



Quality standards

WELLNESS-HOTELS & RESORTS INTERNATIONAL®

Wellness Hotels bearing the Wellness Tree seal are of at least four-star standard
on the DEHOGA scale and offer a quality of service in keeping with standards at luxury hotels

Situation close to nature

- The hotel is situated in the countryside, or
- The hotel stands in or by a park/gardens (such as a spa garden), or
- The hotel has access to natural surroundings or a park, at a maximum of five minutes' walking distance

Environmentally conscious management

- The hotel has implemented an environmental management system, and in particular
- Guests are given suggestions as to the environmentally friendly measures they can adopt
 - Staff are given suggestions and/or training on environmentally-friendly conduct
 - Use of eco-friendly washing powders, and household cleaners and polishes
 - Water and energy-saving measures
- Waste Management:*
- Waste-avoiding measures
 - Composting/waste separation
 - Recycling bins (at least in the kitchen)
 - Measures to minimise pollution
 - Measures to conserve raw and recyclable materials

Pollution-free zones

- Fixed quota of declared non-smoking rooms
- Signposted smoke-free zones in restaurants
- Areas free of piped noise pollution (rest rooms/library)
- Areas free of fragrance pollution

Wellness Cuisine Vitale as part of the fare on offer

- At all meals, at least one dish on offer that accords with wholefood principles
- At all meals, at least one dish on the menu to be based on low-fat cuisine
- At all meals, at least one vegetarian dish on the menu (i.e., without meat, fish, poultry or products made of these)
- Predominantly, fresh fruit and vegetables are used
- Wherever possible, produce comes from sources adhering to organic methods and ethical livestock husbandry
- Guests' individual dietary wishes are catered for.

Wellness-Centre with facilities for exercise, relaxation, regeneration, and beauty and body-care

General

- Permanent practice and monitoring of hygiene
- Proper tending and maintenance of the Centre
- Daylight, fresh air
- Location in the house: access without having to cross conference or restaurant areas
- Drinking water and fresh fruit in free supply
- Where space allows it, the amenity of a Spa bistro

Changing zone/s (if also frequented by non-resident day guests)

- Separate Women's and Men's showers / toilets
- Lockable locker
- Seating
- Wash basins with hair dryer and dressing-table mirror
- Stands/shelves for bags, towels, etc. .



Pool area

- Open daily at least from 7 am to 9 pm
- Overall impression: interior design,, visual impression, acoustics, air (The atmosphere has to be right, to say 'well-being')

Saunas: the setting

- Pouring on of water / Ceremonies (regularly or on individual agreement)
- Daily opening hours minimum 9 am to 7 pm) for one form of sauna
- Number of saunas, indoor: at least two
Note: a range of different types of sauna is expected – hot / dry (e.g., Finnish sauna) or warm / slightly humid (e.g. tepidarium) or warm / very humid (e.g. steam bath); but a hamam is not recognised as a type of sauna.
- Minimum size of sauna: to accommodate 8. One additional sauna place for every ten rooms.

Fitness, Sports, Stress management

- Work-out space with professional keep-fit apparatus (back and strength)
- Daylight and fresh air in the fitness space
- Qualified expert care is assured
- Introductory tuition by qualified staff is assured
- Sport (e.g. personal coaching, cardio, back training, Nordic walking, outdoor activities, gymnastics)
- Space for gymnastics
- Programme of activities – promoting shared experience without group pressure, in the hotel or outdoors /elsewhere (walks, events and so on)

Treatments

- On offer for at least 8 hours daily
- Treatment rooms with natural lighting and direct fresh air supply wherever possible
- Treatment rooms of at least 10 sq. m. /110 sq. ft, with wash basin / shower
- Beauty treatment (e.g. facial, manicure, pedicure, scrubs, relaxation massage)
- Physiotherapy (such as lymph drainage, foot reflex massage, shiatsu, whole-body massage)
If available:
- Whole-body treatments (e.g. tub baths, Kneipp, Felke, mud-bath, hamam)
- Health Care (such as Traditional Chinese Medicine, acupuncture, health check)

Advice & Care/Supervision

- Services are rendered only by staff trained and qualified in this field.
- Services offered include preliminary counselling and booking (scheduling)
- Well-being and health tips to take home
- A range of qualified information is placed at guests' disposal (e.g. a Wellness ABC)
- Option of an individual consultation in a separate environment (e.g. the wellness zone reception) / trained staff
- Supervision/support service in the Wellness zone

Additional standards

- Loan of additional towels + bathrobe for Wellness guests are included in the package price.
- Use of sauna and pool is inclusive for Wellness guests
- Duty of information – are there offers for children and the young? (Details to be found in the house brochures/on the Internet)
- Duty of information on house arrangement for admission of non-resident guests (published in the house brochures/on the Internet)

Quality assurance

- The hotel is regularly submitted to external quality controls (currently these are performed by the Rhineland TÜV safety standards authority). Any shortcomings found through the control are remedied by the hotelier within six months of receiving the evaluation.

We will be happy to answer any further questions you may have

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