




# EuropeSpa

The international Quality System for Medical Spa and Wellness



## International 2-days Training Course

 Quality in Wellness and Spa

 March 2<sup>nd</sup> – 3<sup>rd</sup> 2015, Berlin  
at IHK Potsdam/Near Berlin



March  
4<sup>th</sup>–8<sup>th</sup> 2015



## “International quality requirements for wellness and spa facilities“

Quality is a key success factor of our time especially in international health and wellness tourism. EuropeSpa – the quality seal of the European Spas Association – is the most comprehensive evaluation scheme and the only international certification system considering more than 30 national and international laws and standards covering the areas of service, safety, hygiene and infrastructure.

As a spa-manager, technician, quality insurance officer, consultant, or representative of official institutions or public services you will receive an in-depth introduction to the EuropeSpa standards and the regulation it is based on. The training course offers the unique opportunity to receive firsthand information by EuropeSpa CEO Kurt von Storch and discuss your challenges and opportunities. Last but not least you will have the possibility to pass a test to receive the “EuropeSpa Expert” certificate.

## Contents of the training course

### Quality and safety management

- Quality assurance officer
- Microbiological aspects, hygiene plans, cleaning plans
- Service quality management, conformity tests, working instructions
- Swimming pools: safety aspects, technical bathing water treatment
- Sauna area, changing rooms

### Infrastructure

- Design in service, hygiene and safety
- Architecture aspects
- Specific quality aspects in: reception, changing room, massage cabin, wellness consultation, relaxing room, cosmetic area, inhalation, peloid treatment, solarium, gym

### Participants will receive

- A handbook with all contents of the course (in English, approx. 120 pages b/w)
- A check list for an internal spa-check based on the original criteria of the EuropeSpa hotel spa certification (in English, approx. 25-30 pages)
- A one-day voucher for the International Tourism Exhibition “ITB Berlin” (March 4<sup>th</sup>-8<sup>th</sup>)
- An evening reception after the first day in a nice location in Berlin
- A certificate about the attendance at the course or – after a successful test – a certificate as a “EuropeSpa Expert”



The course is held in English by Dr. Kurt von Storch – CEO EuropeSpa med & wellness GmbH (Quality Portal of the European Spas Association).

### Terms & Conditions



Fees: € 345 plus 19 % VAT (payment until January 31<sup>st</sup> 2015)  
€ 395 plus 19 % VAT (payment after January 31<sup>st</sup> 2015)  
€ 60 for those who would like to attend at the “EuropeSpa Expert” test



Number of Participants: max. 20



Location: The training course is hosted at Chamber of Commerce in Potsdam (IHK), right next to the city of Berlin. Breite Straße 2 a-c | 14467 Potsdam