



CODE OF CONDUCT

Your Rights and Responsibilities as a Spa Guest

Although there are a wide array of spas around the world, each offering a unique experience, they are all devoted to enhancing overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit. To enjoy your spa experience to the fullest, observe the Code of Conduct, act responsibly and be aware that common sense and personal awareness can help ensure your satisfaction, comfort and safety, as well as that of others.

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 environment
- ▶ Adhere 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
- ▶ Information regarding staff training, licensing and certification

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Officially endorsed and prepared in partnership by:
International SPA Association and Resort Hotel Association.