

Criteria for EUROPESPA wellness

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Summary from the full set of questions



Scheduled audit

European Spas Association



Audit areas:**Audit area 1: Wellness requirements**

General wellness requirements

Wellness-related organisational structure and process management

Audit area 2: Quality and safety management

Quality and safety management

Audit area 3: Quality of wellness agents (non applicable)

Quality assurance of wellness agents

Audit area 4: Infrastructure

Medical area

Wellness area (sauna, massage, fitness area etc)

Pool area (swimming pool)

Audit area 5: Food safety

Catering and kitchen

Audit area 6: Framework conditions

Accommodation and infrastructure, surroundings

Audit area 1: Wellness requirements

Sub-area: General wellness requirements

General wellness requirements

- A wellness hotel should include the following:

Wellness area:

- Sauna (dry sauna, steam sauna)
- Beauty area
- Pool area (swimming pool)
- Applications

Fitness area:

- Sports activities
- Outdoor area
- Exercise activities (e.g. morning exercises, aqua aerobics, Nordic walking)
- Fitness room

Nutrition:

Healthy wellness cuisine (wellness-vital)

- On arrival guests must be given a form in which they should enter details regarding their health. This information is to be used to assess whether certain wellness applications present a health risk.

- The form should allow guests to tick various health impairments relevant to the applications.

- If necessary, guests must be offered a medical by the doctor at the beginning of their wellness stay to:

- Assess basic physical ability
- Assess any risk factors, especially in relation to wellness measures
- Check that guests have no partial or absolute contraindications regarding the applications desired
- Check that guests have no infectious/contagious diseases or epidemics, large lesion infections or open wounds

Assess lifestyle/interests regarding wellness topics

- The doctor must be familiar with the wellness applications offered.
- The doctor is available in house for at least a few hours each day.
- All facilities are located in house and can be comfortably reached in a bathrobe.
- It is ensured that a guest is always treated by the same masseur if desired.
- Massages are also possible in the guest's hotel room.
- Cosmetic products that are used in wellness applications are also on sale.
- Excursions are offered to get to know the region.
- Regional activities are supported, e.g.

- Information is provided on regional markets

Original products are sold in house

- Guests receive information material containing tips on wellness and health for everyday use

at home.

- Smoking ban is in force throughout the wellness area.
- A sports and gymnastics hall (or room) is available (with floor mats, wall bars, parallel bars, mirrors, balancing equipment and a sprung floor).
- Childcare is offered in the hotel.

Contact: human resources management:

Sub-area: Wellness-related organisational structure and process management

- Ratio between numbers of personnel and rooms:
 - 2 points for a ratio of 2:1 or more
 - 1 point for a ratio of at least 1½:1
- The hotel has issued a code of practice regulating conduct towards guests and staff, especially:
 - No discrimination on the basis of sex, skin colour, age, disease, etc
- Service philosophy
 - Specialist wellness personnel (masseurs, sports teachers, etc) must possess the right qualifications for their areas of responsibility in accordance with national requirements (to be verified by a random inspection of certificates in personal files).
 - Wellness personnel must participate in training sessions annually.
 - The pool attendant and the pool staff must have undergone first aid training and be able to demonstrate having taken corresponding further training.
 - The wellness hotel must appoint one or more internal quality assurance or quality management officers.
 - The quality assurance officer must be properly qualified.
 - The quality assurance officer must have a deputy.
 - The quality assurance officer should have access to all areas of the hotel.
 - The quality assurance officer must have sufficient authority and infrastructures necessary for his brief. Ideally, he should only be answerable to the management.
 - At least three masseurs are employed, including at least two permanently.
 - At least one qualified sports trainer (with a college degree), gymnastics trainer or wellness trainer is permanently employed.
 - At least one beautician works in house (possibly in cooperation with external contractor).
 - In addition, guests are offered a trained personal trainer for individual training.
 - Guests have access to a trained nutrition consultant.
 - Job descriptions must exist for:
 - The doctor
 - Masseurs and physiotherapists
 - Security personnel
 - Quality, environmental and safety officers

- Senior kitchen personnel

Line managers in the hotel and wellness area

Guest surveys using questionnaires are regularly carried out.

Staff take regular medical checks to ensure that no one is employed with an infectious disease or lesions of exposed parts of the body.

Each member of staff is to undergo a medical by an external doctor at least once a year. Proof of regular staff medicals must be provided by the hotel doctor. The relevant authorities must be notified in the event of any staff (especially kitchen personnel) found to be ill.

At least one cook is qualified in the preparation of whole food diets and wellness cuisine.

Regular further training (proof to be provided)

At least one member of staff from the kitchen updates their knowledge about the preparation of whole food and wellness dishes at further training sessions.

Data protection and discretion:

Personnel with access to confidential data about guests must sign a corresponding declaration of discretion.

- Unauthorised personnel must not be granted access to the personal data of guests (e.g. security, data processing, filing staff)

A process description must be available for this (1 point if none is available).

There is a data protection officer who is in charge of the protection of guests' data.

Audit area 2: Quality and safety management

The hotel has an environmental management system complying with ISO 14001

There is an internal fire prevention officer (who if necessary works together with an external expert).

Fire extinguishers, alarm buttons and smoke detectors are inspected regularly (inspection certificates to be produced).

Staff in safety-relevant positions have undergone fire prevention training no longer than two years ago.

Verification: Confirmation by the personnel management or the fire prevention officer

Emergency buttons in elevators are in working order.

Verification: Confirmation by the head of quality assurance

Specifications must exist for each wellness application (all massages, combined wellness procedures, beauty applications, group fitness activities, activities with personal trainers, etc) containing a description of these products to enable the consistency of product quality and external assessment.

Verification: All the wellness applications offered (e.g. massages, bathing application, beauty treatment, other treatment) are listed in the information provided by the hotel. The specifications of all these types of treatment must be produced at the audit.

A detailed cleaning plan must exist for each area describing the cleaning and hygiene procedure, especially the:

- Wellness area
- Pool and sauna area
- Kitchen

It should contain the following information:

- The areas and facilities to be cleaned
- The frequency of cleaning
- The cleaning and disinfection methods to be used
- The equipment and consumables to be used
- The supervisors

Verification: The cleaning plans are to be produced.

A detailed cleaning plan must exist for each room where wellness applications are carried out describing the individual cleaning steps for the room concerned. It should contain the following information:

- The agent to be used
- Concentration
- How it is to be prepared
- Application time
- Cleaning steps and
- Method of use (how cleaning is to be carried out)
- The cleaning frequency

Verification: Production of an example from a massage room and if applicable a room with a bathing application.

Measures against pests (insects, e.g. mites, ticks, mosquitoes, midges, cockroaches and rodents such as mice and rats) must be described in procedural instructions. Declaration of cooperation with an external contractor is not sufficient (just 1 point).

Surveys are carried out by the quality assurance team regarding job satisfaction among personnel, especially overwork, in order above all to avoid negative emotions affecting guests.

Verification: minutes of a meeting by way of example.

Regular cleaning of the air-conditioning systems

Verification: Confirmation by the technical manager

Guests' critical remarks are taken into account in a complaint management system with a file and suitable forms completed and processed by the personnel.

Analysis

Pool water (swimming and exercise pools): Regular microbiological and chemical examinations (at least once a month):

- Colony count at 20°C (max. 100/ml)
- Colony count at 36°C (max. 100/ml)
- Escherichia coli (0/100 ml)

Pseudomonas aeruginosa (0/100 ml)

Thermal baths: In aerosol-forming water circulation, checks for Legionella at least every 3–6 months if the water temperature exceeds 23°C (e.g. in whirlpools, waterfalls, bubble jet systems).

Legionella in the hot water system (showers, taps), at least every 6–12 months

Central air conditioning system: Regular analysis of room air for:

- Airborne germs (e.g. Legionella)

Mould

Regular analysis of surface hygiene (e.g. colony-forming germs) and hygienically sensitive points in the;

- Kitchen

- Wellness area
- Pool and sauna area

Audit area 3: Quality of wellness agents (non applicable)

Audit area 4: Infrastructure

- Guests' medicals are to be carried out in a separate, dedicated medical room.
The room is sufficiently light and soundproof and does not contain a second workspace.
- It must be ensured that emergency medicines are always available in sufficient quantities.
Verification: List of emergency medicines (random check)
- A room should be provided for general wound dressing.

Sub-area: Wellness area

- The wellness area has a uniform appearance.
- The wellness area is situated inside the hotel or directly connected to it (i.e. it can be reached on foot and dressed in a bathrobe without having to go outdoors).
- Each guest is offered at least two towels per day.
- Free shampoo and shower gel are included in the wellness area.
- Admission to wellness area (sauna, pool area) is free of charge to hotel guests.
- During wellness applications, only products are used whose sale has been officially approved (e.g. in-house cosmetic preparations or other products which have not been neutrally tested and certified may be used).
- Therapists' diplomas are hung up on display for guests.
- The wellness area is air-conditioned.
- A supervisor or wellness attendant is on hand in the wellness area.
- The wellness area has a clear structure.
- The floor and walls in the wellness and beauty areas are clean and well looked after.
- The wellness area has its own outdoor area.
- The wellness area has a relaxation room (not the area in front of the reception desk).
- Drinking water and fresh fruit are offered in the wellness area, including outside the relaxation room.
- Rooms where applications are performed (peloid baths, peloid packs, massages, other bathing applications, etc) meet guests' specific requirements:
 - Calm and peaceful
 - Sufficiently ventilated and light
 - No risk of injury
 - Sufficiently comfortable

Privacy is maintained

- The wellness area is open until 9pm.
1 point if open until 8pm
- The wellness area is open for at least 12 hours every day.
- There are at least 4 application rooms each 10 square metres in size with a washbasin and shower.
- A wellness-based lighting concept is used in the application rooms, e.g. massage rooms with daylight or deliberately darkened.
- There is a room which can be flexibly used for different applications.
- Rooms where therapeutic applications are carried out should be provided with an external 'occupied' sign when in use in order to better protect guests' privacy.
- Rooms must be well cleaned and disinfected
- Rooms must not appear shabby (no worn furniture, old carpets or armchairs, etc).
- The waiting time during wellness applications is less than 10 minutes.
- All notices (pool rules, warning signs, information, applications, menus, etc) should be written in the languages of all target groups, e.g. German and English.
- Areas which are open to the public and used frequently such as publicly accessible lavatories and telephones are kept clean and tidy.
- Cleaning charts are to be kept in all lavatories open to the public.
- Applications: Only proper equipment is used.
- There is a 'vitamin bar' in the wellness area offering freshly squeezed fruit juice.

Changing area

- Changing area at least 20 square metres in size with lockers
- Clean showers in the changing area
- Changing area has washing facilities, mirror, hairdryer
- Lavatory in changing area
- Tiled changing area

Reception zone

- Reception zone, separated from the wellness area, with seating. The wellness area (including the relaxation room) can only be entered via the reception zone.
- The reception zone in the wellness area must be constantly manned during opening hours.
- Reception zone: Details displayed of:
 - Services
 - Dates and times
 - Personnel

Prices of wellness services

- An individual wellness/health plan is drawn up for each new guest.

- Each guest is given a clear plan outlining their wellness applications.
- Each guest receives a clear plan outlining wellness applications in their national language.
- The personnel working on reception speak another foreign language (e.g. French, Spanish, German or Russian, depending on target groups) as well as English.
- Wellness applications (massages etc) must be explained to guests in writing.

Relaxation room

- A notice must be displayed in the entrance area to the relaxation room instructing guests to:
 - Behave hygienically
 Refrain from loud behaviour
- The relaxation room is clean and tidy.
- The relaxation room is tastefully furnished.
- The temperature and lighting in the room are pleasant.
- Tea and water are available in the relaxation room.
- Apart from tea, sweet soft drinks are also available in the relaxation room.
- Up-to-date magazines on wellbeing and fitness in the target groups' languages are provided in the relaxation room.
- Apart from tea, 'wellness snacks' like fresh fruits, dried fruits and nuts are provided in the relaxation room.
- Ample towels and bath towels are provided for guests in the wellness area.
- The bath towels are large enough (at least 80 x 160 cm).

Turkish bath

- Turkish bath:
 - Seating area
 - Sufficient bowls of water to cool down
 - Temperature shown outside
 - Notice explaining how the Turkish bath is to be used
 - Peeling offered (soap peeling) – self-application or massage
 - Showers
 - Pool reserved exclusively for the Turkish bath
 Relaxation room (a separate relaxation room exclusively for the Turkish bath is not necessary)
- Special towels are provided for the Turkish bath.
- Central stone for guests to lie on
- The central stone for guests to lie on is sufficiently large and warm
- No risk of injury from hot steam

Hydrotherapy (individual bathtubs with thermal water, water rich in CO₂ or with added radon, sulphur or herbs)

- Hygienic characteristics of bathtubs (specialist products): smooth surfaces, resistant to

cleaning agents, easy to clean

- Cleanliness and hygiene of hydrotherapy
- Bathing applications: Separate rooms for individual treatment (no halls in which massage 'rooms' are merely separated from each other by curtains)
- Temperature measurement in the bathtubs
- Post-treatment resting at the place of application

Cleaning and cleaning personnel

- The floors are waterproof and easy to clean and disinfect.
- Staff wear hygienically appropriate clothing for their areas of response ability.
- Personnel may only eat (including chewing gum), drink or smoke as well as store food, drinks, tobacco products or medicines for their personal use in the rooms provided for these purposes.

General massages

- Massages: Separate rooms for individual treatment (no halls in which massage 'rooms' are merely separated from each other by curtains).
- Massages: Guests can choose from a number of therapists and change to another.
- Massage rooms are shielded from view (no glass doors, windows in doors, etc).
- Cleanliness and hygiene in massage area
- Massage area: Comfortable changing facilities
- Massage area: Showers in immediate vicinity
- Massage room: Wash-hand basin and disposable towels for masseur provided
- Massage rooms for individual massages at least 10 square metres
- If possible massage rooms for individual massages no bigger than 20 square metres (otherwise many guests feel lost)
- Massage rooms are inviting (no clinical atmosphere, no water stains on the walls or dangling electric cables, etc)
- Rooms dedicated to Asian massages are not used for any other purpose.
- Massage oil: Details of possible skin irritations (allergic reactions)
- Aromatic oils are allergen-free.
- Massage table with face cradle
- Massage table:
 - Height-adjustable
 - Padded
 - Stable
 - Surface not damaged
 - Sufficiently wide
 - Can be wiped wet and disinfected

CE mark (in Europe)

Lighting in massage room:

– Indirect lighting

Not dazzling

Additionally working light for cleaning available

No work equipment visible in the massage room

No clothing or private property belonging to the therapist visible

The massage room is well ventilated.

The massage room is peaceful (no disturbing noise from outside e.g. traffic, pools, etc).

Cleanliness of showers in the massage room

The design of the massage rooms corresponds to the whole wellness area

Stone massage (additional criteria)

Stones are clean and undamaged.

Magmatic stones without pores are used (owing to heat storage and chemical resistance).

Stones of different sizes

Stones are placed on a cloth after each treatment.

Stones are cleaned and disinfected after each treatment.

Stones are heated in water bath (temperature).

Lymph drainage

Disinfection of hands

Application of compresses (e.g. compression stockings or bandage) offered following treatment

Ayurveda massage

Quality of oil

Quality of apparatus

Strong floor (not smooth owing to oil)

Valid copy of therapist's Ayurveda training certificate available

Pleasant smell in room (not rancid)

Thai massage

Comfortable mat

Mat at least 2m x 2m in size

Massage room not used for any other forms of massage

Masseur has a recognised training certificate in Thai massage.

- Massage booth only used for Thai massage
- Duration of Thai massage? Min. 60 or 90 minutes

Lomilomi massage

- Duration: about 1½–2 hours
- With quiet musical accompaniment
- Valid copy of therapist's lomilomi training certificate available

Shiatsu

- Valid copy of therapist's shiatsu training certificate available

Jacuzzi whirlpool

- Jets are clean
- Suction area protected by a grille

Sub-area: Fitness area

- One qualified person must always be in attendance in the fitness area.
- Fitness area: Instruction on how to use the training equipment:
 - By an expert
 Taking into account each guest's constitution and age
 - Equipment in fitness area:
 - Exercise machine
 - Dumbbells
 - Stepper
 Treadmill
 - Additional equipment: butterfly
 - Additional equipment: rowing machine
 - Additional equipment: leg press
 - Additional equipment: special back-training equipment
 - Additional equipment: at least 2 modern cardio machines
 - Notices are affixed to the fitness equipment explaining how it is to be used
 - Towels for use free of charge are included in the fitness area.
 - The fitness area is at least 50 square metres in size.
 - The fitness area is big enough to allow sufficient space for the equipment in order to avoid accidents.
 - Air conditioning in the fitness area
 - Daylight in the fitness area

- Background music in the fitness area
- The fitness area is sufficiently ventilated
- Equipment in the fitness area should be professional, solid and accurate.
- Equipment in the fitness area no more than 5 years old
- Special orthopaedic equipment should be available in the fitness area.
- Beverages should be offered to guests in the fitness area (at least a water cooler).

Sub-area: Beauty treatment

- The room used for beauty treatment must be neat and tidy
- Beautician:
 - Well-groomed, friendly appearance
 - Hair should not be too long (or tied up)
- Manicured hands
- The cosmetic chair should be height-adjustable and comfortable.
- Cosmetics: Facial, pedicure, facial and body treatment, facial massage, facial masks
- Relaxing music in beauty area
- Cosmetics: Only specialist products are used
- Cosmetics: Electrical appliances must be listed in an inventory and must undergo regular servicing.
- Beauty applications take place in a separate area.
- Cosmetic instruments are disinfected.
- Hand-washing facilities, hand disinfectant and disposable towels for cosmeticians/beauticians
- The rooms used for beauty applications are pleasantly arranged and must be large enough so that guests do not feel cramped (at least 15 square metres).
- All beauticians have a diploma and are trained in the suppliers' products. (proof of training by product suppliers).
- Work instructions must exist for beauty treatment containing (but not limited to) the following:
 - Preparation of the room
 - Welcome
 - Client discussion:
 - Aim of beauty treatment (colour analysis, treatment, cellulite etc)
 - Skin problems
 - Advice on hotel's cosmetic products
 - Special applications (facial massages, anti-wrinkle treatment, etc)
- Consideration of potential allergic reactions
- Beauty products (cosmetics) on sale

Gymnastics room

- Gymnastics room is clean and tidy
- Large mirror in gymnastics room
- Gymnastics room is at least 40 square metres in size.
- Gymnastics room: Ceiling at least 3.5m high
- Gymnastics room with daylight
- Gymnastics room with sprung floor
- Gymnastics room contains air conditioning.
- Music possible in gymnastics room
- Gymnastics room: Steps provided
- Gymnastics room: Thera-Bands® available
- Gymnastics room: Mats available
- Gymnastics room: Spiky massage balls available
- Gymnastics room: Gymnastics balls provided
- Gymnastics room: Airex balance pads provided

Sub-area: Swimming pool and sauna

Water purification

- No 'dead legs' in the pipe trains
- No corrosion in the pipe system or valves
- Service rooms are sufficiently ventilated
- Service rooms: Floor fitted with drains
- The service rooms used to purify pool water must be structurally sound and kept clean and tidy.
- The service room should not be used to store items that do not belong in this area.
- Process stages for large swimming pools (not pools used just for exercise): (1) flocculation (2) filtration (3) disinfection
1 point for (1) filtration (2) disinfection
- The pool water purification area is clearly arranged.
In particular, there is enough space to move between the pipes, tanks and other systems.
- All the main pipes and tanks must be clearly marked in the national language to show their:
 - Contents
 - Direction of flow
- The levels of free chlorine in the swimming pools should be as follows (in case that no national standards require other values):

- In pure water: at least 0.3 mg/l,
 - In pool water: 0.3–0.6 mg/l, unless higher values are prescribed by national regulations
 - In whirlpools: 0.7–1 mg/l, unless higher values are prescribed by national regulations
- Bound chlorine may not exceed 0.2 mg/l

If there is no automatic measuring system in place, the level of free chlorine must be regularly determined (ideally at least three times a day) using a photometer, while the pH must be measured using an electrode. The measurements are to be recorded in the logbook.

If there is an automatic measuring system for free chlorine and pH, the measuring instruments are to be calibrated daily before the pool area opens.

Disinfection is to take place using an automatically controlled metering system.

The metering system for disinfection is regularly checked to ensure it is in full working order.

Disinfection: Only disinfectants may be used that correspond to generally accepted industry practice, including e.g.:

- Chlorine gas stored in pressure vessels
- Chlorine gas produced at the place of use by the electrolysis of NaCl solution or hydrochloric acid
- Sodium hypochlorite solution
- Sodium hypochlorite solution produced at the place of use by the electrolysis of NaCl solution (dosing solution to contain 2–8 g/l chlorine)
- Calcium hypochlorite ($\text{Ca}(\text{OCl})_2$) as granulate or in tablet

Otherwise, a clearance certificate from the supplier must be provided.

Systems for chlorine dosing including receptacles are to be housed in a room protected from unauthorised access.

Water storage tanks are closed and covered.

Properties of heating water tanks:

- Continuous discharge of stored heating water
- Total volume completely replaced at least once a day
- Round: no corners or niches that are difficult to clean
- Smooth surface resistant to disinfectant
- Cleaning and maintenance must be possible from inside
- Must be possible to be completely emptied at the lowest point

Water needs to be able to flow throughout the tank as much as possible

At least once a year, the purification systems are to be shut down and thoroughly overhauled. This includes the following activities:

- Checking that filter rinsing complies with the process
- Checking filter contents and replenishing as prescribed by the filter filling plan
- Remove and clean filter elements
- Maintenance of all machinery and apparatus (pumps, fans, heat exchangers) and fittings in line with manufacturers' instructions
- Check switchgear by simulating operating states as well as safety systems
- Check system components for wear and corrosion

Inspection and maintenance are to be recorded in writing (check the report form).

The safety data sheets on the chemicals used relating to health and safety as well as environmental protection are to be clearly displayed in the workplace.

All raw materials, process materials and consumables used must be stored safely depending on their potential hazard. Possible dangerous interactions between chemicals etc must be avoided (e.g. chemical containers must be kept in vats or sufficiently stably positioned).

- There may not be any leaks in pipes or tanks.
- There may be no puddles on the floor.
- A special programme should be carried out to combat Legionella.
- The service rooms for the purification of pool water must be easy to clean.
- Service rooms for the purification of heating water are to be suitably protected to prevent unauthorised access.

Pool area

- The pool area makes a clean, modern impression.
- The pool area is open from 7am until 9pm.
- Whirlpool for a number of people
- No need to cross the conference and restaurant area in order to reach the wellness, sauna and pool areas
- At least one pool attendant is always present when the pool area is open; in addition, enough safety personnel must be on hand depending on the size of the swimming facilities.
- Personnel must wear hygienically appropriate clothing depending on their responsibilities.
- Swimming rules, warnings and treatment plans are written in the target groups' languages.
- The pool area features attractive architecture (not simple lanes).
- There is a heated outdoor pool with an area of at least 500 square metres that can be used for swimming.
- There is a heated indoor pool with an area of at least 200 square metres that can be used for swimming.
- There are a number of swimming pools with different temperatures.
- Underwater massage jets in the swimming pools (or at least in the main pool)
- Water attractions in swimming pools: Bubble jet systems
- Kneipp wading pool
- All pools are subject to complete filtration
- Filtration in all swimming pools is to take place from the inside out
- Swimming pools may not contain any temporary fixtures or fittings which do not belong in them (e.g. wooden floors, wooden ladders)
- All swimming pools must have a spillway going all the way round which conducts water splashing into it back to the water purification system.
- The spillway must be designed such that it presents no risk of injury.
- Handholds in all pools
- At least one copy of the swimming pool rules must be displayed in the pool area
 - Note regarding pool attendants
 - Notes on hygiene and safety
 - Persons who are not allowed to go into the water

Swimming pool rules should also cover bathing requirements in connection with respective indications

The depth of the water and its temperature are always written up.

All breakdowns in the pool area are documented in a separate folder/log book:

- Start of malfunction (time)
- Type of malfunction
- Measures taken

End of malfunction (time)

A cleaning plan exists for the pools.

Swimming pool and water storage tank:

Sediment to be extracted by floor-cleaning machines (at least once a week)

Swimming pool and water storage tank:

Pool walls to be cleaned regularly (at least once a fortnight)

Swimming pool:

All spillways are cleaned regularly (at least once a week)

Swimming pool:

Thorough cleaning and disinfection of swimming pool including emptying (at least once a year)

Checking system and equipment: When pool operation begins, the equipment is visually inspected by trained personnel and all findings entered in the logbook. The main items to be checked are:

- Chemical stocks
- Levels in metering tanks to determine daily consumption
- Level of free and bound chlorine and pH in the pool water
- Pool water temperatures

Compare measurements of free chlorine and pH with the levels indicated by the measuring and control system

Rescue equipment must be installed near the pool and must be clearly visible

There is a designated pool for non-swimmers with a maximum water depth of 1.35m

Translucid walls and doors are made of shatterproof materials.

Outlets and pump suction pipes must be made such that people cannot be immobilised by suction in pools or on slides.

Large puddles on the flagstones must be avoided.

No risk of injury from bottom lines of doors

No sharp-edged walls circulation routes

Sufficient lighting throughout the pool area

Emergency lighting if regular lighting fails

Sauna area

The sauna area is open from 7am until 9pm.

Minimum sauna size: 8 people

Swimming and sauna areas are daylight.

- Outdoor section of sauna area is at least 40 square metres in size.
- Outdoor section of sauna area contains plants.
- Finnish Sauna provided
- Steam sauna provided
- Sauna facilities consist of at least:
 - Sauna cabin (mind. 4–20 square metres)
 - Preliminary and cooling down shower
 - WC

Rest area

- Plunge pool to cool down
- A foot bath (alternating hot and cold baths) must be offered.
- Doors of sauna cabins and steam baths open outwards and cannot be locked.
- The sauna cabin must contain a notice warning of the danger of fire in the event of improper use (e.g. towels must not be placed on the stove, explicit ban on pouring undiluted fragrance on hot coals).
- Steam generation controls cannot be operated by users (access only to authorised personnel).
- Sauna interior: Low resin, non-splintering wood
- Steam baths: The steam outlet must be safe (there must be no risk of injury caused by hot steam).
- Steam baths: Seating areas must be made such that water can drain away freely.
- A rinsing hose should be provided in steam baths for cleaning purposes.
- Rules for the hygienic and safe conduct of guests are laid down in the rules governing the use of saunas as well as hot air and steam baths.
- All rooms, fixtures and furnishings in the pool and sauna areas can be easily cleaned and disinfected.
- Escape routes are clearly and comprehensibly marked; a sufficient quantity of escape plans is hung up.
- Slip-resistant tiles and flagstones
- Floors: No tripping hazards, crumbling tiles or other uneven parts
- Sufficient first aid equipment provided, complete and ready to use:
 - Life belts (if possible with heaving line)
 - Barrows
 - First-aid boxes

Rescue poles and other rescue equipment provided and in working order

- Spacious changing rooms (at least 20 square metres)
- Changing rooms are easy to clean.
- Changing rooms: No risk of injury from sharp edges, catches or shelves

Changing rooms: Slip-resistant tiles and flagstones

Changing rooms: Clean lockers

Audit area 5: Food safety

Sub-area: Catering and kitchens

General safety and hygiene

Up-to-date HACCP system in force for the preparation of food

The HACCP system is specifically geared to the kitchen concerned (i.e. it must not be a universal 'off-the-peg' system).

The dining room has a pleasant appearance (i.e. not reminiscent of army barracks).

The dining room has a very pleasant atmosphere and is tastefully furnished.

Some of the waiting staff should be able to speak the target groups' languages (e.g. English, German).

Sufficient information should be provided about dishes, including their healthiness and nutritional value.

The menu is varied.

Verification: Menus from the past three weeks

Light wholegrain food, vegetarian food and diabetic food are offered.

Special arrangements are made for those suffering from food allergies and intolerances.

If possible, produce should be used from controlled organic farming and humanely reared animals, and attention is drawn to this in menus.

All kitchen personnel wear hygienically appropriate clothing for their areas of responsibility.

The kitchen is large so that different areas can be kept separate as far as possible.

Modern kitchen equipment and air conditioning

Working areas should be marked as such in writing

Kitchen: Fly screens on windows

Kitchen: Delivery notes for meat, fish and egg products are to be filed

Kitchen: Temperature check of perishable goods on receipt (documentation) – is the cooling chain maintained?

In countries with warm climate: washing vegetables with disinfectant (e.g. Cl₂)

Kitchen: Separate storage of:

- Meat/sausage
- Cheese/dairy products
- Vegetables/salad
- Eggs

Dry larder (tinned food, flour etc – rodent-proof)

Stores (dry larder, freezers, chest freezers, kitchen store):

- No food or boxes on the floor
- Goods sorted and put away by shelf life

Clean and tidy

Kitchen: Documentation of refrigerator and cold store temperatures

Kitchen: Regular stocktaking of all food stores (to prevent food that has gone bad from being kept in storage areas including cold stores); check use-by date

Kitchen, preparation: Salad and meat prepared in different areas and at different times

Kitchen: Cleaning and disinfection plan

Kitchen: Dishwasher regularly serviced by external contractor

Temperature indicated for different washing stages

Written instructions governing the use of detergent and disinfectant (including on the machine)

Kitchen: For hygienic reasons, it must not be possible to open waste bins by hand (pedal bins should be used instead).

Staff changing area: Clean

Separate staff area (changing rooms) for kitchen staff

Staff area: At least one urinal is fitted in the men's toilet.

Information on the wall regarding hygienic behaviour in the kitchen staff area

The sanitary area used by kitchen personnel must meet the following requirements:

- The area must be clean and tidy
- It must include hand disinfection facilities

There must be a notice describing how hands are to be cleaned

Escape routes in the kitchen area must be clearly and comprehensibly marked; a sufficient quantity of escape plans is hung up

Fire prevention in kitchens:

- Fire doors
- Sufficient fire blankets and fire extinguishers suitable for fat fires (e.g. CO₂ fire extinguishers) provided
- Alarm plan ('What to do in a fire') on display
- Escape routes clearly marked
- Fire prevention measures, especially in dangerous areas (e.g. cookers, extractor hoods)

All staff have taken fire prevention training

Product delivery and waste disposal carried out using different routes (to avoid contamination)

Waste area: Well sorted (at least between organic waste, packaging and other waste)

Waste area: Organic waste kept in a closed room (outside the kitchen) which can be cooled in summer

Audit area 6: Framework conditions

Sub-area: Hotel accommodation and infrastructure

- The hotel's architecture blends in with the surroundings
- Rooms for allergy-sufferers available on request
- Room service available (meals and drinks served in guests' rooms on request)
- Non-smoking zones in the lobby
- Generous foyer with seating
- Tasteful atmosphere
- Furnishings and pictures etc match the interior design.
- The entire interior design has a single, recognisable theme.
- Internet terminal
- A la carte restaurant
- Boutique selling fashionable clothing in the hotel
- Shop selling regional specialities in the hotel
- Shop selling everyday necessities in the hotel
- Hairdresser's in the hotel
- Smoking only permitted in designated areas; non-smokers are not disturbed by smokers.
- Catalogue/brochure mentions any renovation work (e.g. in winter)
- Library provided for guests
- Smoking ban in the library
- At least. 20% of rooms are non-smoking rooms.
- Rooms are optically appealing and sufficiently large.
- Rooms make a clean and neat impression.
- Floor does not appear worn.
- Minimum room sizes: single rooms – 16 square metres; double/twin rooms – 22 square metres
- Escape routes are clearly and comprehensibly marked; a sufficient quantity of escape plans is hung up.
- Staff react to the call button without delay (if call buttons are necessary).
- Mattresses are disinfected about once a year.
- A mattress made of different materials or which is harder or softer can be provided on request.

A pillow made of different materials or which is harder or softer can be provided on request.

A blanket which is made of different materials can be provided on request.

Other hygienic requirements to be met by mattresses:

- Impervious to liquids
- Breathable
- Can be separated from the bedstead for cleaning and disinfection
- The materials used for the mattress must not impede cleaning or disinfection

The mattress's surface must dry easily and must be smooth and undamaged

Mattresses must not sag and must be turned regularly.

It must be ensured that bed linen is clean (e.g. internal laundry or use of a certified contractor).

Smoke-proof doors on corridors > 30 metres long

No noise disturbance, especially at night-time or during afternoon rest times

General safety in all buildings (including catering) e.g.:

- Safe stairs with handrails
- Safe elevators
- No uneven carpets or poorly visible steps causing tripping
- Slip-resistant surfaces
- Stable furnishings

Safe electrics

Hotel personnel must be constantly on call and on standby.

Sufficient, complete first aid equipment provided and ready to use

Suitable information material easily available to guests:

Hotel's activity structure

Surroundings

Travel directions satisfactorily described

Both the hotel and its surroundings together make a good impression

Sensory calm

Measures taken to reduce nuisance caused by smoke, dust or noise

No busy roads within a radius of 200 metres of the hotel

Footpaths of corresponding quality in the immediate vicinity

Equipment provided for suitable sports activities

Hotel has its own large garden

- Footpaths
- Green spaces
- Seating

Shady trees

General accessibility (including for disabled users)

Safety: No increased risk of crime in the hotel's neighbourhood

- Easy access to town centre (shuttle or on foot)
- Illuminated footpaths on hotel grounds

Rooms, accommodation, cleaning

- Guest' rooms are near the wellness area.
- Guest' rooms are comfortable.
- Rooms: Uniform appearance, tastefully furnished
- Floor, carpet:

- Not worn

Areas beneath cupboards, wardrobes and beds also clean

- Hall stand and wardrobe fittings:
- At least 10 coat-hangers (uniform, high quality)
- Also possibility to hang up pressed trousers

Shelves for clothing (at least 1.5 squares metres divided among a number of shelves)

- Internally lit wardrobe

- Hall stand and wardrobe fittings:

- Shoehorn
- Additional blankets in wardrobe
- Additional pillows in wardrobe
- Additional blankets and pillows kept in bags (to prevent them from getting dusty)

Laundry bag for dirty washing

- Wardrobe: Pool bag/bathing basket for guests to take their personal items to the wellness area

- Wardrobe, cleanliness:

- Base and shelves clean, no marks on the walls
- Separate drawers (clean)
- No dust on wardrobe or along the edges

Exterior of wardrobe clean and free of scratches

- Rooms: Luggage and case rack provided and in working order

- Full-length mirror provided

- 'Do not disturb' sign provided, not worn or damaged, and with instruction to clean room on the other side

- A room price list must be provided in rooms.

- Notice on what to do in an emergency: Protection against fire, telephone numbers, escape plan

- Desk

- Clean, unscratched desk

Writing pad with ball point pen bearing hotel logo

- Desk

All papers on desk (writing pads, information material, etc) are arranged neatly

Desk

- Chair matches desk and is stable
- Desk lamp (works, solid, bright enough)

Desk has at least one drawer

Desk

Feedback form ('we value your opinion', complaints)

Desk

- Telephone jack

Additional power sockets

Desk

Internet connection from desk

Desk is big enough to use a laptop on it and also have a book open to one side.

Guest information folder (at least two languages, including English) containing information about the following:

Part 1

- Check-out time
- Doctor/medicines
- Garage for parking
- Car hire
- Bathrobe
- Bank/ATM
- Room payment (e.g. what credit cards are accepted)
- Library
- Protection against fire: fire alarm, fire extinguishers
- Postage stamps
- Iron, ironing board

2 points if at least 8 of these items are included

Guest information folder (at least two languages, including English) containing the information about the following:

Part 2

- Bureaux de change
- Electricity: what plugs can be used
- Room service (meals)
- Bicycle hire
- Breakfast: where and when
- Lost property
- Left luggage, luggage transport
- Pets
- Hotel card
- Internet access
- Childcare

2 points if at least 8 of these items are included

Guest information folder (at least two languages, including English) containing the information about the following:

Part 3

- Kiosk (newspapers and other small items)
- Air-conditioning
- Contact details of housekeeper
- Limousine service (chauffeur service)
- Mini-bar
- Nearest dispensing chemist's
- Nearest station, airport
- Emergencies (medical and other emergencies)
- Pay TV
- Postal address, telephone number, fax number and e-mail address of hotel
- Umbrellas

2 points if at least 8 of these items are included

Guest information folder (at least two languages, including English) containing the information about the following:

Part 4

- Safe
- Souvenirs, gift items
- Sports equipment hire
- Taxi
- Telephone
- Drinking water
- Laundry service, ironing service
- Wake-up call
- Wellness area: location, opening times, telephone numbers, restrictions (e.g. for children)
- Room cards
- Room reservations

2 points if at least 8 of these items are included

Wastepaper bin

- In room (not just in bathroom)
- Clean inside
- Fireproof

With bin bag

Wellness brochure on internal spa area

Wellness brochure not worn, stained or creased

Working telephone (also usable for external calls)

Clean telephone (especially the areas on the receiver for the ear and mouth)

Telephone: Dedicated buttons for emergency calls and reception

Telephone: Directory of main telephone numbers

Television (1):

- Stably positioned
- No dangling power cables

Clear, easy-to-understand separation from pay TV

- Television (2):
 - Modern set
 Good picture quality
- Television (3):
 - Remote control works from a distance of at least 3 metres or so
 Remote control is clear and simple to use
- Television (4):
 - Current TV programme guide (not worn)
 Channel numbers listed on separate sheet of paper or in information folder
- Radio with alarm clock (instructions provided)
- CD player
- Armchairs/couch:
 - Solid
 - Clean between cushions and upholstery
 Also clean beneath armchairs/couch (if checkable)
- Armchair/couch tables:
 - Desk
 No damage (but small traces of wear must be tolerated)
- Room safe:
 - At least big enough to accommodate a sheet of A4 paper without folding or bending it
 - Clean interior
 Instructions provided
- Bed, bed linen and mattress all clean (to be taken apart by the mystery tester)
- Good quality mattresses and pillows
- Reading lamp integrated into bed or adjacent
 - Sufficiently bright
 Stable
- Bedside table:
 - Stable
 - Clean
 Enough space for a sheet of A4 paper next to the lamp
- Bedspread undamaged, clean and not dusty
- Sports clothing can be washed in the hotel (internal laundry service).
- Room lighting can be completely switched on and off from the bed.
- Proper double bed (not two single beds pushed together)
- Enough room in the bathroom to hang up sports clothing to dry
- Bathrooms: Washbasin – drain must also be clean
- All plugs and cables are safe (no bends, not loose in sockets), no makeshift repairs
- Mini-bar clean inside
- Mini-bar contents

- Mineral water (still, sparkling)
- Cola or other sparkling soft drink
- Orange juice
- Apple juice apple juice/sparkling water mix
- Vegetable juices

Organic produce: e.g. vegetable juices

- No dust on or behind wardrobes and cupboards
- Areas beneath furniture and beds also clean.
- Mattress not sagging
- Pillows: At least two per bed, not too hard or soft
- Cushions and pillows (sofa cushions, pillows, spare pillows in cabinet) not dusty
- Rooms can be darkened
- Rooms quiet during the day, too
- Sufficient room lighting
- Solidly made furniture
- Rooms tastefully furnished (colour-coordinated)
- Individually adjustable heating
- Clean balcony
- Balcony furnishings: Balcony table and at least two chairs with unblemished upholstery
- Balcony furnishings: Lounge chair
- Balcony furnishings: Sunshade
- Balcony items: Flower tub
- Bathrobe and sandals provided
- Carpets and furniture do not appear worn
- No cigarette odour
- Internet terminal in the lobby not constantly occupied
- Fresh fruit in good condition offered in rooms
- Fruit basked in rooms replenished daily; bad fruit removed
- Free table water or mineral water offered in rooms

Bathrooms

- At least 8 square metres in size
- Two washbasins with sufficient space to put toiletries
- Sufficiently large mirror (clean)
- Washbasin, soap tray, washbasin shelf, clean mirror
- Clean toothbrush glass, clear and undamaged

- Hairdryer: clean, safe (safe power connection, safe to operate)
- Sufficient lighting above mirror
- Coat hooks for bathrobes
- Towels, per person: At least two towels, one large bath towel, one bathmat
- Hygiene bag provided
- Additional bathtub with shower head (apart from the shower unit)
- Clean bathplug; Clean washbasin plug
- Towel rail: Towels can be hung out to their full width (not just coat hooks)
- Heated towel rail
- Automatic ventilation if no windows; Noise of ventilation is not a nuisance
- Bidet provided
- Emergency call button with information in different languages
- Bathroom scales

WC:

- Cleanliness
- Stable (e.g. toilet seat not wobbly)
- Comfortably positioned (user not for instance squeezed into a corner)
- Toilet brush clean and with disinfectant in holder
- Toilet paper: reserve supply on hand
- Water-saving function

Table toilet paper holder

Free gifts in bathroom (1):

- Shampoo
- Hand soap

Shower gel

Free gifts in bathroom (2):

- Body lotion
- Hair conditioner

Cosmetic wipes

Free gifts in bathroom (3):

- Shower cap
- Nail file

Bathroom slippers

Shower:

Shower cubicle big enough for user to turn right round with elbows at 90°

- Shower cubicle can be easily shut from the inside (no shower curtains); Stable shower cubicle (no rickety doors)
- Clean plug and metal pipe with plug
- Shower clean inside (e.g. no lime scale, no black mould)
- Movable shower head in flawless condition; Easily adjustable hot and cold water
- Non-slip floor in cubicle
- Tray for toiletries in cubicle

- Toiletries in bathroom (shampoo bottles, soap, etc) unused
- Hand towels clean and in good condition (e.g. not worn or stained, edges not frayed)
- Hand towels always hung up with hotel crest displayed to guests

Rooms

- Refrigerator is quiet.
- Refrigerator cannot be heard.
- Air conditioning is quiet.
- Air conditioning cannot be heard.
- Air conditioning is easy to operate (remote control).
- Night: Very calm, no disturbing noise whatsoever
- Night: No disturbing exterior lights