



## Guest information

This house has been assessed during a 2-/3-day audit, which is based on criteria put together by the European Spas Association (ESPA). The criteria are mostly based on national and international laws and norms. Every 18 months a main and a control audit take place on an alternating basis.

### General requirements (prevention/ recovery)

- Examination and documentation by a physician, medical emergency management
- General requirements for diagnostics, therapies and special requirements according to the health related emphases
- Training and expertise of the staff (from the areas of medicine, technology, pool area and quality)

### Quality and safety management

- Documentation and organizational structure in general
- Cleaning and hygiene plans, emergency management and fire protection
- Service quality and motivation of the staff, consistency of the quality of the treatments
- Chemical and microbiological analytics: surfaces, pool water, drinking water, room air, food, if applicable thermal water and peloids
- Thermal water fountain, exploitation and storage of peloids

### Doctor's room, treatment area, rest area

- Management of the medications and medical consumables, sterility of the tools
- Safety, hygiene, minimum requirements for the technological level and guest comfort in the following areas: doctor's room, physiotherapy, massages, electrotherapy, hydrotherapy, inhalations, treatments with thermal water and therapeutic gas, rest room, fitness area, gym and if existent: thermal water drinking stations, salt grottos, peloid therapy, solarium

### Pool and wellness area

- Cleaning and disinfection of the pool water
- Safety, hygiene and cleanliness in the changing rooms, the lavatories, the pool, the sauna and in the pool bar (if existent)

### Hotel area and rooms

- Cleanliness, safety, comfort and order in the whole house and in the rooms
- Information about current activities in the house and in the region
- Surroundings (infrastructure, calm, safety)

### Gastronomy and Kitchen

- Hygiene and safety management of the storage and preparation of food (requirements for staff, kitchen, tools and dishes)
- Offer of diet food

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

