

Criteria for EUROPESPA med

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Summary from the full set of questions



European Spas Association

Revised: 31st January 2010

Assessment criteria

The assessment of the organisation of therapeutic healthcare services at spas comprises:

- A compulsory section focusing on aspects necessary for the minimum standard of quality in accordance with the criteria of the ESA (European Spas Association), all of which must be met in full (i.e. 2 points are essential for each criterion)
- A section containing items reflecting the level of quality of healthcare organisation. These include items that have a largely indirect impact on the quality of therapy and patient safety. They are rated using the following internationally customary scale:

0 points:	Criterion not met
1 point:	Criterion partly met
2 points:	Criterion fully met

The assessment procedure

- (1) Evaluation of questionnaire (see enclosure)
- (2) Agreement on a certification contract
- (3) Performance of the audit on the applicant's premises (about two – four days)
Day 1: Coordination, interviews, examination of documents
Day 2-4: Inspection of premises followed by a final discussion
- (4) Final report (10 pages)
- (5) Examination of the final report by the European Spas Association
- (6) Assuming the criteria are fulfilled:
EUROPESPA med certificate awarded by the ESA for a period of three years
Listing in the EUROPESPA directory for three years
- (7) Control audit after 18 months or alternatively if desired every year in connection with ISO auditing

Audit areas

1. Management system and conformity

General requirements for spa resorts

General conformity with local regulations regarding natural local remedies and environmental protection

Suitable structure and organisation

Quality and safety management

Analytical quality control

2. Procurement and provision of local remedies

Medicinal springs and mud

Production and treatment of remedies (medicinal mud)

Treatment of medicinal water

Storage of medicinal water

3. Therapeutic applications and wellness

Medical

Administration of spa resources/treatment and rest area

Bathing and wellness area

4. Accommodation

Patients' rooms

Guest rooms, hotel rooms

5. Catering

Catering, cuisine

6. Amenities

Information about the amenities and leisure activities available at the spa

7. Relevant environment

General related environment

1. Management system and conformity

First of all, the services offered by the spa in connection with the relevant medical indications are discussed with the senior doctor. The services must comply with the generally accepted rules and regulations. Particular attention is paid to the therapies and types of diagnosis used.

1.1 General requirements for spa resorts

1.1.1 The spa has the necessary infrastructure to enable it to offer the relevant therapeutic measures in accordance with the indications. These measures will also be examined individually.

1.1.2 Official approval has been granted for the operation of the spa.

1.1.3 Medical services:

- Case history and thorough examination of the patient/guest on arrival at the spa by a spa doctor.
- The spa doctor draws up an individual spa and treatment plan including the measures to be applied taking into account the patient'/guest's case history and the medical findings (as reported and from the examination).
- The spa doctor continuously supervises the patient/guest and conducts regular check-ups.
- The spa doctor coordinates multidisciplinary therapy. The spa plan and its supervision are documented in writing. The spa has sufficient diagnostic facilities to carry out a sufficiently qualified examination of guests/patients depending on their indications and to conclude the information necessary to be able to judge the organism's responsiveness and the success of the therapeutic measures carried out.
- Should any behavioural preventive measures be required and available at the spa, the patient is to be motivated to participate in a related discussion (instruction, self-help training, nutrition seminars, giving up smoking, relaxation therapy, etc).
- The spa doctor conducts a final examination of the patient at the end of their stay to assess the effect staying at the spa has had and compiles a report including details of the patient's case history and the course of spa treatment.

- 1.1.4 In the event of complications, sufficiently rapid medical treatment is ensured for the spa guest.
- 1.1.5 Locally available natural remedies correspond to the therapy method concern.
- 1.1.6 A report is available concerning the air quality (and also the bioclimate if reference is made to it).
- 1.1.7 Smoking is not allowed anywhere in the therapy area.
- 1.1.8 Alcohol is not served in the clinics or spa rooms.
- 1.1.9 The spa offers training programmes depending on the indications (the training programmes are inspected separately).

1.2 General conformity with local regulations regarding natural local remedies and environmental protection

- 1.2.1 The latest chemical, physical and microbiological analyses (most recent major medicinal water analysis) of the local remedy used match the data on which the balneological reports are based.
- 1.2.3 Official permission and approval have been granted for the extraction of local remedies (medicinal water, medicinal gas, mud, etc)
- 1.2.4 Liquid and solid waste is disposed of in accordance with the legislation in force in the country concerned. Above all, waste is not allowed to constitute a nuisance for patients or guests.

1.3 Suitable structure and organisation

- 1.3.1 In medical spas without a salaried physician: it is guaranteed, that
 - the physician, the diagnostic and therapeutic care of the guests / patients can perform according to the medical minimum requirements in the Audit Area 1
 - the acute health care and first aid is guaranteed
 - the general physician has to be in the audited spa for minimum 20 hours a week (written declaration) – exceptions have to be explained
 - it has to be known in which additional companies the physician is working
 - the physician must be available at any place

- 1.3.2 Doctors, therapists and other specialist staff must all have the professional qualifications required to practise their occupations in the country concerned.
- 1.3.3 The spa must ensure that a sufficient number of doctors and nursing staff is available.
- 1.3.4 At least one doctor must have a particularly detailed knowledge of the specific indication (a certificate denoting for example qualification as a specialist is required as proof).
- 1.3.5 The pool attendant and auxiliary safety personnel are sufficiently competent and healthy to identify and deal with any dangers in their area of responsibility, to save drowning people (certificate required) and to administer first aid.
- 1.3.6 The chefs and other cooks have sufficient knowledge on the preparation of dishes suitable for therapy and supporting the aims of the spa and the diets of residents.
- 1.3.7 The therapy organisation has appointed one or more quality assurance and quality management officers.
- 1.3.8 The quality assurance officer is familiar with all aspects relevant to the quality of the organisation (procedures, documentation, etc) and has the necessary expertise.
- 1.3.9 The quality assurance officer has a deputy.
- 1.3.10 The quality assurance officer has access to all production areas.
- 1.3.11 The quality assurance officer has the authority and infrastructure needed for his responsibilities (and ideally is subordinate to only the management).
- 1.3.12 Job descriptions exist for personnel in senior and responsible positions, nursing personnel, quality assurance officers and the respective safety officer.
- 1.3.13 Staff must include the following personnel:
- Masseur and medical pool attendant
 - At least two or three physiotherapists
 - Senior responsible nurses
 - Qualified psychologist/counsellor/social worker– if need be in cooperation with other facilities
 - Dietary assistant – if need be in cooperation with other facilities

- 1.3.14 It is ensured by an occupational health specialist that no employees suffer from an infectious disease or have open wounds on uncovered parts of the body.
- 1.3.15 The kitchen personnel have certificates of health.
- 1.3.16 Data protection: No third parties have access to guests'/patients' personal data.
- 1.3.17 The clinical organisation ensures that at least one nurse is permanently obtainable or present in the inpatient area.
- 1.3.18 A doctor must be permanently on call within ten minutes.
- 1.3.19 Indication-specific physiotherapy can be carried out in appropriately equipped rooms which are suitable for both group and individual exercises.
- 1.3.20 Medical training therapy is possible in properly equipped rooms with training equipment.
- 1.3.21 It is ensured that:
- A complete first-aid kit is available and in full working order
 - There is sufficient rescue equipment to hand
 - The spa-related and general medical assistance provided by doctors and pharmacies is adequate
- 1.3.22 An internal emergency laboratory and clinical laboratory are to hand (alternatively, external laboratories are allowed, including laboratories run in cooperation with other facilities, although the results must be available within no more than 30 minutes).

1.4 Quality and safety management

- 1.4.1 A quality management system (e.g. pursuant to ISO 9001) is in place. (Alternatively, the quality management system may be subsequently set up within a period of 18 to 24 months.)
- 1.4.2 An inventory of all medical devices such as diagnostic instruments and training apparatus is kept.
- 1.4.3 Medical devices are regularly calibrated and checked for suitability and to ensure they are in full working order in accordance with the relevant regulations.
- 1.4.4 Fire protection complies with the general rules:
- There is a fire protection officer.

- The spa has its own fire protection regulations.
- All members of staff have undergone training in the application of the fire protection regulations.
- Fire extinguishers, alarm buttons and smoke detectors are regularly checked to ensure they are in full working order.
- In the event of an emergency (e.g. fire), there is an assembly point designated as such and known to all members of staff.
- A fire inspection has been carried out in all buildings belonging to the spa (e.g. by the fire brigade or a fire protection officer).
- Personnel in safety-relevant positions have undergone fire training and know exactly what to do as specified by the emergency plans (in particular how to use the fire extinguishers).

1.4.5 Working and procedural instructions on relevant therapeutic applications exist.

1.4.6 Internal procedures for infection hygiene have been specified in written hygiene plans and those responsible have been named.

Hygiene plan:

- Frequency of measurements
- Cleaning and disinfection procedures
- Equipment and cleansing agents which have to be used
- Areas to be cleaned / disinfected
- Supervisors

1.4.7 Disinfection plans have been drawn up for hygienically sensitive areas.

Every disinfection plan contains the following information

- Cleansing agent (compound)
- Concentration
- Residence time
- Preparation
- Staff responsibility for disinfection
- Method of treatment
- Frequency of disinfection

1.4.8 Personnel have been trained in proper cleaning and disinfection as well as the safe use of disinfectant.

1.5 Analytical quality assurance

- 1.5.1 A comprehensive medicinal water analysis no more than ten years old exists for each medicinal water extraction point (well or spring), and a chemical control analysis is carried out at least every two years.
- 1.5.2 A comprehensive analysis of medicinal muds is conducted at least once every ten years. Ready-to-use mud: Regular annual tests (especially hygiene parameters); chemical control analysis at least every five years; tests of key parameters to be documented every working day and documented in the operating log.
- 1.5.3 If a local medicinal gas (e.g. sulphur, carbon dioxide, radon) is used for therapeutic purposes, certification is required that its proper use will not be harmful in any way.
- 1.5.4 Medicinal water (drinking water applications, inhalation, baths), per pump room – regular monthly testing of typical hygiene parameters (including *Legionella*) and chemical indicators.
- 1.5.5 Bathing water, each bathing pool – regular tests of typical hygiene parameters and chemical indicators.
- 1.5.6 Tests of the local seawater/medicinal water used for inhalation as well as externally procured water are to be conducted every working day and documented in an operating log.
- 1.5.7 The drinking water system is regularly tested for *Legionella* (i.e. at least once or twice a year).
- 1.5.8 The hot water system (showers, bathes) is regularly tested for *Legionella* (bathes at least 4 times a year).
- 1.5.9 Regular testing of the surface hygiene in hygienically sensitive areas (contact testing).

2. Procurement and provision of local remedies

2.1 Protection of mineral springs and medicinal mud

- 2.1.1 Conservation areas have if necessary been designated for mineral springs and mud deposits.
- 2.1.2 Medicinal water and mud must be extracted while bearing local ecological and topographical peculiarities of the biotopes, deposits and water resources in mind.
- 2.1.3 The technical facilities used to extract local remedies (including seawater) must match the technical requirements of proper use and the protection of deposits as well as the respective hygienic requirements.

- 2.1.4 The extraction points (wells, springs, mud extraction) are protected from unauthorised access.
- 2.1.5 Medicinal mud is exclusively extracted using the equipment intended for this purpose.

2.2 Production and preparation of local remedies – medicinal muds

- 2.2.1 Extraction, transport and preparation of medicinal mud to produce ready-to-use medicinal mud as well as its disposal and recycling are regulated by procedural and operational instructions.
- 2.2.2 It must be sure that in case of external delivery of not packed peloids always a competent employer of the spa is present in order to check, if
- no negative influences are given by unprofessional delivering
 - the transport-vehicle (e.g. the truck) is in a perfect condition (to residues from other material as fertilisers, waste etc.)

Therefore a working instruction “delivery of peloids” exists.

- 2.2.2 Used mud may not be directly reused. Used mud-bath turf for example is properly recycled and reused no earlier than five years later following repeated mud analysis. Alternative treatment methods (e.g. thermal disinfection) must be deemed hygienically safe and therapeutically effective.
- 2.2.3 Medicinal mud: Treatment takes place in a technical facility specially provided.
- 2.2.4 Medicinal mud: The means of transport used must be clean.
- 2.2.5 Medicinal mud: Correct storage and transport prevents quality deterioration and mixing-up. In particular, drying-up, contamination and impurities are prevented.
- 2.2.6 Rooms used for the production (and treatment) of mud must in terms of type, size, position and equipment ensure proper operation, especially the flawless production, testing, storage, packing, use and sale of mud. Suitable measures are to be employed in rooms used for the preparation of mud to ensure they are not accessed by unauthorised people.

2.3 Preparation of medicinal water/bathing water

- 2.3.1 Bathing water: Any impurities in the water are removed by means of water treatment (e.g. flocculation, filtering, oxidation, adsorption, disinfection).
- 2.3.2 The use of medicinal water and bathing water is metered.

- 2.3.3 The amount and types of chemicals added to each cycle are recorded daily in the operating log by a trained member of staff. Alternatively, the settings of the pumps and filling quantities in the tanks are regularly monitored.
- 2.3.4 The level of free chlorine in the bathing pools should amount to:
- At least 0.3 mg/l in pure water
 - 0.3–0.6 mg/l in pool water (unless local regulations specify higher amounts)
 - 0.7–1 mg/l in jacuzzis (unless local regulations specify higher amounts)
- The level of bound chlorine may not exceed 0.2 mg/l.
- 2.3.5 Water treatment: The technical personnel must be capable of ensuring the operation, servicing and maintenance of the water treatment plant.
- 2.3.6 The bathing water must be disinfected by automatically controlled dosing equipment. The dosing equipment must be regularly checked to ensure that it performs proper disinfection.
- 2.3.7 Rooms for the treatment of medicinal water and the chlorine-dosing equipment including the related tanks are protected from unauthorised access by means of suitable measures. All raw materials, auxiliary agents and consumables (e.g. disinfectant, pH corrector, flocculent, detergents) are to be stored carefully and safely taking into account their potential hazard. Any possible dangerous interactions between consumables are to be avoided.
- 2.3.8 The turnover of bathing water (circulating volume – volume flow in m³/h) is recordable.
- 2.3.9 All filters are regularly cleaned by means of rinsing and replaced in good time depending on filter type and the properties of the water treated. For this purpose, a state-of-the-art preventive rinsing programme as well as a cleaning (disinfection) plan and documents listing the position of each filter should be in use.
- 2.3.10 The treatment systems are thoroughly inspected at least once a year.
- 2.3.11 Monitoring and servicing activities are performed on the disinfection and dosing equipment (including measuring and control systems) periodically (i.e. once or twice a year).
- 2.3.12 No leaks in water treatment pipes or tanks.
- 2.3.13 Rooms and systems for the treatment of medicinal water are to be kept in a proper structural condition and well cleaned.

- 2.3.14 Natural water for inhalation (e.g. brine, thermal water, mineral water) must be physically disinfected (e.g. through filters or uv-irradiation).

3. Therapeutic applications and wellbeing

3.1 Medical

- 3.1.1 Admission of patients: The examination takes place in a separate room (medical room) specially provided. The medical room must be sufficiently light and feature adequate sound insulation.
- 3.1.2 The medical rooms must be easy to clean and disinfect.
- 3.1.3 The medical rooms must have a wash basin, soap dispenser, disinfectant dispenser, and disposable towel dispenser. Disposable gloves and rapid disinfectant must also be to hand.
- 3.1.4 The patients' couch must be in an impeccable condition, covered with sanitary crepe paper, and disinfectable.
- 3.1.5 The patient files record each patient's stay from admission examination, details of case history, spa and treatment plan to progress and final documentation, as well as any post-assessment. Files of guests and patients currently in the spa are centrally managed and protected from unauthorised access. Following guests' departure, their files are archived.
- 3.1.6 A register listing all guests/patients currently staying at the spa exists.
- 3.1.7 It is ensured that the apparatus used for diagnosis is in full working order. The staff must have been trained in the use of the diagnostic equipment with which they are entrusted and be sufficiently proficient to interpret the findings.
- 3.1.8 The procurement of drugs and the maintenance of stocks of drugs until their disposal are described in operating procedures.
- 3.1.9 It is ensured that a sufficient quantity of emergency medicine is always available.
- 3.1.10 Drugs are always stored and marked in accordance with their use-by date and their safety relevance (e.g. to be kept dry/cooled/out of sunlight). The use-by date on drugs must be checked regularly. Drugs that have been opened are marked with the revised use-by date. In the case of drugs which are kept cool, the temperature of the refrigerator is regularly monitored and recorded, and the thermometer used is also checked.
- 3.1.11 The expiry date of consumables (e.g. syringes and bandaging) is monitored.

- 3.1.12 The emergency kit + defibrillator/emergency vehicle are in full working order and ready for use.
- 3.1.13 Diagnostic support such as taking blood samples and medical operations such as administering anaesthetics is only performed by properly qualified personnel.
- 3.1.14 The sterilisation of medicinal instruments takes place according to the general [state-of-the-art technology](#) (e.g. autoclave method)
- 3.1.15 Narcotics are only given by persons having a special licence for that

3.2 Administration of spa resources/treatment and rest area

- 3.2.1 The generally recognised state of the art with respect to hygiene and infection prevention is applied throughout the entire area.
- One person is responsible for monitoring hygiene and infection prevention and has the necessary expertise, authority and resources.
 - The corresponding regulations valid locally are available in the most recent version.
 - Measures for hygiene and infection prevention are documented in a hygiene plan.
- 3.2.2 Rooms in which applications are carried out (mud bath, mud packing, massage, other baths, etc) meet the guest's specific requirements.
- 3.2.3 Clinical waste is properly disposed of.
- 3.2.4 Medical products used for therapies such as baths (only specialist medical items) and couches must have the hygienic properties required.
- 3.2.5 Pump rooms: Hygienically suitable material
- 3.2.6 Information must be provided for guests and patients in the pump rooms about the type of medicinal water, its chemical properties, its indications and counter-indications, as well as the recommended drinking quantities and frequency. This information must be clearly visible to all.
- 3.2.7 Staff: Eating, drinking, chewing and smoking as well as the storage of food, drink, tobacco products and medicine for personal use only take place in the rooms provided expressly for these purposes.
- 3.2.8 No more than one person may be treated in a medicinal mud bath at any one time. Medicinal mud baths and packing must not be reused.
- 3.2.9 Keep-fit area: Instruction on training apparatus

- ... by trained personnel
- ... taking into account the constitution and age of the patient
- 3.2.10 Keep-fit area: only professional equipment is used
- 3.2.11 The proper use and dosing of natural local remedies are laid down in instructions. These instructions are both known and accessible to the personnel concerned.
- 3.2.12 Following an application, sufficient resting possibilities are available to the guest.
- 3.2.13 Nursing personnel are permanently on call. Guests/patients can contact the nursing service at any time taking into account their symptoms.
- 3.2.14 It is ensured that whenever guests/patients press the call button, someone on the staff responds immediately and goes to the guests/patients concerned.
- 3.2.15 The staff is using clothes which are hygienically adequate according to the respective workplace
- 3.2.16 The instructions for all equipment in the electro-therapy must be available in the room (proof random sample)
- 3.2.17 The cleaning and disinfection in the area of inhalation is performed according to the general [state-of-the-art technology](#)
- 3.2.18 Solarium: Safety-instructions available on the spot? Do the guests receive protection glasses?
- 3.2.19 Remedies using H₂S und CO₂ (medicinal water): Protection against intoxication (e.g. through ventilation / special coverage of the tubs)

3.3 Bathing and sauna area

- 3.3.1 All information necessary for guests/patients' safety and to maintain the medicinal and therapeutic processes are printed in the target groups' languages (including German and English). This applies in particular to the bathing rules, warning signs and treatment plans.
- 3.3.2 All pools should have water flowing through them, ideally from the inside to the outside.

No pools with non flowing water filled in the morning and emptied in the night
- 3.3.3 The pools, tiles, overflow channel, entrance and exit facilities and the pool hydraulics must not harbour risk of injury.

- 3.3.4 All pools must contain handles.
- 3.3.5 Swimming and bathing pools: Pool water must only contain the required concentration of disinfectant. This should be monitored by means of regular measurements of for instance the level of free and bound chlorine in the bathing water or the redox voltage (including online) using permanently installed measuring gauges.
- 3.3.6 At least one copy of the bathing rules must be on display in the swimming pool area (including in English and also if need be in German).
- 3.3.7 The bathing pool and reservoir are to be regularly cleaned and disinfected where necessary (e.g. sediment should be vacuumed using floor cleaning equipment at least once a week; jacuzzis – if present – should be emptied, cleaned and disinfected at least once a week).
- 3.3.8 Sauna facilities must consist of at least:
- Sauna room (at least 4–20 square metres)
 - Shower (for washing beforehand and to cool down afterwards)
 - WC
 - Rest area
- 3.3.9 The doors of sauna rooms and steam baths must open outwards and must not be lockable. Sauna rooms and steam baths can be easily ventilated.
- 3.3.10 Seating areas in steam baths are to be designed such that water can run off freely.
- 3.3.11 Bathing regulations for sauna facilities, hot-air baths and steam baths must stipulate that guests' conduct must comply with high standards of hygiene and safety.
- 3.3.12 Escape and rescue routes are clearly and comprehensibly marked. A sufficient number of plans are hung on the walls.
- 3.3.13 There is sufficient, complete, ready-to-use first-aid equipment and rescue equipment to hand.
- 3.3.14 There is a designated non-swimmer pool.
- 3.3.15 Changing rooms:
- Easy to clean and disinfect
 - No risk of injury from sharp edges, hooks or shelves
 - Anti-slip tiles

- Clean lockers

4. Accommodation

4.1 Floors are watertight, easy to clean and can be disinfected.

4.2 Emergency escape routes are clearly and comprehensibly marked. A sufficient number of escape plans has been hung on the walls.

4.3 Rooms:

- If necessary air-conditioned
- Windows can be opened and darkened (using blinds or curtains)
- Sufficient space between beds
- Enough room for personal items
- A lockable wardrobe
- Soundproofing
- En suite bath + WC
- An alarm button can be easily reached from the bed if necessary
- Rooms can be easily cleaned and disinfected, and are light and peaceful
- Rooms are numbered
- Sufficient shelves
- Safe, stable furniture
- Room regulations on display

4.5 In terms of material and design, beds, pillows, blankets and mattresses must be easily washable and disinfected.

4.6 Electrical connections are not damaged (e.g. power socket)

4.6 The sanitary facilities must meet the requirements of staying in a spa, e.g.:

- Cleanliness
- Handles to hold on to
- Anti-slip surface in baths and showers

- Alarm buttons in lavatories and washrooms if necessary
 - WCs suitable for the disabled if necessary
 - Easy to clean and disinfect
- 4.7 The rooms include a specially marked information sheet containing instructions on what to do in the event of a fire (ideally affixed to the wall).
- 4.8 No noise nuisance, especially at night time and during afternoon rest periods.
- 4.9 It must be ensured that hotel and clinic personnel are on call at any time of the day or night.

5. Catering

- 5.1 An up-to-date HACCP (Hazard Analysis and Critical Control Points) system for the preparation of food is in place.
- 5.2 The preparation and availability of dishes suitable for therapy and supporting the aims of the spa and the diets of residents is coordinated between the kitchen and the therapy department.
- 5.3 A varied menu is offered (menus from the past three weeks should be furnished by way of proof).
- 5.4 Staff wear hygienically appropriate clothing in their area of responsibility.
- 5.5 Staff: Eating, drinking, chewing and smoking as well as the storage of food, drink, tobacco products and medicine for personal use only take place in the rooms provided expressly for these purposes.
- 5.6 The kitchens are kept in a hygienic condition.
- 5.7 Kitchen: Delivery notes, especially for meat, fish and egg products, are filed.
- 5.8 Kitchen: The following are stored separately:
- Meat/sausage
 - Cheese/dairy products
 - Vegetables/salad
 - Eggs
- Tinned food and flour etc are kept in a dry store.
- 5.9 The temperatures in the refrigerators and cold stores are documented and monitored.

- 5.10 Kitchen, food preparation: Work on salad and meat is carried out in different places and at different times.
- 5.11 The food storages (dry storages, refrigerated storage rooms, refrigerators, freezer, etc.) must be clean and in a tidy condition. No food or cardboard boxes directly on the floor
- 5.12 Kitchen: a cleaning and disinfection plan is existing
- 5.13 Kitchen: The changing rooms and the toilets of the staff must be clean and tidy
- 5.13 Fire protection in kitchens:
- Fire protection doors
 - Sufficient fire blankets and fire extinguishers suitable for cooking fat fires (e.g. CO₂ fire extinguishers)
 - Fire alarm plan (“What to do in the event of a fire”) are displayed on the wall
 - Emergency exits are clearly marked
 - Fire prevention measures have been carried out in especially risky areas (e.g. oven, extractor hood)
 - All staff have undergone fire protection training

6. Amenities

- 6.1 Suitable information material regarding the leisure activities available to visitors is easily available.
- 6.2 The spa’s leisure activities are particularly geared to medicinal and therapeutic themes.
- 6.3 Information material: Description of the surrounding area, including sights and cultural amenities as well as spa facilities and the related medical and therapeutic infrastructure.
- 6.4 Information material: Up-to-date listing of activities (therapy, lifestyle, health, sport, culture, etc).

7. General related environment

- 7.1 Measures have been taken to prevent nuisance caused by smoke, dust and noise. Spa guests are not endangered by road traffic.

- 7.2 Walks of the corresponding quality are available in the surrounding area.
Adequate sports facilities are to hand.