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For the attention of the Secretariat of ISO TC 228
And all participants in the work of ISO TC 228

**HOTREC comments on point 7 and point 8
of the agenda for the ISO TC 228 meeting in Marbella
25-26 February 2008**

Although HOTREC enjoys only a liaison status with ISO TC 228, without voting right, we would like to express our views on the following points of the agenda:

Point 7.3 “Proposal to modify WG2 scope, title and convenorship”

HOTREC, which opposed the creation of a Working Group on “spa services”, disagrees with the modification of its scope, which was agreed by consensus at the first WG2 meeting in Madrid on 30 October 2006.

Resolution 3/06 (doc. N06) reads: “*The WG agrees to focus solely on medical spas services as provisionally agreed*”.

Point 8.1 PNWI “Thalassotherapy services”

Point 8.2 PNWI “Wellness spas services”

For the same reason, HOTREC opposes the proposal for new preliminary work items in relation to “Thalassotherapy services” and “Wellness spas services” in the framework of WG2.

As more and more hotels are providing services ranging from fitness to body, facial, regeneration and wellness treatments, standardisation in this field will certainly impact part of the hospitality industry. In particular, the term ‘wellness spa services’ is too wide-reaching (as it goes much beyond health cures which aim at treating illnesses) and standards on ‘wellness spa services’ would have an impact on a large part of the hospitality industry.

In addition, we regret that no background documents in relation to these new proposals were circulated to TC 228 members before the meeting. It would have helped TC 228 members, as well as interested stakeholders, to better assess the possible implications of such projects.

Point 8.3 New WG and PNWI “Tourist information and reception services in tourist information offices”

Point 8.4 Golf services

HOTREC could only accept these new standardisation projects under the strict condition that they do not deal in any manner with hospitality services.

In this respect, we refer to the TC 228 business plan:

“It is also a strategic principle of ISO/TC 228 to follow Resolution 14/2007 adopted by the ISO body governing the Technical Committees’ work, the ISO/TMB” which requests to cover “only those work items where there is a known support among the stakeholders”.

There is presently no support from the European hospitality industry for the development of any standard which would concern its activities.

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We would appreciate if the position of HOTREC could be circulated to all participants in the work of ISO TC 228.