spa opportunities

25 MARCH - 7 APRIL 2011 ISSUE 108

Daily news & jobs: www.spaopportunities.com

Urban Retreat goes mobile

Spa operator Urban Retreat, which has sites at upmarket UK department stores Harrods and Harvey Nichols, has launched a new franchise model, Urban Retreat At Home will be rolled out over the next three years and offer beauty therapists the opportunity to become independent franchisees and deliver Urban Retreat-branded treatments at clients' homes.

Speaking to Spa Opportunities, George Hammer, founder of Urban Retreat, said: "We're building on the

experience of having been at Harrods for 10 years and this franchise opportunity is open to all mobile therapists.

"Up to now, mobile therapists have often been considered second rate, badly trained and inconsistent. What we're doing is harnessing all the good parts about being a mobile therapist



The Urban Retreat concept will soon be made available for private homes

and creating an up-market offering rather than a discount, cheap offering.

"Most mobile therapists work on the basis that they are cheaper than a salon - we're working on the basis that At Home treatments will be either at salon price, or above, by making it a premium experience."



The property will include a 52-bedroom hotel

Work starts on £12m Birmingham scheme

PETE HAYMAN

Sanguine Hospitality has confirmed the start of construction work on a £12m flagship hotel and spa development in the centre of Birmingham.

Denizen Construction has moved on site at The Cube, which will boast a 52-bedroom Hotel Indigo and the Club and Spa. Facilities at the fifth floor Club and Spa will include an indoor swimming pool; a sauna and steamrooms; 10 treatment rooms; and a hydrotherapy pool. A dry flotation tank and a fitness suite will also be available.

Adam and Eve spa opens at Iberotel Dubai

TOM WALKER

A new day spa has opened at the Iberotel Grand Hotel in Dubai in the United Arab emirates.

Facilities at the Adam & Eve spa include 13 private treatment rooms and the spa menu includes a number of holistic treatments - ranging from full body massages to facials and body scrubs and wraps - as well as nail and hair treatments.

The Iberotel Grand Hotel has 409 bedrooms and facilities at the property include three restaurants and conferencing space.

Waldorf Astoria to open in RAK

TOM WALKER

Hotel giant Hilton Worldwide is to operate a new Waldorf Astoria hotel in Ras Al Khaimah (RAK), UAE. Facilities at the 349-bedroom hotel will include a bespoke spa experience unique to the property.

Although exact details for the spa are yet to be revealed, the hotel itself will be located within the Al Hamra mixed-use development, a 40 minutes' drive from Dubai International Airport. Opening in the fourth quarter of 2011, the hotel will offer outdoor swimming pools, 10 restaurants and bars, and a 450sq m (4,844sq ft) meeting and ballroom space. The complex will be the second Waldorf Astoria property in the



Hilton signing the management deal with Hamra

Middle East, following the opening of the Qasr Al Sharq in Jeddah, Saudi Arabia, in 2005.

Hilton Worldwide will operate Waldorf Astoria Ras Al Khaimah on behalf of the Al Hamra Group.

Magazine sign up at spaopportunities.com/subs

PDF for iPad, Kindle & smart phone | Online on digital turning pages spaopportunities.com/pdf

spaopportunities.com/digital

Instant sign up for instant alerts at spaopportunities.com/instant Twitter >> follow us: @spaopps @spaoppsjobs

RSS sign up for job & news feeds spaopportunities.com/rss

CONTACT US

The Leisure Media Company Portmill House, Portmill Lane, Hitchin, Herts SG5 1DJ, UK Tel: +44 (0)1462 431385 Fax: +44 (0)1462 433909 e-mail: please use contacts'

fullname@leisuremedia.com

Subscriptions

Denise Gildea +44(0)1462 471930 subs@leisuremedia.com

Liz Terry +44(0)1462 431385

Managing Editor

Tom Walker +44(0)1462 471934

Pete Havman +44(0)1462 471938 Martin Nash +44(0)1462 471933

Internet

Ed Gallagher +44(0)1905 20198

Dean Fox +44(0)1462 471900 Emma Harris +44(0)1462 471921

Tim Nash +44(0)1462 471917

Associate Publisher

Emma Matthews +44(0)1462 471907

Recruitment, training and tenders

Paul Thorman +44(0)1462 471904 Simon Hinksman +44(0)1462 471905 Annie Lovell +44(0)1462 471901 Sarah Gibbs +44(0)1462 471908

Property advertising sales

Simon Hinksman +44(0)1462 471905

Financial Controller

Sue Davis +44(0)1395 519398

Financial Administrator

Denise Gildea +44(0)1462 471930

Circulation Manager

Michael Emmerson +44(0)1462 471932

Subscribe to Spa Opportunities: Online: www.leisuresubs.com Email: subs@leisuremedia.com

Tel: +44 (0)1462 471913 Annual subscription rates are UK £31. Europe £41, Rest of world £62, students UK £16.

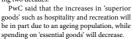
Spa Opportunities is published fortnightly by The Leisure Media Company Limited, Portmill House, Portmill Lane, Hitchin, Herts SG5 1DJ, UK and is distributed in the USA by SPP, 75 Aberdeen Road, Emigsville, PA 17318-0437. Periodicals postage paid @ Manchester, PA POSTMASTER Send US address changes to Spa Opportunities, c/o PO Box 437, Emigsville, PA 17318-0437. The views expressed in print are those of the author and do not necessarily represent those of the publisher The Leisure Media Company Limited. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise without the prior permission of the copyright holder. Printed by GC Print Solutions plc. ©Cybertrek Ltd 2011 ISSN 0952/8210

Spending on leisure to increase

ΡΕΤΕ ΗΔΥΜΔΝ

Spending on leisure and luxury is poised to account for nearly a quarter of total consumer spending by 2030, according to PricewaterhouseCoopers (PwC). PwC's latest UK Economic Outlook reported that household spending on recreation had, on average, increased by 3.5 per cent between 1963 and 2009.

Consumers have increased their spending on spas, hotels and restaurants during the same 46-year period by 0.4 per cent, which is expected to continue growing in the coming two decades.





Consumer spend on luxury items and leisure time is set to increase

Overall, household spending is expected to grow by 1 per cent in 2011 compared with 2010 "lagging behind" an anticipated increase in gross domestic product (GDP).

Dolce to reopen and operate Lake Las Vegas hotel

TOM WALKER

Dolce Hotels and Resorts has been appointed to rebrand and manage the former Ritz Carlton Lake Las Vegas hotel in Henderson, Nevada, US. The hotel was closed in May 2010 due to low occupancy and Dolce aims to reopen the 349-bedroom property by April 2011.

Facilities at the hotel, which is owned by Village Hospitality, include a 30,000sq ft (2,800sq m) spa and wellness center; 32,000sq ft (2,990sq m) of conferencing space and a number of restaurants and bars.

Joint venture acquires eight spa resorts

TOM WALKER

A newly-formed private investment vehicle has acquired the property portfolio of MS Resorts through a foreclosure proceeding.

CNL-AB, a joint venture between hedge fund Paulson & Co and private equity investor Capital Trust, acquired eight MS Resorts in the deal.

The resorts are the Grand Wailea Resort and Spa: Arizona Biltmore Resort and Spa; La Quinta Resort and Club and PGA West; Doral Golf Resort and Spa;

Claremont Resort and Spa; Ritz Carlton Grande Lakes: IW Marriott Grande Lakes: and JW Marriott Desert Ridge. In a statement Michael Barr, portfolio manager at Paulson & Co., said, "We and our

All of the eight resorts included in the foreclosure deal include a spa

partners are excited to be the new owners of some of the world's most desirable resorts and look forward to providing new sponsorship to maximize the value of these irreplaceable assets."



RockResorts to manage Bimini Bay

TOM WALKER

RockResorts, a subsidiary of Vail Resorts, has secured a deal to manage the Bimini Bay Resort and Marina in the Bahamas. All existing resort properties at Bimini Bay – including restaurants and activities, as well as the largest deep-water marina in the Bahamas – will be managed through the company's property management collection, Legendary Lodging.

The resort, owned by the Capo Group, currently comprises 350 individuallyowned existing residences,

three restaurants, a shopping village, the "Beach Bums" children's activity centre and two outdoor pools.

As part of its development strategy for the site, RockResorts plans to add a boutique RockResorts hotel with 80 to 100 rooms,



The Bimini Bay Resort will undergo a redevelopment under RockResorts

RockResorts branded residences, a RockResorts luxury spa and additional restaurants.

Exact details of the spa facility are yet to be confirmed, but a spokesperson said it could be open by Septenber 2011. The RockResorts hotel is scheduled to open in 2014.

Ritz-Carlton Reserve first for Mexico

MARTIN NASH

Ritz-Carlton Hotel Company has agreed a joint venture with Grupo Questro and Trinity Investments to operate a Ritz-Carlton Reserve resort at San Jose del Cabo, Mexico.

Scheduled to open in 2014 and the first Ritz-Carlton Reserve project in the country, the hotel will offer a total of 124 one-, two- and three-bedroom villas, each with private infinity plunge pools, outdoor terraces with fireplaces, outdoor showers and butler service.

Also to be included in the Puerto Los Cabos mixed-use development are a world-class spa, Desert Botanical Theme Park, Fisherman's Wharf, a 500-slip marina and two private cham-

pionship golf courses. The 13,000sq ft (1,200sq

m) Ritz-Carlton Spa offers 16 treatment rooms,

including two couples suites, private ladies' and gentleman's wet lounges, steam/sauna areas and dry relaxation dens.

Signature treatments include the Cloud of

The 13,000sq ft Ritz-Carlton Spa will boast 16 treatment rooms

Signature treatments include the Cloud 9 Massage, which uses locally grown ground flowers and herbs such as Niagara lavender and Quebec sage.

DoubleTree by Hilton signs Romanian deal

PETE HAYMAN

A new Double'Tree by Hilton hotel is to open in Ploiesti, Romania, following the completion of a franchise development deal between Hilton Worldwide and SC Valdor SRL. It will be one of three Double'Tree by Hilton hotels earmarked

to open in Romania this year, with other properties planned for Oradea and Bucharest.

The 242-bedroom hotel will feature two restaurants; a bar with a terrace; a Precorequipped fitness centre; a swimming pool; and a spa area with treatment rooms.

Hyatt Regency to revamp Waikiki spa resort

TOM WALKER

Hyatt Regency will invest US\$13m (€9.3m, £8m) in the redevelopment of its Waikiki Beach Resort and Spa in Hawaii.

Work will include the renovation of the resort's entire third floor public areas and the introduction of two new restaurants, a new poolside lounge and bar, a pool deck and an entirely new Regency Club product.

The resort's spa will remain open during the works, which are scheduled to be completed by September 2011.



The resort will include a full-service day spa

Hilton signs deal for Hacienda La Botanica in Seville

PETE HAYMAN

Hilton Worldwide has signed a management agreement to convert the Hacienda La Botanica resort near Seville, Spain, into a new Waldorf Astoria Hotels and Resorts property. The group has already taken over the operation of the resort and is now planning to relaunch it under the Waldorf Astoria brand this summer.

Facilities at the resort include a 5,000sq m (53,820sq ft) spa with therapy rooms and a number of hydrotherapy studios, along with indoor and outdoor pools.

Stax revises Farnham sports centre scheme

PETE HAYMAN

Plans for a new multi-sports and leisure club facility in Farnham, Surrey, have been revised to incorporate a larger health spa area and a smaller sports hall.

A number of treatment/therapy rooms and a hydrotherapy area are to be developed as part of the new complex, along with changing facilities. The group behind the scheme – Stax – has also submitted an additional planning application for construction of two 98sq m (1,055sq ft) spa cabins to the south west of the site.

KeyLime Cove waterpark opens spa for kids

TOM WALKER

KeyLime Cove waterpark in Gurnee, Illinois, US has opened a new kids spa.

The Enchanted Lagoon-branded spa will offer themed manicures, facials and pedicures as well as hairstyling services which allow kids to choose from a range of "looks" – including rockstar, princess and mermaid.

Kids will also be able to produce their own lotions and choose their favourite scents for a perfume – from vanilla, chocolate, strawberry and papaya.



The beachfront view of the Dover Marina Hotel

Leaf Hotels to run new-look Dover hotel

TOM WALKER

Leaf Hotels has announced that the Best Western Dover Marina Hotel and Spa is to open on 24 March, following the completion of a multi-million pound redevelopment.

A spokesperson confirmed that the spa will form part of the next phase of improvements at the hotel, which are due to be carried out later this year. The 81-bedroom property will be run by Leaf Hotels under the Best Western brand, and is set to include three conference, function and meeting rooms and a restaurant and bar.

Ageless Esthetics appoints Morgan as COO

PETE HAYMAN

Skincare and spa product supplier Ageless Esthetics has appointed Justin Morgan as its new chief operating officer.

Morgan joins the company from ZO Skin Health where he managed the manufacturing of products as well as product research and development.

His previous roles in the skincare sector include a stint at consultants Riley-Nacht. Ageless Esthetics currently supplies 13 spas in the US, with the majority of them in the states of Colorado, California and Florida.

W Hotels unveils Bali resort and spa

TOM WALKER

W Hotels Worldwide has launched its W Retreat & Spa Bali in Seminyak, its third Retreat to open within the past 12 months.

The 158-key resort has been designed in partnership with SCDA Architects and AB Concept and Poole Associates, and includes a large AWAY-branded spa.

The 1,500sq m (16,000sq ft) AWAY Spa has been designed by Singapore-based A. W. LAKE Spa Concepts and inspired by two of Bali's "sacred elements" – wind and

water. Facilities include seven treatment rooms and a Detox Chamber – a pure oxygen filled blue room where guests can undergo mild decompression before their treatments.

The AWAY brand has been exclusively designed for the W Hotels by parent company



The AWAY spa has been designed by Singapore-based A. W. LAKE

Starwood. There are now 11 AWAY Spas around the world with three more planned for upcoming W Hotels in Guangzhou, Singapore, and Bangkok. W Hotels is Starwood's designled hotel brand and there are currently 41 W-branded properties in its portfolio.

New-look spa facilities for Jakarta hotel

TOM WALKER

A new-look swimming pool and a spa and wellness centre have been launched at the Hotel Nikko Jakarta, Indonesia, following a refurbishment scheme.

The spa and wellness centre boasts a total of eight treatment rooms – seven single and one double, the latter featuring a private bath for flower and milk baths.

A steamroom, a sauna, a whirlpool and a cold plunge pool are also available at the hotel, as well as a Technogymsupplied fitness suite.

The spa uses an Indonesian supplier that uses naturally-sourced ingredients, with products including the mangos teen body scrub and mask to reduce skin irritation.

The spa boasts eight treatment rooms - including a couples room

Located in the heart of the Indonesian capital, Hotel Nikko Jakarta offer 261 rooms, with a further 166 to be made available following the second phase of a renovation programme.

Deloitte: European hotels top rankings

PETE HAYMAN

Deloitte has revealed that European hotels were among the world's top performers in 2010, despite the slow recovery and the introduction of austerity measures. According to the business advisory firm, London came third only to Sydney, Australia; and Seoul, South Korea; in the global occupancy rankings at more than 82 per cent.

Geneva, Switzerland; and Venice, Italy; were revealed as the top two performing locations in terms of average room rate and RevPAR.

SHISEIDO

The Spas

Welcome to a universe of infinite serenity



Shiseido, a leader in health and beauty solutions for almost 140 years



A pioneer of the 19° century and still unique today, Shiseido is the fruit of an alliance between Eastern traditions and philosophies and Western science and technology. Since 1872, years of cosmetic experience have given Shiseido unique expertise in the creation of product formulas, textures, scent and packaging, all meticulously chosen to bring the guest to absolute well-being.

Shiseido product lines help you realise your personal potential for beautiful skin. Incomparably refined, Shiseido's products simultaneously delight the senses of sight, touch and smell.

Shiseido's Qi Method: absolute efficiency, an ultimate holistic experience



The beauty of a human being's skin, mind and body lays in the balance of 'Qi', a vital energy that runs throughout the body. The Shiseido Spa method known os 'Qi' introduces a holistic dimension to spa treatments. Eastem traditional methods and Western effleurage, fuse together, allowing positive energy flow, requiring no less than 300 strokes.

Signs of fatigue disappear and you feel truly relaxed. The skin becomes radiant, supple and full of youthful vitality. Lasting effects and significant improvement will continue, with regular care under the skilful hands of Shiseido's beauty therapists, and at home, using high performance Shiseido product lines.

Nola 7 completes hotel spa and waterpark projects

TOM WALKER

Tamplier Hotel, located within the Bansko ski resort in Bulgaria, is to add a waterpark and spa to its facilities this spring.

Due to open later this month (March 2011), both the waterpark and spa have been installed by Bulgarian supplier Nola 7.

Elsewhere, Nola 7 has created a 2,000sq m indoor waterpark at the Teshilovo Resort, near Moscow, Russia.



A new spa will open after a rebrand of the resort

Landry's acquires Trump resort in Atlantic City

TOM WALKER

Hospitality giant Landry's has acquired the Trump Marina Hotel and Casino in Atlantic City for an undisclosed sum.

Landry's plans to redevelop the property and rebrand it as a Golden Nugget resort destination. As part of the revamp, the casino will boast a new luxury spa. Exact details are to be confirmed but facilities will include a H2O Pool and Lounge, featuring "all season hot tubs and fire pits".

Radisson to open

TOM WALKER

Hotel group Radisson Edwardian, which owns and operates the London's iconic May Fair Hotel, is to open its newest property in the capital this summer.

The £6om (US\$96m, €69m), 185-bedroom Radisson Edwardian Guildford will include a large day spa and conferencing space as well as a range of dining options.

The spa will house a swimming pool, five treatment rooms, a relaxation area, sauna, steamroom and mud spa as well as a health and fitness suite.

Inquiry launched into fish spas

TOM WALKER

The practice of using toothless Garra rufa fish to perform pedicures at spas is to be probed by the UK's Health Protection Agency (HPA) and environmental health officers.

The treatment has become popular in the UK and a number of operators, such as London-based Aqua Sheko and Appyfeet, base their entire business model on the Garra rufa treatments.

An HPA spokesperson told Spa Opportunities that the

agency was looking into the matter following queries from health officers around the UK.

"Following a number of enquiries to the HPA from local environmental health officers over the past six months, the agency is currently investigating if there are any potential risks of infection associated with the commercial use of fish spa pedicures in the UK," she added.



The practice of using Garra rufa fish will be investigated by UK auhtorities

Karen Ho, owner and founder of Aqua Sheko said: "We take health and safety very seriously and have made it a priority to ensure high standards. The feet and hands of every customer will be washed by our therapists, who also check for any cuts and contagious disease during the wash. The water in our tanks is changed twice a day and sterilised five times per hour."

Consultants Horwarth to open Dubai office

TOM WALKER

Leisure consultancy Horwath Hotel, Tourism and Leisure (HTL) has opened a new office in Dubai. United Arab Emirates (UAE).

The office is the first for the Horwath HTL group in the UAE and is part of the company's

strategy to establish the brand in the Middle East and to open up and increase business in the Gulf. The Dubai office will focus on destination development and planning disciplines within the Horwath HTL network, as well as expanding the cooperation with banks.

SOKO opens three new Chinese properties

TOM WALKER

Chinese wellness operator SOKO Fitness & Spa Group has expanded its presence in its core Northeast China market with three new facilities.

The group recently opened its second day spa in Shenyang, a beauty salon in Dalian, Liaoning Province, and a health and fitness club in Dalian, which is operated under a management agreement.

The 7,000sq ft (650sq m) Legend Spa Wanda in Shenyang is located in the city's downtown area and includes 11 treatment rooms

Tong Liu, CEO of SOKO, said: "This presents new opportunities to expand into new markets without significant initial capital costs while maintaining control of our facilities."



SOKO has opened a 7,000sq ft Legend Spa Wanda in Shenyang, China

The openings increase the number of facilities in the SOKO portfolio to 44. Seventeen of the properties are wholly-owned, while six are majority owned and one is minority owned and operated under a management agreement.



Let's face it, spa software is boring. Most spa managers we talk to are not happy with what they have. Forced to use whatever system was put in place many years ago. They all wish they had a reliable, fast, user-friendly system. Many have not yet started powering online reservations.

Book4time has built the leading web-based spa system. Created to meet the complex needs of the world's largest spa brands, yet affordable enough for an independent spa or salon owner.

You can avoid expensive set-up charges and user license fees with our transaction pricing model, helping you save serious money. You can also switch to Book4Time at zero up-front cost.

With us, you're not locked into long-term contracts, you can simply give us 30 days notice. We're confident we will earn your business year over year, as we have done for our clients throughout the world.

Curious? Visit Book4Time.com or email: sales@book4time.com for a demo.



DIARY DATES

30 MARCH - 1 APRIL **SPATEC Spring North America**

Chateau Elan Winery & Resort, Braselton, Georgia, US

This is a three-day forum of one-to-one meetings and networking opportunities between corporate spa operators, directors and design/management companies and spa suppliers and vendors. The meetings last for 20 minutes.

Tel: +1 603 529 0077

www.mcleaneventsinternational.com

3-4 APRII

Natural & Organic Products Europe Olympia, London, UK

Now in its 15th year, this trade event is said to be one of the UK's top exhibitions for the international natural and organic sectors.

Tel: +44 1273 645 110

www.naturalproducts.co.uk

APRIL (TBU)

International Resorts Exhibition

Jeddah Hilton, Jeddah, Saudi Arabia A networking and exhibition event for hotel, spa and tourism professionals. Tel: +966 5055 777 96

www.perfectevents-ksa.com/index.htm

APRIL (TBU)

Healthcare Tourism Congress

Kuala Lumpur Convention Centre, Kuala Lumpur, Malaysia

A two-day congress produced following Malaysia's Prime Minister, Datuk Seri Najib Tun Razak's call to tap into the health and medical tourism industry. Tel: +603 2170 1588

www.htcongress.com

7-9 APRIL

World Congress on Anti-Aging Medicine & Biomedical Technologies

Orlando, Florida, US

With more than 90 international presenters, this conference and expo on preventative medicine and biomedical technologies will feature a range of topics including weight management; photodynamic therapies; thermograpy and the role of insulin and cortisone in the epidemic of obesity and metabolic syndromeX.

Tel: +1 561 997 0112

www.worldhealth.net/orlando



14-16 APRIL

Intercharm Professional

Crocus Expo International Exhibition Center, Moscow, Russia

An exhibition for the spa, beauty, cosmetic and hairdressing industries, which showcases new products, equipment and services.

Tel: +7 495 937 6861 www.intercharmpro.ru

15-17 APRIL

The Yoga Show

Manchester Central, Manchester, UK The inaugral event of the Yoga Show in Manchester

Tel: +44 1787 224 040 www.theyogashow.co.uk

4-7 MAY

SPATEC Europe

Corinthia Hotel Budapest, Budapest, Hungary

A two-day forum of face-to-face meetings between UK and European spa owners, directors and senior personnel and leading

spa suppliers. Tel: +44 208 547 9830

www.mcleaneventsinternational.com

8-9 MAY

Beauty UK

NEC, Birmingham, UK

The cream of the UK's beauty industry will gather to celebrate new product innovations, swap business advice and learn how to grow beauty businesses, salons and spas in 2011.

Tel: +44 1332 227 690 www.beautyserve.com

12-14 MAY

Sustainable Cosmetics Summit North

Grand Hyatt, New York, US

This two-day conference aims to encourage sustainability in the beauty industry by bringing together key stakeholders to debate major issues facing the beauty industry such as sustainability and natural, organic, fair trade and ecological products. Tel: +44 208 567 0788

www.sustainable.cosmeticssummit.com

16-18 MAY

Global Spa Summit

This invitation-only annual summit - now in its fifth year - brings together top-level executives from around the world who have a strong interest in the spa industry. Tel: +1 212 716 1199

www.globalspasummit.org

16-18 MAY

Beautyworld Japan

Tokyo Big Sight, Tokyo, Japan

New products and trends for the Japanese beauty market are showcased at this event. Tel: +81 3 3262 8939

www.beautyworldjapan.com

17-19 MAY The Hotel Show

Dubai World Trade Centre, Dubai, UAE

Showcases four different sectors: Interiors & Design, Security & Technology, Operating Equipment & Supplies, and The Resort Experience.

Tel: +971 4 438 0355 www.thehotelshow.com



Bali, Indonesia • May 15-18, 2011



At the Global Spa Summit 2011 Top executives and industry leaders will discuss:

Engage the Change
The Customer. The Money. The Future.

Learn more at www.globalspasummit.org



OPINION

When the going gets tough

Difficult economic environments call for a more strategic and forensic analysis of the competition - some ignore it at their peril

hen the going gets tough, the tough get going. It's a well used phrase and one, I suspect, that has been repeated by management teams around the globe over the last couple of years.

The economic climate for businesses in most countries has been extremely challenging. Taking a straw poll of people I come in to contact with on a daily basis, be they business partners, clients or peers in the industry, many have spent increasing time ensuring they have their financial house in order (strong cash flow, stringent pursuit of debtors, etc) and that they are looking after their talent.

The really smart ones are also keeping a very keen eye on their competition and equally looking to identify new areas in which to expand. In terms of competition to spas, there is obviously the 'close in' type - other spas in the neighbourhood, or indeed further afield (as people are willing to travel for the experience); but competition should also be viewed in the context of fighting for a consumer's 'share of purse/wallet' and indeed fighting for 'share of diary', with time becoming an increasingly rare commodity. It's about



"Being able to look at one's business from the perspective of a competitor can be both liberating and elightening"

understanding the core emotional drivers that motivate people to experience spas and considering who or what else might be able to deliver against these needs.

If a core driver is relaxation or escape, then a consumer might choose to spend their money on a short city break. The motivation might be deeper rooted - to rebalance and overcome a bereavement. In which case, 'competition' may actually come from psychotherapists.

There are two schools of thought with regard to competition. One is effectively to ignore it and focus effort on delivering what a business is good at. This is admirable, but borders on the arrogant and can have serious downsides. The other, which I believe to be more appropriate in this day and age, is to approach the issue strategically and with a more forensic analysis.

Strategically speaking, there are many techniques and approaches that can be adopted from straightforward desk research (a lot

© CYRERTREK 2011

easier in this Google-enabled world) through to more intense 'wargaming'. The latter is becoming much more prevalent. Not only can it be very insightful to put oneself in the place of the competition and assess what action they may take, it can also be fun.

Like many things, effective 'wargaming' requires thorough planning and market analysis, an independent facilitator and benefits from participation across many levels of the business. Looking at one's business from the perspective of a competitor can be both liberating and enlightening and more often than not can identify 'quick wins'.

I believe it is essential for spas to consider their competition in the broadest sense.

As the US steel magnate Andrew Carnegie once said: "And while the law of competition may be sometimes hard for the individual, it is best for the race, because it ensures the survival of the fittest in every department." Explore further: www.brandhouse.co.uk

Leisure job 'ban' for non-EU migrants in the UK

TOM WALKER

UK companies will find it increasingly hard to recruit non-EU immigrants as fitness instructors and spa managers.

A review of the country's skill shortages by the Migration Advisory Committee (MAC) has recommended changes in the current points system, with a number of jobs being affected - including those within the beauty and fitness sectors.

MAC has deduced that many jobs within the leisure sector are "non-skilled" and therefore do not qualify for Tier 2 status - requiring the applicant to have a level 4 qualification or above on the National Qualifications Framework (NQF).

The new classifications are due to come into force on 6 April and are part of the government's strategy of reducing the share of non-European Economic Area (EEA) immigrants of the UK workforce.

The Home Office has already announced that in future, only graduate-level EEA workers will be allowed to apply to come to the UK, while the number of skilled migrants is being capped annually at 21,700.



The five-day workshop will cover hydrotherapy

Hydrotherapy workshop to be held at Toskana Therme

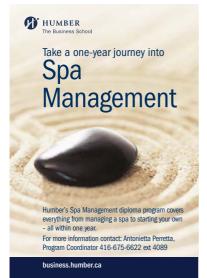
TOM WALKER

Toskana Therme in the town of Bad Sulza, Germany, five-day experiential hydrotherapy workshop for spa professionals.

To be held June 25-29, 2011 in partnership with the American Spa Therapy Education and Certification Council, the training event will be called Living Waters: The Art, Science & Spirit of Hydrotherapy with Anne Bramham.

Covering 13 different hydrotherapy disciplines, the workshop will provide attendees with knowledge to produce results for discerning spa guest through therapeuticinspired hydrotherapies.

The programme will include both practical and theoretical instruction.









Train like a pro. Start earning like a pro!

Call **0845 0944 007** and talk to our careers team today – Now offering cashback incentives on every course throughout 2010.

bemore

jobs and news for the spa and resorts industry worldwide

spa opportunities

Forthcoming issues:



8 Apr 2011 Book by 29 March

22 Apr 2011

Book by 12 Apr

6 May2011 Book by 26 Apr

TO ADVERTISE

Tel: +44 (0)1462 471907

Email: spaopps@leisuremedia.com

TO ADVERTISE call +44 (0)1462 471907 email sales@spaopportunities.com

Job opportunities available with Beauty Leaders LLC in Abu Dhabi, UAE

Beauty Leaders LLC is the leading EADERS establishment in providing turn-key Spa Solutions for the Wellness & Spa. Beauty, and Health sectors in the GCC Countries & Jordan. Our International team of professionals is dedicated to providing the best possible services, which include:

- Wellness and Spa Facility Consultancy, Design & Development - Project Management Services
- Wellness, Spa. & Beauty Center Equipment and Products
- Equipment Installation and Maintenance
- Staff Training (Products & Equipment)
- After Sales Service & Maintenance Support

We have 3 positions open for the right candidates:

FEMALE SALES REPRESENTATIVE

for our Spa Skin Care Brands and Equipment

PRODUCT TRAINER

for our Spa Skin Care Brands

BEAUTY THERAPIST

for our Spa

To apply, please see the details in job posting and send your CV with photo to Ms. Judith Amorada: judith@beautyleaders.com or to: info@beautyleaders.com



Full- and Part-Time Personal Trainers

Immediate start £20K OTE (basic + PRP)

The Hogarth Group are currently recruiting dynamic Personal Trainers to work in their luxurious health, leisure and sports clubs across West London

Full-time and part-time positions now await talented professionals who are knowledgeable and qualified in health/exercise science.

The successful candidates will possess a thorough knowledge of pre-exercise screening and exercise planning, as well as having a strong understanding of health behavioural change. Candidates should have the ability to work in a well-established and highly skilled team and be able to demonstrate the ability to deliver a high level of interaction and communication with members at all levels.

The successful candidates should also be IT literate as The Hogarth Group operates the FitLinxx Interactive Network.

Candidates should send a CV and supporting letter to: Terry Rodham, Group Health and Fitness Manager, The Hogarth Health Club, Airedale Avenue, Chiswick, London W4 2NW Email: terry@thehogarth.co.uk

www.thehogarth.co.uk / www.theparkclub.co.uk

ORIENT EXPRESS HOTELS IS RECRUITING



OTEL CARUSO BILVEDER

> O?IENT-EXP?ESS

Wellness Centre Coordinator

Hotel Caruso, Ravello

Experienced Beauty and Massage Therapists to coordinate our wellness centre The role involves hands on treatments, but will allow the right candidate to develop their skills in all aspects of management of a spa.

Responsibilities:

- To ensure highest quality therapy and smooth and efficient running of the Spa.
- To promote Treatment and Product awareness to enable the Department to achieve company's revenue targets
- Customer oriented person, with strong organisational and leadership skills
- Reports directly to Spa Director and Hotel GM.
- Previous experience within a 5* Hotel Spa environment is essential
- NVQ level 3 in beauty therapy. or equivalent, and excellent computer skills are required. LOCATION: Hotel Caruso -Pza S Giovanni 4 – Ravello SA Applicants must be EU citizens

Hair Dresser Hotel Cipriani, Venice

Labour Contract C.C.N.L. ■ Lodging & Food for non residents

- 2 years experience
- Good English knowledge
- LOCATION: Hotel Cipriani, Giudecca 10 Venice (VE) Able to do manicure & pedicure Applicants must be EU citizens

We offer: ■ Seasonal Labour Contract according to National

Contact: gantico@splendido.net - fax: 0039 055 5678249







Would you like to work in a Spa that is as bright as you?

MASSAGE & BEAUTY THERAPIST SPA ATTENDANT FREELANCE THERAPISTS

Coworth Park is the Dorchester Collection's new 70 room country house hotel and spa. The ground breaking eco-luxury Spa at Coworth Park is an architectural wonder, partially submerged in the Spa's landscape, its upper floor takes in breathtaking views of the surrounding English parkland.

We have an exciting opportunity for a full time multi skilled massage and beauty Therapist with a minimum qualification of NVQ3 and experience in a luxury spa or salon. We also require a Spa Attendant to join our team of Spa professionals. In this role you will be responsible for the perfect presentation of all spa areas.

To ensure the Spa provides the finest service to our guests we are looking for passion, personality and a flexible approach in our team members who are required to work shifts and weekends.

We also accept applications from freelance therapists (multi skilled or specializing in massage) to work weekends and occasional weekdays.

COWORTH · PARK

)(Dorchester Collection

Six Senses are recruiting for Spa Managers & Spa Therapists

LOCATION: MALDIVES & SRI LANKA SALARY: TBA

Six Senses Hotels and Resorts are a globally recognized Resort and Spa brand and Six Senses Spas are now recruiting for skilled therapists and spa managers to be located in Sri Lanka and the Maldives.



Balancing Senses.

Spa Therapists

The ideal candidates must have multiple skills in spa and beauty treatments with the relevant trade certificates. Selected therapists will preferably have experience in a luxury Spa, Hotel or Resort environment. Therapist candidates must have good command of the English language and other International languages including Swedish would be advantageous.

Spa Managers

The ideal candidates must be willing to live and work in a remote environment at the Hotel properties in Sri Lanka and the Madlives. The position includes the overall responsibility of the Spa, Financial Performance; Training and Team Management, Guest Satisfaction, Quality of the Spa Treatments; Implementation of the Company Best Practices and the Six Senses Spas Standard Operating Procedures.

To apply for either of these posts please send your CV with photo to Tracey Poole, Area Director of Spa:

dir-maldives-spa@sixsenses.com

Superbly located at the premier address in Central Hong Kong, The Landmark Mandarin Oriental has set new standards in Asia for deluxe accommodation and contemporary design. Our hotel provides an



unparalleled experience in the heart of Hong Kong, offering a perfect blend of sleek design, state-of-the-art facilities, and Mandarin Oriental's legendary hospitality.

The Oriental Spa includes a state-of-the-art gymnasium, dedicated Pilates and Yoga studios, full holistic heat and wet areas, 15 private treatment rooms, and the most comprehensive range of spa treatments in Hong Kong.

We are looking for the following candidates:

- Treatment Manager
- Pilates Instructors
- Yoga Instructors
- Therapists

Please send your CV with a covering letter to Imhkg-hr@mohg.com spa opportunities

JOBS ONLINE



For more details on the following jobs visit www.spaopportunities.co.uk

■ Beauty / Massage Therapist

Company: Verdura Golf and Spa Resort Location: Sicily, Italy

■ Full Time Spa Beauty Therapist

Company: Reebok Sports Club Location: Canary Wharf, United Kingdom

Spa Therapists

Company: Five Senses Location: Protaras, Cyprus

■ Spa Receptionist

Company: Reebok Sports Club Location: London, United Kingdom

Spa Therapists

Company: InterContinental Hotels Group Location: Dubai, United Arab Emirates

■ Regional Sales Manager

Company: Holmes Place Location: Europe

■ Spa Sales Manager - Fantastic 5 Star Hotel

Company: Renard Resources Location: London, United Kingdom

■ Beauty Therapist

Company: Renard Resources
Location: London, United Kingdom

Hair Dresser

Company: Hotel Cipriani Location: Venice (VE), Italy

■ Beauty Therapist

Company: Virgin Active

Location: West London, United Kingdom

fax back to: +44 (0)1462 433909

www.spaopportunities.com

spa opportunities

jobs and news for the spa and resorts industry worldwide

Advertise in Spa Opportunities

Yes, I want to find out more about advertising in spa opportunities

please send me more information on: (tick as neccesary)

| | Recruitment advertising |
|---|--------------------------------|
| | Promoting training courses |
| | Promoting events/ conference |
| | Advertising property for sale |
| | Advertising businesses for sal |
| | Advertising equipment for sale |
| | Making a call for tenders |
| | Web advertising |
| П | ezine advertising |



photocopy and return this form

1) by fax:

complete and fax it to: +44 (0)1462 433909

2) by post:

complete and post it to: Emma Matthews,

Spa Opportunities, The Leisure Media Company, Portmill House, Portmill Lane, Hitchin, Hertfordshire, SG5 1DJ UK

to advertise

contact Emma Matthews, Associate Publisher +44 (0)1462 471907 emmamatthews@ spaopportunities.com

my details

| name: | | |
|----------------|----------|--|
| job title: | | |
| company name: | | |
| address: | | |
| | | |
| | | |
| zip/post code: | country: | |
| phone: | fax: | |
| e-mail: | website: | |
| eignature: | date: | |

Sign up for your free subscription to spa opportunities at: www.spaopportunities.com/getitfree.cfm

If you wish to subscribe but do not want to receive information about services or products which could be useful to your business, please check this box

contact us

The Leisure Media Company Head Office

Portmill House, Portmill Lane, Hitchin, Hertfordshire, SG5 1DJ UK Tel: +44 (0)1462 431385 Fax: +44 (0)1462 433909

Director: EJ Terry Registered office: Hitchin, UK Registered in England: 2135800 VAT Number: 479313423

Aman Spa opens on private island

PETE HAYMAN

The private island retreat of Amanpulo (Peaceful Island) on Pamalican Island in the Philippines now features a luxury spa offering.

Situated on a slope above the treetops with views of the Sulu Sea, Aman Spa is composed of a series of pavilions constructed of native wood and other natural materials

The reception pavilion features a lounge and retail space, as well as a finishing salon for manicures, pedicures and hair treatments. A separate three-

storey fitness pavilion houses a fully equipped gym, a pilates studio with Allegro Reformers, and a spa wet area offering male and female lounges with steamrooms, cold plunge pools and outdoor relaxation verandas shaded by a tree canopy. There is also a yoga and meditation pavilion.



A further three pavilions accommodate a total of six treatment rooms, with each room containing a deep-soaking bath tub, a washroom, a dressing area and a steam shower.

Amanpulo resort comprises 40 beach, hillside and treetop casitas modelled on authentic bahay kubo dwellings.

Revamped spa to open at Macdonald Inchyra

TOM WALKER

The refurbished spa at Macdonald Inchyra Hotel & Spa near Falkirk in Central Scotland is set to open next month. The £2.3m (US\$3.7m, €2.6m) revamp of the spa - part of an overall £4m (USs6.4m, €4.6m) redevelopment of the four-star hotel - has created eight new treatment rooms, a relaxation room and a spa café lounge, as well as a fitness suite equipped by Technogym. Additional spa facilities, including a 20m

swimming pool, an aroma steamroom, a rock sauna, an ice fountain and an experience massage shower, will be opened in May.

Andrew Seal, general manager, said: "We are delighted that the first stage of the refurbished spa is complete and to be able to offer these



The revamped spa's facilities includes a 20m indoor swimming pool

state of the art facilities to all of our guests. The redevelopment will enhance our guests' experience and also allows us to secure the positions of our 100-strong workforce and add a further 20 new positions, which is welcome news in this economic climate."

Mouse Castle Golf Club set for revamp

TOM WALKER

Proposals for a £40m upgrade of the Mouse Castle Golf Club at Eastend, Cleghorn, in Scotland, have been submitted for public consultation. If approved, the 5.2-acre (2-hectare) sport resort will feature a large luxury day spa,

a revamped golf course, a new castle-style clubhouse with a swimming pool and a golf training academy.

The development will also feature a 150-bedroom hotel of medium-sized and executive suites and 15 onsite chalets and a restaurant.

- T: +54-11-4468-0879 W: www.asociacionspa.org
- Asia Pacific Spa and Wellness Coalitie
- T: +1 818 789 2020 W: www.apswc.org
- sociation of Malaysian Spas (AMSPA)
 - T: +603-4256-8833 W: www.amspa.org.my
- seian Sna Associatio
- +61 3 9387 9627 W: www.aspaassociation.com.au Bali Spa and Wellness Association (BSWA)
- T: +62-361-976-333 W: www.balispawellness-association.org
- T: +11-7548-5555 W: www.abcspas.com.br British International Spa Association (BISA)
- T: +44 1580 212054 W: www.bha.org.uk
- Bulgarian Union for Balneology and Spa Tourism (BUBSPA) T: +2-816-4761 W: www.bgspa.org
- China National Spa Associati
- T: +86-10-68392460 W: www.cnnspaassociation.com
- Association of the Sna Places of the Czech Republic
- T: +420-384-750-840 W: www.spas.cz The Day Spa Association (US)
- T: +1 201 865 2065 W: www.dayspaassociation.com an Spa Association
- T: +372-5109306 W: www.estonianspas.eu
- European Spas Association
- T: +32 2 733 2661 W: www.espa-ehv.com Federation of Holistic Therapists (FHT)
- T: +44 870 420 2022 W: www.fht.org.uk
- French Sna Association (SPA-A)
- W: www.spa-a.com
- Gorman Spac Assoc
- T: +49-228-201-2090 W: www.deutscher-heilbaederverband.de
- T: +36-1-452-4505 W: www.furdoszovetseg.hu/en
- The Iceland Spa Association
- T: +354-896-005-0 W: www.visitspas.eu/iceland
- The International Medical Spa Association
- T: +1 201 865 2065 W: www.medicalspaassociation.org onal SPA & Wellness Assoc
- T: +49-30-397-5315 W: www.iswa.de
- International Spa Association (ISPA)
- T: +1 888 651 4772 W: www.experienceispa.com
- Japan Spa Association www.i-spa.it T: +81-3-5724-6649 W: www.j-spa.jp
- Latin American Spa Association
- T: +52-55-52-77-17-76 W: www.expospa.com/spa
- Leading Spas of Canada T: +1 800 704 6393 W: www.leadingspasofcanada.com
- olian Spa Sauna Associatio
- T: +976-117-014-4410 W: www.mssa.mn
- National Guild of Spa Experts Russia
- T: +007 495 938 1592 W: ng.russiaspas.ru
- T: +1 505 331 2344
- T: +351-217-940-574 W: www.termasdeportugal.pt
- Romanian Spa Organization
- T: +40-21-322-01-88 W: www.romanian-spas.ro
- T: +66 7742 08712 W: www.samuispaassociation.com
- Serbian Spas and Resorts Association T: +381-65-20-20-120 W: www.udruzeniebania.co.rs
- South Africa Spa Association T: +27-11-447-9959 W: www.saspaassociation.co.za
- anish National Spa Associati
- +34-915-490-300 W: www.balnearios.org Spa Association of India
- T: +1-919-310-039532 W: www.spaassociationofindia.in Spa Association of the Czech Republic
- +420 222 511 763 W: www.spas.cz
- T: +65 6223 1158 W: www.spaassociation.org.sg Spa & Wellness Association of Nepal
- T: +44 1268 745 884 W: www.spabusinessassociation.co.uk
 - Taiwan Sna Association T: +886-227-358-576 W: www.tspa.tw

 - T: +66 (o)2665 7395 W: www.thaispaassociation.com Turkish Spa Associat
 - T: +90-258-271-4425 W: www.spa-turkey.com
- T: +3-8044-253-74-79 W: www.spaua.org