

DEALING WITH RISKS IN THE SPA INDUSTRY



In the USA the number of spa visitors grows. Nowadays one in four American adults has visited a spa, and there are more people working in the spa industry than ever. The International SPA Association (ISPA) is an organization founded in 1991. Its members are more than 2,700 health and wellness facilities and providers from 75 countries. ISPA is considered voice of the spa industry worldwide. This company in cooperation with The Resort Hotel Association decided to create a risk management program for spas. They realized that there is no such thing and yet there are few risks to be dealt with. The main goal of this program is to provide information to the spa professionals so that they can deal with all possible problems. This aim resulted in creation of the Code of Conduct.

International SPA Association and Resort Hotel Association's Code of Conduct:

As a Spa Guest, It Is Your Responsibility to

- Communicate your preferences, expectations and concerns
- Communicate complete and accurate health information and reasons for your visit
- Treat staff and other guests with courtesy and respect
- Use products, equipment and therapies as directed
- Engage in efforts to preserve the environmentAdhere to the spa 's published policies and procedures

As a Spa Guest, you have the right to

- A clean, safe and comfortable environment;
- Stop a treatment at any time, for any reason;
- Be treated with consideration, dignity and respect;
- Confidential treatment of your disclosed health information;
- Trained staff who respectfully conduct treatments according to treatment protocols and the spa's policies and procedures;

-Ask questions about your spa experience; and Information regarding staff training, licensing and certification.

The program however, does not comprise only of the Code of Conduct. The second phase of the Risk Management Program is an online course that will provide spa professionals with education on how to better understand and implement strategies to control risk in their businesses and the course should start in late 2007.

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