

**GUIDELINES**  
**SPA AND WELLNESS CENTERS REGISTRATION**  
 SRI LANKA TOURISM DEVELOPMENT AUTHORITY

**Definition:** A spa is an entity devoted to enhancing and relaxing the overall wellbeing, through a variety of professional services and treatment that encourage the renewal of mind, body and spirit.

**MINIMUM CRITERIA FOR OPERATION**

No.	Item	Description
1.	Location	<ul style="list-style-type: none"> <li>• This spa should be located in a spacious tranquil and peaceful environment.</li> </ul>
2.	Access/ Approach	<ul style="list-style-type: none"> <li>• The approach should reflect the security and the tranquility expected of a spa.</li> <li>• The access shall be easy and convenience for the guest.</li> </ul>
3.	Building	<ul style="list-style-type: none"> <li>• The building shall be purpose built for a spa.</li> <li>• The building should have an air of spaciousness and reflect the character of the spa.</li> <li>• The overall design of the spa should reflect a theme and must be in harmony with the environment and provide the desired levels of comfort, serenity and tranquility.</li> </ul>
4.	Compound	<ul style="list-style-type: none"> <li>• Compound should be well laid down and maintain in the manner befitting a spa of and international standard.</li> <li>• The landscaping, where applicable should complement the natural environment.</li> </ul>
5.	Maintenance	<ul style="list-style-type: none"> <li>• The maintenance of all areas of the spa should be of very high standard in terms of cleanliness, sanitation and hygiene.</li> <li>• Where oils are used in the treatment</li> </ul>

		<p>process, a properly designed oil trap must be provided to separate the oil from the wastewater. The oil thus separated must be disposed of in an environmentally friendly manner.</p>
6.	Parking	<ul style="list-style-type: none"> <li>• There should be adequate parking space for vehicles of guest</li> </ul>
7.	Lounge	<ul style="list-style-type: none"> <li>• The lounge should reflect a theme in keeping with the concept of the spa</li> <li>• The lounge should be appropriately lit</li> <li>• Adequately ventilated to maintain comfort conditions.</li> <li>• Adequate good quality seating facilities must be available for the guests A reception desk or a counter must be available.</li> </ul>
8.	Spa Facilities	<ul style="list-style-type: none"> <li>• The spa should have the following minimum facilities <ul style="list-style-type: none"> <li>04 therapy rooms</li> <li>01 Jacuzzi</li> <li>01 Steam Room</li> </ul>           (Optional) <ul style="list-style-type: none"> <li>01 Sauna (Optional)</li> </ul> </li> <li>• The minimum number of therapy room shall be two (02) for hotel spas with less than 30 guest rooms. All other facilities should remain same.</li> </ul>
9.	Treatment/Therapy Rooms	<ul style="list-style-type: none"> <li>• The treatment rooms shall be provided with adequate ventilation, natural or mechanical, to ensure acceptable Indoor air quality.</li> <li>• The ventilation provided shall be effective to remove the smells and odours from the treatment rooms</li> <li>• The internal height of the treatment room should also reflect the sense of spaciousness.</li> <li>• Therapy rooms must be clear of</li> </ul>

		<p>permanent or temporary objects or structures, such as paintings or screens so that there is a clear view of the rooms when the doors are open.</p> <ul style="list-style-type: none"> <li>• Therapy rooms shall not have any locking devices from inside</li> <li>• The walls and floor shall be of moisture resistant impervious finish.</li> <li>• Floor drains should be provided in all toilets.</li> <li>• Hot and cold water must be provided for showers and wash basins.</li> </ul>
10.	Linen	<ul style="list-style-type: none"> <li>• The linen must be of high quality and fresh linen must be provided for each guest.</li> <li>• The washing process of the linen must be capable of removing of all odors and traces of oil effectively.</li> </ul>
11.	Treatment Products and Others	<ul style="list-style-type: none"> <li>• All products used should be of very high quality and adhere to certified standards.</li> <li>• Proper labeling with the name of the manufacturer and the basic ingredients must be available on all products.</li> <li>• Spa Robes and Slippers must be provided for the guests. If disposable slippers are provided should be made of bio-degradable materials.</li> <li>• Disposable underwear must be provided to the guest</li> <li>• All disposable materials should be discarded in a careful manner and could not be re use by others</li> </ul>
12.	Changing rooms	<ul style="list-style-type: none"> <li>• Adequate number of separate changing rooms, toilets and lockers shall be available for the use of guest.</li> </ul>

13.	Staff	<ul style="list-style-type: none"> <li>• The manager or the person in charge should process suitable qualification from a recognized institution.</li> <li>• Staff shall be appropriately trained and processes a certificate with respect to their specialized trade.</li> <li>• The staff must maintain a high standard of personal hygiene and grooming.</li> <li>• It is preferable for at least one member to speak one foreign language other than English.</li> <li>• The staff must be attentive, observant, courteous, and respectful of guest needs.</li> <li>• All staff must be in uniform attire.</li> </ul>
14.	Staff Facilities	<ul style="list-style-type: none"> <li>• Staff should be provided with separate adequate changing facilities and toilets.</li> <li>• Separate area to be available for staff dining</li> </ul>
15.	General	<ul style="list-style-type: none"> <li>• Every spa shall obtain a license to operate from the Sri Lanka Tourism Development Authority and a copy shall be displayed in a conspicuous place.</li> <li>• An emergency exit path must be displayed inside of the door of each therapy/treatment room</li> <li>• Adequate fire detection / protection systems must be provided.</li> <li>• First aid firefighting equipment shall be available and be in a good state.</li> <li>• Adequate separate refrigerating/ Cold storage facilities must be available</li> <li>• Suitable and appropriate music must be provided in treatment rooms and in public areas</li> <li>• Facilities for Sterilizing of reusable items in the spa should be available.</li> <li>• All main drain covers, vacuum inlets and other suction ports of spa's must be provided with suitable anti-entrapment</li> </ul>

		<p>and anti-vortex covers or other suitable means to prevent such hazards.</p> <ul style="list-style-type: none"> <li>• Spas must be provided with a filtration system with a 30 minute turnover rate.</li> <li>• A comprehensive testing program for the quality of the water must be in place and records must be maintained of all such tests. The tests should clearly list the activities to be carried out daily, weekly and monthly. The parameters to be monitored should include the followings. <ol style="list-style-type: none"> <li>1. <i>pH</i></li> <li>2. <i>Free Available Chlorine</i></li> <li>3. <i>Total dissolved solids</i></li> </ol> </li> <li>• Bacterial analysis must be carried out monthly.</li> <li>• Cautionary and Safety notices regarding the use of facilities must be clearly displayed.</li> <li>• Adequate number of qualified and trained staff must be available to provide assistance in the use of equipment.</li> <li>• A written procedure for “Vomit &amp; Fecal accident Response” must be available.</li> <li>• A written procedure for “Decontamination” and water replacement must be available.</li> <li>• A suitably stocked first aid kit must be readily available.</li> </ul>
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### **REGULATORY REQUIREMENT**

Under the section 48 (4) of Tourism Act No 38 of 2005 all Tourist services shall be registered with the Sri Lanka Tourism Development Authority.

It shall be an offence to provide any tourist services which has not been registered of Sri Lanka Tourism Development Authority. According to the section 48 (10) and section 63 (2) of the said Act any enterprise or tourist service with no proper registration and license will become a punishable offence.

<b><u>No.</u></b>	<b><u>Present</u></b>		<b><u>Absent</u></b>
01	Ms.Bobby Jordan Hansen	SLAITO	
02	Mr.Malin Hapugoda	THASL	
03	Mr.Eraj Abeywardane	Consultant	
04	Mr.Yves	Coco Spa	
05	Mr.Chandima Prasanna	Angsana Spa	
06	Ms.L Diaz	Azmara Spa	