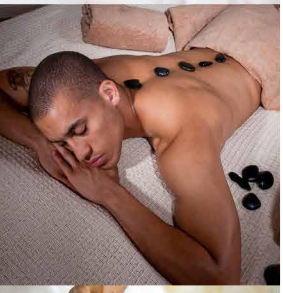

Sustainability Code of Good Practice

MIRACLE OMAN

Spa | Massage Activities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits and therapist qualifications** are in place, as required
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and apply appropriate safety and hygiene measures
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Incorporate **local products or traditional treatments**, where possible
- ✓ Feature local culture / nature in creating the **spa ambience**
- ✓ Use **natural, healthy spa products** that are not harmful to human and environmental health, including non-toxic air fragrances
- ✓ Avoid **single use** & disposable items
- ✓ Provide adequate **waste** collection facilities for safe disposal, and collect rubbish in the surrounding area
- ✓ Use **eco-friendly products**,e.g., detergents to launder spa linen
- ✓ Use **water** sparingly, including in spa features where water re-use / recycling may be appropriate
- ✓ Minimise **energy** used, including maximising the use of natural lighting
- ✓ Provide **information in advance** about your sustainability actions, accessibility of the experience, what to expect, and what to bring with
- ✓ **Screen participants** ahead of time to make sure that the experience is well suited to their physical health
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, hygiene, what to expect, applicable etiquette / cultural sensitivity to be respectful of, and logistical considerations before the experience begins
- ✓ Communicate your **zero tolerance** of child labour, or any activities related to the sex trade or human trafficking
- ✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support
- ✓ Participate in conserving activity area **integrity**; notify relevant authorities of concerns and participate in relevant rehabilitation projects

SUSTOUR

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Travelife Sustainability in tourism

For more sustainable tourism guidance and to provide feedback, visit **www.travelife.info/sustour/codes**

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