



Camera di Commercio
Ravenna



Charter of Quality Tourism Services

Spa structures



The spa structures of Brisighella, Cervia, Punta Marina Terme and Riolo Terme have adhered to the Charter of Quality Tourism Services and have been inspired by the following principles:

1. satisfaction of the need for care of clients is the main objective of every form of action in this field;
2. social responsibility in terms of the health and territory guides the strategic and organisational management of the spas;
3. constant development of the quality of services sustains competition in the market of spas even more.

The spa structures that have adhered to the Charter of Quality Tourism Services have made a commitment with clients in order to respect and guarantee:

A - SAFETY

In order to increase the benefits of performance and protect the health of clients, clinical,



cal, organisational and environmental safety is guaranteed, in particular:

1. the natural spa means used is water;
2. the quality of the spa means is controlled by legal measures and is confirmed by scientific studies;
3. the plants and the equipment are checked on a periodical basis and according to legal norms;
4. medical assistance is guaranteed during the opening hours of the spa;
5. personnel is highly trained and qualified;
6. medical visits in order to check suitability and pertinence are performed before every treatment;
7. assistance to the disabled is provided by the presence of courses, support and assistance;
8. cosmetic products created by the spa are available for use and can be purchased, representing the correct complement of treatment;
9. an insurance policy is available to protect all clients.

B - ACCESSIBILITY AND HOSPITALITY

Each spa centre guarantees:

1. the absence of architectural barriers facilitates movements related to access to and within the structures;
2. a list of the services available and the relative price list is clearly available and legible in the spa;
3. the presence of information desks in order to answer any information related to treatments, medical assistance, the price list and internal services;
4. the common behaviour of all operators is based on listening, discretion and providing

ing useful information related to the methods of supply of the services and customer protection in general;

5. specific areas dedicated to children are available for entertainment and treatments;
6. comfort with the respect of parameters related to illumination, the micro-climate and hygiene as well as the supply of warm linen (towels and/or robes), the presence of bars/snack areas, fitted changing rooms and mini safes;
7. a reserved car park is available.

C - INFORMATION

1. Telephone bookings (free phone number) or on-line: perfect organisation of access.
2. The websites offer all useful information related to access and a price list of offers with the possibility to purchase on-line.
3. A questionnaire in order to assess the level of customer satisfaction and how to handle any possible complaints (in any case no later than 30 days), are useful instruments in order to communicate with clients and contribute towards organisational improvements.

D - CONTROVERSIES

All of the spa structures that have adhered to the Charter of Quality Tourism Services have made a commitment, in the event of controversies, to adopt and adhere to the Conciliation procedure provided by the Chamber of Commerce of Ravenna.



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■ TERME DI PUNTA MARINA

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The following have worked with the commission:

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