

D-0308-147-MV  
18 March 2008

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

**HOTREC comments  
on the draft Resolutions in relation to spas services  
(DOC N 126, N 127, N 128)**

Although HOTREC<sup>1</sup> enjoys only a liaison status with ISO TC 228, without voting right, we would like to express our views on the draft resolutions (C/47/48/49/50/51/2008) in relation to spas services, circulated for vote by correspondence due by 11 April 2008.

**Resolution C/47/48/49/2008 “Proposal to enlarge scope, title and convenorship” of WG2  
“Spas services” – Joint proposal by AENOR (Spain), INNORPI (Tunisia), TISI  
(Thailand) – DOC N 126**

HOTREC, which opposed the creation of Working Group (WG) 2 on “spa services”, reiterates the disagreement with the widening of its scope, which was agreed at the first WG2 meeting in Madrid on 30 October 2006.

On that occasion, the participants adopted Resolution 3/06 (doc. N 06, see annex) stating that: *“The WG agrees to focus solely on medical spas services as provisionally agreed”*.

As already pointed out at TC 228 plenary meeting in Marbella, HOTREC considers that WG2 should work only on medical spas services, as agreed by WG2 members. The proposal to enlarge the scope of WG2 is blatantly in contrast with Resolution 3/06 (doc. N 06).

What is the point of attending a meeting and adopting a resolution, if then it can simply be ignored? How can Liaison organisations rely on what has been decided?

---

<sup>1</sup> HOTREC represents the hotel, restaurant and café industry at European level. It counts 1.6 million businesses, with 92% of them being micro enterprises employing less than 10 people. The micro and small enterprises (having less than 50 employees) in the hospitality industry representing 99% of businesses make up some 62% of value added. The industry provides some 9 million jobs in the EU alone. HOTREC brings together 40 National Associations representing the interest of the industry in 25 different European countries.

**Draft Resolution C/50/2008 “Thalassotherapy services” – INNORPI (Tunisia) – DOC 127**  
**Draft Resolution C/51/2008 “Wellness spas services” – TISI (Thailand) – DOC 128**

As stressed at the TC 228 plenary meeting in Marbella, 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 this respect, we reiterate that there is presently no support from the vast majority of the European hospitality industry for the development of any standard which would concern services provided by its businesses.

In the light of the well known controversy which accompanied the definition of the scope of TC 228, in particular with regard to the inclusion of hospitality services, we would like to 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”.*

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

\* \* \*

We also regret that the Secretariat circulated to the members of TC 228 these draft resolutions, before having made available the minutes of the plenary meeting in Marbella, where several countries as well as Liaison organisations made their concerns and opposition to the new proposals clear.

How can the members of TC 228, which were non present at the plenary meeting in Marbella, cast their votes knowledgeably, without having been properly informed of the issues, concerns and reasons for disagreement expressed by stakeholders at the meeting?

\* \* \*

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



## ISO/TC 228/WG 2 Spa Services N 06

<b>CONVENOR:</b> Mr. Nicasio Perez Menzel	<b>REQUESTED ACTION</b> Circulated to WG 2 members for: <input type="checkbox"/> information <input type="checkbox"/> discussion at [venue/date of meeting] <input checked="" type="checkbox"/> comments by 2006-12-29 [date] <input type="checkbox"/> voting (P-members only: ballot form attached) by [date]
<b>SECRETARIAT:</b> Mr. Guillermo ANÍVARRO Instituto para la Calidad Turística C/General Yagüe, 11 28020 Madrid Tfno: 91 417 64 70 Fax: 91 597 09 45 <a href="mailto:ganivarro@icte.es">ganivarro@icte.es</a>	

Title:

***Resolutions of the First  
ISO/TC 228/WG 2  
Meeting in Madrid SPAIN  
(2006-10-30)***

Resolution 1/06: Document N 03 "Quality criteria"  
 ISO/TC 228/WG 2 agrees not to use document N03 "Quality  
 Criteria" until ESPA ratifies formally that the text can be  
 used as a working document for the preparation of an  
 International Standard within this WG.

Resolution 2/06 TIME SCHEDULE  
 30<sup>th</sup> December is the deadline for comments on the index proposed  
 today, annexed to the minutes. January 15<sup>th</sup> is the deadline for  
 the Spanish delegation to distribute a development of the  
 chapter of the identification of natural remedies.

**Resolution 3/06: Medical spa**  
**The WG agrees to focus solely on medical Spa services, as  
 provisionally defined.**