



Code of Ethics

1. Be a good member of the Thai Spa Industry and protect its integrity

- Members shall abide by all applicable laws, licensing, and regulations pertaining to the spa industry and support the enforcement of same;
- Avoid practices that could be damaging to consumers or the dignity and integrity of the broader spa industry;
- Avoid false, misleading or deceptive advertising and marketing practices;
- Members shall not misrepresent or slander other service providers.

2. Provide safe and appropriate services to customers

- Services will be conducted with the utmost regard to the health, safety and welfare of staff and customers;
- Members shall provide services which are consistent with their operating license and consistent with the skills of their staff;
- Products and equipment used in services shall be in proper condition and utilized in a manner appropriate for their intended use;
- Avoid all activities that could be deemed sexually inappropriate or relating to sexual misconduct.

3. Treat all customers fairly and equally

- Members shall not discriminate against customers on the grounds of race, nationality, culture, sexual preferences or disability issues;
- Recommend services which are appropriate for the needs of customers;
- Deal with customer disputes in a prompt and courteous manner;
- Provide fair and consistent pricing to all customers, regardless of race, nationality or culture.

4. Treat staff fairly and consistently with a goal to develop staff to their optimal level of knowledge and ability

- Staff management practices shall be consistent with the Association's standards;
- Staff training shall be conducted in a professional manner and consistent with the standards of the Association;
- Provide staff with constantly updated treatment procedures and product manuals for all treatment modalities

I have read and agree to abide by the Code of Ethics of the Thai Spa Association.

Company Stamp

Authorized Signature

Date: