

spa opportunities

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'Wall-less' spa offers serenity in central Vietnam

The five-star Naman Retreat in Danang, Vietnam, has opened a 15-room Pure Spa featuring lush, open-air gardens, lotus ponds and a "wall-less" ground floor.

Designed by Ho Chi Minh-based MIA Design Studio, the 2,250sq m (24,219sq ft) spa includes a deep soak tub, cushioned daybed for two, male and female whirlpools, sauna and steamrooms, a gym and yoga pavilion.

"Different areas flow smoothly into each other, and the beautiful landscape creates an amazing journey and a dream-like experience," said Nguyen Hoang Manh, principal architect at MIA Design Studio. The flow is created from the ground up where the hanging gardens create natural facades in the "wall-less" ground floor, and are designed to provide a connection to nature.

The spa's facade is composed of lattice patterns intertwined with vertical gardens



The facade features lattice patterns intertwined with vertical gardens

that "filter the strong tropical sunlight into a pleasant play of light and shadow on the textured walls," said Manh. MIA Design Studio's use of natural ventilation with local plants keeps the building cool, and the ground floor contains

spaces with platforms surrounded by lotus ponds and hanging gardens. Meditation and yoga sessions are held in the open lounge garden.

"With use of local plants, each retreat becomes a healing environment where guests can enjoy wellness in privacy," said Manh.

In addition to traditional spa treatments like massages and body wraps, the spa bills itself as a wellness facility and as such also offers 3- to 14-day detox journeys focused on cleansing and purifying the mind and body and restoring balance. The detox journeys include spa treatments, healthy meal plans, colon hydrotherapy, physical activities and wellness therapies.

The hotel claims to "blur the lines between resort and spa," and includes 32 suites and 70 private pool villas, several dining options, and a stunning beachfront infinity pool.

Details: http://lei.sr?a=h4c4P_S

Comfort Zone partners Florence's White Iris Spa

Comfort Zone has partnered with White Iris Beauty Spa, a 80sq m (861sq ft) facility at the Hotel Continentale in the heart of Florence, Italy.

The hotel is part of the Ferragamo family's luxury hotel Lungarno Collection and is located at the foot of Ponte Vecchio in historic central Florence. Designed by architect Michele Bonan, the three-treatment room spa opened in June 2015 and features muted colors and soft lighting, paying homage to Florentine style. White Iris offers a range of massage, face and body treatments, including Comfort Zone's Longevity Express. Details: http://lei.sr?a=u3Z6E_S

Monroe Spas wins US\$20m backing

Marilyn Monroe Spas, the US spa brand with 10 locations across four states which serve 70,000 customers, has received a US\$20m (€18m, £13m) investment from JCR Holdings, which will be used to fund domestic and global expansion plans. The total capital raised by Marilyn Monroe Spas, including the sum from JCR Holdings, is US\$36m (€32m, £23m).

Founded by spa industry veteran Niki T Kern (formerly Bryan) and ex-Disney executive Allen R. Weiss, Marilyn Monroe Spas was granted an exclusive licensing agreement in 2012 from Authentic Brands Group – the intellectual property corporation that owns Monroe's estate – to operate the spa, salon, nail and health concept using Monroe's name. Plans for investment include the franchising of



Marilyn Monroe Spas is set for significant expansion

the brand's Nail Lounges and Glamour Rooms. The company is now registered to sell franchises in all 50 US states. Funds will also be used to set up the Marilyn Monroe Spa and Glamour Institute. This will be a service providing business education to people who want to be part of the salon, spa and beauty industry. Details: http://lei.sr?a=t5Q4C_O

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Mexico resort has outdoor spa cabanas

Thompson Hotels has opened its first property in Mexico, The Cape, in Cabo San Lucas. It features a seven-treatment room, 12,464sq ft (1,558sq m) spa called Currents, including two outdoor cabana rooms.

Located on the southernmost tip of the Baja California Sur Peninsula, The Cape blends an urban aesthetic with a retro, 1960s Southern California-meets-Baja vibe. It offers unobstructed views of The Arch, the area's famous landmark, from virtually any vantage point on the property.

Operated in-house, the spa uses Eminence Handmade Organic Skin Care, and treatments focus on therapeutic restoration. A Currents Anti-Ageing Massage signature treatment uses mists of orange and rose oils and a face massage with Tata Harper Facial Serum. Treatments can be booked at the outdoor cabanas located directly on the beach for no extra charge.

The spa offers guests "a setting nearly devoid of outside stimuli," with dark walls and no outside noise except the sound of waves, which is audible through the breezy open hallways.



The Currents Spa includes two outdoor cabana treatment rooms

The spa also offers a steamroom, sauna, hot and cold plunge pools, and a couples' treatment room with rain showers and a private pool. Katie Chavez, who most recently worked at Secrets Puerto Los Cabos Golf & Spa Resort, has been named spa director at Currents.

Both the 161-bedroom property and the spa were designed by Javier Sanchez and Benedikt Fahlbusch of JSa Arquitectura, with interior design by Marisabel Gomez Vazquez of Arquitectura de Interiores. *Details:* http://lei.sr?a=x8d4H_S

Jadranka plans new Croatia spa site

The Jadranka Group is to open another five-star spa resort on the Croatian island of Lošinj, in Cikat Bay – following the launch of the nearby €50m (US\$67m, £40m) Hotel Bellevue and its spa clinic.

The new Boutique Hotel Alhambra is due to make its debut at the end of August and was designed by architect Amira Caušević of design firm ARTA-projektiranje to look like a traditional Austro-Hungarian villa. Located in the surroundings of the Park Forest next to the sea, the hotel's 51 bedrooms are sheltered from the wind.

Each room in the property has been equipped with lighting that is "adaptable to every part of the room and time of day," created by Croatian lighting designer Dean Skira.

The property's Alhambra Spa, which is for the use of hotel guests only, has cost owners Jadranka Group €1.5m (US\$1.7m, £1m) and will house two single treatment rooms, one



Fitness activities and yoga will take place near the private beach

couples' suite, plus manicure and pedicure stations. There will also be an indoor pool filled with seawater, a Finnish sauna, a Turkish steamroom, ice shower and relaxation room.

"Product lines used at the spa include Elemis, Jessica and essential organic herbal oils from the Cres-Lošinj archipelago," said Bane Joldzic, VP of Bahlen Beauty distributors. *Details:* http://lei.sr?a=U3G5r_S



Aman to open first hot spring resort

Aman will open its second Japanese property in Q1 2016 in Ise Shima National Park of Honshu's Mie Prefecture, central Japan. It will be the brand's first hot spring resort.

The resort, to be called Amanemu, will be perched on the shores of Ago Bay – known as the Bay of Pearls. It will feature 24 suites and four two-bedroomed villas, all with their own onsen, or mineral hot spring.

Amanemu, named after the Sanskrit word for 'peace' and 'nemu' meaning 'joy' in Japanese, will also include

an extensive Aman Spa, as well as a lap pool, restaurant and lounge. Details of the spa are being finalised in the next few months, but it will feature two expansive onsen bathing pavilions, as well as a watsu pool, four treatment suites, a gym and a yoga studio.

Designed by Singapore-based Kerry Hill Architects, Amanemu will adopt a classic Japanese aesthetic in the ryokan tradition, the company said. Suites will include spacious terraces with views of Ago Bay and its islands.



Amanemu will adopt a classic Japanese aesthetic in the ryokan tradition

"Amanemu is in an exceptional location and as per the Aman DNA, will be harmoniously blended with its surroundings," said Olivier Jolivet, CEO of Aman. "This, our first onsen resort, with its nutrient-rich hot springs, will offer an enriching holistic experience that is very much centred on wellness and tradition."

Amanemu is the brand's 30th resort, and will be its second in Japan, following the opening of Aman Tokyo in December 2014. *Details: http://lei.sr?a=F8c2H_S*

John Lewis to feature in-store beauty and spa concept

British department store partnership John Lewis has joined forces with salon and spa operator Regis UK to create a brand new beauty spa concept called &Beauty, which will launch at the retailer's new multi-million pound Birmingham store when it opens on September 24.

The new retail partnership will strengthen Regis UK's national salon offering and will address a "shift in consumer behaviour", noticed by the operator, towards "more people opting for on-the-go hair and beauty solutions to fit in with the demands of everyday life," according to Jackie Lang, who is the managing director of Regis UK.

"The launch of the new &Beauty concept at John Lewis will provide people with a convenient interlude between shopping, making it more easier than ever to enjoy some all-important 'me-time,'" added Lang. *Details: http://lei.sr?a=c7d5K_S*

Giant waterpark resort adds spa

The newly opened Camelback Lodge & Aquatopia Indoor Waterpark in Tannersville, Pennsylvania, US, has completed the second phase of its construction, which includes adding an extra 216 bedrooms, a restaurant, and a 9,000sq ft (836sq m) Serenity Spa & Fitness Center.

The Serenity Spa, designed by Wisconsin-based Architectural Design Consultants (ADCI), has nine treatment rooms, four pedicure stations and four manicure stations. It will offer massages, body treatments, facials and peels, plus waxing. It will use Farmhouse Fresh Goods in its body treatments, Eminence Organics Skincare for facials, and Nufree for waxing.

"Our spa is tucked away with breathtaking views of the mountains," said spa director Christina Wells. "Our services and spa atmosphere were inspired by our location with nature and its surroundings." Nestled in the American resort area of the Pocono Mountains,



The 453-bedroom indoor waterpark resort sprawls 125,000sq ft

with close proximity to both New York and Philadelphia, the US\$163m (€149m, £105m), eight-storey, 453-bedroom indoor waterpark resort sprawls 125,000sq ft (11,613sq m).

It claims to be the largest indoor waterpark in the American Northeast, with seven pools, 13 waterslides, and a number of unique water attractions, including Storm Chaser, plus a gravity-defying uphill water coaster. *Details: http://lei.sr?a=A4P5b_S*



The Reichshof Hamburg is in the city centre

First European Curio property is Art-Deco Hamburg hotel

Hilton has opened the iconic Reichshof Hamburg under its growing Curio brand, and has plans to open a spa and fitness centre at the hotel in the coming months.

The 278-bedroom Reichshof, built in 1910, is in central Hamburg opposite the Central Railway Station, and combines Hanseatic Art-Deco elegance with contemporary design. "The hotel's 20th century charm was meticulously preserved during the hotel's renovation by leading artisans," said hotel GM Folke Sievers. Operated by Event Hotelgruppe, the Reichshof Hamburg is Curio's first hotel in Europe.

"The uniqueness and special character of Reichshof Hamburg is a great example of what we seek when hand-picking distinguished hotels for our Curio collection," said Dianna Vaughan, global head of Curio. *Details: http://lei.sr?a=e6q2G_S*

Eco-ranch expands ayurvedic spa

The Canebrake in Oklahoma, US, has undergone a US\$2m (€1.8m, £1.2m) expansion, adding 9,000sq ft (836sq m) of space to its spa and pool area.

The expansion added four treatment rooms to make a total of seven, including two couples' rooms. There is also a relaxation room, fitness centre, dance studio and women's and men's locker rooms, both of which include infrared dry sauna and eucalyptus steamrooms.

The resort also added an outdoor heated saltwater pool, a new conference room that doubles as a wine-tasting room, a club room and a FEMA-approved storm shelter – an important addition given the spa's location in Tornado Alley.

As part of the expansion, the spa – which claims to be the only ayurvedic spa in Oklahoma – also increased its ayurvedic treatments, adding in Ayurvedic Bliss Therapy, a package that includes the four-handed abhyanga, shirodhara and steam treatment. Also new on offer are Nabhi Basti (navel therapy), Netra Basti (eye therapy), Kati Basti (sacral



The Canebrake claims to be the only ayurvedic spa in Oklahoma

therapy) and Prustha Basti (spinal therapy). Operated in-house, the spa uses its own skincare line, Kamama, developed by director of spa services Holly Kirk using organic ingredients and ayurvedic principles. The spa has also just signed on Eminence, and locker room amenities are from L'Occitane.

“What sets us apart from other luxury spas is that every treatment is truly customised for each client,” Kirk told *Spa Opportunities*. “All face and body masks are blended fresh to properly address each client's skin and body needs.”
Details: http://lei.sr?a=k8S6r_S

Dolly Parton resort launches spa

The 307-bedroom Dollywood DreamMore Resort has opened next to Dollywood theme park in Tennessee, US, featuring a 1,861sq ft (173sq m) family-friendly spa.

The spa at DreamMore features four manicure stations, three pedicure stations and three treatment rooms. It offers massages, body treatments, facials, makeup application and hair services, as well as treatments specifically for men, teens and children as young as four.

Operated in-house, the spa uses products from Skin Authority, REF of Sweden, Farm House Fresh, La Bella Donna, OPI, and for children ages 4-12, My Bath Bakery products.

Set in the foothills of the Great Smoky Mountains, the spa takes its inspiration from the seasons, and offers signature treatments of Scents of the Season body treatments and Touch of the Season manicures and pedicures that will highlight seasonal ingredients, scents and colours. A Glamour & Glitter treatment is



'DreamMore Resort really is a dream come true for me,' said Parton

a facial and massage for two people, and the spa encourages mother/daughter days, girlfriend getaways or bridal party retreats.

Both the spa and resort were designed by Fugleberg Koch, with interiors by Foda Design. “Seeing DreamMore Resort open really is a dream come true,” Parton said. “I want families to spend the day experiencing the fun of our parks, then come to this beautiful resort to spend time together making even more memories.”
Details: http://lei.sr?a=d5j4D_S



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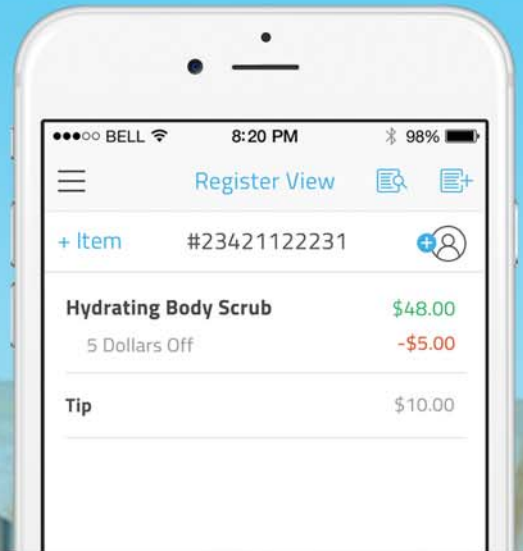
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Improving customer service requires hard work and dedication



MIKE WALLACE
Brand Manager
Danubius Hotels Group

Customer service is steadily becoming more sophisticated. Greeting and smiling are not enough, as we all know when we see the smile but feel a lack of sincerity. Now – especially in the spa environment – it's about emotional intelligence. The more people go to spas, the higher the expectations become.

From the spa manager's perspective, maintaining service consistency is a challenge, but there are certain tools that are instrumental in ensuring that customer service levels improve.

Staff selection is not easy if you are inheriting a team – if you can start from scratch it's much better. Read between the lines of the CV, check their references and really pay attention to your first impressions, as these first impressions will be similar for guests. Don't just ask yourself whether a candidate can do the job, but ask whether they can do the job on a consistent basis over a period of time. Check their past record for 'job hopping' and remember to scrutinise their communication skills.

Induction training is critical, and the expectations regarding your spa's approach to guest communication should be absolutely clear. Make sure the induction is carried out before the staff member is allowed front of the guest, otherwise, it's not fair on the guest, it's not fair on the new employee – and it allows a perfect opportunity for bad habits to sprout.

Short, regular training sessions of about 30 minutes are more effective than full one-day sessions once or twice a year. Role playing, filming role playing and giving feedback are important tools.

The biggest challenge I find is keeping the staff's body language and behaviour front of house separate from how they behave at home or in the staff canteen. Without constant reinforcement, there is always a tendency for standards to slide.

It's not customer service in the treatment environment that tends to be the challenge, but the before and after treatment, the behaviour as staff move around the spa, the reception desk, and the lifeguards – these areas need just as much (if not more) attention than the treatment training itself.

Haybarn spa opens at Fortnum & Mason

Bamford has opened a new three-treatment-room Haybarn spa at London's world famous department store Fortnum & Mason.

Located on the newly-renovated second floor of the iconic British store, the 55sq m (592sq ft) spa will use Bamford's bath & body line, as well as a new skincare line launching this autumn.

The new Bamford spa offers a range of holistic treatments, including the Bamford signature treatment, an 85-minute treatment that starts with a cleansing footbath, followed by shiatsu, meridian and Swedish massage, as well as reflexology to the feet, pressure point massage to the face, neck, shoulders and head, and culminates with assisted yogic breathing.

Other treatments include body exfoliation, manual lymphatic drainage, and a newly launched Bamford facial treatment.

A retail space offers Bamford clothing as well as bath and body products.



A retail space offers Bamford clothing plus bath and body products

This is the first Bamford spa outside of Bamford's hotel retreats and spas, and joins the Haybarn in Gloucestershire, along with the Haybarn at The Berkely.

The Bamford Haybarn in Gloucestershire, in the picturesque Cotswolds, is home to the Bamford brand, and the day spa offers yoga pilates, meditation, facials and massages.

Details: http://lei.sr?a=n3J5c_S

Rosewood eyes fourth Chinese resort

Rosewood Hotels & Resorts will open a new 116-villa resort on Hainan Island, China in 2018. Rosewood Clearwater Bay, Hainan, will feature the brand's signature Sense spa with six treatment rooms and balconies overlooking private gardens.

Designed by Bangkok-based architectural firm Blink Design Group, Rosewood Clearwater Bay will also have exclusive access to a 1.6km (5,250ft) beach, and the design will incorporate water features, indigenous timber and stone, and unobstructed sightlines to the South China Sea. The accommodations will all be directly connected to the beach via foliage-shadowed pathways.

The 116 villas will include 95 within low-rise buildings designed to blend harmoniously with the surroundings, as well as private elevators dedicated to two sky villas on each floor. Sky villas feature outdoor terraces, and most have private swimming pools.

The 21 standalone beach villas will feature 165sq m (1,776sq ft) interiors, as well as



Sky villas will feature outdoor terraces and most have swimming pools

courtyards, gardens, large private swimming pools and high walls for privacy. There will also be 47 villa residences for purchase.

Public spaces and guest rooms are designed by Singapore-based interior design company Jaya & Associates, and Bangkok-based TROP landscape architects are also involved with the project. This will be Rosewood's second resort on Hainan Island and the fourth in mainland China, with two resorts due to open in 2017.

Details: http://lei.sr?a=s5Y2u_S



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ANDREW GIBSON, Vice President, Spa and Wellness, FRHI HOTELS & RESORTS

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www.spatecevents.com/middleeast

DIARY DATES

2-4 September 2015

Spa & Wellness Africa Association (SWAA) Conference

LUX* Belle Mare Resort

The aim of this Spa & Wellness Africa Association-organised event is to build African spa concepts, develop education and spas in Africa and discuss spa standards in the region. Among a range of speakers, Magatte Wade, founder and CEO of Tioosan – a skincare range created using Senegalese recipes – will discuss strategies for the branding of high-end luxury products.

Tel: +254 728 655 771

www.spaassociationofafrica.com

9-11 September 2015

SpaChina Summit and SpaChina Awards

The Ritz-Carlton, Tianjin

This three-day event provides a unique and effective communication platform for top people interested in China's spa industry, including spa professionals, spa owners and investors, plus spa product and spa equipment brands. It combines two major regional events – the SpaChina Summit and SpaChina Awards Ceremony.

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www.spachina.com

15-17 September 2015

COSMEETING

Paris Expo Porte de Versailles, France

The 13th annual edition of this industry event will offer international suppliers and buyers the opportunity to attend key speeches by experts, thematic exhibition areas and competitions. In 2014, the event attracted 7,300 visitors across the three days – 65 per cent of which were from French companies and 35 per cent of which were international.

Tel: +33 1 44 69 95 69

www.cosmeeting.com

19 September 2015

Seven Stars Luxury Hospitality and Lifestyle Awards

Trans Resort Bali, Kerobokan, Indonesia

The Seven Stars Luxury Hospitality and Lifestyle Awards recognise achievements in the hospitality and lifestyle sectors. Voting for the awards ended in June, with winners to be announced at the gala. Last year's winners included companies such as Turkish Airlines, The Regency Kuwait, ITC Hotel Group, and Villa Padierna Palace Hotel.

www.sevenstaraward.com

Attendees at last year's SPATEC

12-15 September 2015

SPATEC Middle East

The Westin Mina Seyahi Beach Resort & Marina, Dubai

During this two-day event, spa owners, operators, directors and suppliers network during dinners and carry out

a series of intense 20-minute one-to-one business meetings. Both buyers and suppliers are able to choose who they would like to meet with and these appointments are scheduled in advance.

Tel: +35 6994 58 305

www.spatecme.com

24-26 September 2015

World Spa & Well-being Convention

Impact Exhibition & Convention Centre, Bangkok, Thailand

The Thai Spa Association organises the WSWC, which comprises a three-day exhibition, a two-night congress and an awards night. This year's event will be hosted alongside the second edition of Beyond Beauty ASEAN Bangkok.

Tel: +66 2833 5126

www.worldspawellbeing.com

26-30 September 2015

Green Spa Network Congress

Tenaya Lodge, California, US

Eco-minded spa professionals come together to find out about the latest sustainability innovations and issues in the industry. Run by the Green Spa Network, attendees include spa operators and product companies, in addition to 'greening' and wellness experts.

Tel: +1 800 275 3045

www.greenspanetwork.org

27-30 September 2015

SPATEC Fall North America

Omni La Costa Resort & Spa Carlsbad, California, U.S.

SPATEC Fall 2015 brings together the most important US spa operators of leading medium-to-large hotel resort, destination, athletic, medical and day spas for a series of meeting and networking opportunities with a range of leading suppliers.

Tel: +1 843.375.9224

www.spatecevents.com/northamerica-fall

4-5 October 2015

Olympia Beauty Show

Olympia London

Olympia Beauty is a one-stop event for all the latest professional beauty products from some of the biggest brands in the industry. It's a great chance to see some of the most iconic names in the industry under one roof, with live demonstrations and engaging talks, as well as a series of new launches revealed.

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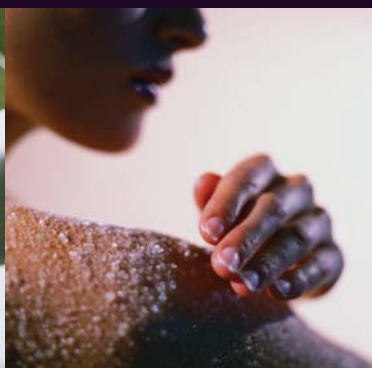
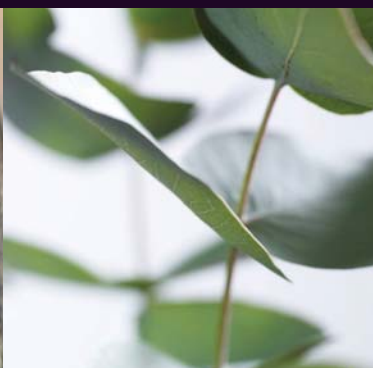
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Foodie wellness retreat at Nihiwatu

Nihiwatu resort on Sumba Island, Indonesia, has partnered with Simone Baldwin, founder of Healthy, Gorgeous and Tippy, for a seven-day wellness retreat this October.

Based in Melbourne, Australia, Baldwin is a wine specialist and a Living Light Culinary Institute-certified raw food chef and instructor who helps “busy and fun-loving people find their perfect combination of health and hedonism.” Her company helps to educate people on how they can enjoy the benefits of a vegan diet without having to give up the pleasure of a great glass of wine.

“This is about discovering a lifestyle that will have you waking up every day feeling full of energy,” commented Baldwin.

The retreat aims to gather like-minded people for a week at Nihiwatu. As part of the package, guests will experience the signature Nihi Oka Spa Safari, where they get to spend a full day in a bale overlooking the beach, accompanied by a personal therapist.



Simone Baldwin, founder of Healthy, Gorgeous and Tippy

The package also includes accommodation in a luxury villa with private butler, organic and vegan meals and snacks, a curated selection of organic and biodynamic wines and champagnes, yoga, pilates and zumba, plus cooking demonstrations.

The retreat costs US\$5,937 (€5,413, £3,803) per person based on twin share, and is inclusive of all meals, wine, champagne, spa treatments and other activities outlined on the retreat website.

Details: http://lei.sr?a=v6w4Z_S

Rockliffe Hall creates £1m spa garden

Rockliffe Hall in Hurworth, UK, is set to open a £1m (US\$1.6m, €1.4m) spa garden in September at the 365 acre estate and resort.

The new spa garden has two outdoor hot pools, including an infinity edge hydrotherapy pool with massage features and a warm Jacuzzi. There is also underfloor heated decking, lounging areas, a traditional glass-fronted sauna cabin, a fire pit, a water feature, landscaped gardens with views across Rockliffe Hall’s grounds, in addition to heated relaxation loungers.

Neom Organics has also developed some new treatments especially for Rockliffe Hall’s spa garden, including ‘energise’, ‘happiness’, ‘de-stress’ and ‘sleep’-themed treatments using meditation, shiatsu, Thai massage, plus trigger-point and reflexology techniques.

“Rockliffe Hall’s new spa garden is the most significant development since the resort was launched five years ago,” said Eamonn Elliott,



An artist’s impressions of the new spa garden at Rockliffe Hall

chief executive of Rockliffe Hall. “We have invested a lot of time to ensure it offers something completely new and is spectacular. Our spa is already one of the most successful in the UK but we will never become complacent, hence we continually strive to offer people yet another reason to come to the North East.”

The five-star resort has 61 bedrooms and Rockliffe’s wellness centre includes 13 treatment rooms. Details: http://lei.sr?a=t8egP_S



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The Independent Hotel Show offers a one-stop-shop with all the essentials needed to run a successful, profitable spa space

Spectacular spa offering at #IHS15

The Independent Hotel Show, presented by Rate Gain, returns to Olympia on October 20th and 21st with a packed two days of networking, new business ideas, advice and insight from some of the UK's leading figures from the luxury, boutique and independent hotel sector.

Discover the finest products and service providers with a carefully selected line-up of more than 300 premium exhibitors from across the hotel supply chain. Offering a one-stop-shop of all the essentials needed to run a successful, profitable hotel, the Independent Hotel Show is the must-attend event for anyone working within the boutique and luxury hotel sector.

This year the show is launching new and improved features including the expanded Destination Spa, an area dedicated to the health and wellness sector. It will be filled with a wealth of key exhibitors from the sector including Rigo Spa, Les Mills and Germaine de Capucini.

Brand new for 2015's Destination Spa is a series of free-to-attend topical talks and discussions from some of the leading figures in the industry. Confirmed speakers include Catherine Whittle from Spa Partners, Kathy Ball, Spa Director from Barnsley House and Calcot Manor and Editor of Good Spa Guide, Anna Hubbard. Session bookings open in early September 2015.



**INDEPENDENT
HOTEL SHOW**

20-21 OCTOBER 2015
OLYMPIA WEST, LONDON

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FOR MORE INFORMATION

Contact: Miranda Martin
Show Manager
miranda@smelondon.co.uk
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Also new for 2015 is the Independent Think Tank, a dynamic networking zone that will bring together leading figures in the industry to debate key issues and evaluate opportunities. The nature of the space allows it to play host to smaller, more targeted workshop sessions with increased opportunity for active engagement from attendees.

The Independent Hotel Show 2015 will again honour the UK's most influential independent hoteliers with the annual Independent Hotelier and Outstanding New Hotel awards. The winners of these prestigious accolades are the champions of innovation and great contributors to the growth and success of the hotel industry.

Nominees for this year's awards will be announced in the coming weeks at www.independenthotelshow.co.uk/awards

Winners will be announced at the Independent Hotel Show Awards Ceremony on 20th October 2015.

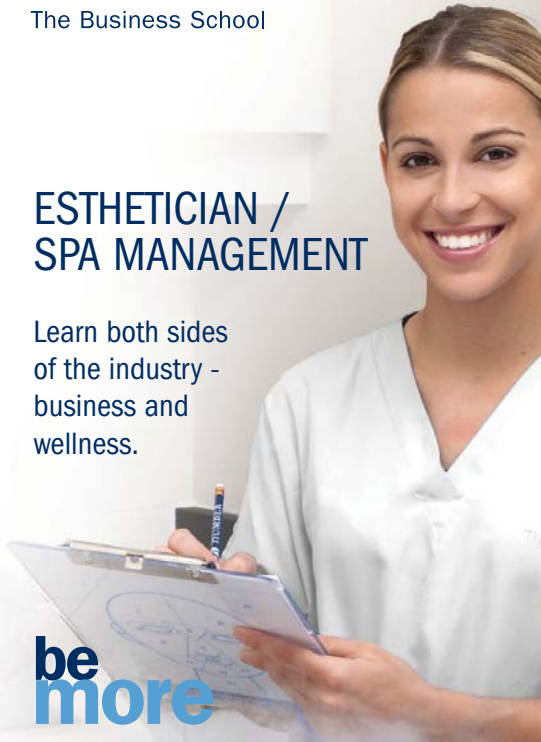
Register to attend the show and sign up to receive our upcoming Independent Thought from Daisy Finer, Spa Editor at Conde Nast Traveller, on hot spa trends.



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- To work in a professional manner with clients and colleagues for a 5 Red Star business
- To follow all standard operating procedures for the Spa
- To attend staff meetings when required
- To be knowledgeable in products and treatments used within the Spa and attend training courses internally and externally when required
- To comply with all company policies and procedures
- To be aware of your responsibilities for fire prevention and Health and Safety
- To ensure that personal standards of presentation are of the highest quality; i.e. hair tied back, clean and pressed uniform, discreet make up, discreet jewelry, clean shoes, short nails and no polish



To apply: stokepark_careers@stokepark.com



Luton Hoo
HOTEL, GOLF & SPA



Spa Manager

The role of the Spa Manager is to effectively manage the Spa at Luton Hoo which includes 6 treatment rooms and heat therapy suite, together with associated retail. Maximising sales and profitability with a clear business strategy are key objectives in this Spa role as is the ability to train and motivate a large and diverse team. A commitment to outstanding customer service is imperative with key areas of responsibility being reception, reservations, spa experience and housekeeping.

Attributes/Experience:

You will have experience in spa treatments and a passion to deliver outstanding customer service. Qualifications in Spa Management are desirable and relevant experience gained in the Spa and Leisure. You should be a good communicator and decision-maker, be able to delegate and be disciplined in meeting deadlines. You should be self-motivated and able to motivate others and have the ability to react positively to varied situations. A flexible attitude is required and you must be available to work evenings weekends and Bank Holidays.

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For more information visit www.spaopportunities.com



SPA THERAPIST

The Verbena Spa at the Feversham Arms Hotel is seeking a conscientious and enthusiastic to join their team.

The Feversham Arms Hotel is a secluded luxury retreat that lies in the heart of Helmsley in North Yorkshire. Surrounded by countryside, the award-winning hotel and spa is hidden away so guests can relax, unwind and indulge. The hotel houses 33 bedrooms, 21 of which are suites as well as an outdoor pool, jacuzzi and AA rosette restaurant.

The Verbena Spa opened in 2008 and offers the highest standard of luxurious and pampering treatments. The spa offers a full range of treatments from Temple Spa and nail treatments from Jessica. As a spa therapist you will be trained to the highest standard to offer the full range of treatments and to provide a welcoming environment for spa guests during their day. We are looking for a committed and passionate therapist to join our team. This role would suit someone who has worked in a high quality spa before, but other experience will be considered. It's a fantastic role for someone wishing to progress in the spa industry in a luxurious yet unpretentious spa environment.

For more information visit www.spaopportunities.com



spa opportunities JOBS ONLINE



Assistant Spa Director

Company: Four Seasons Hotel
Job location: Hampshire, UK

Spa Therapist

Company: Donnington Valley Hotel and Spa
Job location: Berkshire, UK

Spa Therapist

Company: Four Seasons Hotel
Job location: Hampshire, UK

Beauty Therapists

Company: Center Parcs Ltd
Job location: Whinfell Forest, Cumbria and Elveden Forest, UK

Spa Manager

Company: Luton Hoo Hotel Golf and Spa
Job location: Luton, UK

Spa Therapist

Company: Feversham Arms Hotel
Job location: North Yorkshire, UK

Spa Therapist

Company: Stoke Park
Job location: Buckinghamshire

Head Therapist

Company: Grand Jersey Hotel and Spa
Job location: Jersey, UK

Beauty Therapist

Company: Norton House Hotel and Spa
Job location: Edinburgh, UK

For more details: www.spaopportunities.com



Four Seasons Hotels and Resorts has been ranked in FORTUNE magazine's '100 Best Companies to Work For' list every year since 1998. Come and find out why!

With 99 hotels in 38 countries, Four Seasons is dedicated to perfecting the guest experience through continual innovation and the highest luxury hospitality standards. The Spa at Four Seasons Hotel Hampshire is highly acclaimed with multiple awards and working with the leading brands, ESPA, Sodashi and Swiss Perfection.

Join a diverse and talented Spa team in the English countryside, only 15 minutes from Fleet.

Four Seasons Hotel Hampshire is an intimate retreat steeped in history and set in a picturesque countryside estate, with 133 bedrooms, a varied selection of restaurants for the guests to dine in and an award-winning spa.



FOUR SEASONS HOTEL
Hampshire

Assistant Spa Director maternity cover

Four Seasons Hampshire is seeking an experienced Assistant Spa Director (maternity cover) to join our dynamic team in the Spa and continue to grow our passion for providing a great guest experience.

The Assistant Spa Director provides the leadership and management of the Spa department making key strategic and operational decisions for the Spa and Wellness department with regards to treatments and philosophies. The role is both strategic and operational requiring working closely with the Spa therapists, membership and fitness team, whilst also being the face of the business, and building excellent relationships with both members and suppliers. This is a maternity cover contract.

The Assistant Spa Director role is suited to an individual whose passion for spa and wellness is infectious. An outgoing personality and a can-do approach to any task – personifying luxury guest service is required.

The ideal Assistant Spa Director candidate will have previous experience within the luxury spa industry.

The following skills are required:

- Excellent communication skills for guest, employee and stakeholder interaction
- The ability to take a proactive approach to understanding guests needs and desires.
- Exceptional customer service and problem solving skills
- Proven track record of Spa sales and retail development
- Excellent people management skills are required.
- Fluency in English is also required

Spa Therapist

Four Seasons Hotel Hampshire is seeking a Spa Therapist with experience providing exceptional service standards.

The deeply instilled Four Seasons culture is personified by its employees – people who share a single focus and are inspired to offer great service.

An integral member of the Spa, the Spa Therapist performs body and esthetical treatments according to established Four Seasons and specific treatment protocols and procedures. Exceptional customer service and the understanding of the guests' needs is an essential part of this position due to the one-to-one nature of the role.

The ideal Spa Therapist candidate will personify luxury guest service.

The following skills are required for a Spa Therapist:

- Qualified and experienced at NVQ level 3 or similar.
- Knowledgeable and passionate about Spa therapies.
- Excellent communication skills.
- Fluency in English is also required.

Just some of the Benefits Four Season Hotel Hampshire employees enjoy:

- Excellent Training and development opportunities
- Complimentary accommodation at other Four Seasons Hotels (based on length of service)
- Meals on duty and laundered uniform
- Transportation from local train station
- Employee Recognition Programmes

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To apply for either of these positions, please send your CV and cover letter to joanna.herbert@fourseasons.com

Heyday hopes to woo busy consumers

A new facial-only treatment centre, Heyday, has opened in New York City with an aim to create simple, regular skincare routines for busy customers.

“Regular facials are the gold standard for having great skin,” Michael Pollak, chief brand officer for the company, told *Spa Opportunities*. “And because their habitat has always been the traditional spa, they’ve been inaccessible to many people for price or convenience. We’re setting out to change that to create an experience that fits in the wallet and schedule of today’s consumer.”

Heyday offers a 30-minute treatment for US\$60 and a 50-minute treatment for US\$95, with enhancements including microdermabrasion, LED phototherapy and professional peels available to add on for a flat US\$35 fee. It also offers a monthly membership “to help make building that healthy skincare routine easier



The company hopes to open several locations in New York City

while getting some perks,” said Pollak.

The 1,500sq ft (139sq m) spa has eight open-plan, semi-private treatment spaces, where clients have partitions beside them and partial curtains in front of them. Heyday uses Naturepathica, Image Skincare, One Love Organics and Shaffali product houses. Pollak said he looks for niche brands with a penchant for natural or organic ingredients.

Details: http://lei.sr?a=c5q7c_S

WTS creating luxury spas for Cachet

Global spa consultancy and management firm WTS International will create a new spa concept for the Cachet Hotel Group in Asia.

The concept will be called cSPA and will be developed at Cachet’s properties throughout greater China, Southeast Asia and the Americas. The first cSPAs will debut in Bangkok, Thailand and Hangzhou, China.

The exclusive cSPA concept will be designed for the affluent spa connoisseur and will ultimately be rolled out worldwide.

The spas will be modern, innovative and sophisticated, the company said. They will draw on the values of the Cachet Hotel Group brand, which is designed around elegant, chic and exclusive spaces, with each spa expected to have a ‘unique sense of place.’

WTS also said that it is integrating environmental features into the spa concept’s design, based on LEED Standards.

“Our robust approach to concept development has led to the creation of a spa design which will exceed the expectations of Cachet’s discerning customers,” said Gary Henkin, president and CEO of WTS International. “Importantly, it also has the flexibility to deliver



WTS CEO Gary Henkin says the spas will deliver a sense of place

a sense of place for local markets, while still being flexible enough to enable Cachet to deploy the concept globally to ensure consistency across its portfolio. Finding this balance was one of the aims at the heart of the concept development process.”

The spa design and ethos aims to inspire Cachet’s clientele to live a healthy, vibrant lifestyle by utilising its bespoke services, tech-driven influence and exquisite service.

The concept envisages a modern spa palace with intuitive service and captivating luxury expressed in the context of the local culture. Design will be defined by clean lines and well-appointed treatment beds.

Details: http://lei.sr?a=V9u8e_S

Argentina Spa Association

T: +54 11 4468 0879 W: www.asociacionspa.org

Association of Malaysian Spas (AMSPA)

T: +603 4253 3478 W: www.amspa.org.my

Australasian Spa Association

T: +61 4 3003 3174 W: www.spaandwellness.com.au

Bali Spa and Wellness Association (BSWA)

W: www.balispawellness-association.org

Brazilian Spas Association

T: +55 11 2307 5595 W: www.abcspas.com.br

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

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China Spa Association

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Association of Spas of the Czech Republic

T: +420 606 063 145 W: www.jedmedolazni.cz

The Day Spa Association (US)

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Estonian Spa Association

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European Spas Association

T: +32 2 282 0558 W: www.espa-ehv.com

Federation of Holistic Therapists (FHT)

T: +44 23 8062 4350 W: www.fht.org.uk

French Spa Association (SPA-A)

W: www.spa-a.com

German Spa Association

T: +49 30 24 63 692-0 W: www.deutscher-heilbaederverband.de

Hungarian Baths Association

T: +36 1 220 2282 W: www.furdoszovetseg.hu/en

The Iceland Spa Association

W: www.visitspas.eu/iceland

The International Medical Spa Association

T: +1 877 851 8998 W: www.dayspaassociation.com/imspa

International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: www.iswa.de

International Spa Association (ISPA)

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Japan Spa Association

W: www.j-spa.jp

Leading Spas of Canada

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National Guild of Spa Experts Russia

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Portuguese Spas Association

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Salt Therapy Association

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Spa & Wellness Africa Association

W: www.spaassociationofafrica.com

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