



## Code of Practice

***As a member of the UK Spa Association, we are committed to the highest standards of professionalism, customer service and health & safety within the spa sector. We abide by this Code of Practice:***

### **Customer Care**

- Customers must be made aware of the standard terms and conditions including: booking and cancellation policy; facility membership rules; spa etiquette guidelines and health and safety advice as they apply to them. Terms and conditions must be in accordance with fair trading laws.
- Prices must be clearly communicated and advertising and marketing copy should not give guarantees or promises which cannot be kept, but must represent a true reflection of the spa experience being sold. In any case members must comply with the British Code of Advertising Practice where applicable.
- An appropriate medical pre-screening form must be completed prior to spa treatments or exercise participation as part of an effective consultation process.
- All customer details must remain confidential in accordance with The Data Protection act. Confidentiality must be upheld by all team members with the possible exception of a client's written permission being given, or in the case of professional referral. In the event of information of a criminal nature being raised, legal advice must be sought.
- Therapists must hold industry recognised qualifications in order to carry out the spa treatments scheduled with them and work within their scope of practice to deliver consistently the agreed, and trained, treatment protocols to the best of their ability and with the highest level of customer care.
- Members must respect, and not undermine, the religious, spiritual, political and social views of their customers and work towards their best interest at all times ensuring commitment to the Equality Act 2010.
- Ensure that customer complaints are acknowledged in a timely manner and communication is maintained until the issue is resolved.

### **Health and Safety**

- Minimum legal requirements regarding health and safety are adhered to at all times and must comply with the "Health and Safety at Work Act 1974"
- Members must to produce a health and safety policy document, signed by the business director/owner, which outlines a plan for continued strategic improvements on health and safety management.
- Members must comply with the HSE's five key elements set out in "Successful Health and Safety Management" HSG65.
- Team members and managers alike must be provided with a safe working environment and should be competent in all aspects of health and safety as it relates to their working procedures and action to be taken in the event of an emergency.

- In regard to wet spa facilities, risk management procedures must be implemented to demonstrably reduce the risk of bacterial contamination. Swimming pools must comply with guidance set out in the HSE booklet “Managing Health and Safety in Swimming Pools” (HSG 179).

### ***Team Welfare***

- Members must adopt fair and consistent recruitment practices, using job specifications and descriptions and avoiding discrimination in line with current employment law and fair practice.
- Induction and on-going training programmes should communicate company values and clearly outline expectation. Therapists, fitness professionals and other spa specialists must be given an on-going training programme to ensure they have the up-to-date skills to deliver the requirements of their role and offer succession planning in line with the development of the business.
- Team members should expect to work in a safe environment; have a fair grievance procedure; be consulted in changes in their working practices and have business and individual objectives clearly defined and communicated.

### ***Professional Conduct***

- It is expected that all UK Spa Association members will demonstrate courtesy, respect and the highest level of professionalism to other members, other industry governing bodies as well as all other spa professionals.
- The UK Spa Association will in no way be precluded from considering and dealing with any form of professional misconduct which may be brought before them, although such misconduct may not directly appear to come within the scope or precise wording of any of its Rules or this Code.
- The Board has the power to deem unethical any behaviour that adversely reflects upon the spa industry, The UK Spa Association, and/or its members. Any breach of this code shall be referred to the UK Spa Association Board. If legal proceedings are being brought by any party, The UK Spa Association will not make any ruling until legal proceedings are completed, and will not offer opinions or advice unless requested to do so by a legal representative.



**Acceptance**

I hereby agree to abide by the Code of Practice of the UK Spa Association.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Establishment: \_\_\_\_\_

Date: \_\_\_\_\_

*The UK Spa Association Code of Practice may be revised in line with industry values and legislation.*