



Questionnaire – EUROPESPA wellness

Please return to:

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This questionnaire is to be completed by way of preparation for the audit to be conducted on your premises.

1 General details

1.1 Name, address, contact

Exact name of facility: _____

Address: _____

Tel/fax: _____

Email: _____

Key contacts

Hotel Manager: _____

Spa Manager: _____

Technical director: _____

Head of quality assurance: _____

Head of human resources: _____

EUROPESPA audit contact: _____

No. of regular staff in the hotel: _____

No. of staff in the spa: _____

No. of staff in the spa (seasonal, approximate): _____

No. of rooms in the hotel: _____

A quality management system pursuant to ISO 9001 is applied



- An official licence by the governance for the wellness hotel is existing

1.2 Type of facility (more possibilities)

- Classical Wellness Hotel
- Medical Wellness Facility
- Hotel for several target groups providing additional spa-services

- Alpine Spa
- Asian Spa
- City Spa
- Thalasso-Spa
- Turkish spa
- other: _____

- Spa-area 100 % belonging to the hotel
- Spa-area belonging to the hotel and to an external company
- Spa-area belonging to a clinic
- Spa-area managed by external company
- The spa-area is older than 7 years

- Size of the Spa: < 1000 m²
- Size of the Spa: 1000 – 2000 m²
- Size of the Spa: 2000 – 4000 m²
- Size of the Spa: >4000 m²

- Regional classification: 5 ***** star hotel
- Regional classification: 4 **** star hotel

1.4 Naturally occurring wellness-agents

- Moor, fango, other types of mud (e.g. sea mud, algae)
- Medicinal gas (e.g. CO₂)
- Salt water / Sea water
- Thermal water



Other: _____

1.5 Does your facility use its own wells, springs or mud deposits to provide remedies?

Yes, qty of wells: _____ No

1.6 External service providers

Are any areas within your facility operated by external contractors (e.g. a restaurant)?

Yes No

If so, what?

1. _____ 3 _____

2. _____ 4. _____

1.7 Facility structure

Which of the following does your facility contain?

- Spa rooms
- Application area (baths, massages, etc)
- Keep-fit area
- Accommodation
- Catering
- Kitchens, qty: _____
- Medicinal mud kitchen
- Internal sewage treatment plant
- Gymnasium available
- Seminar room available
- Exercise pools
- Swimming pools (number?) _____
- Saunas (Finnish sauna, steam bath etc) _____

- Bistro, café
- Other: _____



2. Details on personnel, infrastructure, types of treatment and facilities

2.1 Personnel (including in cooperation)

- own doctors, qty: _____
- Masseurs, qty: _____
- Qualified sports and gymnastics teachers, qty: _____
- Wellness-trainers or fitness-trainers, qty: _____
- Data protection officer, name: _____

2.2 Wellness-Treatments (extract)

- Aqua-Bodywork / Aquagym
- Aroma therapy
- Cellulitis-Treatment
- Cleopatra-bath
- Drinking cure
- Electro therapy
- Facial treatment
- Finish sauna
- Hammam
- Hay bath
- Hydrojet (Dry-Floating)
- Hydromassage
- Inhalation
- Jacuzzi-Whirlpool
- Kneipp-treatment
- Kryotherapy
- LaStone-Therapy
- Lymphdrainage
- Massage - Ayurvedic
- Massage – Back / Full body
- Massage - Lomi-Lomi
- Massage - Reflexology
- Massage - Thai



- Mud bath (moor, mud etc.)
 - Oxygen-Therapy
 - Packages (Algae, Fango)
 - Peelings
 - Reiki
 - Salt grot
 - Scottish shower
 - Shiatsu
 - Stamp with herbs
 - Thalasso-Elements
 - Treatments with CO₂ (bathes, dry sack etc)
 - Turkish steam bath
 - Vichy shower
 - Other (only the main important): _____
-

Exercises :

- Aqua-Training
 - Fitness-Training
 - Gymnastics
 - Meditation
 - Walking / Nordic-Walking
 - Qigong
 - Taiji
 - Yoga
 - Other (only the main important): _____
-

2.3 Training programmes

- Coping with everyday stress
- Exercise and health
- Nutrition and diet advice
- Programme of back exercises



Relaxation techniques

Other: _____

Other: _____

3. Analysis programme

3.1 Medicinal water – drinking applications

3.1.1 Regular analysis (per pump room) –approximately monthly

Colony count at 20°C/37°C

Coliforms

Escherichia coli

Pseudomonas aeruginosa

Legionella species

pH

Electrical conductivity

Ammonium

Nitrite

Nitrate

Manganese

Iron (total)

Other parameters: _____

3.2 Baths – approximately monthly

Colony count at 20°C/37°C

Coliforms

Escherichia coli

Pseudomonas aeruginosa

Staphylococcus aureus

Legionella species

Colour, odour, qualitative

Haze, qualitative



- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _____

3.3 Bathing water (pools, whirlpools)

3.3.1 Approximately monthly analysis

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- Colour, odour, qualitative
- Haze, qualitative
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _____

3.3.2 Analysis approximately every 3–4 months

- Oxidisability with KMnO_4
- Aluminium
- Hydrogen phosphate (HPO_4)



- Urea
- Trihalomethanes
- Legionella species

Other parameters: _____

3.4 Medicinal water for inhalation – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _____

3.5 Mud (moor, fango etc) – e.g. every year

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Candida albicans
- pH
- Water content

Other parameters: _____



3.6 Other analysis

- Medicinal water/seawater at extraction point – control analyses to determine chemical consistency and absence of contaminants (e.g. every 2 years)
- Comprehensive medicinal water/seawater analysis at extraction point (approximately every 5–10 years)

Other *Legionella* analysis (in what period?): _____

- Showers
- Taps
- Air conditioning
- Steam baths
- Other areas: _____

Signature _____