

# **Luxury Head Spa Club – The Original**

## **Admission Criteria for Partner Salons**

### **1. Basic Requirements**

A salon may only become a member of the Luxury Head Spa Club – The Original if it meets the following minimum standards:

- Equipment: • Use of Maletti furniture (or an equivalent premium-quality brand). • At least one Head Spa Chair / Wash Unit with massage and relaxation functions. • Dedicated space ensuring a calm, private, and relaxing spa atmosphere.
- Cosmetics & Products: • Use of OWAY products (or an equivalent certified organic, sustainable brand). • Product range must include essential Head Spa lines for cleansing, care, aromatherapy, and scalp treatments.

### **2. Professional Standards**

- At least one certified Head Spa Master or Therapist, trained under the official protocol. - Commitment to annual training and certification renewal. - Full compliance with the Luxury Head Spa treatment protocol.

### **3. Service & Guest Experience**

- Five-star service culture: hospitality, guest care, premium atmosphere. - Individual consultation and scalp/hair diagnosis. - Adherence to the Luxury Head Spa Quality Guarantee. - Documentation of treatments in the guest profile.

### **4. Design, Sustainability & Values**

- Interior design aligned with the Luxury Head Spa philosophy. - Use of eco-friendly, sustainable, biodegradable products. - Responsible resource use (waste separation, energy efficiency). - Respect for brand image in all communications.

### **5. Membership & Obligations**

- Signing of the official Membership Agreement. - Payment of the annual membership fee. - Proper use of the Luxury Head Spa Club logo. - Participation in marketing, PR, and community exchange. - Agreement to provide visuals/testimonials and allow quality audits.

## **6. Exclusivity & Territory**

- Territorial exclusivity may be granted depending on membership level and market strategy.

## **7. Data Protection & Compliance**

- Compliance with GDPR and local regulations. - Professional handling of feedback, complaints, product issues.

## **8. Grounds for Exclusion**

- Equipment or product standards not met. - Repeated violation of protocol. - Non-fulfillment of payments/obligations. - Damage to the Luxury Head Spa brand. - Refusal of mandatory training or audits.