



NATIONAL SPA AND WELLNESS STANDARD

ACKNOWLEDGEMENT

The Authority wishes to appreciate the request by stakeholders in the tourism sector for championing the sector to have TRA develop the Spa and Wellness Standard.

The Authority further wishes to acknowledge efforts by Spa and Wellness Standard technical Committee selected to develop the guidelines on behalf of all the stakeholders. This standard was developed by a select team drawn from relevant institutions, including; Tourism Regulatory Authority (TRA), Kenya Association of Hotel Keepers (KAHC), Spa and Wellness Association of Kenya (SWAK) and Kaya Spa.

In developing these guidelines, relevant stakeholders were involved in the entire exercise. Spa and Wellness Association of Kenya (SWAK) represented the interests of the service providers in Spa and Wellness sector. Kenya Association of Hotel Keepers and Caterers (KAHC) were on board to represent the Hospitality sector.

The technical committee developed these guidelines through joint research, deliberations and workshops in the FY2020/21. Tourism Regulatory Authority gave the needed leadership, facilitation and guidance required during the development of this guideline.

FOREWORD

Tourism Regulatory Authority, a State Corporation under the Ministry of Tourism and Wildlife is established under the Tourism Act Cap 383 of 2011 and is mandated to spearhead tourism regulations in Kenya. Since its operationalization in 2014, the Authority embarked on rolling out its functions with particular focus on developing tourism regulations and formulating guidelines.

This guideline was developed in response to the rising need to regulate the Spa and Wellness sub sector with a view to enhance quality of services offered in the Spa and Wellness sector, customer satisfaction and ultimately contribute in achieving The Kenya Vision 2030. In addition, the standard aims at streamlining the Spa and Wellness services in the sector to meet global standards for competitive advantage.

The development of this standard embraced the stakeholders' participation as stipulated in the Constitution and is in tandem with the Authority's mission, vision and core values .This standard endeavored to address the current issues in the Spa and Wellness sub sector. However, due to the dynamism of the tourism sector, this standard will be reviewed periodically to keep abreast with the emerging trends.

KENNEDY LWENYI

A.G DIRECTOR GENERAL

EXECUTIVE SUMMARY

Tourism Regulatory Authority prioritized the development of Spa and Wellness standard for the sustainable development of the sector. This standard aim at providing specifications that will ensure the products; systems and services are of high quality to enhance customer satisfaction in all tourism and hospitality enterprises, entertainment venues and service providers.

This standard provides specifications for the statutory obligations, facilities, environment, equipment, product, services and management structural and operational requirements. Operational issues that aim at ensuring quality of services offered in the Spa and Wellness are also addressed herein and take into account among others facility location, design and layout, set up, retail area, treatment rooms, safety and security, fitness area and waste management. In addition, regulatory requirements and the Spa and Wellness sector code of practice have been extensively covered.

ABBREVIATIONS / ACRONYMS

CCTV	- Closed-Circuit Television
DOSH	- Directorate of Occupational Safety and Health
SWAK	- Spa and Wellness Association of Kenya
KAHC	- Kenya Association of Hotel Keepers and Caterers
PWD	- Persons with Disability
WC	- Water Closet
TRA	- Tourism Regulatory Authority

PART I: PRELIMINARY

1.1. Scope

This standard prescribes minimum requirements for all Spa and Wellness facilities or facility in Kenya. The standard provides for essential elements of a professional industry: the statutory obligations, facilities, environment, equipment, product, services and management.

1.2. Normative References

In developing this standard, reference was made to the following laws and standards;

1. *Tourism Act, 2011*
2. *Health and Safety Protocols, 2020*
3. *National Building Regulations, 2021*
4. *Occupational Safety and Health Act, 2007*
5. *Persons with Disability Act, 2003*
6. *The National Minimum standards for Accommodation and Catering Establishments*
7. *Asian Spa and Wellness Standard*
8. *Ireland Spa and Wellness Standard*

Part II STATUTORY OBLIGATIONS

2. Statutory obligations

Statutory obligations are legal requirements that are relevant to the sector that guide the safety, security and environmental considerations that are instrumental for the sustainable development of the tourism sector.

2.1. Legal compliance

Facilities shall comply with all relevant national and county legislation (Acts and Regulations) governing operations in the tourism sector.

The facilities shall have evidence of compliance with, but not limited to the following;

1. Valid Tourism Regulatory Authority license
2. Occupation Permit from Directorate of Occupational Safety and Health, (DOSH)
3. Valid work permits for all expatriates
4. Valid comprehensive insurance covers.
5. Valid business permit.

PART III FACILITY REQUIREMENTS

The facility's design, structure and layout shall provide for efficient arrangement and placement of operation areas and allow easy flow of services. The following specifications shall assist in compliance with the standards guidelines and shall be interpreted in relation to the needs of each type of facility.

3.1. The Facility Location

The facility shall;

1. Be located in a safe and secure area that is accessible with visible signage.
2. Be in harmony with the natural and/or built environment.
3. In the case where the Spa and Wellness facility is located in the same building as another business be clearly delineated.
4. Be accessible by senior citizens and Persons with Disability (PWD).

3.2. Spa and Wellness Design and Layout

The facility shall;

1. Have an approved building plan by relevant Authority in conformity to the building code.
2. Be luxurious, comfort-oriented and functional.
3. Have proper signage system installed for easy traffic flow.
4. Ensure all treatment areas are sound proof.
5. Ensure use of non-corrosive materials in all high moisture areas.
6. Be made of easy to clean moisture resistant materials.
7. Ensure artificial ventilation devices have internal silencers especially in the areas such as massage rooms.
8. Be designed to be fit for senior citizens and Persons with Disability (PWD).
9. Ensure all floor surfaces are designed and constructed to accommodate the activities intended for such areas.

3.3. Entrance and Building

The facility shall:

1. Be accessible by senior citizens, and Persons with Disability (PWD).
2. Be clean and free from clutter.
3. Have attractive landscaping where applicable.
4. Have clear directional signage.
5. Have lighting and mood conducive to the Spa and Wellness experience.
6. Have emergency lights system in case of power failure.
7. Provide adequate emergency exits which are easily accessible, devoid of obstruction and are well-lit at all times.

3.4. Corridors, Staircases

Corridors and staircases shall be;

1. Clean and in good repair with clear signage.
2. Well-lit and ventilated.
3. Have emergency lights system in case of power failure.

3.5. Exterior Approach

The facility shall;

1. Provide adequate parking space where applicable.
2. Provide a designated parking space for Persons with Disability (PWD).
3. Have appropriate and functional lighting positioned for safety and comfort of the clients in all operational and public areas.

4. Provide for designated smoking areas for courtesy of choice.

3.6. Spa and Wellness Set Up

The facility shall ensure;

1. Work trolleys are well presented, clean and free from product residue.
2. Product jars and tubes wiped free from product residue around, inside and tops.
3. The rooms have a pleasant and inviting environment.
4. Walls are free from stains and dangling electrical cables.

PART IV OPERATIONAL REQUIREMENT

4.1. Reception and Clients waiting area.

The Spa and Wellness reception and clients waiting area shall;

1. Be separate from all other service areas.
2. Have a booking system in place.
3. Be manned during operation hours.
4. Have appropriate décor customized to the theme of the facility.
5. Have the following information available;
 - a) Services provided and price list.
 - b) Date and times of operation.
6. Be clean and comfortable.
7. Have adequate seats at the seating area.
8. Have health declaration and disclaimer forms.
9. Have non touch hand sanitizer and temperature checking procedure in place at the point of clients arrival/check-in and at all other entries.
10. Facilitate pre and post treatment briefing which include but not limited to;
 - a) Consultation conducted by a trained specialist.
 - b) Information on treatments, products, procedures and agree to such prior to the services.
 - c) Option of choosing either a female or male massage therapist.
 - d) Preferred therapist option.
 - e) Next appointment date
 - f) Home care products.
11. Have non-intrusive, relaxing mood at the waiting area where applicable.
12. Have adequate and efficient natural or mechanical lighting and ventilation.

4.1.1. Spa and Wellness client admission

The facility shall ensure;

1. Clients aged 16years and under are only eligible for hair and nail services.
2. Minimum client age for all Spa and Wellness services is 18yrs.
3. Minimum client age for all weight – loss services is 25years.

4.1.2. Retail Area

Where applicable the retail area shall;

1. Be within or adjacent to the reception.
2. Have appropriate décor customized to the theme of the facility.
3. Have a separate retail area for selling products.
4. Have items priced and clearly displayed.
5. Have clean product testers on display.
6. Have test spatulas, cotton pads and /or tissue on hand nearby.
7. Have adequate stock to choose from.

4.1.3. Spa and Wellness Products

Products used shall;

1. Conform to Kenya Bureau of Standards.
2. Be ethically sourced and manufactured.
3. Have quality control processes.
4. Be subject to an inventory control system in accordance with good business practices.
5. Be stored under appropriate conditions and temperature as recommended by the manufacturers.

4.2. Pre Treatment Preparation Area

The pretreatment preparation area shall;

1. Be operated in a clean and hygienic manner.
2. Have Lockable storage facilities.
3. Have segregated, clearly labeled work stations.
4. Have good quality wash basins.
5. Be provided with adequate waste bins.
6. Have adequate and labeled mixing equipment.

4.3. Spa and Wellness Treatment Rooms/Areas

1. All treatments and services performed in accordance with the companies approved standards of protocol.
2. The spa and wellness treatment rooms are used to provide services and are divided into three areas;
 - a) Dry treatment rooms
 - b) Multifunction treatment rooms
 - c) Wet treatment rooms

4.3.1. Dry and Multifunction Rooms

The treatment rooms shall;

1. Have appropriate and functional professional equipment.
2. Maintain an appropriate level of privacy and tranquility for clients.
3. Be separate for individual treatments.
4. Be shielded from the view of persons not directly involved in providing treatment.
5. Have natural and/or artificial lighting and ventilation.
6. Have provision for special effect lighting where applicable.
7. Offer appropriate disposable undergarments.
8. Have adequate space.
9. Have walls, floor and ceiling in good decorative order where applicable.
10. Have seats for clients.
11. Have light colored, clean and fresh linen.
12. Have adequate clean shower in the multifunction room

4.3.2. Wet Treatment Areas

The facility shall have;

1. Have appropriate and functional professional equipment.
2. Equipment regularly maintained and serviced in accordance with the manufacturers' specifications and records kept.
3. An appropriate for ensuring control of temperatures in all areas (e.g. saunas, steam rooms, whirlpools) where clients are exposed to high thermal stress.
4. A minimum of two hydrotherapy treatments.
5. Non-slip floors.
6. Make provision for rehydrating liquids for clients using the services.
7. Functional drainage system.
8. Have proper temperature control.
9. Have a panic button.
10. Have a cleaning and sanitization schedule.

4.3.2.1. Swimming Pool

The facility shall have;

1. Adequate precaution in swimming pools for health and safety of swimmers.
2. Clearly marked swimming pools to indicate depths and appropriate notices on prohibited items by the pool side.
3. Trained pool attendants with proper lifesaving equipment during pool operating hours; and if not the same shall be communicated to the guests.
4. Cleaning and sanitization schedule with records kept.
5. Pool operated at maximum safety condition with chlorine levels kept between 1-3mg/litre with pH range of 6.8-7.4.
6. Have a clean and well maintained treatment plant.
7. Lounges appropriately spaced to allow free movement and physical distancing.
8. Pool use capacity monitored and inter-group plays or mingling prohibited.
9. Sunbathing chairs appropriately spaced, routinely cleaned and disinfected.
10. Swimming towels shall be immediately collected and placed in laundry plastic bags for cleaning after use.
11. Pool fully equipped changing room with provision of WC and shower.

4.4. Clients Changing Facility

The clients changing facility shall;

1. Be appropriately located and in close proximity to the treatment area.
2. Be adequate and dedicated/gender segregated solely for use by Spa and Wellness clients.
3. Be hygienically clean, well ventilated, well-lit and in good order.
4. Have non-slip floor, walls and roof in good repair.
5. Have clean shower in the changing facility with the following fittings;
 - a) Shower closet with provision for hot and cold water.
 - b) Wash hand basin with hot and cold running water.
 - c) Water closet with seat and lid.
 - d) Provision for towel rail and cloth hook/hanger.
 - e) Toilet paper holder.
 - f) Well fitted soap holder.
 - g) Mirror of appropriate size above or adjacent to the wash hand basin.
 - h) Non-slip surface or mat.
6. Have the following amenities: -
 - a) Toilet brush with holder.

- b) Have adequate quality light colored towels and robes.
 - c) A lined waste bin.
 - d) Sanitary bins.
 - e) Provide appropriate slippers according to the treatment.
 - f) Toilet paper.
 - g) Bath mat.
 - h) Shampoo, shower gel/soap, shower cap and lotion provided.
daily for each client.
7. Have adequate number of seats provided in the changing area.
 8. Have secure lockers.
 9. Have a place for collecting used towels and robes.
 10. Have grooming station(s) with grooming accessories.
 11. Provide a hygienically operated hand wash basin with liquid/foam soap, hot and cold running water, sanitizer and hygienic means of hand drying.
 12. Have a notice displayed visibly instructing clients to behave appropriately.
 13. Have fittings to enhance client's privacy.

4.5. Relaxation Area

The facility shall have a designated relaxation room/area that;

1. Is clean and in good order with a pleasant aroma.
2. Has a comfortable seating arrangement.
3. Has some form of refreshments.
4. Has up to date reading materials.
5. Where applicable, be in harmony with natural environment.
6. Is welcoming and tranquil.
7. Is out of the way of Spa and Wellness traffic.

4.6. Fitness area

The fitness area shall:

1. Have adequate appropriate and professional equipment.
2. Equipment regularly maintained and serviced in accordance with the manufacturers' specifications and records kept.
3. Have adequate space for the equipment and its use while minimizing the possibility of accidents and risk of injury.
4. Be adequately ventilated and temperature regulated to ensure the comfort of those utilizing the services.
5. Have adequate lighting to ensure the comfort of clients.

6. Make provision for rehydrating liquids for clients using the fitness services.
7. Have a minimum of one qualified instructor in attendance in the fitness area while the facility is open for use.
8. Ensure separate sections for all specialized services offered.
9. Have notices affixed to the fitness equipment explaining how they are used.
10. Have towels.
11. Have disinfectant and non-touch sanitizers along with disposable wipes or single use paper towel.
12. Have non slip floors.

4.7. Spa and Wellness Cuisine

The Cuisine where provided shall be prepared in compliance with the Authority's Food Safety and Hygiene Standard, in addition shall;

1. Cater for special preference and dietary choices of clients.
2. Offer nutritious wholesome foods & dishes that are low in fat, salt & sugar.
3. Have healthy beverage options.

4.8. Management

Management shall ensure;

1. A code of ethics in place and prominently displayed.
2. Staff are in good health, undertake regular medical examination and are vaccinated against diseases as may be necessary.
3. Effective internal staff and clients communication procedures.
4. Have human resource policy.
5. Staff are well groomed and uniformed in relation to their area of operation and the company's brand identity and wear identification tags at all times.
6. Staff maintains a level of professional service etiquette and demeanor at all times.
7. Continuous in house and external training programs for staff on products and services.
8. Have a lost and found policy.
9. Standard operating procedures are in place for all service areas.
10. Internal quality audits are carried out and records kept.
11. Record are kept for the minimum legal required time frame.

4.9. Staff Welfare and Facilities

There shall be provision for good quality facilities and staff welfare that includes the following;

- a) Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities.
- b) Proper ventilation, lighting and furnishing.
- c) Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff.
- d) Facilities for persons with disabilities.
- e) Staff facilities shall be operated under hygienic and sanitary conditions.
- f) Where provided, staff transport vehicles shall adhere to safety and hygiene practices.

4.10. Back of the House

Back of the house shall;

1. Enable the professional delivery of service.
2. Include but not limited to staff area, pantry and management offices.

4.10.3. Storage Area

The facility shall;

1. Be clean and well maintained.
2. Be free from pest.
3. Have appropriate shelves.
4. Be well ventilated.
5. Have proper separation and labeling of products.

4.11. Safety and Security

The facility shall have;

1. A safety and security policy in place.
2. Adequate and appropriate functional fire detection, notification and fighting equipment.
3. Staff well trained in firefighting and use of equipment's including regular drills.
4. Clearly marked fire assembly point(s).
5. Clearly marked fire exits and emergency evacuation procedures prominently displayed.
6. Provision for functional and well stocked industrial (class C) first aid kit at designated accessible areas.
7. Trained and certified staff in administering first aid with at least one in each department on duty at all times.

8. Ensure proper and safe storage of chemicals and products.
9. Provide adequate general security personnel for the premises, staff and clients.
10. A functional night vision CCTV cameras (with data storage for at least 30 days) around public areas and/or perimeter, manned by trained CCTV operators.
11. Make provision for visible notices, warning and safety signs clearly displayed at strategic locations.
12. Surveillance, detection, monitoring and reporting systems.
13. Undertake a security audit both internally and externally at least annually and implement the recommendations before the next audit.
14. Have emergency response policies, plan and procedures.
15. Have emergency contacts clearly displayed in operational areas.

4.12. Hygiene and Sanitation

The facility shall ensure;

1. The entrance to the restrooms from adjacent public areas have airlocks.
2. Adequate supply of water and storage capacity to last at least three days in case of supply breakdown.
3. Drinking water provided is potable and approved by relevant authorities.
4. Where drinking water is not obtained from a public source, management shall ensure that the same is tested, at least three times a year by a competent authority.
5. All equipment, tools and implements cleaned and sterilized after every use.

4.13. Waste Management

The facility shall have;

1. Provision for adequate hygienically lined waste bins with tight fitting lids in all waste generating areas.
2. Separation of waste by color coding/labeling of waste bins.
3. Separate and adequate bio hazard bins for collection of used Personal Protective Equipment (PPEs) and used implements.
4. A designated and protected area for the storage of waste pending disposal.
5. Provision for proper waste collection, storage and disposal.
6. Waste bins emptied regularly, cleaned, sanitized, dried and aerated.
7. The garbage storage area is protected from weather elements, animals, and disposal shall be done regularly.

8. A contract with a licensed garbage collector.
9. Efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination.
10. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable).

4.14. Pest and Vermin Control

The facility shall have;

1. Develop and implement an integrated pest management program.
2. A pest free environment with fumigation done regularly at least twice a year.
3. Windows fitted with removable and cleanable insect proof screens where applicable.
4. A contract with a licensed pest control company.

4.15. Sustainability

The facility shall ensure they promote sustainable practices by;

1. An environmental policy.
2. Providing information that addresses environmental and social challenges that the Tourism and Hospitality industry faces.
3. Encouraging consumer education and sensitization on their rights obligations and responsibilities.
4. Ensuring sustainable approaches to product and service provision.
5. Encouraging paperless transactions.

PART V GLOSSARY OF TERMS

The Global Wellness Institute defines spas as establishments that promote wellness through the provision of therapeutic and other professional services aimed at renewing the body, mind and spirit. Spa facilities offer a wide variety of services (e.g., massages, facials, body treatments, salon services, water-based treatments, health assessments and more) as well as sales of related products.

Most consumers and industry experts would agree that at its core—no matter its size, form or business model—a spa is an establishment that focuses on wellness. The concepts of wellness, the healing traditions drawn upon, and the therapeutic techniques applied differ dramatically across both nations and types of spas.

Spa sub-categories are defined as follows;

Day/club/salon spas: Offer a variety of spa services (e.g., massages, facials, body treatments, etc.) by trained professionals on a day-use basis. Club spas are similar to day spas but operate out of facilities whose primary purpose is often fitness. Salon spas operate out of facilities that provide beauty services (e.g., hair, cosmetics, nails, etc.).

Destination spas and health resorts: Offer a full-immersion spa experience in which all guests participate. In addition to spa and body treatments, all-inclusive programs typically include a myriad of other offerings such as fitness, mind-body, special diets and cleanses, energy work, personal coaching, nutritional counseling, weight loss, sports medicine, preventive or curative medical services, etc. This category also includes the traditional sanatoria and health resorts in Europe that offer spa-like services (e.g., massage, hydrotherapy, thermal water bathing, etc.) for wellness and therapeutic purposes.

Hotel/resort spas: Located within a resort or hotel property, providing spa services on an à la carte basis to hotel guests and outside/local guests. Spa treatments and services generally complement a hotel stay or a wide range of other activities at a resort.

Thermal/mineral springs spas: Include the revenues generated by spa- and wellness-related treatments (e.g., massage, facials, hydrotherapy, etc.) at the

Following types of establishments: day-use spa facilities and destination/health resorts that incorporate an on-site source of natural mineral, thermal or seawater into their spa treatments, as well as other bathing/recreational spring's establishments that offers complementary spa services.

Medical spas: Operate under the full-time, on-site supervision of a licensed healthcare professional, providing comprehensive medical and/or wellness care in an environment that integrates spa services with traditional, alternative or cosmetic medical therapies and treatments.

Other spas: Includes all other facilities that are not captured by the categories described above, such as cruise ship spas, airport spas, mobile spas, as well as historically-/culturally-based facilities (e.g., Turkish hammams, Indian Ayurveda centers, etc.) that have incorporated spa-like services into their offerings.

Definitions for the purpose of this standard the following definitions shall apply:

Baths - Means immersion of the whole body or part thereof into herbal, aroma, mineral, period or chromo therapeutic solution which shall provide benefits other than cleansing

Beauty Studio's/Salons/Beauty Clinic – Mean Offer beauty treatments (i.e. Facialtreatment), hair services, hand and foot treatments and massage (optional) BUT NO water treatments

Beauty Treatments- Any treatment that involves the application of product to the body or any part thereof, and which may or may not include massage techniques and which may or may not provide a tangible benefit of well-being, but are complementary to other services provided in the spa.

Client - Means a person who needs or request Spa and wellness services

Dietary Programmes- Means ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, which provide for weight management.

Dry Floatation Bed- Dry floatation beds offer a sense of weightlessness and are used in combination with a body wrap and often include soft hydro-massage features.

Energy Treatments- Means control or release of chi or energy flows of the body and mind which provide benefits of well-being. Such controls may be based on traditional acceptance and/or scientific validation.

Exercises- Means manual or mechanically performed movements which have a health-supportive and promotional benefit.

Experience Shower-Means a huge variety of showers—cold waterfalls, mists, body jets and dramatic “experience showers”—offering multi-sensory experiences that incorporate smells, sound and visual effects that help take the bather to another.

Fitness - Means ability of your body systems to work together efficiently to allow you to be healthy and perform activities of daily living.

Floatation- Mean’s standing body of water, chambers or tanks, in which the client floats for rejuvenation.

Foot Spa- Means an area where warm ceramic or mosaic benches offer a place to relax and be comfortable, while bathing the feet in cool or warm (never hot) water.

Hamam or Hammam- Also known as “Turkish baths,” or Moroccan hammams, modern hamams are normally larger than a steam bath. Turkish hamams have a traditional heated “göbek tasi,” or, literally, “belly stone,” as their centerpiece.

Hotel/Resort Spa and Spa and wellness- Means the Spa and wellness in a hotel or resort with the major services of massage, exercise, steaming and sauna, mostly for hotel guests. Accommodation is not available.

Hydrotherapy- Means an external treatment for inner-Spa and wellness utilizing water as a main component to balance, rejuvenate and relax the client’s body.

Hydrotherapy Tub- Means individual hydrotherapy tubs deliver a unique sensation of heat, buoyancy and hydro-massage. Jets can be positioned to stimulate and relax trigger points in the body.

Infrared Sauna – Means is a type of sauna that uses light to create heat. This type of sauna is sometimes called a far-infrared sauna — “far” describes where

the infrared waves fall on the light spectrum. A traditional sauna uses heat to warm the air, which in turn warms your body.

Laconium- Means a warm ceramic room, with a temperature of 38° C to 42° C, in which bathers can relax for long periods of time in comfortable ergonomically designed benches or individual, heated loungers or chairs. The walls, floors and benches are heated to enable deep penetration of the warmth to the body, promoting a feeling of wellbeing and relaxation.

Massage – Means use of direct hands-on manipulation of the surface of the body to achieve therapeutic results and main component is to balance, rejuvenate and relax the client's body.

Massage therapy - includes many sub specialties that are focused on specific types of injury treatment, stress reduction, or release of tensions. They range from forceful, deep movements to extremely light superficial treatments.

Meditation therapy- Means a self-directed practice for relaxing the body and calming the mind.

Mineral Spring Spa and Spa and Wellness- is the natural or man-made hot spring or mineral spring where one can benefit from the healing waters.

Mud Bath- Mud bathing originated thousands of years ago as a medicinal and beautifying ritual— depending on the minerals inherent in the mud, these baths can cleanse, exfoliate, absorb toxins, increase circulation and soften the skin. The bather can either be fully immersed in mud, or the mud can be applied by a therapist or a bathing partner.

Natural Resources –Means any form of liquid or paste transformed or produced from nature; plant, mineral and / or water to make use of beneficial properties for the provision of well-being promotional services.

Nutritional Programmes- Means ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, and which promote well-being.

Plunge Pool- Means traditional cold-water pools stem from the Romans who realized that the surge of blood, caused by contracting blood vessels, which had previously expanded in the hot rooms, was a particularly invigorating experience. This practice is now accepted as a beneficial way of increasing blood flow and can help naturally reduce cholesterol levels in arteries and relieve hypertension.

Plunge Pools-Standing body water large enough to immerse the entire body.

Sauna- Generally a simple timber cabin with a heat source radiating warmth from the wood-clad walls via heated stones, warmed by electricity or gas, but traditionally by log fires, and normally operating between 70° C and 105°.

Scrubs and Wraps – Means Application of natural resources e.g. herbs, foods, mineral or peloids for relaxation, beautification, detoxification or other well-being benefits may be provided.

Spa and wellness Cuisine- Means wholesome foods & dishes that are low in fat, salt & sugar, for health conscious dining, or prepared for specialist dietary programmes. Spa and Spa and wellness cuisine may also include those that conform to the principles of allergy cooking (i.e. gluten or lactose free).

Spa and Wellness Facility- Means a facility which provides a holistic Spa and wellness service for clients, i.e. the entire range of amenities and guest activities to promote a “spa and wellness “experience for the guest. These include “Spa and wellness –Cuisine”, “Spa and wellness

Spa and Wellness Manager- Means a qualified and experienced individual in the Spa and wellness services industry with management skills. Trained and certified worker in the spa and Spa and wellness industry whose primary role is the day to day management of the spa and Spa and wellness business

Spa and Wellness Facility & Services- means establishments devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and Spirit. Minimal treatments/services to be provided include at least two water applications and therapies as defined by this standard.

Spa and Wellness Therapist – Means trained and certified worker in the Spa and wellness industry that performs Spa and wellness treatments/services.

Spa and wellness Trainer- Means a worker whose primary role is to perform massage or other technical Spa and wellness treatments/services. The trainer shall be qualified or certified to train such techniques or treatments/services.

Standard - means a level of quality or achievement that is considered acceptable or desirable.

Steam – Means individual or shared space filled with heated water vapors, in which a client sits, lays or stands for therapeutic purposes.

Steam Bath or Steam Room-Often called a caldarium or sudatorium from its Roman bath equivalent, a steam bath (or steam room) is typically a tiled or stone room reaching temperatures of between 42° C and 48° C with 100% humidity provided by hot steam, which is either created from heated waters in the room itself or, more commonly, pumped into the room using a steam generator. Aromatic extracts of essential oils can be injected concurrently to give the steam bath an added sensory element.

Tepidarium or Relaxation Spaces –Means a range of different beds and loungers, these spaces are essential to any spa. When allocating space to a relaxation area, consideration should be given to the fact that after bathing in a sauna for 10 minutes, it will take at least 20 minutes for the bather's body temperature to equalize, which is the only time he/she should return to a warm/hot cabin or pool.

Tourism sector – Means the tourism and hospitality sector in Kenya.

Treatment – Means a professional action or service employed by a therapist for the provision of well-being.

Vitality Pool- A vitality pool is the generic name for what people commonly refer to as a “Jacuzzi” (the brand name that has become synonymous with pools with water jets). Vitality pools offer a mini-hydrotherapy experience and are typically used where space will not permit the inclusion of a full-size hydrotherapy pool. These pools typically operate at 35° C to 38° C and will have underwater pressurized air and water features.

Wellness - The Global Wellness Institute defines wellness as the active pursuit of activities, choices and lifestyles that lead to a state of holistic health.