the peloid-water mixture shall be available onsite;
- c) expiry date shall be declared on the product; expired products shall not be used.

6.9.5 For thermotherapy and cryotherapy treatments, hot and cold packs shall be made such that they can be effectively cleaned and disinfected before reuse. Instructions for use provided by the product supplier shall be available.

EXAMPLE Paraffin fango, cold gel packs.

6.9.6 The following requirements apply to Peloid treatments:

EXAMPLE Bathing peat , fango, mud.

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

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

6.10 Electrotherapy

6.10.1 The electrotherapy area shall be kept clean and hygienic.

6.10.2 Attention shall 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.

6.10.3 The instructions for all equipment used in electrotherapy shall be available in the electrotherapy area.

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

6.10.5 The electrotherapy section should have its own reception area.

6.10.6 Customers using electrotherapy services shall be able to contact service personnel at anytime during the service.

6.10.7 Seats and couches in the cabins shall be comfortable, solid and clean.

6.10.8 Cabins should be sight protected.

6.10.9 Where laser therapy is involved the following requirements apply:

- a) it shall only be applied in separate rooms with no windows;
- b) rooms shall have 2 pairs of disinfected protective glasses;
- c) rooms shall have no reflective surfaces;
- d) there shall be a warning sign on the entrance door.

6.10.10 The use of galvanic or electric current shall conform to the following requirements:

- a) metal electrodes shall be covered by an intact artificial tissue pad or sponge, with spare pads available, at least 1 cm (0.4 in) thick;
- b) protective fluid or gel for the anode and cathode shall be clearly marked;
- c) a working emergency stop button shall be installed.

6.10.11 Phototherapy shall conform to the following requirements:

EXAMPLE UV therapy, infrared therapy and polarized light, phototherapy with brine.

- a) safety instructions shall be available;
- b) protection glasses shall be issued only for ultraviolet radiation;
- c) skin type information shall be recorded in connection with ultraviolet radiation;
- d) client with prolonged use of Retin-A shall disclose this to the therapist.

6.11 Inhalation

6.11.1 There should be a separate room available for inhalation.

6.11.2 In the preparation of essences used in inhalation, the organization shall have available accurate information from the producer of the product(s) about the allergenic risk associated with the use of the product.

6.11.3 There shall be a written procedure for the disinfection of inhalation equipment which comes in contact with the customer. This procedure shall be available in the treatment room and shall be followed by the therapist. Disposable equipment may be used as an alternative to disinfection of reusable equipment.

6.11.4 Appropriate procedures for cleanliness and hygienic practices shall be followed in the inhalation area.

6.11.5 Ambient air analyses shall be carried out in the inhalation area. The organization shall ensure that these results conform to accepted industry norms.

6.12 Solarium

6.12.1 The solarium shall be subjected to regular checks.

6.12.2 Safety instructions for the solarium shall be available on site in at least English.

6.12.3 Customers shall receive protection glasses.

6.12.4 Solarium bathing rules shall be made available.

6.12.5 Information about skin types and tips about the duration of the solarium bath shall be provided for customers.

6.12.6 The solarium bench and protection glasses shall be undamaged and clean.

6.12.7 The solarium shall be located in a separate room.

6.12.8 Coin-operated solariums shall not be permitted.

6.13 Hydrojet

6.13.1 Bath tubs and latex mats shall be disinfected.

6.13.2 The bathtub shall have an emergency switch which can be activated by the customer.

6.14 Hydro-jetted tubs

6.14.1 Bath tubs and armatures shall be clean and undamaged.

6.14.2 Water jets shall be clean.

6.14.3 Suction area shall be protected by an affixed grill.

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

6.14.5 There shall be a periodical microbiological assessment of the pumping system.

6.14.6 The hydro-jetted tubs shall have its own cleaning plan.

6.15 Thalassotherapy

6.15.1 The following general requirements are applicable to the Thalassotherapy centre:

- a) it should be located at a maximum of 1000 m (3280 ft) from the coastline;
- b) it should be located in a healthy natural environment;
- c) it should be located away from all known types of sources of pollution.

6.15.2 The following requirements apply to the water intake:

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

6.15.3 The following requirements apply to the sea water:

- a) the sea water shall be protected against physical, chemical and microbiological alterations during transport and use;

NOTE Sea water shall be taken from an area with minimal source of pollution.

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

6.15.4 Products directly extracted from the sea, including marine mud and seaweed, used in thalassotherapy should be 100 % natural and shall never be reused in a separate treatment.

6.15.5 Seaweed shall be mixed with sea water in dosage levels and at temperatures specified by the practitioner.

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

6.15.7 The following requirements relating to the use of marine muds shall be set out in a written product specification:

a) description of the product;

EXAMPLE Mineral content, consistency, microbiological criteria, conditions of storage, date of minimum durability.

b) duration, temperature and process of application.

Special safety measures are required due to the potential adverse health impact of mud baths on customers.

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

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

7 Health and safety requirements

7.1 Safety requirements

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

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

7.2 Spa pools

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

7.2.2 The maximum allowable temperature in a heated spa pool shall be 40 °C (104 °F) and the minimum for cold plunge pools shall be 8 °C (46.4 °F). Thermometers shall be provided for spa pools operating outside of the ambient temperature of 26 – 30 °C (78.8 – 86 °F).

7.2.3 All spa facilities shall provide warm water showers with a temperature range of 32.2 °C (89.96 °F) to 43.3 °C (109.94 °F), as well as single service soap in non-glass dispensers.

7.2.4 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.

7.2.5 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.

7.2.6 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.

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

7.2.8 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.

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

7.2.10 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

Maximum water depth m (ft)	Bather load
<1.0 (3.28)	1 bather per 2.2 m ² (23.7 ft ²)
1.0 – 1.5 (3.28-4.92)	1 bather per 2.7 m ² (29.1 ft ²)
> 1.5 (4.92)	1 bather per 4.0 m ² (43.1 ft ²)

7.3 Water quality

7.3.1 Water quality requirements shall be as outlined in Annex A.

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

7.3.3 Methods used for all tests shall be internationally accepted standard methods and/or based on the recommendations of water quality professionals of the Department of Environmental Health Services.

7.4 Signage

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

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

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

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

7.4.5 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.

7.4.6 Where appropriate, disclaimer notification shall be prominently posted.

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 Tub	Spa Saltwater Pools
Faecal Coliform	<1.1 MPN/100 mL	<1.1 MPN/100 mL	<1.1 MPN/100 mL
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 µs/cm	NE
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/10 0 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

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 MI	≤1600 MPN/100 MI
Faecal Coliform (FC)	Monthly or as necessary	≤100 MPN/100 MI	≤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)

Staff qualifications and training

B.1 General

General Specialist wellness personnel (massage therapists, sports teachers, etc.) should possess the appropriate qualifications for their area of responsibility in accordance with national and international vocational requirements. This should be verifiable by random inspection of staff personal files.

B.2 Spa Manager

The spa manager should have a certificate in spa therapy, massage therapy, aesthetics, etc. from an approved international or national training institute or certification in wellness training, with a minimum of 2 years' experience in a spa area.

NOTE An approved national institution refers to one which is approved and registered by the National Accreditation and Equivalency Council (NAECOB).

Knowledge requirements:

- a) all wellness treatments;
- b) first aid - should be qualified in CPR or mouth-to-mouth resuscitation and in the use of a defibrillator;
- c) hygiene and safety;
- d) fire protection;
- e) customer service;
- f) languages of the customer groups;
- g) marketing;
- h) knowledge of the sport activities offered;
- i) knowledge of the maintenance of the equipment;

- j) creation of treatment plans;
- k) wellness training and audit skills.

The spa manager is responsible for safety and hygiene as well as product quality.

B.3 Therapist (performing wellness treatments)

The therapist should have been trained in the respective treatments by an approved training institution, which offers national or international vocational training.

NOTE An approved national institution refers to one which is approved and registered by the National Accreditation and Equivalency Council (NAECOB).

Additional knowledge requirements:

- a) the individual technical requirements according to the wellness treatment offer;
- b) health;
- c) safety and hygiene;
- d) customer service;
- e) languages of the customer group.

B.4 Beauticians

Beauticians should have national or international vocational training qualifications from an approved national or international institution. Specific areas of study for beauticians are anatomy, physiology, dermatology, chemistry and some aspects of physics, basic cosmetic training, massage techniques, skin diagnosis and cleaning. There should also be briefing in the individual cosmetic products being offered by the spa as well as the technical equipment used.

NOTE An approved national institution refers to one which is approved and registered by the National Accreditation and Equivalency Council (NAECOB).

Additional knowledge requirements:

- a) health;

- b) safety and hygiene;
- c) customer service;
- d) languages of the customer group.

B.5 Fitness trainer (where necessary)

Fitness trainers should have national or international vocational training in the areas of professional training for health-related fitness.

Additional knowledge requirements:

- a) health and nutrition;
- b) marketing;
- c) diagnostics and creation of training plans;
- d) basic knowledge of anatomy and physiology;
- e) motivation of customers;
- f) safety and hygiene;
- g) customer service;
- h) languages of the customer groups.

B.6 Pool attendant (where necessary)

The pool attendant should be certified in the national and international vocation training requirement for technicians (swimming pools, pool technique, bathing water treatment, sport theory, swimming, life saving techniques)

Additional knowledge requirements:

- a) onsite pool and water treatment technology;
- b) safety and hygiene.

B.7 Receptionist

Knowledge requirements:

- a) all offered wellness treatments;
- b) safety and hygiene;
- c) customer service;
- d) (possibly) the creation of treatment plans;
- e) languages of the customer groups.

B.8 Technician

Technicians should be qualified in the national and/or international vocation training or their equivalent in relevant areas of education.

Additional knowledge requirements:

- a) facilities engineering;
- b) electrical supply;
- c) atmosphere modification;
- d) equipment maintenance;
- e) handling water-hazardous agents;
- f) safety and hygiene.

B.9 Cleaning personnel

Knowledge requirements:

- a) techniques of cleaning;
- b) disinfection techniques;

- c) safety and hygiene;
- d) handling water-hazardous agents;
- e) briefing in the cleaning equipment;
- f) handling cleaning agents;
- g) cleaning plans;
- h) personal hygiene.

B.10 Wellness personnel should participate in training sessions annually. Their continued licensing/registration is dependent on their acquisition of the minimum amount of continuing professional training credits established by the local regulatory councils. There should be a budget for training and an ongoing in-house arrangement for training.

B.11 Staff who come into contact with customers should wear appropriate uniforms.

B.12 Soft skills training should be provided for staff who come into contact with customers. This training should include:

- a) customer service;
- b) languages of the customer groups;
- c) cultural competence regarding the customer group.

Annex C
(informative)

Quality management systems

C.1 The organization should have a license granted by a governmental authority and should comply with all regulatory requirements for offering spa and other wellness services.

C.2 The organization should have the relevant insurance against liabilities, inclusive of property insurance, casualty insurance and liability insurance.

C.3 The organization should provide General Terms and Conditions.

C.4 Employment policies should be consistent with international and national labour practices, including those related to the protection of migrant workers, the rights of women, standard working hours, minimum wages, working age requirements, etc.

C.5 The organization should practice good business ethics, including:

- a) corporate social responsibility;
- b) generally accepted accounting principles;
- c) truth in advertising;
- d) respect for intellectual property.

C.6 The organization should have a quality management system inclusive of an appropriate quality assurance system with a minimum of the following elements:

- a) a written quality policy;
- b) process descriptions;
- c) job descriptions;
- d) controlled documents inclusive of a quality manual, process descriptions, work descriptions, records, check lists and a master list of all documents.

C.7 The organization should have in its possession the following documents:

- a) A list of standards and norms relevant to its operations;

- b) A list of all safety and environmental protection requirements;
- c) A list of all auxiliary and operating materials such as food, cleaning agents and cosmetic products (massage oils, essences, etc.).

C.8 All electronic wellness devices in the spa area should be listed on an asset inventory sheet providing the following information:

- a) the type of device;
- b) name of the device; source company and the name of personnel responsible for the particular device as well as the company responsible for inspection;
- c) internal revision number;
- d) location within the spa;
- e) safety-controls.

C.9 The management of the organization should ensure that documents are distributed and managed appropriately and kept current. Management responsibilities in this regard include:

- a) approving documents prior to issue;
- b) reviewing and re-approving after changes;
- c) ensuring that changes are identified;
- d) ensuring that the current revisions and their distribution are identified;
- e) ensuring that the relevant versions are at the point of use and are accessible;
- f) ensuring that documents of external origin are identified;
- g) preventing the unintended use of obsolete documents by marking and archiving them appropriately;
- h) ensuring that documents are disposed of after they have passed their retention period.

C.10 The organization should appoint one or more persons internally who is appropriately qualified to take responsibility for internal quality assurance.

- C.11** The quality assurance officer should have a deputy or assistant as appropriate.
- C.12** The quality assurance officer should have access to all areas of the wellness facility
- C.13** The quality assurance officer should have sufficient authority to perform effectively. Ideally, he/she should report directly to senior management.
- C.14** The organization should have a code of practice regulating conduct towards customers and staff, especially:
- a) no discrimination on the basis of sex, skin colour, age, disease status, etc;
 - b) a service philosophy and a mission statement.
- C.15** The service philosophy of the organization should be implemented in the quality policy.
- C.16** Guest/customer surveys using questionnaires should be carried out regularly.
- C.17** There should be a complaints management system which ensures that:
- a) all complaints are recorded and archived;
 - b) complaints are evaluated;
 - c) possible measures are assessed on their practicality;
 - d) targets regarding quality improvement are formulated.
- C.18** The most relevant core processes should be described in a process description, particularly:
- a) cleaning measures;
 - b) maintenance;
 - c) purchasing and subcontracting;
 - d) service chain;
 - e) training;
 - f) medical safety;

- g) avoidance of risks (corrective and preventive measures);
- h) document control;
- i) guest/customer feedback;
- j) management reviews, assessment and improvement processes.

These should be referenced to associated documents and records.

C.19 Notices to the guest/customer should have the following characteristics:

- a) clearly readable;
- b) be located at eye level;
- c) in the languages of the guest/customer groups;
- d) preferably uniform illustration.

C.20 Specifications should exist for each wellness application (all massages, combined wellness procedures, beauty applications, group fitness activities, activities with personal trainers, etc.) Containing a description of these services and products to enable consistency of quality and external assessment.

C.21 Management should ensure that the quality policy and quality criteria are known by all staff. It should ensure that performance criteria are monitored and evaluated at least annually. It should ensure that an effective guest/customer feedback system is to be implemented. It ensures an appropriate environment for wellness services.

Annex D
(informative)

Licensing, certification and accreditation

D.1 Annual business licensing is mandatory for all wellness services and products providers. Licensing is based on conformity with requirements established by relevant competent authorities.

D.2 Certification of wellness organizations is based on conformity with the requirements set out in this standard.

D.3 For certification purposes, wellness organizations should be evaluated by a recognized national or international certification body with the required level of expertise in the wellness industry. Organizations are required to facilitate onsite inspections by auditors from the respective certification bodies.

D.4 Staff should be appropriately trained upon appointment and periodically update their training through continuing professional education.

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Annex E

(informative)

Health and wellness

E.1 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 organization 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.

E.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 must be considered.
- 3 An environmental management system to manage the entity's environmental footprint is in place.

Annex F (informative)

Glossary of terms

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

F.1

club spa

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

F.2

cruise ship spa

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

F.3

day spa

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

F.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.

F.5

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.

F.6

natural indigenous spa

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

F.7

resort/hotel spa

spa within a resort or hotel, providing professionally administered spa

services, fitness and wellness components and spa cuisine menu choices.

F.8

spa cuisine

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

F.9

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

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