

EUROPEAN WELLNESS & HEALTH STANDARD (EuWHS)

Preamble

This **European Quality Standard** was elaborated by international experts and specialists of the European Economic Chamber of Trade, Commerce and Industry EEIG (Brussels) to avoid unfair competition, to protect consumer interest and to contribute to an improvement of the quality in this specific field.

The European Economic Chamber of Trade, Commerce and Industry has the copyright and all rights emanating from this intellectual property which can be only marketed according to contracts with the European Economic Chamber of Trade, Commerce and Industry by certified auditors.

Wellness and health centres the quality of which complies with the quality criteria as stipulated by the European Wellness and Health Standard (EuWQS) can be certified as quality enterprises and their owners and managers, respectively, can be entitled to use the SEAL OF QUALITY of the European Economic Chamber of Trade, Commerce and Industry on their products, folders, price lists, letterheads etc.

I. General Remarks

All national legal requirements with regard to establishing and carrying on wellness and health centres (health resorts, rehabilitation institutes, recreation resorts and similar establishments and enterprises) have to be considered and respected. These requirements concern particularly laws, decrees and edicts for health and spa resorts, hospitals, clinics, swimming baths, thermal waters and medicinal springs, natural remedies and cures; food law as to natural mineral waters and springs; laws and rules concerning the hygiene of indoor swimming pools, artificial open air baths, places for natural bathing as e.g. rivers, ponds, lakes, and brine baths, whirlpools, sauna rooms, bathrooms, warm air and steam bathing; legal and normative requirements as to sun studios and solarium establishments; internal and official controls; relevant ISO standards (with regard to water quality, water controlling methods, water preparation, water disinfection, permissible water cleaning agents, water purification and other chemicals); legal prescriptions and stipulations as to waste water emissions from hospitals, nursing homes, health resorts and spas; general European standards

and relevant EU guidelines as far as existing, e.g. the EC-directive on minimum requirements for the protection of human health, the EC-directive on the quality of inshore waters for bathing, EC-directive on ecology etc.

Protection of human health

Additionally to the aforementioned legal stipulations concerning the hygiene and water quality, also the national requirements with regard to the quality of air (immission/pollution) and noise levels have to be considered and respected.

Precautions for disabled and handicapped people

All buildings, installations and equipments have to take care of disabled and handicap persons according to currently valid national and international stipulations and standards.

Fire protection

The currently valid national technical stipulations of the fire brigades have to be considered and respected as a means of preventive protection against fire.

Energy economy

Energy saving means and measures have to be taken into account in all areas of the wellness centre. They have to meet the most recent state-of-the-art techniques and latest developments in research (e.g. solar cells, heat pumps, insulation, thermal energy).

Environment protection

Ecology and measures of sustainability and environment protection have to be taken into account. The whole enterprise has to work according to healthy, non-polluting, nature friendly and environmentally beneficial methods.

II. Special Remarks

Parts of the centre and buildings, which are not intended for cure, rehabilitation, and fitness purposes but only serve for the accommodation of the participants (guests), are to be judged, assessed and evaluated according to the „**European Hotel Standard (EuHS)**“.

The catering, as far as it is not the medical or therapeutical administering of liquid, paste-like or solid substances to the participants (guests), is to be judged, assessed and evaluated according to the „**European Restaurant Standard (EuRS)**“.

III. The Wellness and Fitness Area

Definitions

„Wellness“ (in the broadest sense) includes the physical, mental and emotional feeling of well-being of a human being in its entirety. It is recognizable as a psychosomatically balanced and harmonic condition.

„Fitness“ is the physical, mental and emotional top form of a human being. It is recognizable as a special vitality and physical first-class performance, in most cases combined with an optimistic view of life and cheerful mood.

Purpose of Wellness and Fitness Centres

The definitions of „wellness“ and „fitness“ show connections with medical care and health. Therefore, “wellness and health centres” should have doctors (medical practitioners and specialists), psychologists, dieticians, physiotherapists, and masseurs who are responsible for different areas and aspects of the wellness establishment and enterprise.

In a medically controlled health and wellness resort (every “wellness centre” should be medically controlled to a certain amount) there are, that is proved, many positive factors to influence health, e.g. remedies against arteriosclerotic risks. Even months after the cure and health treatment the blood pressure were lower, the contents of cholesterol and the fibrogenic concentration in blood were improved. It is proved that also the cerebral circulation of the blood was improved after bathing in carbonated water. Even one year after the therapeutical treatment of the body the pains were still reduced. A stay in a health and wellness resort shows many positive effects on persons under stress, e.g. a long lasting improvement of many psychological factors as mood, contentedness and quality of sleep, and also the physical condition.

Classification of Wellness Centres in Categories

The first category, i.e. “wellness and health centres”, comprises of all hotels which provide an extensive offer of wellness and health establishments and equipments (including therapeutical facilities with a medical supervision).

The second category, i.e. „wellness centres“, comprises of all hotels which provide a comprehensive offer of wellness facilities but do not have at disposal a medically controlled therapeutical centre.

„Hotels with wellness and fitness facilities“ are regarded as the third category. These are accommodation enterprises of the upper class (that means **** and ***** category) which fulfil the minimum criteria of wellness and fitness enterprises and establishments as described later.

“Hotels with an offer of leisure time facilities” are regarded as the fourth category. These usually are accommodation enterprises of the middle class (that means ***) which have no real provisions (premises and facilities) for wellness and/or fitness.

Assessment of the Enterprise and its Offer

To obtain a total assessment of the enterprise and establishment including equipments etc. it is necessary to judge the situation of the establishment, the buildings, the equipment, and accommodation according to the „European Hotel Standard“. The catering inclusively the

special diets have to be judged according to the “European Restaurant Standard”. Further criteria are the scope, variety and quality of the wellness and health offer and facilities, respectively, e.g. health and fitness programmes, cures and treatments, wellness and fitness premises, rehabilitation premises and facilities, the therapeutical value, the medical management and supervision, and the professional staff.

Specific Areas of Wellness and Health Programmes

Generally, there is a very large offer, provision and supply of means and methods. We deliberately do not recommend to distinguished between traditional orthodox medicine and alternative therapies. The reason for that is that many formerly “exotic” or alternative methods (e.g. the old Chinese medicine) nowadays are considered as common use and conventional. Therefore, it makes more sense to describe differences which are also recognizable for amateurs, as described later.

All therapeutical measures and methods should aim at an improvement of the guest’s or patient’s whole condition after his/her stay at such a resort, as for instance, way of life, mentality, physical condition, energy, or to put it easier, the fitness and vitality of the guest should be optimized by a change of life-style.

The offered programmes include: Status quo-recording (e.g. health check, provisions for healthy people, consultation on hygiene, sensible nourishment, correct nutrition, additional intake of vitamins, mineral components and trace elements, dieting schedules, water drinking cures), active body-oriented measures (e.g. aerobic and dancing gymnastics, training of stamina, sports involving strength, health gymnastics, old people’s gymnastics, senior dancing, underwater gymnastics), passive body-oriented measures (e.g. warm and cold water cures, sauna, fresh air therapies, massages, chiropractic therapies, homoeopathy, herbal infusions and medical teas, acupuncture, acupressure, joss stick therapies), mental-emotional measures (e.g. relaxation through self-hypnosis, yoga, meditation, aroma and flower therapies due to Bach), holistic measures (e.g. ayurveda, pancha karma, shinerger), provision of sport equipment, medical equipment, facilities of training in the open air, in the „fresh air“ (e.g. fitness parcours, possibility of mountain biking, horse riding, open air gymnastics, power walking, jogging, team sports and games), and facilities to rest and to relax (e.g. resting places, reclining seats, sun decks, deck chairs, libraries).

Negative Factors in the Wellness and Health Area

It is in the own interest of every guest (patient) of a wellness and health resort to avoid personal negative factors for the health and well-being. These factors are, in particular, stress (i.e. the psychic pressure and strain, and the illusion that the available time is not enough to reach or perform something), the lack of sleep and insomnia (which is a consequential result of the stress), a high-calorie food, a lack of movement, and a deficiency of fresh air.

There should not be any external negative factors resulting from the environment, as for instance, immissions (air pollution e.g. by the vicinity of industrial plants or motorway), noise (e.g. by the vicinity of traffic junctions, flight paths of landing and departing aircrafts, vicinity of fair-grounds, open air-concerts, dancing and night clubs), electric smog (electro-magnetic waves e.g. because of near radio and television transmitters, directional aerials, antennas, radio and mobile phone towers), earth radiation (which can be felt by sensitive persons e.g. of experts of radiesthesy, geobiology and geomagnetism, over water and metal veins), poor quality of the water (without obedience to the legally stipulated purity and clearness of water

a wellness enterprise is not possible), lack of required hygiene (the legal regulations referring to the hygiene have also to be strictly observed), lack of continuous controls (it is a heavy fault when the management does not check the correctness of the provisions by current internal and external controls, e.g. “mystery shoppers”), and the lack of medical care (without that the medical-theurapeutical offer is not acceptable).

PROCEDURE OF CLASSIFICATION

for Wellness and Health Centres and Wellness Enterprises of General Kind

1. The Central Office for the Classification of Wellness Enterprises

All applications for a classification shall be directed to and proved by the Central Office for Classification in Brussels. This Central Office decides which National Commission of the European Economic Chamber of Trade, Commerce and Industry will be engaged with the classification procedure of the applying enterprise and establishment, that means with the judgement, assessment and evaluation of the checklist. The final classification will be effected by the Central Office according to the evaluation and recommendation of the National Commission.

2. Classification – Application and Procedure

The owner or manager of the wellness enterprise and establishment applies for a classification by the European Economic Chamber of Trade, Commerce and Industry in writing and asks the Central Office or National Commission for a checklist and a visit of an expert of this commission. After a judgement and assessment of the wellness and fitness resort by personal visit of the expert, the checklist will be evaluated. The commission carries out the evaluation within three months inquiring the management and considering its impression of the premises, facilities and treatments.

The National Commission informs the owner or manager of the result of the classification procedure in writing. The relevant Certificate will be issued by the Central Office for Classification in Brussels.

3. Dealing with Objections

The owner or manager of the wellness enterprise and establishment can file an objection against the classification or against not being classified within three months. He/she can do that after a period of four weeks after receipt of the decision of the Central Office for Classification or non-receipt. This objection has to be directed to the National Commission and has to be done in writing (by registered mail) explaining the reasons for the objection. The Central Office will consider the reasons of objection and engage the National Commission to check the present classification. The final decision will be made within four weeks. Court of jurisdiction is Brussels.

* * * * *

Application

for the classification of wellness and fitness centres

by the European Economic Chamber of Trade, Commerce and Industry

Applicants are requested to complete this form and to send it in (together with folders of the wellness enterprise, menus and list of drinks):

**To the
European Economic Chamber EEIG
Central Office for European Standards and Guidelines
Rue Abbé Cuypers, 3
B-1040 Brussels
Belgium**

Company stamp (seal)
of the applying enterprise:

Name of the wellness enterprise:

Address of the enterprise:

Tel. No.: Fax No.:

Internet: e-mail:

The Owner/Manager has a licence for:

Name of the Owner/Manager:

Number of double bedrooms: Number of single bedrooms:

..... tables for persons in total; registered service staff (incl. apprentices):

of these persons working in summer; in winter; Number of kitchen staff:

Qualification and Number of wellness and health staff:

.....	doctors
.....	psychologists
.....	dieticiens
.....	physiotherapists
.....	masseurs
.....	other personnel

Present category of hotel if any: stars

Present category of restaurant if any: stars

Applied category (should be in accordance with the results of the checklist):

- Category I – Wellness and Health Centre
- Category II – Wellness Centre
- Category III – Hotel with Wellness Provisions
- Category IV – Hotel with Leisure Facilities

.....
date

.....
signature

The application is legally binding. Withdrawal from application before classification will cost 50 % cancellation fee.

Costs of Classification

Category	First Classification	Annual Renewal
IV	€ 500,--	€ 200,--
III	€ 1.000,--	€ 300,--
II	€ 1.500,--	€ 400,--
I	€ 2.000,--	€ 500,--

additionally, travelling costs and daily rate for 1-2 experts

Comment:

Category I – Wellness and Health Centres

Category II – Wellness Centres

Category III – Hotels with Wellness Provisions

Category IV – Hotels with Leisure Facilities

A protection fee of € 15,-- per copy of the „European Wellness and Health Standard“ has to be paid. This fee will be credited to the invoice for the classification.

For internal use!

WELLNESS and HEALTH STANDARD Checklist

There are:

- | | | | |
|---|------|---|-----|
| Health programmes, cures, treatments | 11 R | ث | yes |
| Premises for wellness and fitness | 12R | ث | yes |
| Facilities for rehabilitation | 13R | ث | yes |
| Constant controls (of water, hygiene, medical care, etc.) | 14R | ث | yes |

Medical supervision:

- | | | | |
|---|-----|---|-----|
| Medical director | 15R | ث | yes |
| Medical specialist for internal medicine | 16R | ث | yes |
| Medical practitioner specialized in cures | 17R | ث | yes |
| Psychologist | 18R | ث | yes |
| Dietician | 19R | ث | yes |
| 2 or more physiotherapists | 20R | ث | yes |
| 3 or more masseurs | 21R | ث | yes |
| Physiotherapist | 22R | ث | yes |
| 2 masseurs | 23R | ث | yes |
| masseur | 24R | ث | yes |

Special measures and methods:

- | | | | |
|---|-----|---|-----|
| Status quo-recording (e.g. health check, provisions for healthy people, consultation on hygiene, sensible nourishment, additional intake of vitamins, mineral components and trace elements, dieting schedules, water drinking cures) | 31R | ث | yes |
| Active body-oriented measures (e.g. aerobic and dancing gymnastics, training of stamina, sports involving strength, health gymnastics, old people's gymnastics, underwater gymnastics) | 32R | ث | yes |
| Passive body-oriented measures (e.g. warm and cold water cures, sauna, fresh air therapies, massages, chiropractic therapies, homoeopathy, herbal infusions and medical teas, acupuncture, acupressure, joss stick therapies) | 33R | ث | yes |

Mental-emotional measures (e.g. relaxation through self-hypnosis, yoga, meditation, aroma and Bach flower therapies)	34R	ف	yes
Holistic measures (e.g. aired, panache karma, shiner)	35R	ف	yes
Offer of sport equipment, medical equipment, facilities of training in the open air, in the „fresh air“ (e.g. fitness parlours, possibility of mountain biking, horse riding, open air gymnastics, power walking, jogging, team sports and games)	36R	ف	yes
Facilities to rest and to relax (e.g. resting places, reclining seats, deck chairs, libraries)	37R	ف	yes
Environment factors:			
Immissions (air pollution e.g. by the vicinity of industrial plants or motorway)	41R	ف	no
Noise (e.g. by the vicinity of traffic junctions, flight paths of landing and departing aircrafts, vicinity of fair-grounds, open air-concerts, dancing and night clubs)	42R	ف	no
Electric smog (electro-magnetic waves e.g. because of near radio and television transmitters, directional aerials, antennas, radio and mobile phone towers)	43R	ف	no
Earth radiation (which can be felt by sensitive persons e.g. of experts of radiesthesia, geobiology and geomagnetism, over water and metal veins)	44R	ف	no
There are the following natural resources and healing methods:			
Natural healing water or thermal waters which are enriched with minerals and space elements (e.g. carbonic acid, sulphur, radon, brine)	51R	ف	yes
Mud (e.g. mud-baths, marshy soil, fango-packages, algae-thalassic treatment)	52R	ف	yes
Health massages (e.g. whole body massages, lymph drainage, massage of the connective tissue) and special massages (e.g. according to traditional Chinese, Japanese or Indian methods, massage of the foot reflex zones)	53R	ف	yes
Water therapies (e.g. underwater massage, underwater gymnastics, Kneip cures, alternating hot and cold baths, water drinking cures)	54R	ف	yes
Sauna with cold water basin (e.g. Finnish sauna, herbal steam baths)	55R	ف	yes

Room climate therapies (e.g. tepidarium, laconium, caldarium, sudatorium, oxygen therapies, salt water inhalation, medicine inhalation, fresh air restrooms, solarium)	56R ڦ yes
Therapeutic exercises (e.g. breathing exercises, health gymnastics, rehabilitation gymnastics, fitness exercises, aerobics)	57R ڦ yes
Cosmetics and beauty culture (e.g. beauty masks, facial massage, manicure, pedicure, haircut and hair styling)	58R ڦ yes
Electro-physical treatments (e.g. galvanic technique, ultrasound, ultra-short waves and frequency modulation, iontophorese, interference, stimulation therapies, magnetic field therapy)	59R ڦ yes

EVALUATION OF THE CHECKLIST

Remark: Every square (□) with a cross (X) is a countable point (no matter whether it stands for „yes“ or „no“).

1st category = Wellness and Health Centres (corresponds to *****)

RڦR 11 – 21	=	11 points
RڦR 31 – 37	=	7 points
RڦR 41 – 44	=	4 points
RڦR 51 – 59	=	9 points
		31 points

2nd category = Wellness Centres (corresponds to ****)

RڦR 11, 12, 14, 22, 23	=	6 points
RڦR 32, 33, 37	=	3 points
RڦR 41 – 44	=	4 points
RڦR 52 – 58	=	7 points
		20 points

3rd category = Hotels with offers of wellness and leisure facilities (corresponds to ***)

RڦR 12, 24	=	2 points
RڦR 32, 36	=	2 points
RڦR 41, 42	=	2 points
RڦR 53 – 56, 58	=	5 points
		11 points

