



## Guest information

The Spa area of this hotel has been assessed during a 1-/2-day announced audit, which is repeated every 18 months. The objective of this audit is to provide guests with more safety in this hygienically and sanitarly sensitive area. The audit is based on criteria put together by the European Spas Association (ESPA).

### General requirements (Spa area)

- Training, motivation and expertise of the spa staff in general, of the wellness staff (including cosmetics) and other staff (e.g. lifeguard, quality manager)
- Medical risk management/health check
- Further information on wellness
- Organisation of the Spa area, data privacy protection

### Quality, environment and safety management

- Quality assurance of the wellness offers (treatments, fitness offers, food, classes)
- Monitoring of guest satisfaction: questionnaire, complaint management
- Cleaning and hygiene plans, emergency management and fire protection
- Chemical and microbiological analytics: surfaces, pool water, room air, if applicable: thermal water and peloids
- Water fountain, exploitation, storage and processing of peloids

### Wellness and Spa areas

- General assessment: design, ambience, cleanliness, air conditioning, appearance of staff
- Offers in the Spa area, service and quality of the employed agents (oils, peloids, stones, herbs, wood, essences)
- Fitness area and gym: requirements for the room and air conditioning, machine safety, staff assistance, fitness concept
- Cosmetics: customer dialogue, hygiene, safety aspects, sterilization of the tools, spatial separation of pedicure, manicure and face treatments
- Individual assessment of the rooms and facilities in the Spa area with regards to the conformity, cleanliness and safety: reception, changing rooms, lavatories and showers, rest room, sauna, area of single and couple treatments, electrotherapy, bathtubs, solarium, beauty area
- Bar: cleanliness of the facilities, hygiene of the preparation and storage of food and beverages
- Cleaning and disinfection of the pool water, safety in the pool (only pools belonging to the Spa area are checked)
- Quality and clearness of the Spa menu
- Quality of the consultation by the Spa staff
- Friendliness, professionalism and empathy of the wellness staff performing treatments
- Conformity, safety and hygiene of the wellness treatments (massages, baths, dry treatments, medical-therapeutic treatments)

**Do you have any remarks on the Spa area in your hotel or suggestions for improvement?**  
Please email [info@europespa.eu](mailto:info@europespa.eu).

