

Guidelines – Health requirements for Massage, Relaxation & Spa

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1. Purpose:

- To ensure compliance of all Massage, Relaxation, Spa Centers with the Public Health & Safety requirements.
- To ensure the implementation of a unified health requirement in all massage, relaxation and spa centers.

2. Scope:

The health requirement is applicable in all massage, relaxation and spa centres in the Trakhees jurisdiction in the Emirate of Dubai.

3. Responsibility:

- Director, Inspection Department
- Manager, Retail & Commercial
- Senior Officer, Retail & Commercial
- Officers, Retail & Commercial

4. Details of implementation:

4.1. License

- 4.1.1. A valid professional Trade license issued by Trakhees Licensing Division /JAFZA should be secured and available at the facility.
- 4.1.2. Commercial name should reflect the service provided by the centre and does not reflect any medical activity.
- 4.1.3. A valid Dubai Health Authority (DHA) License for all the staff should be secured if applicable.
- 4.1.4. Updated staff list and OHC Inspection form should be available.
- 4.1.5. Assigned staff should obtain Occupational Health Card (OHC) issued by Trakhees- (044364652/044364639)
- 4.1.6. Only permitted services in the licensed activity are allowed to be performed in the facility.
- 4.1.7. NOC from commercial control section/DED (Dubai Economic Department) should be secured.

4.2. Staff:

- 4.2.1. Wear uniforms during working hours & keep it clean.
- 4.2.2. The personal hygiene for the staff should be maintained.
- 4.2.3. Sanitize hands before & after each activity.

4.3. Furniture:

- 4.3.1. The furniture used should be kept clean & made from easy to clean materials.
- 4.3.2. Cupboard & drawers for keeping towels & tools should be provided.
- 4.3.3. Storage inside the cabinets should be arranged appropriately



4.4. The center should provide the following:

- 4.4.1. Pest control record from an approved third party should be available in the facility.
- 4.4.2. Waste bin with cover for waste collection.
- 4.4.3. Commitment towards general cleaning throughout the premises. The facility should implement effective cleaning and disinfection in all areas (not limited to cabinets/drawers/shelves) to ensure hygiene within the facility. Daily cleaning checklist for the entire premises should be provided.
- 4.4.4. To avoid re-use of dirty towels, sufficient number of should be provided.
- 4.4.5. A cupboard for keeping clothes.
- 4.4.6. Disposable bed sheet roles to cover the massage beds after each use.
- 4.4.7. Not allowed to keep any advertisement that violates the ethics in the centre.
- 4.4.8. Plastic laundry basket net type for collection of soiled towels/aprons/uniforms should be provided.
- 4.4.9. Disposable slippers in each massage room.
- 4.4.10. Contract with a laundry for washing the linen/towels/uniform etc. used in the facility. Laundry bills for the same should be preserved/filed in the facility.

4.5. Cosmetic & Health products

All cosmetic and health products (non-arabic labeling and non-English labeling) used in the facility should have label assessment report from suppliers & should be registered with the Consumer Products Safety Section of Dubai Municipality. Documents for reference should be available.

4.6. Store

Unused unwanted products should not be stored in the facility. Products meant for personal use, which are not related to the activity/services provided, should not be stored in the premises. The premises or its part should not be used as a storage area.

4.7. General notes

- 4.7.1. Smoking is not allowed inside the centre. No Smoking sign should be displayed in the entrance.
- 4.7.2. Appropriate signboards related to gender should be fixed wherever necessary.
- 4.7.3. Emergency numbers must be displayed in the facility
- 4.7.4. Accommodation and cooking are not allowed in the center. Food products should not be stored in the facility.
- 4.7.5. Sleeping mattresses are not allowed in staff room for sleeping purposes.
- 4.7.6. Carpets are not permitted inside the facility.

4.8. Specific requirements

- 4.8.1. Each Massage, Relaxation and Spa Centers should provide services to one gender only (male or female) and the staff who offer these services should be from same gender (male staff to male clients, female staff to female clients).



- 4.8.2. If the Massage, Relaxation & Spa Centers provides services for both males and females, separate entrance (with separate reception) must be available for each gender, and the centre must mention working hours timings for each gender in the entrance of the premise.
- 4.8.3. Suitable massage beds should be provided in massage rooms. Ruptured massage beds or beds with cracks are not allowed.
- 4.8.4. Only one massage bed is allowed in one room for body massage. Provision of partition between beds is required in rooms containing more than one bed.
- 4.8.5. The door between gents and ladies facility should be closed permanently.
- 4.8.6. Special permit /approval to work after 12 midnight should be obtained (if required for extra business hours operation).
- 4.8.7. Internal announcement (Arabic and English) must be displayed at noticeable area covering the following points:
 - Indicate that the centre is not for healthcare, and does not provide medical services for patients.
 - Informing clients to seek medical advices from the doctor in case of sickness before receiving the service.
 - Caution/restriction on pregnant people from taking the service.

Note: The centre can perform some other SPA activities if enough area is available like sauna, swimming pool, and other relaxation activities. The swimming pool must comply the requirements of Trakhees.