



# SPA MEMBERSHIP

**1. MEMBERSHIP TYPE** – for an explanation on the types of membership available, please visit [experienceispa.com](http://experienceispa.com).

- ISPA Premiere Plus Spa Membership (\$995 USD) Includes one primary member and up to 20 additional employees\*
- ISPA Premiere Spa Membership (\$795 USD) Includes one primary member and up to 10 additional employees\*
- ISPA Spa Membership (\$620 USD)
- Spa Under Development (\$550 USD)

\*Additional members must be employed by the company at the same physical address as the primary member.

## 2. SPA INFORMATION

Spa Name: \_\_\_\_\_

Company Address: (Physical address only, no P.O. Boxes) \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Company Phone Number: \_\_\_\_\_ Company Fax Number: \_\_\_\_\_

Company E-mail Address: \_\_\_\_\_

Web site: \_\_\_\_\_ Date Spa Opened: \_\_\_\_\_

Company Twitter Handle: \_\_\_\_\_ Company Facebook Name: \_\_\_\_\_

Please choose your primary spa type from ISPA's approved list:

- Club Spa       Day Spa       Destination Spa       Medical Spa
- Cruise Ship Spa       Mineral Springs Spa       Resort/Hotel Spa

Please identify your top three best-selling / most popular product lines:

(a) \_\_\_\_\_ (b) \_\_\_\_\_ (c) \_\_\_\_\_

## 3. PRIMARY MEMBER CONTACT INFORMATION

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Have you ever been an ISPA member before? \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Birthday: \_\_\_\_\_

Please choose the job description that best fits you:

- spa director     finance     human resources     retail     public relations / marketing
- general manager     manager / assistant manager     other \_\_\_\_\_

## 4. PAYMENT INFORMATION

If you chose Premiere or Premiere Plus, an ISPA representative will contact you upon receipt of your application to secure information for your company members. Membership will be active until June 30, 2011.

Check enclosed (payable to ISPA)

Charge my:  Visa     MasterCard     American Express     Discover

Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

CVV security code: \_\_\_\_\_

If you need wire transfer information, please call ISPA at 1.888.651.4772.

## 5. HOW DID YOU HEAR ABOUT ISPA?

- Pulse Magazine     ISPA Web site     Received information from ISPA
- ISPA Event (Conference, Knowledge Network)     Contacted by ISPA Staff     Twitter     Facebook     Spa Week
- Another ISPA Member \_\_\_\_\_     Other \_\_\_\_\_

**6. DO YOU KNOW SOMEONE ELSE WHO MIGHT BE INTERESTED IN LEARNING ABOUT THE BENEFITS OF AN ISPA MEMBERSHIP?**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**7. VERIFICATION STATEMENT**

In consideration of ISPA's review of its application for membership, \_\_\_\_\_ ("Applicant") and its officers, directors, employees and agents hereby agree:

- A. To waive irrevocably any claim or right of action at law or in equity that they may have at any time against ISPA, its Board of Directors, Officers, members, agents, and employees either as a group or as individuals, for any act in connection with the business of ISPA and in particular its acts in admitting, classifying or reclassifying, or granting or not granting membership; or in any act of censure, suspension or termination of membership for a violation of ISPA's bylaws, policies, regulations, or standards and practices.
- B. That upon request Applicant will provide such other information as may be necessary to support its membership classification, and if Applicant fails to do so, or if it is deemed inadequate, a reclassification of its membership or termination may be taken by ISPA as it, in its sole discretion, determines.
- C. To be bound by all decisions, bylaws, policies, regulations, standards and practices of ISPA as they are now or as they may be subsequently stated.
- D. Upon notification by ISPA of any failure to comply with any applicable bylaws, policies, regulations, standards and practices, to cure such deficiency or be subject to termination from any applicable membership category by ISPA within its sole discretion.

Applicant acknowledges that filling out this form does not guarantee or constitute membership or classification as a member.

Applicant agrees to receive association information via e-mail, mail and fax.

Applicant verifies that it meets the membership criteria for the class of membership applied for and that it agrees to abide by the terms set forth above, as presently stated or hereinafter amended.

**8. ADDITIONAL APPLICATION DETAILS AND SIGNATURE**

I have read and agree to the **ISPA General Standards and Practices** (next page) and **Verification Statement**.

Print name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NEXT STEPS**

1. Return this completed application to ISPA by:

a. Mail

ISPA – Attn: Membership Department  
2365 Harrodsburg Road, Suite A325  
Lexington, KY 40504 USA

b. Fax to 1.859.226.4445

c. Scan and E-mail to [ispa@ispastaff.com](mailto:ispa@ispastaff.com)

2. Once we receive your application you will receive an e-mail to verify its receipt.

3. Approximately 2 business days after we receive your application you will receive an e-mail with your personal Web site login ID, password and web link to your new member welcome packet.

**FOR ISPA OFFICE USE ONLY**

Date Application Received: \_\_\_\_\_

## **ISPA GENERAL STANDARDS AND PRACTICES FOR SPA MEMBERS** (keep this page for your records)

ISPA requires that each Member Spa adhere to its Standards and Practices. To that end, you and your spa will ensure that:

### **STAFF**

- Staff, when hired, is provided with a Policy and Procedures Manual that is reviewed and updated annually.
- Staff is provided with and/or given access to constantly updated Treatment Procedure and Product manuals for all treatment modalities, including the spa's menu.
- Staff is given a job/responsibility description upon hiring, followed up with at least one annual evaluation of each individual's job performance.
- All specialized staff such as fitness instructors, personal trainers, massage therapists, estheticians, nail technicians, hairstylists, nutritionists, physiologists, psychologists, and medical technicians comply with applicable international, federal, state and local regulations with regard to licensing, registration and appropriate certification.
- The Director/Supervisor of any fitness and/or aerobics program has at least a bachelor's degree (or equivalent) in an appropriate area of study, or a current certification from a nationally recognized organization in the health/fitness industry, such as the American Council on Exercise (ACE), Aerobics and Fitness Association of America (AFAA) or the American College of Sports Medicine (ACSM) or their international equivalents.
- During operating hours there is at least one staff member scheduled on-site who has current CPR certification.
- Staff who perform advanced techniques and/or use advanced technology are appropriately trained and function in compliance with the manufacturer's instructions and guidelines.

### **SAFETY**

- During hours of operation and for all physically challenging, supervised activities held both on (e.g., hydrotherapy) and off (e.g., hiking) site, there is at least one staff member scheduled and present who has current CPR and first-aid certification.
- A first-aid kit is properly stocked and readily available at all times.
- A written emergency plan is posted in plain view at all appropriate staff stations. The plan includes standard emergency procedures for specific incidents and phone numbers of police, fire and emergency medical assistance.
- All procedures for cleaning and maintenance are in accordance with applicable international, federal, state and local regulations, and with appropriate manufacturer's guidelines.
- All floor surfaces are designed and constructed to accommodate the intended activities for each area.
- Signage is posted to alert and educate guests about possible risks and practices as needed in areas such as: exercise studios, pools, wet areas, saunas, steam rooms, whirlpools, racquet sports courts and any other potentially hazardous areas.
- The spa has an ongoing monitoring system for ensuring appropriate control of temperatures in all areas where guests are exposed to high thermal stress (e.g., saunas, steam rooms, whirlpools and exercise rooms).
- The spa's facilities and operating procedures comply with all applicable international, federal, state and local regulations including OSHA and the Americans with Disabilities Accessibility Guidelines for Buildings and Facilities.
- If the spa includes fitness and weight training equipment, staff is available to provide assistance and instruction in the proper and effective use of such equipment.

### **GUEST RELATIONS**

- Written material is provided that accurately depicts the facility, nutrition/diet/wellness and other programs, philosophy, rates, deposits, customary tipping and gratuities, cancellation policy and grace period for refunds.
- All new spa guests and/or annual members are given an orientation and tour of the spa as soon as possible upon arrival.
- Guests complete a confidential screening questionnaire and/or informed consent statement appropriate to their planned activities. All guest history and counseling session information is considered private and confidential, and such information is not disclosed by the spa or its coworkers without the proper consent of the individual, unless such a disclosure is required by law.
- The spa promptly responds to guest complaints and resolves them in as timely and efficiently a manner as possible. The spa attempts to resolve within 60 days any consumer complaints brought to its attention by state or local consumer protection agencies or ISPA.
- Guests are able to express their concerns and suggestions regarding facilities, staff and programming through a feedback system designed to encourage guest feedback.
- The spa has current liability insurance or the equivalent for the purpose of guests' protection.
- All programs are flexible enough to accommodate a variety of individual goals, fitness levels and needs.
- Spa programs and menus are designed to encourage the guest toward health enhancing activities and wellness while acknowledging the guest's current health status.

### **SERVICE**

- Staff is courteous, helpful, knowledgeable and articulate.
- Staff is committed to anticipating the guests' needs and serving them.
- Staff believes in the precepts of spa wellness and is willing and able to share these philosophies with guests.
- Staff zealously guards the guest's privacy and modesty.
- Staff is attentive to preserving the spa environment at all times.

### **CODE OF ETHICS**

- Member will be guided in all activities by truth, accuracy, fairness and integrity.
- Member pledges loyalty to the Association and agrees to pursue and support its objectives.
- Member pledges to keep informed on the latest techniques, developments and knowledge pertinent to professional improvement.
- Member will help fellow members reach personal and professional fulfillment.
- Member will utilize every opportunity to enhance the public image of the spa industry.

"Member" hereby agrees to abide by the General Membership Standards and Practices of ISPA. In the event that ISPA becomes aware of any failure to adhere to these Standards and Practices, it shall notify the Member of such noncompliance. Should the Member fail to cure such deficiency, ISPA, in its sole discretion, may terminate the Member from membership and/or any applicable category of membership.

Nothing herein shall create any rights in third parties or responsibilities of ISPA with respect to the operation of any Member spa.