



Quality in spas in Europe

**Dr. Kurt von Storch,
Quality Committee of ESPA**



European Spas Association (ESPA)
Association Européenne du Thermalisme et du Climatisme (AETC)
Europäischer Heilbäderverband (EHV)

Who is the European Spas Association (ESPA)?



ESPA represents 20 European countries with together over 2000 spas and spa towns

Largest international spa association in Europe

**Founded in the year 1995; located in Brussels
President:**

Dr. Janka Zálešáková (Slovakia)

General Secretary: Mr. Lieber (Germany)

Aim:

- Improving the position of the spas in Europe**
- Transparency and fairness in competition on the international level**

Next meeting:

Switzerland, Yverdon les Bains (6th – 9th May 2008)



Spas in Europe: common marked – different standards

November 2005: ***EUROPESPA med quality seal:*** first catalogue based on approx. 40 European standards to

- safety,
- hygiene and
- therapy-infrastructure

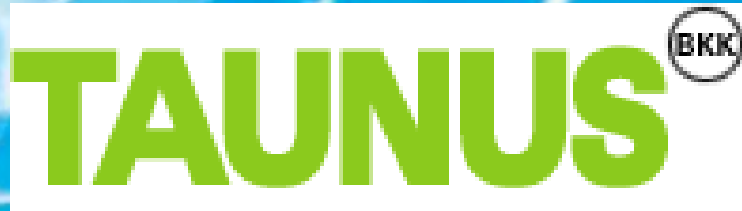
Up to June 2006: Assessment by independent experts all over Europe

**Beginning
with the
EUROPESPA**

Audits in 2006: 30 Audits in 10 countries



Support by tour operators und health insurance companies



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“What do we check?” – approx. 400 questions

1 Conformity

- a) Requirements for spa-treatments
- b) Law-conformity
- c) Organisation
- d) Quality- and safety-management
- e) Analytic: water, air, remedy, surface-hygiene



2 Medicinal water, Peloids etc.

- Peloid & Water
- Protection
 - Tapping
 - Technical treatment
 - Storage



3 Therapy-area

- a) Medical area
- b) Spa-treatment
- c) Baths, Sauna-area



Criteria Catalogue – approx. 400 questions

4 Accommodation

- a) Rooms
- b) Facilities



5 Gastronomy

- a) Food-Supply
- b) Kitchen
- c) Food-Safety
(e. g. HACCP)



6 Environment

- a) Spa-specific
- b) Calmness
- c) Pollution-free environment
- d) Information about the local situation

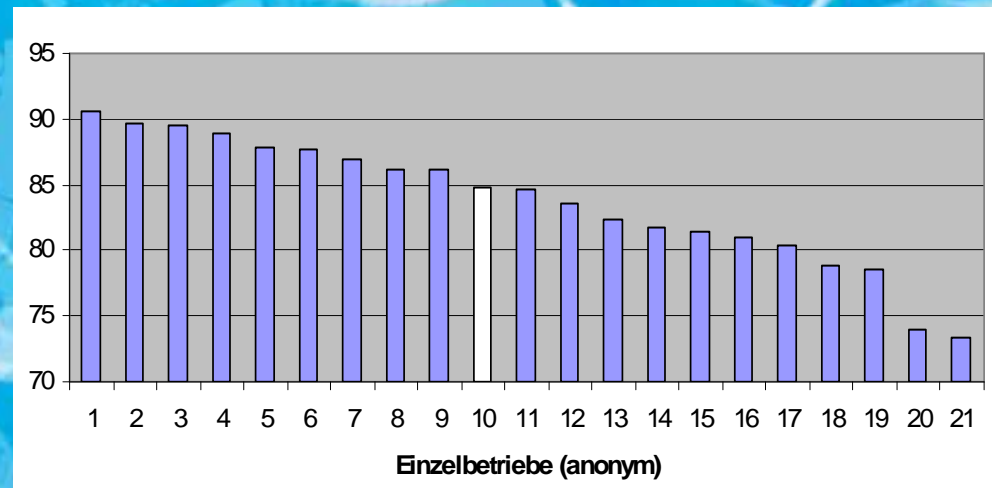


Technical evaluation




Technique:


- comprehensive report (ca. 10 – 20 p.)
- comparison with other spas (anonymous)



EUROPESPA – List under



 **EUROPESPA med** certified excellence >>







Certified centres ★ Spa clinics ★ Spa hotels ★ Hotels with wellness facilities ★ EUROPESPA

Welcome to the new quality portal of the European Spas Association!

We want you to enjoy your precious holiday and/or your recovery to the full. And to help you find your ideal spa, we've made sure our search function is easy to use! Have fun exploring europespa.eu!

Certified establishments

	Hotel Reve Monteortone Via Santuario 118 35031 Abano Terme Italy		Silberberg Klinik Bodenmais Rechensöldenweg 8-10 94249 Bodenmais Germany
	Ostsee-Kurklinik Fischland An der Seenotstation 1 18347 Ostseebad Wustrow Germany		Anna Moorbad AG Lázeňská 165 507 81 Lázně Bělohrad Czech Republic

30 Audits in Europe



Czech Republic (15)

Germany (3)

Italy (2)

Slovakia (2)

Spain (2)

Turkey (2)

Hungary (1)

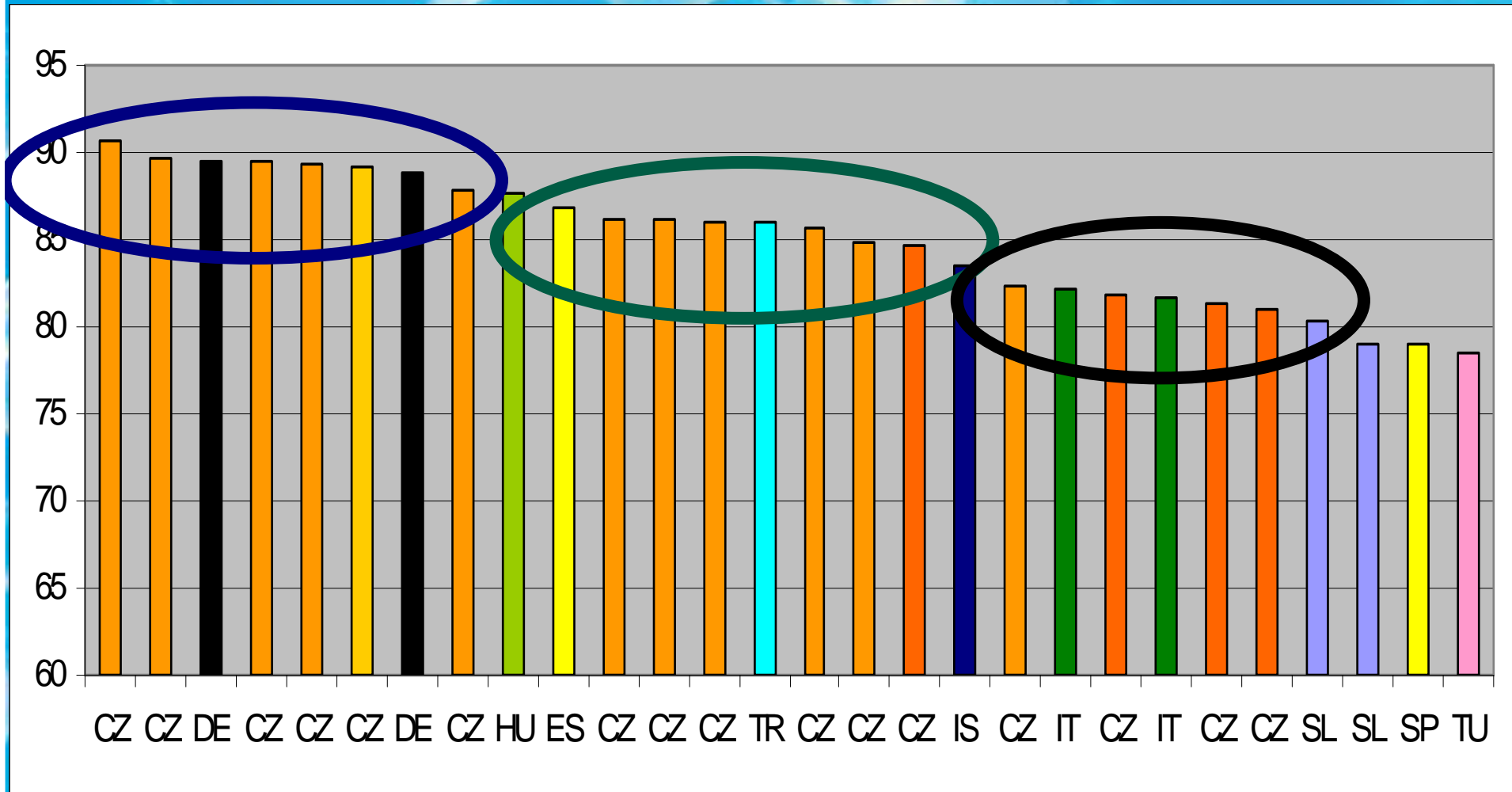
Iceland (1)

Romania (1)

Tunisia (1)



Comparison of spas in Europe





Thank you for your attention.



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