



## Guest information

This wellness hotel has been assessed during a 2-/3-day announced audit, which is repeated every three years. In the meantime, an anonymous service check and an inspection of the improvements take places. The audit is based on criteria put together by the European Spas Association (ESPA).

### General requirements (wellness hotels)

- Offers of a wellness hotel: wellness specific requirements for the infrastructure and support services (sports, culture, tours in the region, etc.)
- Medical risk management by means of wellness offers/health check
- Training, motivation and expertise of the hotel staff, the wellness staff (incl. cosmetics) and other staff (lifeguard, quality manager, chef etc.)

### Quality, environment and safety management

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

### Wellness and Spa Area

- 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)
- Gym: machine safety, staff assistance, fitness concept
- Cosmetics: customer dialogue, hygiene, safety aspects, sterilization of the tools
- Individual assessment of the rooms and facilities in the spa area: reception, changing room, rest room, sauna, cleaning and disinfection of the pool water, pool area, treatment area, bathtubs, solarium, beauty area, bar
- Assessment of the conformity, security and hygiene of all wellness treatments (massages, baths, dry treatments, medical-therapeutic treatments)

### Hotel area, hotel rooms, Gastronomy and Kitchen

- General cleanliness, safety, comfort and order in the hotel, in the rooms and bathrooms
- Kitchen: safety and hygiene of the food preparation and storage, offer of wellness food, quality of the restaurants and service
- Surroundings (infrastructure, calm, security)

Anonymous inspection with special focus on the wellness area (following the service chain: web presence, arrival, reception, room service, room cleaning, guest information, catering, wellness consultation, wellness treatment, rest area, assistance in the pool, sauna and fitness areas, return journey).

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

