

European Code of Conduct

Introduction

- Every tanning studio affiliated to one of the member associations of the European Sunlight Association (ESA) or the ESA directly employs a Code of Practice within the studio.
- This code indicates how the quality and safety of tanning and related services are to be carried out. Employees of the tanning studio are bound to this code.

1. Admission

The tanning studio only allows clients aged 18 or above to use its tanning equipment. They must not have skin type I (or skin type II with a clear increased risk, such as lots of freckles or birthmarks, sunburn, early melanoma) or be using certain medicines. All of which is to be determined during 'intake'.

2. Intake

A careful 'intake' is carried out with new clients, clients who have not used a solarium for a long time or clients whose personal circumstances have changed significantly (illness, medicine use). This 'intake' may consist of a personal conversation, completion and discussion of an intake form or completion of questions on a computer.

3. Information and advice

Based on the 'intake', the tanning studio will provide information and advice about responsible tanning, use of the proper tanning equipment during the proper time period and about any further tanning treatment. In cases such as those indicated in article 1, the studio will advise against tanning equipment.

In its information and advice, the tanning studio will take into consideration the so-called Ten Golden Rules of responsible Tanning, which are attached to this document. They will also use information material compiled specially by ESA and its member associations. This advice will always include information about the use of protective eye wear and other relevant precautions.

4. Hygiene

The tanning studio employs set rules for the cleaning of equipment and for keeping the studio clean in general.

Tanning equipment will be cleaned by employees of the tanning studio after each use or by the users themselves. If the latter, then sufficient proper aids and clear instructions will be available. All equipment will be disinfected at least twice per day by employees of the tanning studio using legally approved aids.

5. Equipment

The tanning studio uses tanning equipment that meets the relevant European standards. The studio uses set rules for the maintenance of the equipment, including the periodic replacement of lamps.

Consideration will be given to manufacturer and supplier guidelines during use and maintenance of equipment.

6. Expertise

There will also be one or more tanning studio employees present who have followed training to be able to carry out an expert 'intake'. They can then - and also during subsequent visits – provide extensive information and responsible advice to the individual client about tanning and use of the tanning equipment.

7. Publications

The tanning studio will refer in its (advertisement) publications and information materials to the importance of the responsible use of tanning equipment and associated service, in conformity with the usual guidelines.

If there is any question of 'unlimited tanning' or similar wording, it must be clearly indicated that this will only take place within the applicable guidelines, dependant on skin type and for a maximum of 40 times per year.

The tanning studio will make no content changes to publications and materials published and distributed by ESA or its national member associations.

In addition to the responsibility of the tanning studio, as indicated above, clients' own responsibility should be part of the advice and guidelines of the studio.

8. Complaints

The tanning studio offers its clients the clear opportunity to make comments or to submit complaints about service. These will be dealt with very seriously.

The studio also clearly indicates how clients can take any comments, remarks or complaints to ESA or the national association to which the studio is affiliated. ESA is authorised to take any appropriate measures against the studio in case of violation of its Code of Conduct or other applicable guidelines.