



Spa & Wellness: Standards and Categorisation Criteria

PV11887-11



Fáilte Ireland
National Tourism Development Authority

Industry Standards & Quality
'Competitiveness through Quality & Service'

www.failteireland.ie/spa

Spa Standards Customer Journey Assessment Sheet

Property Details

Property Name:

Address:

County:

Region:

Telephone:

Fax:

Email:

Website:

Spa Name :

Telephone: (if different from above)

Fax: (if different from above)

Email: (if different from above)

Website: (If different from above)

Is the Spa open all year? If not please detail when it is closed:

Spa Opening days and hours:

Contact:

Title:

Telephone:

Email:

1. Accommodation Standard	If available insert ./ If not available insert x
Accommodation Type:	
Hotel	
Guesthouse	
B&B (Country House, Town House, Farmhouse)	
Self-Catering	
Other - please specify:	
Is the accommodation Fáilte Ireland registered?	
Is the accommodation Fáilte Ireland classified?	
Is the accommodation minimum 5 star Fáilte Ireland approved?	
Is the accommodation minimum 4 star Fáilte Ireland approved?	
Is the accommodation minimum 3 star Fáilte Ireland approved?	

2. Exterior, Approach and Entrance to the Spa	If available insert ./ If not available insert x
Spa entrance from outside - clean and litter free?	
External Surrounds of Spa, attractive landscaping and planting?	
Is it easy to find your way to spa reception?	
Is there appropriate signs directing you to the Spa?	
Is the lighting, mood and noise level at entrance conducive to the spa experience?	
Is the aroma at the entrance pleasant and spa-like?	

3. Arrival and First Impressions of Reception and Waiting Area	If available insert ./ If not available insert x
Is there covered access from the accommodation area to the Spa?	
Is the Spa a self contained entity within one building to facilitate the client journey?	
Is the Spa reception area, separate from the accommodation reception area?	
Is there a separate dedicated Spa desk as opposed to a joint leisure and spa desk?	
Is there a full clear Spa treatment menu and price list on show and available at reception to take away?	
Is there a designated staff member for the spa reception desk?	

Are clients acknowledged within 30 seconds of arrival?	
Are clients greeted with a genuine, warm welcoming smile by reception staff?	
Is it made clear to clients exactly what is included in the prices quoted for treatments?	
Is there a comfortable waiting area?	
Are clients offered a drink while waiting, if so what?	
Is the waiting area clean and in good repair?	
Is there a pleasant aroma in the waiting area?	
Is there adequate seating for the number of people waiting?	
Is the client given a consultation form to complete?	
Is it easy to complete?	
Is there a selection of up to date reading material available?	
Is there non intrusive, relaxing music being played this area?	
Are staff wearing clean and presentable uniforms? Are staff wearing name badges?	
Are staff wearing appropriate and quiet footwear?	
Is the therapist personal hygiene excellent i.e.: breath, BO etc.?	

4. Retail Area	If available insert ./ If not available insert x
Is there a separate retail area selling products?	
Are the items individually priced or were the individual prices clearly displayed for Spa guests to see?	
Are there accessible product testers on display?	
Are the tester products clean?	
Are the tester products stocked to a 90% stock level?	
Are there test spatulas, cotton pads and/or tissues on hand nearby?	
Is there retail merchandise on display behind glass?	
Is there retail merchandise for sale accessible without glass?	
Is there sufficient stock to choose from and to look attractive to buyers?	

5. Corridors, Staircases and Storage Areas	If available insert ./ If not available insert x
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Are stairs safe and in good repair?	
Are the corridors and staircases clean and well maintained?	
Are storage areas clean, tidy and well maintained?	

6. Guest Changing Facilities	If available insert ./ If not available insert x
Are there dedicated and separate changing facilities, solely for the use of Spa guests only?	
Do Spa guests share the changing facilities with leisure or fitness club members?	
Is the décor in the changing area clean and in good order?	
Is the flooring in good repair, non slip and spotlessly clean?	
Is the lighting in good order?	
Is there a clean shower in the room?	
Are there products available in the shower area - minimum - shampoo/shower gel?	
Is the changing room fresh and well ventilated?	
Is there seating provided in the changing area?	
Are secure lockers provided?	
Are lockers in working order?	
Do lockers have full length hanging?	
Is the client given towels, robes, slippers?	
Is there a place for dirty towels/robes?	
Are private cubicle changing facilities available?	
Is fresh drinking water available here?	
Are there grooming stations available with hairdryers?	
Are there grooming products available? Please list details:	
Is hand soap and drying facilities available by sinks?	
Were products available in the shower area - shampoo, conditioner, shower gel?	
Were the toilets clean and stocked with toilet paper?	

7. Guest Toilet Facilities	If available insert ./ If not available insert x
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Is there a guest toilet accessible from within the spa area?	
Is there a WC with washbasin, hand drying, sanitary disposal bin, toilet roll holder and toilet roll?	
Are the toilets clean and well maintained?	

8. Changing in the Treatment Room - where applicable	If available insert ./ If not available insert x
Is the décor clean and in good order?	
Is the flooring clean?	
Is the lighting in good order?	
Is there seating provided for clients?	
Is there a hanger for clients to put their clothes on?	

9. Spa Treatment Rooms – Dry and Multifunction	If available insert ./ If not available insert x
A broad selection of both wet and dry treatments should be available on the treatment menu and ideally there will be some dedicated wet treatment rooms. Otherwise the majority of treatment rooms should be multi-function to facilitate a broader range of body treatments.	
How many Dry and Multifunction treatment rooms are there	
How many of these rooms were Dry:	
How many of these rooms were Multifunction:	
Natural light in rooms?	
If so please list how many have natural light?	
Was the room comfortable temperature wise?	
Is the temperature of the room controllable from inside the room?	
Is it in good decorative order (incl. walls, floor, ceiling and other usually unseen surfaces)?	
Are all the lights working, and was the main lighting on a dimmer?	
Is the room spotlessly clean?	
Is there non intrusive music playing?	
Is the client asked if the music suited their taste or if they wanted complete quiet?	
Is there a seat for clients in the room?	

Are the towels/blankets used clean, fresh-smelling and not reused?	
Was there a clean sink in the room?	
Was there a clean shower in the Multifunction room?	
Was there a pleasant aroma in the treatment room?	
Is there a method of indicating the room was in use?	
Is the clients journey interrupted while moving to different areas of the Spa?	

10. Overall Hygiene	If available insert ./ If not available insert x
<p>Hygiene must be of the highest standards possible. In particular products, trolleys, large and small equipment, manicure & pedicure bowls, must be clean, residue free and sanitised. Cupboards and work surfaces must be clean, residue free and tidy.</p> <p>All Treatment rooms, Relaxation Rooms and Thermal areas in the spa must be of the highest hygienic standard and evidence of SOP's and cleaning procedures and other procedure in place to meet best practice. (See Fáilte Ireland Best Practice Guide for further information and guidance notes)</p>	
Is the equipment (small and large) hygienically maintained?	
Are the product jars and tubes wiped free from product residue, especially around and inside the tops?	
Is the work trolley clean and free from any product residue?	
Is the work trolley well presented?	
Is hygiene and cleanliness maintained in treatment rooms between each client being treated?	
Is the room re-set for each client?	
Are Hygiene levels of the highest standards possible?	
Is there an autoclave or similar on site and regularly used?	
Is Barbicide or equivalent used and regularly changed?	
Are nail clippers and other utensils sanitised? How?	
Are manicure and pedicure bowls sanitised? How?	
Are facial sponges sanitised? How?	
Are trolleys clean and free from dust?	
Is large and small equipment clean and where appropriate sanitised?	
Are reusable plastic spa slippers sanitised? How?	
Are body brushes cleaned and sanitised?	
Is there evidence that the spatulas for waxing are used once per clients only and not reused?	

Are cupboards and work surfaces clean, residue free and tidy?	
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11. Treatments Offered – Dry

If available insert ./
If not available insert x

A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).

Facials	
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Body massage	
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Dry flotation bath	
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Hot Stones	
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Head Massage	
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Reflexology	
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Manicures	
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Pedicures	
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Waxing	
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Tanning	
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Packages	
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Other treatments please list or include your treatment menu with the assessment form.	
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12. Treatments Offered - Wet

If available insert ./
If not available insert x

Wraps	
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Scrubs	
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Hammam	
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Other please list	
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Total number of treatment rooms (dry and wet)?	
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13. Separate Relaxation Area	If available insert ./ If not available insert x
Is there a dedicated separate relaxation room?	
Is this area clean and in good order?	
Is the flooring clean?	
Are there reclining/adjustable chairs or day beds?	
Is there drinking water available?	
Is there anything to eat - please detail?	
Is there up to date reading material available?	
Is the relaxation area warm, welcoming and tranquil?	
Does the relaxation area have a pleasant aroma?	
Is the relaxation area out of the way of spa traffic and in a separate self contained room?	
Is there any outside noise interference?	
Is there are relaxation garden accessible from the spa?	

14. Thermal Facilities - must have a minimum of five of the following experiences which can include either the swimming pool or the vitality pool which must be located within the spa area:	If available insert ./ If not available insert x
Jacuzzi/whirl pool (small)	
Swimming pool	
Vitality pool (large)	
Cold plunge pool	
Brine float pool	
Hot Tub i.e.: Japanese	
Hydrotherapy Pool	
Experience/Rain showers	
Heated Loungers	
Traditional Sauna	
Traditional Steam	
Experience Sauna	
Experience Steam	

Hammam Room	
Tepidarium	
Laconium	
Sanarium	
Caldarium	
Aroma Room	
Salt Room	
Snow/Ice therapy room	
Sand and UV therapy room	
Ice therapy fountain	
Walking River	
Reflexology foot experience tubs/baths	
Brumisation/Cavitosonic	
Other Spa facilities not listed, please note here:	

15. Pool Facilities	If available insert ./ If not available insert x
Swimming pool - treated fresh water	
Swimming pool - treated sea salt water	
Is the pool part of the Leisure Centre?	
Is the pool part of the spa area?	
How many pools are there in total in the property?	
ILAM White Flag awarded?	
Is there a Vitality Pool? (large)	

16. Thermal Area	If available insert ./ If not available insert x
How many thermal facilities are available:	
Is the wet area warm enough for people in bathing suits?	
Do the wet areas have a non-slip floor?	

Is there adequate draining in wet areas?	
Do they have a shower facility?	
Is there adequate seating for the number of guests using the facility?	
Are there towels available for guest use?	
Are there hooks for robes conveniently located throughout wet areas?	
Is there signage adjacent to the Steam Room?	
Is there signage adjacent to the Sauna Room?	
Is there signage adjacent to the Jacuzzi?	

17. Additional Internal On Site Scheduled Activities	If available insert ./ If not available insert x
Full service gym	
Fitness area/exercise room	
Aerobics class	
Exercise class	
Yoga Class	
Pilates Class	
Meditation Class	
Are these available free of charge to spa guests?	
Nutritional advice offered on site	
Stress counselling offered on site	
Blood tests and other diagnostic analysis services available on site	
Physiotherapists on site	
Other - please specify:	

18. Additional External On Site Services Offered - Fully Managed and Owned by the Property	If available insert ./ If not available insert x
Golf offered on site	
Horse riding offered on site	
Fishing offered on site	
Tennis on site	
Marina on site	
Archery	
Bicycles	
Guided walks on the property	
Organised Walking paths	
Other recreational services offered onsite – please specify	

19. Spa Cuisine offered throughout the property	If available insert ./ If not available insert x
Is there a dedicated Spa café within the internal spa area for the sole dedicated use of Spa guests?	
Does this dedicated Spa café always offer specific spa cuisine designed for special preference and diet choices?	
Is the properties cafe exclusively for residential spa guests and day spa guests?	
Do dining options on offer throughout the property include spa cuisine labelling vegan, low fat, calorie controlled, carb/protein/high fibre specific, low sugar, no wheat specific, dietary options?	

20. Restaurant Cuisine	If available insert ./ If not available insert x
Does the hotel restaurant always offer specific vegetarian and healthy eating options labelling vegetarian, low fat and low sugar options on its regular menu?	
Is the properties restaurant exclusively for residential spa guests and day spa guests?	

21. Operational Standards	If available insert ./ If not available insert x
Operational standards must be of the highest competency and quality. It must be obvious that the spa is well managed with evidence of operational standards known by all staff and consistently applied as directed throughout the spas daily operational practices. (See Fáilte Ireland Best Practice Guide for	

further information and guidance notes)	
Is there observable evidence that operational standards are of the highest competency and quality?	
It must be obvious that the spa is well managed with evidence of operational standards known by the spa team observed?	
Is there a satisfactory level of consistency observed with reference to the spas operational practices?	

22. Spa Operational Philosophy	If available insert ./ If not available insert x
Is the facility a 'whisper zone' area, calm, relaxed, and visually attractive and inviting?	
Is the main focus on wellness?	
Is the main focus on pampering and beauty treatments?	
Is the main focus on leisure and fitness with additional beauty treatments?	
Is the main focus on marine water and sea mineral treatments?	

23. Service Standards	If available insert ./ If not available insert x
Guest service must be of the highest quality standards. Staff must be attentive, observant, courteous and respectful of guest needs. The level of attention should be such that guests expectations are met or exceeded.	
Was it observed during the visit that guest service was of the highest quality of standard?	
Are staff attentive, observant, courteous and respectful of guest needs?	
Was it obvious that the level of attention was such that guests expectations were met or exceeded?	
Did you at any time notice any staff that were obviously negative or off hand with clients?	

24. Spa Therapist qualifications for insurance purposes	If available insert ./ If not available insert x
Do practicing Spa therapists hold any of the following qualifications below, please provide photocopies of the relevant qualification certificates along with relevant employment or service contracts for each employed therapist.	
This includes all - any full time, part time or freelance staff practicing on spa guests.	
This documentation must be fully available in quick reference format for Failte Ireland assessors to check when they visit. Failure to present these documents at the time of the visit will eliminate a spa from selection.	
CIDESCO	

CIBTAC	
BABTAC	
City & Guilds	
EDEXCEL	
Scottish Qualifications Authority	
ITEC	
IIHHT	
IHBC	
IIST	
NVQ / SVQ or equivalent	
S/NVQS Series	
VTCT	
VAI	
NCEF	
FOREIGN EQUIVALENTS FULL LIST REQUIRED	
How many therapists are employed or contracted by the Spa - please list: Full time employed: Part time employed: Contracted: Freelance:	

25. Spa Staff Training and Development Standards	If available insert ./ If not available insert x
As part of inspection process you will be asked to show evidence of training programmes and training records on site, thank you	
Is there a new starter induction training programme?	
How many days is the induction process:	
Is there an in house training programme for therapists?	
Is there an in house basic training programme for Front of House staff?	
How often are staff reviewed? Please circle - Monthly, Quarterly, Bi annually, Annually?	
Have all relevant staff been trained by the products houses to understand the benefits, contraindications and to deliver the treatments to brand standards and understand the benefits of the products?	
Does the spa use the services of other outside training and development resources other than those of the product houses if so please list below	

26. Health and Safety Standards and Legal Obligations	If available insert ./ If not available insert x
<p>A Declaration of Compliance /Disclaimer must be completed at application to ensure the spa facility is in compliant with the relevant Health & Safety and Legal Obligations. Relevant documentation and copies of certificates of compliance in this section must be available for assessors to view at the time off their verification visit if applicable/required. Failure to provide evidence of documentation and to present these documents at the assessors time of the visit will eliminate a spa from selection</p>	
<p>* View evidence that the facility regularly maintains and services fire exits and prevention and detection equipment View the fire manual that is completed daily by staff following their inspections</p>	
<p>* View evidence that the facility complies with relevant hygiene and health and safety regulations. View the safety statement and check to confirm that it is up to date and there is evidence that it is a working document not just locked away.</p>	
<p>Is there a current and in date health and safety certificate? Please view</p>	
<p>* Does the Spa record water quality levels regularly, please view examples of records</p>	
<p>* How many times a day does the Spa test water quality, as part of the inspection process you will be asked to show records on site, thank you</p>	
<p>* If not provided at application provide evidence that the Spa and accommodation (if applicable) complies with relevant Food Hygiene Regulations. View a copy of the EHO's current and up to date registration cert</p>	
<p>Is the Spa fully insured for employee liability?</p>	
<p>Is the Spa fully insured for guest liability?</p>	
<p>*If not provided at application take a copy of Fire Safety Certificate as issued during the planning application and architect / engineers Certificate of Compliance with Building Regulations</p>	

27. Guest Access	If available insert ./ If not available insert x
<p>Do you have facilities for mobility impaired Spa guests?</p>	
<p>Are you a member of the ABLE Business Awards Scheme? This ABLE Tourism award has been developed by the Rehab Group and Excellence Ireland Quality Association and has been endorsed by Fáilte Ireland as the successor to the Validated Accessible</p>	

Scheme (VAS). For further information please visit www.ABLE.ie	
Are children permitted in the Spa?	
If so, is there an age limit?	
Are children permitted in the changing areas?	
Are children permitted in the hotel property but not in the Spa?	
Are children permitted in the leisure/swimming pool area?	
Are children permitted in the spa pool area?	
Can children be heard from the spa? (is the spa sufficiently separated form the leisure centre)	
Is the spa open for the exclusive use of residential and visiting day programmes guests only	
Is the spa open for the use of anyone who has purchased a treatment or series of treatments or are a member of the spa & leisure centre, i.e. open to all	

Categorisation Criteria for Hotel Spa

Definition	A hotel property which can offer a Leisure Club facility in or adjacent to the hotel, within which some treatments are offered. A hotel property which can offer either selective treatments in a modest (small) spa or can offer full service spa treatments in a spa facility, as well as other functions and events.
Definition specifics	This hotel can offer a leisure facility as part of their additional services for hotel guests and within the leisure centre there will be a suite of treatment rooms or a small spa facility. This hotel may be a rooms orientated business selling hotel accommodation with a moderate size spa offering a selection of spa and salon treatment. The central activity of this hotel can be selling bedroom accommodation and the hotel can have a range of additional services on offer including function facilities and a full service spa.
Guests Buy	Beauty treatments & Salon Spa treatments. Selected beauty & spa treatments. May have some thermal experiences along with spa treatments & rituals. Pool and thermal facilities.
Summary of spa style	This will offer a limited range of treatments and a joint leisure pool, thermal and wet experiences may be shared with the leisure centre. The spa may or may not offer heat and wet treatments and possibly not a relaxation room; instead it may focus purely on treatments. This spa may not provide a pool, but it will provide a large selection of spa services/ treatments. It may have a limited selection of thermal experiences. The spa may be self contained with a vitality /hydrotherapy pool which is dedicated to the sole use of spa guests. In this case, this pool should comfortably cater for a minimum of 4 spa guests at any one time. The spa may offer thermal and wet spa experiences, relaxation room and provide a range of spa facilities, treatments and spa rituals, with at least 3 treatment rooms.
Accommodation Standard	Accommodation must be minimum 3 star Fáilte Ireland approved.
Spa Location	The Spa must be a self-contained entity within the hotel or if on the grounds of the property there must be ease of access for guests to enhance the client journey. This may not be applicable in some spas.
Treatment Rooms	Must have minimum of 3 treatment rooms. A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).

Spa Treatments	Spa may only have dry treatments on the treatment menu.																																																				
Spa Reception	Spa reception should be located within the spa area preferably solely for the use of spa guests or it may be shared with a leisure club spa reception.																																																				
Changing Facilities	May be unisex shared leisure and spa changing facilities. There may be separate male and female changing facilities located within the spa area.																																																				
Complimentary products and services	Access to gym for spa guests. Robes and Slippers, pool and thermal facilities may be on offer.																																																				
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa: (Not applicable in some spas) Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area: May have a selection of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p> <table><tr><td>Jacuzzi/whirl pool (small)</td><td><input type="checkbox"/></td><td>Swimming pool</td><td><input type="checkbox"/></td></tr><tr><td>Vitality pool</td><td><input type="checkbox"/></td><td>Cold plunge pool</td><td><input type="checkbox"/></td></tr><tr><td>Brine float pool</td><td><input type="checkbox"/></td><td>Hot Tub i.e.: Japanese</td><td><input type="checkbox"/></td></tr><tr><td>Hydrotherapy pool</td><td><input type="checkbox"/></td><td>Experience/rain shower</td><td><input type="checkbox"/></td></tr><tr><td>Heated Loungers</td><td><input type="checkbox"/></td><td>Traditional Sauna / Steam</td><td><input type="checkbox"/></td></tr><tr><td>Experience Sauna</td><td><input type="checkbox"/></td><td>Experience Steam</td><td><input type="checkbox"/></td></tr><tr><td>Rasul</td><td><input type="checkbox"/></td><td>Tepidarium</td><td><input type="checkbox"/></td></tr><tr><td>Laconium</td><td><input type="checkbox"/></td><td>Sanarium</td><td><input type="checkbox"/></td></tr><tr><td>Caldarium</td><td><input type="checkbox"/></td><td>Aroma Room</td><td><input type="checkbox"/></td></tr><tr><td>Salt Room /Grotto</td><td><input type="checkbox"/></td><td>Sand and UV room</td><td><input type="checkbox"/></td></tr><tr><td>Snow/ice room</td><td><input type="checkbox"/></td><td>Ice fountain</td><td><input type="checkbox"/></td></tr><tr><td>Walking River / Kneipp Walk</td><td><input type="checkbox"/></td><td>Reflexology foot experience tubs/baths</td><td><input type="checkbox"/></td></tr><tr><td>Brumisation/Cavitosonic</td><td><input type="checkbox"/></td><td>Dedicated separate relaxation room in spa area</td><td><input type="checkbox"/></td></tr></table>	Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>	Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>	Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>	Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>	Heated Loungers	<input type="checkbox"/>	Traditional Sauna / Steam	<input type="checkbox"/>	Experience Sauna	<input type="checkbox"/>	Experience Steam	<input type="checkbox"/>	Rasul	<input type="checkbox"/>	Tepidarium	<input type="checkbox"/>	Laconium	<input type="checkbox"/>	Sanarium	<input type="checkbox"/>	Caldarium	<input type="checkbox"/>	Aroma Room	<input type="checkbox"/>	Salt Room /Grotto	<input type="checkbox"/>	Sand and UV room	<input type="checkbox"/>	Snow/ice room	<input type="checkbox"/>	Ice fountain	<input type="checkbox"/>	Walking River / Kneipp Walk	<input type="checkbox"/>	Reflexology foot experience tubs/baths	<input type="checkbox"/>	Brumisation/Cavitosonic	<input type="checkbox"/>	Dedicated separate relaxation room in spa area	<input type="checkbox"/>
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Relaxation Room	A separate relaxation room. This may not be applicable in some spas.																																																				
Dining options on offer	Must include Spa cuisine labelling vegan, low fat, calorie controlled, carbohydrate/protein/high fibre specific, low sugar, no wheat specific, dietary options. Must include a Healthy Option Menu labelling vegetarian, vegan, celiac and calories. These may not be applicable in some spas.																																																				

Location	N/A
On-site activities must be provided	N/A

Categorisation Criteria for Resort Spa

Definition	A holiday resort that offers a wide range of leisure activities on site, as well as offering spa treatments in a full service spa facility.
Definition specifics	The central activity of this property is a holiday destination and one of the key activities is a Spa.
Guests Buy	Spa facilities, rituals and treatments.
Summary of spa style	The spa will offer a private spa pool, thermal and wet spa experiences, relaxation room, and provide a complete range of spa facilities, treatments and spa rituals in a good sized luxury spa with at least 5 treatment rooms. It will not necessarily follow the spa philosophy through all aspects of the property; as a destination spa would, for it will not be a robe and slippers culture and meal choices in the restaurant may not offer specific spa meal options.
Accommodation Standard	Accommodation must be minimum 4 star Fáilte Ireland approved.
Spa Location	The Spa must be a self-contained entity within the hotel or if on the grounds of the property there must be ease of access for guests to enhance the client journey.
Treatment	Must have a minimum of 5 treatment rooms. A treatment room will be considered to be any room or facility where the

Rooms	treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).																																																						
Spa Treatments	A broad selection of both wet and dry treatments should be available on the treatment menu and ideally there will be some dedicated wet treatment rooms. Otherwise the majority of treatment rooms should be multi-function to facilitate a broader range of body treatments.																																																						
Spa Reception	Spa reception should be for the exclusive use of Spa guests only.																																																						
Changing Facilities	Separate male and female changing facilities located within the spa area.																																																						
Complimentary products and services	Robe and slippers, pool and thermal facilities and gym on site.																																																						
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa. Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area: Must have minimum 5 of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p> <table><tr><td>Jacuzzi/whirl pool (small)</td><td><input type="checkbox"/></td><td>Swimming pool</td><td><input type="checkbox"/></td></tr><tr><td>Vitality pool</td><td><input type="checkbox"/></td><td>Cold plunge pool</td><td><input type="checkbox"/></td></tr><tr><td>Brine float pool</td><td><input type="checkbox"/></td><td>Hot Tub i.e.: Japanese</td><td><input type="checkbox"/></td></tr><tr><td>Hydrotherapy pool</td><td><input type="checkbox"/></td><td>Experience/rain shower</td><td><input type="checkbox"/></td></tr><tr><td>Heated Loungers</td><td><input type="checkbox"/></td><td>Traditional Sauna / Steam</td><td><input type="checkbox"/></td></tr><tr><td>Experience Sauna</td><td><input type="checkbox"/></td><td>Experience Steam</td><td><input type="checkbox"/></td></tr><tr><td>Rasul</td><td><input type="checkbox"/></td><td>Tepidarium</td><td><input type="checkbox"/></td></tr><tr><td>Laconium</td><td><input type="checkbox"/></td><td>Sanarium</td><td><input type="checkbox"/></td></tr><tr><td>Caldarium</td><td><input type="checkbox"/></td><td>Aroma Room</td><td><input type="checkbox"/></td></tr><tr><td>Salt Room /Grotto</td><td><input type="checkbox"/></td><td>Sand and UV room</td><td><input type="checkbox"/></td></tr><tr><td>Snow/ice room</td><td><input type="checkbox"/></td><td>Ice fountain</td><td><input type="checkbox"/></td></tr><tr><td>Walking River / Kneipp Walk</td><td><input type="checkbox"/></td><td>Reflexology foot experience tubs/baths</td><td><input type="checkbox"/></td></tr><tr><td>Brumisation/Cavitosonic</td><td><input type="checkbox"/></td><td>Dedicated separate relaxation room in spa area</td><td><input type="checkbox"/></td></tr></table>			Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>	Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>	Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>	Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>	Heated Loungers	<input type="checkbox"/>	Traditional Sauna / Steam	<input type="checkbox"/>	Experience Sauna	<input type="checkbox"/>	Experience Steam	<input type="checkbox"/>	Rasul	<input type="checkbox"/>	Tepidarium	<input type="checkbox"/>	Laconium	<input type="checkbox"/>	Sanarium	<input type="checkbox"/>	Caldarium	<input type="checkbox"/>	Aroma Room	<input type="checkbox"/>	Salt Room /Grotto	<input type="checkbox"/>	Sand and UV room	<input type="checkbox"/>	Snow/ice room	<input type="checkbox"/>	Ice fountain	<input type="checkbox"/>	Walking River / Kneipp Walk	<input type="checkbox"/>	Reflexology foot experience tubs/baths	<input type="checkbox"/>	Brumisation/Cavitosonic	<input type="checkbox"/>	Dedicated separate relaxation room in spa area	<input type="checkbox"/>
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Relaxation	A separate relaxation room.																																																						

Room	
Dining options on offer	N/A
Location	An out of town, country retreat/estate or mountain lodge, in a rural, countryside or beachside location, set in spacious landscaped grounds. The Resort location by its very nature is a place which attracts visitors for holidays and provides a wide range of visitor activities and amenities. The primary focus of the property is oriented to providing the holidaymaker with all of their needs in a self-contained Resort offering food, drink, lodging, entertainment and shopping so that guests have no need to leave the facility throughout their stay.
On-site activities must be provided	Minimum two fully owned, managed and operated by the property or franchisee of the following on site activities: GOLF, FISHING, HORSE RIDING, TENNIS or a MARINA in the grounds of the property OR Minimum one fully owned, managed and operated by the property or a franchisee of the following on site activities: GOLF, FISHING, HORSE RIDING or a MARINA in the grounds of the property as well as two fully owned, managed and operated by the property or franchisee of the following on-site activities must be provided: BICYCLES available for guest usage, TENNIS, ARCHERY or GUIDED WALKS on the property

Categorisation Criteria for Destination Spa

Definition	A Hotel or a Guesthouse where the main purpose of the business is to offer full service spa treatments in a comprehensive spa facility.
Definition specifics	The 'main purpose' means that the properties central core activity is a spa with rooms attached. Marketing spa breaks and holidays rather than a hotel with a spa attached is the core product. This means that the majority of guests will be at the property to partake of spa breaks. This property will be called the destination spa name and not the hotel name.
Guests Buy	Time out and the opportunity for a complete wellness and a lifestyle reorientation programme as well as spa treatments.
Summary of spa style	Spa treatment rooms are equivalent to 25% of bedroom capacity for properties with more than 40 bedrooms or a minimum of 10 treatment rooms for properties with less than 40 bedrooms plus private spa pool facilities; thermal wet spa experiences weight loss, detox, a complete range of spa treatments and rituals. Robe and slippers are encouraged throughout the premises at all times including the lounge, restaurant areas. The spa will pre publish permanent exercise classes, lifestyle, wellness nutritional advice, stress counselling and lifestyle management and fitness programmes scheduled on permanent offer. Meals throughout the property are specifically designed and published for all dietary needs as standard.
Accommodation Standard	Accommodation must be minimum 4 star Fáilte Ireland approved.
Spa Location	The Spa must be a self-contained entity within the hotel or if on the grounds of the property there must be ease of access for

	guests to enhance the client journey.																																											
Treatment Rooms	Must have a minimum number of treatment rooms equivalent to 25% of bedroom capacity for properties with more than 40 bedrooms or a minimum of 10 treatment rooms for properties with less than 40 bedrooms. A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).																																											
Spa Treatments	A broad selection of both wet and dry treatments should be available on the treatment menu and ideally there will be some dedicated wet treatment rooms. Otherwise the majority of treatment rooms should be multi-function to facilitate a broader range of body treatments.																																											
Spa Reception	Spa reception should be for the exclusive use of Spa guests only.																																											
Changing Facilities	Separate male and female changing facilities located within the spa area.																																											
Complimentary products and services	Robe and slippers, pool and thermal facilities and gym on site.																																											
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa.</p> <p>Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area: Must have minimum 5 of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p> <table border="1"> <tr> <td>Jacuzzi/whirl pool (small)</td><td><input type="checkbox"/></td> <td>Swimming pool</td><td><input type="checkbox"/></td> </tr> <tr> <td>Vitality pool</td><td><input type="checkbox"/></td> <td>Cold plunge pool</td><td><input type="checkbox"/></td> </tr> <tr> <td>Brine float pool</td><td><input type="checkbox"/></td> <td>Hot Tub i.e.: Japanese</td><td><input type="checkbox"/></td> </tr> <tr> <td>Hydrotherapy pool</td><td><input type="checkbox"/></td> <td>Experience/rain shower</td><td><input type="checkbox"/></td> </tr> <tr> <td>Heated Loungers</td><td><input type="checkbox"/></td> <td>Traditional Sauna / Steam</td><td><input type="checkbox"/></td> </tr> <tr> <td>Experience Sauna</td><td><input type="checkbox"/></td> <td>Experience Steam</td><td><input type="checkbox"/></td> </tr> <tr> <td>Rasul</td><td><input type="checkbox"/></td> <td>Tepidarium</td><td><input type="checkbox"/></td> </tr> <tr> <td>Laconium</td><td><input type="checkbox"/></td> <td>Sanarium</td><td><input type="checkbox"/></td> </tr> <tr> <td>Caldarium</td><td><input type="checkbox"/></td> <td>Aroma Room</td><td><input type="checkbox"/></td> </tr> <tr> <td>Salt Room /Grotto</td><td><input type="checkbox"/></td> <td>Sand and UV room</td><td><input type="checkbox"/></td> </tr> </table>				Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>	Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>	Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>	Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>	Heated Loungers	<input type="checkbox"/>	Traditional Sauna / Steam	<input type="checkbox"/>	Experience Sauna	<input type="checkbox"/>	Experience Steam	<input type="checkbox"/>	Rasul	<input type="checkbox"/>	Tepidarium	<input type="checkbox"/>	Laconium	<input type="checkbox"/>	Sanarium	<input type="checkbox"/>	Caldarium	<input type="checkbox"/>	Aroma Room	<input type="checkbox"/>	Salt Room /Grotto	<input type="checkbox"/>	Sand and UV room	<input type="checkbox"/>
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Relaxation Room	A separate relaxation room.
Dining options on offer	Must include Spa cuisine labelling vegan, low fat, calorie controlled, carbohydrate/protein/high fibre specific, low sugar, no wheat specific, dietary options. Must include a Healthy Option Menu labelling vegetarian, vegan, celiac and calories.
Location	N/A
On-site activities must be provided	Minimum three on site scheduled activities as follows: aerobic exercise classes, yoga or Pilates, relaxation classes, guided walks on the property or bicycles available for guest use.
<div> <div> Categorisation Criteria for Specialised Retreats (Health Farm) </div> <div>  Fáilte Ireland National Tourism Development Authority </div> </div>	
Definition	A Health Farm is a Spa Retreat offering a wide range of health and wellness Spa programmes.
Definition specifics	The 'main purpose' means that the properties central core activity is a wellness retreat and spa health farm sanctuary with rooms attached. Marketing health farm, wellness and spa breaks and holidays rather than a hotel with a spa attached is the core product. This means that the majority of guests will be the property to partake of spa activities.
Guests Buy	Time out and the opportunity for a complete wellness and lifestyle reorientation programme as well as spa treatments.
Summary of spa style	Spa treatment rooms are in excess of 5 plus private spa pool facilities, thermal wet spa experiences weight loss, detox, a complete range of spa treatments and rituals. Robe and slippers are encouraged throughout the premises at all times including the lounge, restaurant areas The spa will pre publish permanent exercise classes, lifestyle, wellness, and lifestyle management and fitness programmes scheduled on permanent offer . Meals throughout the property are specifically designed and published for all dietary needs as standard.

Accommodation Standard	Accommodation must be Fáilte Ireland approved.																																						
Spa Location	The Spa must be a self-contained entity within the hotel or if on the grounds of the property there must be ease of access for guests to enhance the client journey. This may not be applicable in some spas.																																						
Treatment Rooms	Must have a minimum of 5 treatment rooms. A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).																																						
Spa Treatments	A broad selection of both wet and dry treatments should be available on the treatment menu and ideally there will be some dedicated wet treatment rooms. Otherwise the majority of treatment rooms should be multi-function to facilitate a broader range of body treatments.																																						
Spa Reception	Spa reception should be for the exclusive use of Spa guests only.																																						
Changing Facilities	Separate male and female changing facilities located within the spa area.																																						
Complimentary products and services	Robe and slippers, pool and thermal facilities and gym on site.																																						
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa: (Not applicable in some spas) Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area: May have a selection of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p> <table> <tr> <td>Jacuzzi/whirl pool (small)</td><td><input type="checkbox"/></td> <td>Swimming pool</td><td><input type="checkbox"/></td></tr> <tr> <td>Vitality pool</td><td><input type="checkbox"/></td> <td>Cold plunge pool</td><td><input type="checkbox"/></td></tr> <tr> <td>Brine float pool</td><td><input type="checkbox"/></td> <td>Hot Tub i.e.: Japanese</td><td><input type="checkbox"/></td></tr> <tr> <td>Hydrotherapy pool</td><td><input type="checkbox"/></td> <td>Experience/rain shower</td><td><input type="checkbox"/></td></tr> <tr> <td>Heated Loungers</td><td><input type="checkbox"/></td> <td>Traditional Sauna / Steam</td><td><input type="checkbox"/></td></tr> <tr> <td>Experience Sauna</td><td><input type="checkbox"/></td> <td>Experience Steam</td><td><input type="checkbox"/></td></tr> <tr> <td>Rasul</td><td><input type="checkbox"/></td> <td>Tepidarium</td><td><input type="checkbox"/></td></tr> <tr> <td>Laconium</td><td><input type="checkbox"/></td> <td>Sanarium</td><td><input type="checkbox"/></td></tr> <tr> <td>Caldarium</td><td><input type="checkbox"/></td> <td>Aroma Room</td><td><input type="checkbox"/></td></tr> </table>			Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>	Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>	Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>	Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>	Heated Loungers	<input type="checkbox"/>	Traditional Sauna / Steam	<input type="checkbox"/>	Experience Sauna	<input type="checkbox"/>	Experience Steam	<input type="checkbox"/>	Rasul	<input type="checkbox"/>	Tepidarium	<input type="checkbox"/>	Laconium	<input type="checkbox"/>	Sanarium	<input type="checkbox"/>	Caldarium	<input type="checkbox"/>	Aroma Room	<input type="checkbox"/>
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Dining options on offer	Must include Spa cuisine labelling vegan, low fat, calorie controlled, carbohydrate/protein/high fibre specific, low sugar, no wheat specific, dietary options. Must include a Healthy Option Menu labelling vegetarian, vegan, celiac and calories.																
Location	N/A																
On- site activities must be provided	Minimum three on site scheduled activities as follows: aerobic exercise classes, yoga or Pilates, relaxation classes, guided walks on the property or bicycles available for guest use.																

Categorisation Criteria for Specialised Retreats (Thalassotherapy Resort)

Definition	A centre that offers therapeutic marine based treatments using heated seawater, seaweed and mud.
Definition specifics	This hotel property which will centre around a large Thalassotherapy spa and the majority of its guest will come to stay to enjoy the marine spa.
Guests Buy	Therapeutic marine treatments.

Summary of spa style	It will offer a wide range of marine and thermal pool experiences as well as marine treatments in over 5 treatment rooms with relaxation room and other marine water treatments.																		
Accommodation Standard	Accommodation must be Fáilte Ireland approved.																		
Spa Location	The Spa must be a self-contained entity within the hotel or if on the grounds of the property there must be ease of access for guests to enhance the client journey. This may not be applicable in some spas.																		
Treatment Rooms	Must have a minimum of 5 treatment rooms. A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).																		
Spa Treatments	Spa may only have dry treatments on the treatment menu.																		
Spa Reception	Spa reception located with the thalassotherapy centre.																		
Changing Facilities	May be unisex shared leisure and spa changing facilities.																		
Complimentary products and services	N/A																		
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa. Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area: May have a selection of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p> <table> <tr> <td>Jacuzzi/whirl pool (small)</td><td><input type="checkbox"/></td> <td>Swimming pool</td><td><input type="checkbox"/></td> </tr> <tr> <td>Vitality pool</td><td><input type="checkbox"/></td> <td>Cold plunge pool</td><td><input type="checkbox"/></td> </tr> <tr> <td>Brine float pool</td><td><input type="checkbox"/></td> <td>Hot Tub i.e.: Japanese</td><td><input type="checkbox"/></td> </tr> <tr> <td>Hydrotherapy pool</td><td><input type="checkbox"/></td> <td>Experience/rain shower</td><td><input type="checkbox"/></td> </tr> </table>			Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>	Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>	Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>	Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>
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Dining options on offer	Must include Spa cuisine labelling vegan, low fat, calorie controlled, carbohydrate/protein/high fibre specific, low sugar, no wheat specific, dietary options. Must include a Healthy Option Menu labelling vegetarian, vegan, celiac and calories. These may not be applicable in some spas.																																				
Location	N/A																																				
On- site activities must be provided	N/A																																				

Categorisation Criteria for Specialised Retreats (Seaweed Baths)

Definition Marine health centre offering seaweed baths.

Definition specifics	N/A
Guests Buy	Health giving seaweed baths.
Summary of spa style	It will offer a wide range of marine and thermal pool experiences as well as marine treatments in over 5 treatment rooms with relaxation room and other marine water treatments.
Accommodation Standard	Accommodation must be Fáilte Ireland approved where applicable.
Spa Location	N/A
Treatment Rooms	N/A. A treatment room will be considered to be any room or facility where the treatment carried out within it is either fully or partially facilitated by a therapist. Treatment rooms are divided into 3 types: 1) Dry Treatment room, 2) Wet Treatment room and 3) Multi-function Treatment room. (See Fáilte Ireland Best Practice Guide for further information and guidance notes).
Spa Treatments	N/A
Spa Reception	A reception desk within the facility.
Changing Facilities	N/A
Complimentary products and services	N/A
Spa Pool and Thermal Facilities - minimum requirements	<p>Must have either a swimming pool, hydrotherapy pool/a vitality pool located within the spa: (Not applicable in some spas)</p> <p>Must have a swimming pool located within the property: (Not applicable in some spas)</p> <p>Thermal area:</p> <p>May have a selection of the following experiences which can include either the swimming pool or vitality pool which must be located within the spa area. Thermal facilities and treatments are those which do not require any facilitation by a therapist or other staff member.</p> <p>The following is a list of thermal facilities that can be considered:</p>

Jacuzzi/whirl pool (small)	<input type="checkbox"/>	Swimming pool	<input type="checkbox"/>
Vitality pool	<input type="checkbox"/>	Cold plunge pool	<input type="checkbox"/>
Brine float pool	<input type="checkbox"/>	Hot Tub i.e.: Japanese	<input type="checkbox"/>
Hydrotherapy pool	<input type="checkbox"/>	Experience/rain shower	<input type="checkbox"/>
Heated Loungers	<input type="checkbox"/>	Traditional Sauna / Steam	<input type="checkbox"/>
Experience Sauna	<input type="checkbox"/>	Experience Steam	<input type="checkbox"/>
Rasul	<input type="checkbox"/>	Tepidarium	<input type="checkbox"/>
Laconium	<input type="checkbox"/>	Sanarium	<input type="checkbox"/>
Caldarium	<input type="checkbox"/>	Aroma Room	<input type="checkbox"/>
Salt Room /Grotto	<input type="checkbox"/>	Sand and UV room	<input type="checkbox"/>
Snow/ice room	<input type="checkbox"/>	Ice fountain	<input type="checkbox"/>
Walking River / Kneipp Walk	<input type="checkbox"/>	Reflexology foot experience tubs/baths	<input type="checkbox"/>
Brumisation/Cavitosonic	<input type="checkbox"/>	Dedicated separate relaxation room in spa area	<input type="checkbox"/>

Relaxation Room

A separate relaxation room. This may not be applicable in some spas.

Dining options on offer

Must include Spa cuisine labelling vegan, low fat, calorie controlled, carbohydrate/protein/high fibre specific, low sugar, no wheat specific, dietary options. Must include a Healthy Option Menu labelling vegetarian, vegan, celiac and calories. (N/A in some spas)

Location

N/A

On- site activities must be provided

N/A