

## Membership Application

Please complete the following form. You can easily navigate the form by using the tab key. Fields in gray require your input. Please note that all applications will be reviewed and screened against our Standards & Practices document included in this application.

### Contact Information

Company information will be published in our printed directory, contact name and information will be available on line.

Company Name	_____	Phone	_____
Primary Contact	_____	Fax	_____
Address	_____	Website	_____
City	_____	Prov	_____ PC _____
Primary Contact Email	_____	Company Email	_____
Marketing Contact	_____	Marketing Email	_____
Accounting Contact	_____	Accounting Email	_____

### Membership Categories

Leading Spas of Canada has five spa membership categories, one supplier & one school membership categories. Please make sure that you meet the requirements of the category you select by carefully reviewing the description and answering all questions listed below. Multi-location spas: No individual spa operation may be associated with or otherwise referenced to Leading Spas of Canada, unless it has its own membership. If your spa is not yet open for business, or if you do not meet the requirements of the primary membership categories, please select the Developmental Membership Category.

- Day Spa** Available to companies that operate a spa offering four or more categories of professionally administered spa services to clients on a day-use basis.
- Destination Spa** Available to companies that operate a spa whose sole purpose is to provide guests with lifestyle improvement and health enhancement through professionally administered spa services, physical fitness, educational programming, and on-site accommodations where spa cuisine is served exclusively.
- Medical Spa** Available to companies that operate a spa or institution comprised of medical physicians and spa professionals whose primary purpose is to provide comprehensive wellness care and/or medical esthetics in an environment, which integrates four or more categories of spa services with conventional and/or complimentary therapies and treatments. As a medical spa you must return the completed Medical Spa section of this application.
- Resort/Hotel Spa** Available to companies that operate a spa within a resort or hotel property offering four or more categories of professionally administered spa services, as well as spa cuisine menu choices. There may also be fitness or wellness components.

Membership Categories Con't	
<input type="checkbox"/> <b>Mineral Spa</b>	Available to companies that operate a spa offering an on-site source of natural mineral, thermal or sea water used in hydrotherapy treatments along with four or more categories of professionally administered spa services.
<input type="checkbox"/> <b>School/Training</b>	Available to schools that provide programs which support the spa industry.
<input type="checkbox"/> <b>Supplier</b>	Any person or company that provides services and/or products that supports the spa industry.
<input type="checkbox"/> <b>Developmental</b>	Available to a spa under development, or to an operational spa which does not yet meet the Leading Spas of Canada Standards and Practices, with the covenant that they will do so within 12 months. This category of membership has no voting rights, and such members are ineligible for election to the Board of Directors. Such members will not be listed on the Leading Spas of Canada website until they meet the Association Standards and Practices.

Company Information	
1.	<p><b>Company Description:</b> Please provide a brief description of what makes you unique or what product or service you provide. If your spa provides medical services please complete the Medical Spa section of this application.</p> <p>(Schools &amp; Medical Spa Applicants please complete #2 &amp; #3 respectively. Otherwise proceed to the next section.)</p>
2.	<p><b>School Members:</b> To complete the membership process we require the following documentation. We accept digital copies of this information.</p> <ul style="list-style-type: none"><li>2.1 Please provide copies of your school brochure with outline of programs, academic policies, fees, cancellation &amp; refund policies.</li><li>2.2 Please provide a copy of your government registration.</li><li>2.3 Please provide a copy of your curriculum approval by your provincial Minister of Education.</li><li>2.4 Please forward proof of valid Canada student loan status (NOTE: membership MAY be approved in a 'pending' qualification if all other criteria are met, but school is waiting for valid Canada student loan status approval)</li></ul>
3.	<p><b>Medical Spas:</b> Please download the Medical Esthetics Guidelines and include a copy of your physician's license with this application.</p>

## Standards & Practices

Leading Spas of Canada has established the following Standards & Practices to ensure that all members of the Association provide the highest level of professional services and products to the general public. By signing the Verification Statement, all Association members agree to adhere to these Standards & Practices, and to the Association's Code of Ethics. As a Leading Spas of Canada member, you may be subject to a random inspection to ensure that the professional levels of performance required by the Association are being maintained. Furthermore, members pledge that their operating procedures and practices comply with all applicable local, provincial and federal regulations, including those for persons with disabilities, and that all co-workers meet all local, provincial and federal regulations with regards to licensing. As Canada's premier spa industry organization, Leading Spas of Canada continues to advocate for Government to adopt these Standards and Practices.

### CODE OF ETHICS

1. Each member will be guided by truth, fairness and integrity.
2. Each member agrees to support the ongoing improvement of quality and professional spa services offered to the public.
3. Each member agrees to act in a professional and responsible manner towards clients.
4. Each member agrees to support and positively promote the actions and establishments of each active member in good standing in an unbiased and non-judgmental manner.
5. Each member agrees to express their opinions, in any form of media, honestly and accurately without making any unfounded scientific allegations relating to therapeutic results that may be false or misleading.
6. Each member agrees to stay within their own area of competence and scope of professional practice. As a customer service function and where appropriate, a member may suggest to their clients that they might seek professional assistance elsewhere relating to any condition that is beyond the scope of the professional practice of the member.
7. Each member agrees to inform their clients of all payment policies, costs and/or fee schedules prior to billing for any services rendered or products supplied.
8. Each member pledges loyalty to the association and agrees to pursue and support its objectives.

### SAFETEY AND HYGIENE

The spa and its coworkers will ensure that:

1. All co-workers follow appropriate hygienic standards at all times.
2. The premises and all instruments used are appropriately sanitized and sterilized.
3. A first aid kit is properly stocked and readily available at all times.
4. A written emergency plan is posted in plain view at all appropriate staff locations. The plan includes standard emergency procedures for specific incidents and phone number for police, fire and emergency medical assistance.
5. All procedures for cleaning and maintenance are in accordance with federal, provincial and local regulations, and with appropriate manufacturer's guidelines.
6. All floor surfaces are constructed to accommodate the intended activities for each area.
7. Signage is posted to alert and educate guests about possible risks and practices, as needed, in such areas as: exercise studios, pools, wet areas, saunas, steam rooms, whirlpools, racquet sports courts and any other potentially hazardous area.
8. Appropriate control of temperatures is ensured through an ongoing monitoring system in all areas where guests are exposed to high
9. Coworkers are available to provide assistance and instruction in the proper and effective use of fitness and weight training
10. Coworkers who perform advanced techniques and/or use advanced technology are thoroughly trained and do so in compliance with the manufacturer's instructions and guidelines.

Standards & Practices Con't

**RESPONSIBILITIES OF THE SPA TO ITS COWORKERS**

You and your spa will ensure:

- Coworkers, when hired, are provided with a Policy and Procedures Manual which is reviewed and updated annually.
- Coworkers are provided with and/or given access to constantly updated Treatment Procedure and Product manuals for all treatment modalities included in the spa's menu.
- Coworkers are given a job/responsibility description upon hiring, followed up with at least one annual evaluation of individual's job performance.
- All specialized/professional staff such as fitness instructors, personal trainers, massage therapists, estheticians, nail technicians, hair stylists, nutritionists, physiologists, psychologists and medical technicians complies with local, provincial and federal regulations with regards to licensing, registration and appropriate certification.
- The Director/Supervisor of any fitness 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.
- The spa will have at least one staff member who has CPR and First Aid certification, on site during operating hours.
- Demonstrates a commitment to providing education, training and professional development opportunities for all coworkers.

**RESPONSIBILITIES OF THE SPA TO ITS GUESTS**

You and your coworkers will ensure that:

- 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.
- 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 it in compliance with privacy legislation. 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.
- All guest complaints are promptly responded to and resolved in as timely and efficiently a manner as possible.
- The spa has current liability insurance or the equivalent for the purpose of guests' protection.
- All spas offering fitness programs are flexible enough to accommodate a variety of 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.

**RESPONSIBILITIES OF THE COWORKER TO THE SPA**

As coworkers, you will ensure that you:

- Are professional, courteous, helpful, knowledgeable and articulate.
- Are committed to anticipating guests' needs and serving them.
- Reflect the spa's policies in appearance, attitude and team work.
- Believe in the precepts of Spa Wellness and are willing and able to share these philosophies with guests.
- Agree in writing to abide by the Policies and Procedures established by the spa.
- Understand and follow your personal job descriptions.
- Demonstrate professional client management through the maintenance of client records on an ongoing basis.
- Zealously guard the guest's privacy and modesty.
- Are committed to honouring the confidentiality of the spa and its business, in general.
- Adhere to the professional standards of hygiene as defined by the spa.
- Maintain all personal certifications as required by provincial or federal legislation.
- Take personal responsibility for your continuing professional development.
- Are attentive to preserving the Spa Environment at all times.

Payment Information	
Annual Spa Membership is \$600.00 plus GST and expires on December 31 <sup>st</sup> . Membership Renewal is due January 1 <sup>st</sup>	
September 1 <sup>st</sup> – December 31 <sup>st</sup>	\$300.00 plus applicable GST or HST for your province
Method of Payment	<input type="checkbox"/> VISA/MC <input type="checkbox"/> CHEQUE ENCLOSED
Card Number	_____ Exp: _____
Membership Amount	_____
Name on Card:	_____ Today's Date: _____

Next Steps
Once we have received your complete application we will send an email confirmation. Approximately one week after your completed application is received we will forward via email, confirmation of approval and your user name and password for website profile. Logon to the members only area and post your company information for the online listing.
In another 4-6 weeks your membership welcome kit will be forwarded by mail. Included in this kit will be member's benefits as well as your Leading Spas of Canada Membership Certificate & Verification sticker.

Leading Spas of Canada  
Box 157, Sooke, B.C. V9Z 0P7  
Phone Toll Free 1.800.704.6393  
Fax Toll Free 1.877.423.1799

Email: [info@leadingspasofcanada.com](mailto:info@leadingspasofcanada.com)

Please ensure that all relevant sections of your application completed, dated and signed membership application form pages are submitted with a copy of your spa menu or brochure along with other supporting credentials as required. Your membership cannot be processed until all required documentation is received. All Membership Applications are screened in accordance with Leading Spas of Canada "Standards and Practices".