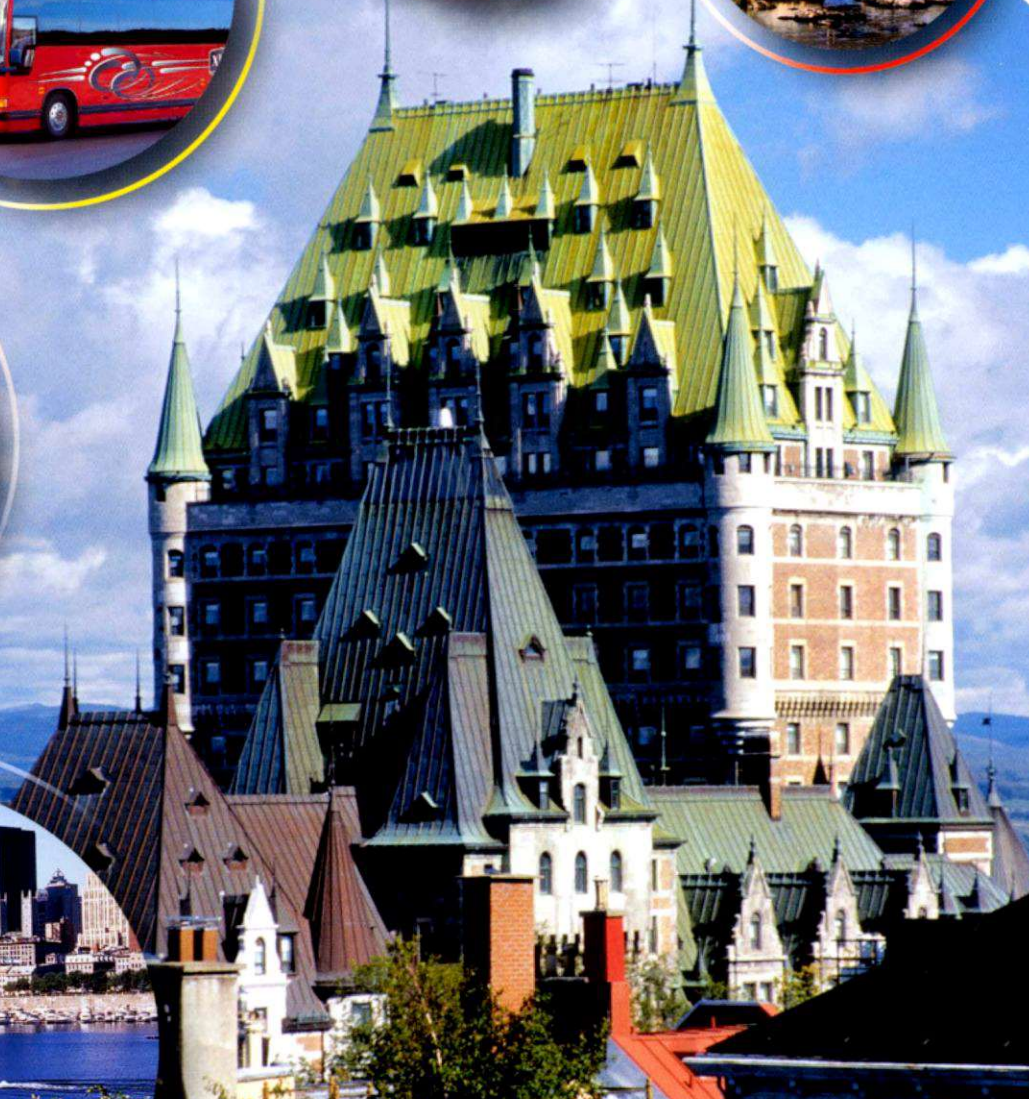
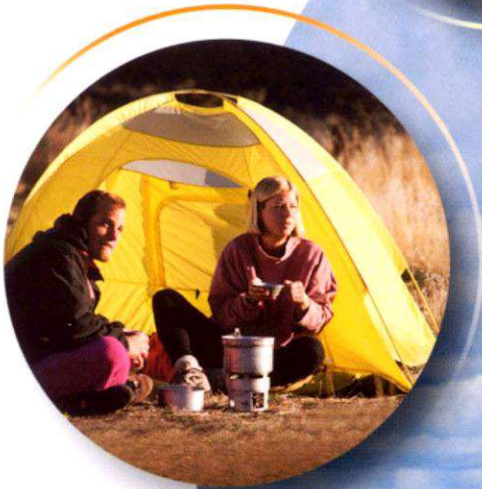


Standard



BNQ 9700-040/2010

Spas – Customer Service



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BNQ 9700-040/2010

Spas – Customer Service

Spas – Prestation des services à la clientèle

ICS: 03.080.30; 03.100.30; 03.200; 13.020



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It is important to note that this edition implicitly includes all the amendments and errata that might eventually be developed, and published separately. It is the responsibility of the users of this document to verify if any amendments or errata exist.

INTERPRETATION

The verb **shall** is used to express a requirement that is mandatory in order to comply with this document.

The verb **should**, or the equivalent expressions **it is recommended that** and **ought to**, are used to indicate a useful, but not mandatory, suggestion, or to provide the most appropriate means of complying with this document.

Except for the notes presented as **normative notes** that contain mandatory requirements and are stated only in the lower part of figures and tables, all other **notes** are **informative** (non-mandatory) and provide useful information pertaining to the understanding or intent of a requirement, or to add some clarification or precision.

Normative annexes provide additional requirements that are mandatory in order to comply with this document.

Informative annexes provide additional information (non-mandatory) intended to assist in the understanding or use of elements of this document or to clarify its implementation, but they contain no requirements that are mandatory in order to comply with this document.

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FOREWORD

This document was approved by a Standards Development Committee, whose members were:

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LANGLAIS, Daniel (coordinator)	Bureau de normalisation du Québec (BNQ)

The collaboration of André Parent from the Ministère du Tourisme du Québec is also worthy of mention.

The development of this standard was made possible thanks to the financial support of the Ministère du Tourisme du Québec and the Association des Relais Santé^{MD} du Québec inc.

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SPAS — CUSTOMER SERVICE

INTRODUCTION

The health and wellness tourism industry is concerned about the quality of services offered by establishments in this sector and the public's perception of such establishments. Although the practices and activities involved in health tourism are not unique to spas, they are growing in popularity and fast becoming privileged sites for that type of tourism.

Several associations representing the spa industry in Québec, Canada, North America and elsewhere have set forth quality criteria to be met by their members. A document from *GPS Tourisme* states that "criteria are similar for all organizations, except for a few details. The most noteworthy difference is not in the definition of the rules but in how they are applied." (Free translation.) The criteria set forth in Québec are more elaborate and precise.

It may also be noted that:

"the spa industry suffers from imprecision regarding its basic concept. There is a lack of clarity concerning the concept of a spa. [...] the spa identity crisis stems from imprecision in the definition of "spa" on the market. In Québec, as in many other places in the world, the lack of legislation, or any official classification of the establishments identified under the term spa, leads to confusion." (Free translation.)

[Reference: *Diagnostic du secteur québécois du tourisme de santé et du mieux-être* (see Annex E, Chapter E.3).]

This standard was prepared in order to respond to the concerns of the spa industry and, in a broader way, to those of the health and wellness tourism industry, and to provide consumers with quality services and products.

At the time this standard was published, work was ongoing internationally under the stewardship of the Working Group ISO/TC 228/WG 2 to develop standards on spas.



1 PURPOSE

This standard specifies requirements relating to the characteristics encouraging the quality and reliability of the services offered to customers at spas, the characteristics of the equipment and premises, as well as the clarity of the communications and terms used.

NOTE — Customers include tourists, excursionists and local clientele.

2 SCOPE

This standard applies to all establishments, regardless of the level of luxury of the product offered or of the premises.

NOTE — This document was developed to serve as a reference document for conformity evaluation activities of specific services. Conformity evaluation is defined as the systematic examination of the extent to which a service fulfils specified requirements.

3 NORMATIVE REFERENCE

For the purpose of this document, the following reference document (including any amendment, erratum, rectification, etc.) contains requirements that must be taken into account and is cited at appropriate places in the text:

QUÉBEC. *Regulation respecting water quality in swimming pools and other artificial pools* (Q-2, r. 18.1.02).

4 DEFINITIONS

4.1 GENERAL TERMINOLOGY

For the purpose of this document, the following definitions shall apply:

health *n*: state of complete physical, social and mental well-being and not merely the absence of disease or infirmity. {References: Web page and *Health Promotion Glossary* of the World Health Organization and *Le grand dictionnaire terminologique* [free translation] (see Annex C, [3], [8] and [9]).}. French: *santé*.

personnel *n*: persons working for a spa, whether salaried or self-employed, as well as any suppliers or volunteers called upon to have contact with customers on the establishment's premises. French: *personnel*.