



## MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA

### GUIDELINES ON CLASSIFICATION APPEAL OF SPA AND FOOT MASSAGE CENTRE (PUK)

#### 1. DEFINITIONS

##### 1.1 DEFINITION OF SPA

Premises that offers health treatment service and beauty by using massaging service method, and provides water-based treatment method.

##### 1.2 DEFINITION OF PUK

Premises that offers massage services that covers the knees and below by using only hand and does not involve any diagnosis or medication prescription. It is intended for wellness, pampering and lifestyle only.

#### 2. APPEAL APPLICATION TERMS

Applicant may submit an appeal application if dissatisfied with the rating result issued by the Tourism Commissioner provided that:

- a) Applicant is allowed to submit an appeal on the rating result within the period of 21 days from the date of issued result letter;
- b) Any appeal application after the period of 21 days from the date of issued result letter will not be considered;
- c) Rating result after the period of appeal is final;
- d) Rating result after an appeal inspection is final;

- e) Applicant shall submit official application letter to MOTAC State Office; **and**
- f) Examiner team shall consist of a different team from the previous inspection.

### 3. **REQUIRED DOCUMENTS**

- a) Application Letter of Classification Appeal of Spa/PUK; **and**
- b) A copy of the latest Classification Certificate of Spa/PUK.

### 4. **APPLICATION PROCEDURE**

Application Letter of Classification Appeal of Spa/PUK shall be submitted to respective MOTAC State Office.

### 5. **PAYABLE FEE**

No fee is charged for application of classification appeal in the meantime.

### 6. **CLASSIFICATION MECHANISM**

- a) Premises inspection shall be done within **the period of 30 working days** after the application of classification appeal is received;
- b) Reviewed and completed application of premises classification appeal will be brought to **Panel Meeting of Spa and PUK Classification**;
- c) Decision letter of application of classification appeal **or / and** Certificate of Rating shall be received within the **period of seven (7) working days** after the decision of **Panel Meeting of Spa and PUK Classification** is issued; **and**
- d) No appeal can be made after the meeting decision is received.

## **7. CERTIFICATE OF RATING FOR SPA / PUK**

- a) Certificate of Rating will only be issued after the application of classification appeal is approved and signed by the Tourism Commissioner and the previous Certificate of Rating shall be returned.
- b) If the appeal application is not approved, the previous Certificate of Rating shall be maintained.

## **8. APPROVAL CHARTER OF CLASSIFICATION APPEAL APPLICATION**

- a) MOTAC State Office level:  
Classification inspection report (new/re-classification/self-assessment) that is complete, in an orderly manner and faultless shall be submitted to Headquarter based on the client charter from the date of the inspection is conducted as in **Appendix B.**
- b) MOTAC Putrajaya Headquarter level:  
Certificate of Rating will be issued within the **period of 10 working days** after the Panel Meeting of Spa and PUK Classification is convened.

## **9. ENFORCEMENT DATE**

This guideline shall come into effect beginning on **15<sup>th</sup> January 2021.**

Tourism Licensing Division  
Ministry of Tourism, Arts and Culture Malaysia

**APPROVAL CHARTER OF CLASSIFICATION APPLICATION OF MOTAC STATE OFFICE BASED ON ZONE**

<b>MATTERS</b>	<b>ZONE A</b>	<b>ZONE B</b>	<b>ZONE C</b>	<b>REMARKS</b>
<b>STATES</b>	Selangor and Wilayah Persekutuan Kuala Lumpur/ Putrajaya	Penang, Malacca, Johor, and Perak	Negeri Sembilan, Pahang, Terengganu, Kedah, Perlis, Sabah, Sarawak, Labuan and Kelantan.	-
<b>CLASSIFICATION</b>	21 Working days after the inspection is conducted	14 Working days after the inspection is conducted	10 Working days after the inspection is conducted	Application to take on workload is based on zone

**Guidance:**

Based on the numbers of classification application.