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Search for sanctuary

From the explosion of wellness communities to a desire for simplicity, today's consumers will interact with wellness in new and different ways – many of which will be outside the spa. Spa suppliers and operators must remember their roots

Wellness is everywhere these days – from the supermarket shelf to our luxury spas, right down to where we live. This commodification of wellness can be a boon or a bane for our business; the overuse of the word threatens to dilute its meaning and undermine what it is that we do. But at the same time, it opens up new audiences – and new opportunities – for our industry, which has traditionally focused on the select few who can afford it.

The explosive growth of wellness communities is one such opportunity (see our report, pages 98-110). New research from American Lives showed that about a quarter of people surveyed said they were interested in living in a wellness community. This looks to be a major market opportunity for our industry; some of these locales will have on-site spas, but even those that don't will be home to people who are so committed to the idea of wellness that they want to centre their life around it – a target market for any in our industry.

New opportunities are also cropping up that are driven by technology, or by the blossoming field of research devoted



to wellness of all kinds. We're finding out more and more about the connections between mind and body, opening up space for spas to address mental wellness in a meaningful way (see page 79). And the things we're learning about the skin biome (see our Spa Foresight™ section, page 18) are sure to change the "face" of skincare and treatments in the years to come.

But perhaps most interesting is the way in which technology is shaping our industry – and not just in the obvious ways. While AI (artificial intelligence) wellness consultants may be in our future (see page 82), we're also seeing quite a backlash against our tech-obsessed, 'always-on' culture. Whether it's silent spas; a lust for quiet, intimate ASMR therapies (see Spa Foresight™, page 20); or the need for simplicity (see Spa Foresight™, page 16), spas must understand that our role as sanctuary will be more essential than ever before, in this increasingly fast-paced world.

Jane Kitchen, managing editor, *Spa Business Handbook*
janekitchen@spabusiness.com ■ @SpaBusinessJK

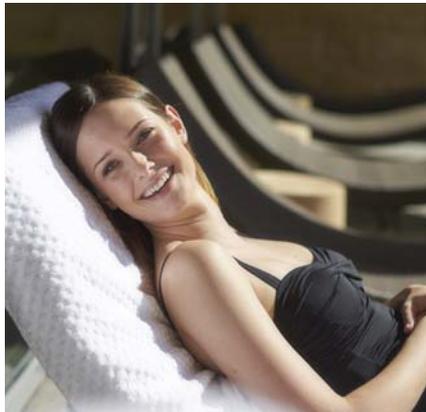
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CONTACT US: The Leisure Media Company, Head Office/Global Office, Portmill House, Portmill Lane, Hitchin, Hertfordshire, SG5 1DJ, UK
TEL: +44 1462 431 385 FAX: +44 1462 433 909 EMAIL: theteam@spabusiness.com TWITTER: @spabusinessmag

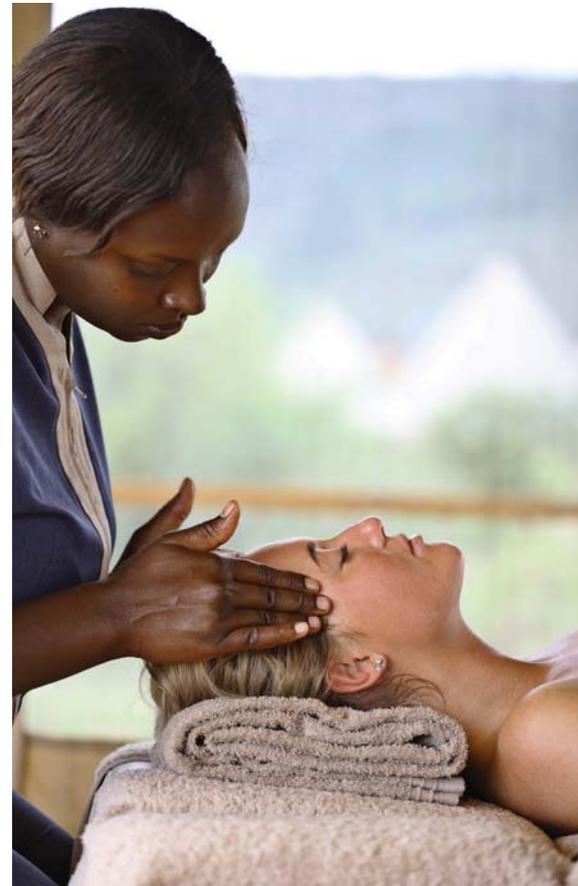
CONTENTS



14 Spa Foresight™



28 Development Pipeline



86 Opportunities – and challenges – in Africa



90 Global Wellness Institute Initiatives



98 Wellness Communities

AT A GLANCE

■ FUTURE VIEW	14
■ INDUSTRY INSIGHTS	67
■ RESEARCH ROUND-UP	111
■ SPA CONSULTANCIES & FRANCHISES	145
■ PRODUCTS & SERVICES	173
■ LISTINGS	349

FUTURE VIEW

5 Editor's Letter: Search for Sanctuary

Those in the spa industry will see new opportunities emerging in the coming years, says Jane Kitchen

14 Spa Foresight™

Scaleable wellness, the virome and epigenetics all feature in this year's forecasts from *Spa Business* magazine

28 Development Pipeline

Jane Kitchen outlines some of the standout and significant spa projects which are being built around the world

INDUSTRY INSIGHTS

68 Industry Predictions

Professionals working in all aspects of spa and wellness across the world share their predictions for the year ahead



68 Industry predictions from international leaders in the spa and wellness industry

82 Wellness 2020

Professor Marc Cohen outlines his thoughts on the future of the spa industry

86 Africa Rising

Elaine Okeke Martin, founder of SWAA, gives an update on opportunities in Africa

90 Driving Change

Global Wellness Institute Initiative chairs tell us about their work this year

98 Living Well

Jane Kitchen looks at the growing business of wellness communities

RESEARCH ROUND-UP

112 Global Research:

Global Wellness Economy Monitor

Ophelia Yeung outlines the latest findings from the Global Wellness Institute's international study on the industry

116 US Research: Retail Therapy

Contento Marketing's new retail survey

120 Global Research: Skin Deep

A new study shows cosmetic services are a fast-growing part of the beauty industry

122 Middle East Research:

Competition Heats Up

Colliers International's study shows the Dubai spa market continuing to grow ▶

CONTENTS



116 Contento Marketing's new retail study



112 The Global Wellness Economy Monitor



120 New research on cosmetic services



122 Collier's Dubai spa benchmark report

- ▶ **128** Global Research: Growing Well Intelligent Spas' first-ever benchmark report on wellness spas finds the niche industry poised for growth

132 North America Research: Generation Next

ISPA's latest *Consumer Snapshot* survey looks at millennials and their spa-going habits. Leonor Stanton reports on what drives this up-and-coming generation

138 North America Research: Forging Ahead

ISPA's *US Spa Industry Study* shows a healthy growth in revenue, visits and profits. Colin McIlheney reports

142 North America Research: A Bright Future

Despite rising labour costs, hotel spa revenue is showing strong growth, according to the latest from CBRE

SPA CONSULTANCIES & FRANCHISES

146 Consultant Profiles

A showcase of spa consultants

160 Contract Management

Companies that run spa facilities

164 Spa Consultants

Spa consultants offering services



126 Intelligent Spas' first-ever benchmark report on wellness spas finds the niche industry poised for growth

PRODUCTS & SERVICES

174 Company Profiles

A snapshot of what leading suppliers and service providers in the international spa and wellness industry have to offer

274 Spa-Kit

Creams, clothing and computer systems all appear this selection of products, equipment and services for spas

280 Contact Book

An A-Z listing of contact details for a wide array of spa supply companies worldwide

323 Product Selector

A categorised index of global spa suppliers

LISTINGS

350 Spa Training Directory

Contact details of spa training organisations

362 Spa Course Selector

A guide to global spa training courses by type and by subjects covered

374 Trade Associations

A region-by-region overview of spa and wellness-related organisations

382 Events Calendar

Details of conferences, exhibitions and networking events for spa professionals ▶



Katie Barnes

EDITOR

email: katiebarnes@spabusiness.com

tel: +44 1462 471 925

twitter: @SpaBusinessKB



Jane Kitchen

MANAGING EDITOR

email: janekitchen@spabusiness.com

tel: +44 1462 471 929

twitter: @JaneKitchenSB



Liz Terry

EDITORIAL DIRECTOR

email: lizterry@spabusiness.com

tel: +44 1462 431 385

twitter: @elizterry



Astrid Ros

PUBLISHER /

ADVERTISING SALES

email: astridros@spabusiness.com

tel: +44 1462 471 911



Lauren Heath-Jones

ASSISTANT PRODUCT EDITOR

email: laurenheathjones@leisuremedia.com

tel: +44 (0)1462 471927

twitter: @leisurekit

NEWSDESK

Tom Anstey +44 1462 471 916

Kim Megson +44 1462 471 915

PRODUCT EDITOR

Kate Corney +44 1462 471 922

ADVERTISING SALES

Julie Badrick +44 1462 471 919

John Challinor +44 1202 742 968

Paul Thorman +44 1462 471 904

Jan Williams +44 1462 471 909

SPA RECRUITMENT/TRAINING SALES

Astrid Ros +44 1462 431 385

WEBSITE

Emma Harris +44 1462 471 921

DESIGN

Ed Gallagher +44 1905 20198

SUBSCRIPTIONS AND FINANCE

Denise Adams +44 1462 471 930

CIRCULATION

Michael Emmerson +44 1462 471 932

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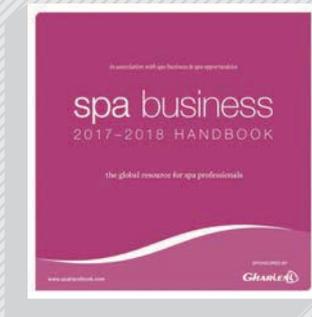
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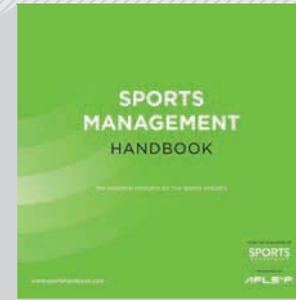
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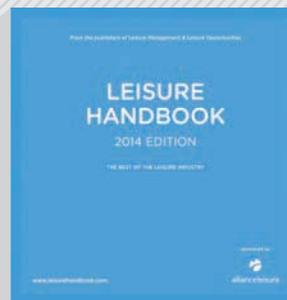
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Spa foresight™

What's going to have the biggest impact on spas in the future? *Spa Business* outlines the trends, technologies and strategies that are coming down the track

- 1 Tattoo detox
- 2 Spa dentistry
- 3 Grief
- 4 Simplicity
- 5 Therapy animals
- 6 Extreme bathing
- 7 Skin microbiome
- 8 Resilience
- 9 Wellness communities
- 10 mfDNA
- 11 Global onsen
- 12 Cuddling
- 13 ASMR
- 14 Ketogenic exercise
- 15 Menopause
- 16 Body forensics
- 17 Personal pollution sensors
- 18 Nootropics
- 19 Uzbekistan
- 20 Nose to toe



PHOTO: SHUTTERSTOCK/AFRICA STUDIO

▲ Most people are unaware of the health risks of getting a tattoo.

GROWING MARKET

1. TATTOO DETOX

Concerns are growing about the safety of tattoo inks, which – in spite of the fact they're injected into the body – are not yet governed by laws relating to toxicity.

Up to 20 per cent of adults in some Western nations are tattooed, with this rising to 35 per cent in the under-30s.

According to a recent report from the European Chemicals Agency (ECA), tattoo ink is thought likely to have a carcinogenic or mutagenic impact, as well as being

implicated in reproductive disease, with red ink being the colour most likely to cause the biggest issues, according to ECA.

We think health-conscious consumers with tattoos will be increasingly interested in tattoo removal, coupled with chelation therapy to filter heavy metals from their body.

Spas are ideally placed to introduce both services, with healing and recuperation included, to create a full-service tattoo-removal programme.

TEETH

2. SPA DENTISTRY

Dentistry will undergo a revolution in the next 50 years, with 3D-printed tooth implants and stem-cell regeneration making existing procedures redundant.

These changes will create opportunities for spas to widen wellbeing services to include dental treatment, by investing in next-generation equipment and creating a role for holistic spa dentists.

It will be a great fit: a spa is the ideal setting in which to undergo hi-tech dental procedures, given the relaxing environments and exceptional levels of service.

These high-value dental treatments will create powerful additional revenue streams for spas from compact and affordable real estate footprints.

Dental health is an important part of wellbeing. Research shows poor dentistry contributes to a range of issues, including heart disease and autoimmune disorders, making effective interventions important for good health – while the cosmetic value of beautiful teeth has a powerful effect on self esteem and confidence.

We expect foresighted spa operators to make investments in dentistry part of their business development planning, and to begin to position for synergistic dental partnerships and acquisitions to take advantage of the radical changes that will reshape the market for essential and cosmetic dentistry in the coming decades. ▶

▶ Spas will develop a highly lucrative new area of business by moving into high-tech dentistry



STRATEGIES FOR COPING

3. GRIEF

Just as death is a taboo subject for many, so the challenge of supporting people who are grieving is something that many find difficult to discuss.

This creates situations where people can be grieving, and friends, colleagues and family are not equipped to offer support. They say nothing, for fear of saying the wrong thing and making matters worse.

Spas are well-placed to offer a sanctuary where grief can be expressed and both the grieving and their supporters can be taught strategies for healing. We expect life-changing interventions such as this to become part of the industry's remit.

INFOBESITY

4. SIMPLICITY

In an always-on, increasingly complex world, simplicity is the new luxury.

More information is available to teenagers today than was available to the US president 20 years ago – and that overload is leading to 'infobesity.'

Brain-drained consumers are tired of making decisions, and simplifying choices is key to making guests feel truly relaxed. This could translate to simpler spa menus, or consultations that point guests to treatments – no decision-making required. Spas have long provided calm, distraction-free spaces; guests will be looking for a less-is-more sensibility in other areas.



▲ At Sunrise Springs, guests interact with puppies from Assistance Dogs of the West

HEALING

5. THERAPY ANIMALS

Animal interactions have been shown to have positive effects on people's physical health – lowering blood pressure, increasing endorphin levels, and decreasing the physical perception of pain.

They've also been shown to positively affect mental health by decreasing anxiety, feelings of isolation and loneliness.

As spas seek ways to offer services in the area of mental wellbeing, we expect to see more use of therapy animals.

Spas such as Miraval, with its equine programme, are already using therapy animals to help guests gain greater self-awareness and experience personal growth. We think more spas – especially those with plenty of open space – could implement animal therapy programmes, and in the process, help bring joy and calm to their guests. And the PR angle is also powerful – who could resist the Instagrammable cuteness?



▲ New research is confirming the health benefits of extreme cold immersion to a wide range of metabolic processes

ICE AGE

6. EXTREME BATHING

With the growing popularity of programmes like the Wim Hof Method, which advocates extreme cold exposure and advanced breathing techniques for health and resilience, we predict more consumers will warm to the idea of extreme cold if the health benefits are clearly explained.

Research shows that extreme cold exposure has a wide range of important effects, including speeding up metabolism by stimulating the creation of brown fat,

reducing inflammation and strengthening the immune system. It's also been shown to improve quality of sleep, boost the production of feel-good endorphins and have beneficial effects on the treatment of anxiety, depression and PTSD.

When it comes to implementation, extreme bathing services need to be carefully controlled to ensure safety, and we expect some spas to introduce medically supervised, Wim Hof Method

programmes, with ice bathing pools and follow-up facilities for the “re-warming” phase of the treatment.

Other extreme bathing trends include geothermal saunas that pipe hot steam from the earth's core, beach spas where holes are dug in the sand to create pools that fill with thermal water from natural springs and – in tune with the trend for forest bathing – woodland streams that are dammed to create bathing pools. ▶

KEEPING THE BALANCE

7. SKIN MICROBIOME

The microbiome of the gut may have been getting all the attention from consumers, but the skin microbiome has its own unique combination of microorganisms that need to be kept in balance on a daily basis as well.

Harsh cleansers, antibacterial soap, and a general modern obsession with being clean can get things out of balance, leading to skin conditions ranging from acne to eczema and psoriasis, as well as weakening the wider immune system. As consumers begin to understand the larger implications of this, expect to see more probiotic treatments, cleansers and creams, and look to incorporate them in your spa menu.

LIFE SKILLS

8. RESILIENCE

We're forecasting an increasing interest in resilience and stoicism as people of all ages seek better ways to live and cope with the demands of life.

Services in this area will include education, counselling and lifestyle interventions such as balanced exercise regimes that give an outlet for anxieties and relieve stress.

Resilience will be especially important to Gen Z, many of whom are turning out to be troubled and fragile, as a result of being over-exposed to social media and adult content during their formative years – and with high levels of self harm and mental health issues.



▲ Spa operators will find an abundance of opportunity as the market goes mainstream

THE MARKET BROADENS

9. WELLNESS COMMUNITIES

Back in 2009, Spa Foresight™ predicted that wellness real estate would emerge as a significant economic force, with the addition of spa and wellbeing services to residential creating a value margin that would attract a new generation of property developers and investors.

We've seen a global rise in high-end wellness communities since, and now we expect the concept to go mainstream, with investors attracted by the 30 per cent uplift.

People living in these developments self-identify as being focused on their own wellbeing to varying degrees (see our report, pages 98-110) and just as spas are designed to attract consumers with different preferences and levels of affluence, so wellness communities will be developed to meet the needs of each, creating opportunities for spa brands at every level of the market to partner with developers on wellness community developments.

MAPPING THERMAL WATER

10. MFDNA

Just as we have our own unique DNA, so natural thermal water has its own unique microfloral DNA – or mfDNA – that can be analysed and correlated to the health properties of waters from specific locations.

Now, a group of scientists, led by Dr Marc Cohen of RMIT University in Australia and Dr Vincenzo Romano Spica of the University of Rome, are working to map mfDNA across the world – and create a biofingerprint for each water source.

The biofingerprint will include details on the physical, chemical and biological makeup of the water. It has implications for practical things like hygiene, safety and quality, as well as management, but can also be used in marketing. By characterising hot springs water and identifying the benefits and best uses for each kind, Dr Spica hopes to help consumers find the best water for the treatment they need, and to increase personalisation. He also hopes waters with different properties can eventually be named and marketed in the same way that wines are – creating the equivalent of champagne, Burgundy or Brunello spa waters, each unique in its particular qualities. ▶

▶ The mfDNA includes the physical, chemical and biological makeup of the water



WORLD VIEW

11. GLOBAL ONSEN

In 2015, nearly 20 million tourists travelled to Japan; the government hopes to double this by 2020. Japan is hosting the 2019 Rugby World Cup and the 2020 Tokyo Olympics and Paralympics, which has brought massive hotel development. This will mean an exposure to Japanese culture that will likely have a ripple effect throughout the world – including the Japanese onsen, or hot springs baths, which many of those new tourists will be exposed to for the first time. We anticipate seeing more onsen-like features in spa settings as both consumers and operators discover the peacefulness of Japanese bathing and adapt it to their own cultures.

A NEW PROFESSION

12. CUDDLING

We're noticing a growing number of organisations training people to become professional cuddlers.

The approach is scientific and based on the power of touch. The movement is a growing one.

The aim is to offer a positive and platonic embrace, which releases oxytocin and leaves people feeling nurtured and connected. Cuddling sessions can be one-on-one with a professional therapist, or in groups with relaxation and breathing exercises. We expect spas to explore the introduction of cuddling as a service.



PHOTO: SHUTTERSTOCK/WAVEBREAKMEDIA

▲ Quiet sounds – such as whispering or crinkling paper – can trigger an ASMR response

THAT TINGLING FEELING

13. ASMR

Autonomous Sensory Meridian Response – or ASMR – is described as a pleasurable tingling that begins at the top of the head and radiates down the spine, and can be triggered by quiet sounds such as whispering, crinkling paper or the tinkling of wind chimes, or by gentle, light touches like hair brushing or skin stroking.

People are increasingly seeking out ASMR experiences, and YouTube is full of ASMR videos that use sound triggers.

Whisperlodge Spa in New York City opened this year, where therapists blindfold guests and whisper in their ears, touch them gently with makeup brushes, crinkle tissue paper near their heads or

even draw with charcoal alongside them to create that pleasant, tingly feeling. It's all very quiet and intimate; trust of (and comfort with) a therapist is imperative. Feeling ASMR is said to be relaxing, de-stressing, and to lead to better sleep.

We've seen elements of ASMR being used in traditional spa environments – Comfort Zone's sleep therapy treatment uses the gentle touch of brushes, for example – but more ASMR triggers could be brought into spas, especially as public perception and knowledge of it increases. If the popularity of YouTube videos is any indication of interest, get ready: we found one that had 2.6m views its first week.



▲ Tour de France winner Chris Froome has adopted a ketogenic diet under the supervision of sport scientist James Morton

FITNESS TREND

14. KETOGENIC EXERCISE

Most people burn carbohydrates as fuel when exercising, but there's an increasing interest in re-training the body to burn fat, which is a less limited fuel source.

The added advantage is that teaching the body to burn fat instead of carbohydrates leads to weight loss, which can give good outcomes if carefully supervised by expert dietitians.

The body can only store 1,600-2,000 calories from carbohydrates in the

muscles, blood and liver, meaning exercisers who are instead fuelled by energy from fat stores – ketones – can go longer with the right training.

Exercise that is fuelled by ketones is an area of great interest to competitive sports people, some of whom have trained their bodies to achieve feats of great endurance on very small quantities of fat.

We expect interest in ketogenic exercise to grow among the general population as

knowledge of these training techniques and dietary protocols trickles down from the elite athlete level to the mainstream.

This will create opportunities for spas to offer ketogenic conversion training and associated dietary advice to guests.

The spa is an appropriate environment in which to deliver this transformation, as it needs to be done carefully, given the implications for toxicity in the body and the fact that vital pH levels can be affected. ▶

AGEING

15. MENOPAUSE

With their distinctive wellbeing needs, menopausal women represent a powerful consumer group in need of wellness interventions, and we expect menopause-related services to become more widespread in the spa and wellness market, with treatments and packages appearing on spa menus.

Lifestyle change can massively ease or eliminate menopause symptoms, so there is much the spa and wellness industry can do with existing resources to support women going through this phase of their lives.

Pelvic floor strengthening workouts, hormone rebalancing, natural HRT, sleep therapy and coaching in resilience are all services that would resonate.

NEW SERVICE

16. BODY FORENSICS

Achieving optimum health and wellbeing demands a 360-degree understanding of each person's individual body type and issues.

Given all aspects of health are interrelated and interdependent, we see a role for spas to sit at the heart of a body forensics service, based on accurate diagnostics and ongoing preventative lifestyle prescription.

The service would involve a cross-disciplinary team acting with a holistic brief – at a level not yet achieved by any spa operator – and would prescribe lifestyle advice and interventions.



PHOTO: SHUTTERSTOCK/ANDREY_POPOV

▲ Personal pollution sensors will tell people when to leave a place or building

INVISIBLE THREAT

17. PERSONAL POLLUTION SENSORS

More than 92 per cent of the world's population is breathing air that fails basic health standards, according to a recently launched Air Quality Model from the World Health Organization. Indoor air is 14 times more toxic than outdoor.

Plastic particles are also becoming a serious health issue, with water and air increasingly polluted and nanoparticles of plastic making their way into the food chain, and from there, into our bodies.

We predict that soon, each of us will wear a personal pollution sensor, which will go off when we enter an area or a building with high levels of toxins.

We expect spa and wellness operators to install air and water filtering systems to make their facilities havens from pollution. Those who follow this route will find it's a marketable driver for business – and those who don't will risk consumers turning away from their operation.



PHOTO: SHUTTERSTOCK/EL NARIZ

▲ Nootropics enhance cognitive ability and give spa operators the opportunity to offer customised prescriptions

BRAIN FOOD

18. NOOTROPICS

Nootropics – a broadly defined group of substances that enhance cognitive capacity – are getting attention from people in business and academia. Nootropics can improve everything from mental focus to creativity and memory.

Things like caffeine and cocaine fall into this category, but we're interested in the gentler, more natural (legal) varieties, which can offer increased brain power without causing negative side effects.

Nootropics have been used for centuries in traditional Chinese medicine and ayurveda, and consumer awareness is now growing in the West. We see a role for spas to offer nootropics as part of a brain-enhancement programme, with the spa acting as a trusted partner to offer quality ingredients with proven effects.

Spas that can create personalised programmes with a focus on individualised needs can take it a step further.

Six Senses is already working on a project that will use natural nootropics combined with a programme of breathing exercises, mindfulness and diet to focus on brain health and enhancement.

We predict nootropics will make their way into spa programming on many levels – from full-on brain enhancing programmes to supplements used during treatments – as consumer interest increases in this area of mind health. ▶

HOT SPOT

19. UZBEKISTAN

We recommend developers and operators looking for future growth should be turning their longer-term ambitions towards the Stans – the central Asian nations of Kyrgyzstan, Turkmenistan, Takistan, Kazakhstan and particularly Uzbekistan.

Formed as republics under Stalin's rule, these nations – with their wild and beautiful scenery, exotic culture and incredible architecture – gained independence 20 years ago and are now forging their own identities.

Oil-rich Uzbekistan has the second-fastest-growing economy in the world – projected at 7.6 per cent – as a result of rising oil prices, robust local growth and good relationships with its neighbours.

The country has a good climate range, and with Tokyo and Paris within an eight-hour flight, is well-positioned for major population centres. We think the Stans will catch people's imagination when it comes to wellness travel, and are tipping them for growth.



PHOTO: SHUTTERSTOCK/DUDAREV MIKHAIL

▲ Spa Foresight is tipping Uzbekistan for growth as a wellness travel destination



PHOTO: SHUTTERSTOCK/MIHA TRAVNIK

▲ Nose to toe massage: a new modality

NEXT GEN MESSAGE

20. NOSE TO TOE

Most massage protocols section the body into segments and work on these in isolation and in sequence, with no element of the treatment uniting the whole.

We see an opportunity to introduce a whole range of new holistic massage methodologies, based on fascial release, which treat the body as a whole, and follow the entire length of the fascia.

The head to toe massage, for example, would release the fascia down the entire

length of the body, while working on the muscles in a smooth and continuous action. It would start at the eyebrows and extend over the top the head, down the back and the legs, under the feet and back over the tips of the toes.

The treatment would be interactive, using neuromuscular release techniques, and 'clench and release' to unlock adhesions and rebalance the body. Front and sides would be addressed in a similar way.

SPA FORESIGHT™ THE ARCHIVE

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- Epigenetics
- Skin science
- Specialisation
- Singing
- Suspension massage
- Hot Spot: Haiti
- Walk-in spas
- Immune challenge
- Rest for recovery
- Floatation
- Modular fitness

2015

- Invisibles
- Faecal transplants
- Hot spot: Panama
- Massage-on-demand
- ASEAN market
- Attractions & spa
- Hot spot: Cuba
- Tiered spa offering
- Tribal investments
- Sport & spa
- Next gen skincare
- Haemoglobin levels
- Sexual wellness
- Biomimicry

- Hot spot: Bintan
- Halal tourism
- Animal movement
- Age-friendly design
- Face massage
- Real estate

2014

- Loneliness
- Oil, gas and solar
- Edible environments
- Living food
- Neuroplasticity
- Cellular health
- Robot therapists
- Hot spot: War zones
- New superfoods: fats & carbs
- 3D printing
- Predicting purchasing
- No front desk
- Hot spot: Japan
- Virtual trainers
- Bad products
- Over nourishment
- Circadian programmes
- Microgyms
- Gut health – microbiome
- Clean air & water
- Facial recognition
- Wellness cities

2013

- Fresh food deliveries
- Online reviews
- Wearable tech
- Death

- Emotion
- Skills register
- Glute massage
- More with less
- Delicious extras
- Pop-up spas
- New allies
- Cellulite
- Home spa
- Childhood obesity
- Mobile biometrics
- Sex in spas
- Spa brands
- Hand & arm massage
- Repeat business
- Hot spot: Africa
- Variable pricing
- Last impressions
- Exercise
- Hospital spas

2012

- Budget spas
- Corporate wellness
- Education overhaul
- Deal sites
- Beauty brand power

2011

- Express treatments
- Beauty treatments
- Spa data
- Location-based marketing
- Serious skincare
- Discounting
- Treatment room size

- Part time staff
- Global marketing partnerships

2010

- Spa art
- Four star spas
- Menu engineering
- Spa memberships
- Social spa-ing
- Spa niching
- Walk-ins
- Online learning
- Scientific proof
- Wellness tourism
- Pro retail brands
- Eco-packaging
- Social networking

2009

- Spa benchmarking
- Brand diversification
- Yield management
- Travel spas
- Hair services
- Online booking
- Diagnostic spas
- Organic certification
- RFID
- Getting ethical
- Olfactory marketing
- Wellness real estate
- Medical tourism
- Sustainability
- Spas for men
- Sleep health
- Spa bedrooms

■ About the authors:

Liz Terry has been writing about and analysing the global leisure industries since 1983. She's editorial director of *Spa Business* and *Spa Opportunities* magazines. Email: lizterry@spabusiness.com
Twitter: @elizterry



Jane Kitchen has a 20-year career in international media, covering topics from health and wellness to furniture and design. She's the managing editor of *Spa Business* magazine and the *Spa Business Handbook*. Email: janeKitchen@spabusiness.com
Twitter: @JaneKitchenSB







La Badira, Hammamet.



W Goa, India.



Gran Meliá Villa Agrippina, Rome.

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1. NPD BeautyTrends*: products sold in Perfumeries and Department Stores, Luxury brands, value sales 2015 in a total 4 countries (France, Italy, Spain mainland and UK). 2. Lifting Replenisher and Power Firmer Treatments.

CLARINS

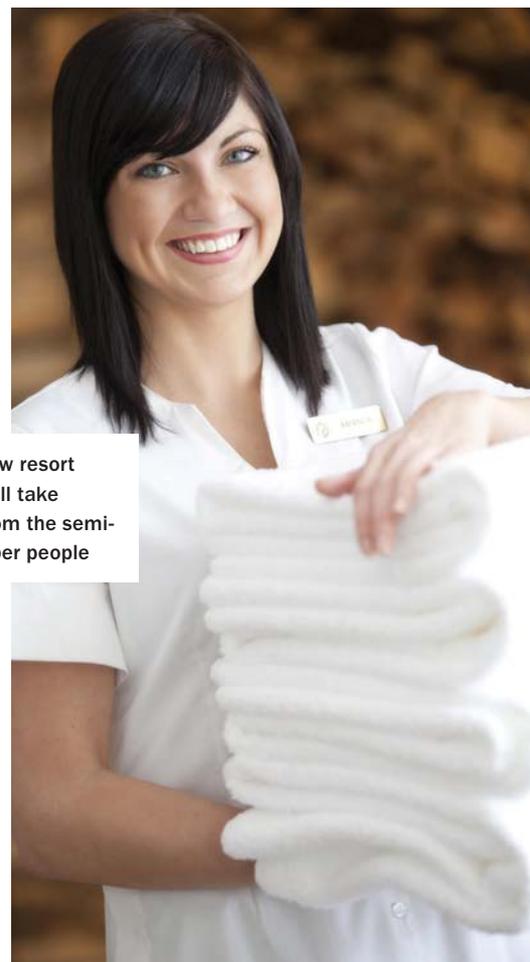
DEVELOPMENT PIPELINE

Jane Kitchen outlines some of the world's most interesting and significant spa projects that are planned for the coming years

► AFRICA



Fairmont's new resort in Morocco will take inspiration from the semi-nomadic Berber people



Fairmont Taghazout Bay

Agadir, Morocco

Opening: Q1 2019

Architecture studio HKS has designed the Fairmont Taghazout Bay, a 615-hectare (1,519-acre) seaside resort on the coast of Morocco in Agadir, drawing inspiration from the semi-nomadic Imazighe people, also known as the Berbers.

The resort's spa garden will sit in a sunken oasis surrounded by a cluster of buildings inspired by a Berber village, where guests can receive different treatments. Facilities are to include a hydrotherapy pool, yoga deck and a Moroccan hammam.

HKS are working with interior designer Wimberly Interiors and landscape architects Scape Design Associates to create the 155-bedroom resort.

■ http://lei.sr?a=C3d7f_B

Four Seasons Tunis

Tunis, Tunisia

Opening: Q3 2017

Spa consultancy Blu Spas has collaborated with HKS/Hill Glazier Studio and Brayton Hughes on the spa design at the upcoming Four Seasons Hotel Tunis in Tunisia.

Perched along the hillside of Gammarth, the 200-bedroom hotel combines Arabic-inspired architecture and Mediterranean influences, with a series of pools, gardens and fountains that echo the design of the historic medina.

Blu Spas first started work on the Roman-inspired spa almost 10 years ago; it will feature 15 treatment rooms, a spa salon, fitness studio, traditional garden and water courtyards, and a hammam.

“The project is located on a sandy site that steps down to the Mediterranean Sea and lies north of the ancient ruins of Carthage,” says Cary Collier, principal of Blu Spas. ▶

■ http://lei.sr?a=F7n6S_B

Both the hotel and spa design will take direction from Tunisia's rich and varied cultural history



ASPA International is working on the spa

Hotel Verde

Zanzibar

Opening: Q4 2017

Hotel Verde Zanzibar promises to be “Zanzibar’s greenest hotel” and will include environmentally friendly details like waterless urinals; steam generators and toilets operated by greywater; and sensitivity sensors in the sauna, steam room and hammam.

The water used in the spa will be recirculated for irrigation in the resort, says Martin Goldmann, managing director of spa consultancy ASPA International, who is spearheading the spa and wellness concept.

The spa will include thermal areas, a yoga space, mani-pedi area, a gym and kids’ gym, and an outdoor area. A Fountain of Youth and a Fountain of Life will offer opportunities for selfies, and take inspiration from Zanzibari folk tales. A garden sauna, made from solid logs, will add to the ambience. Goldmann is also creating a spa medina area, which will capture the feel of a North African market.

South Africa-based Verde Hotels will operate the property.

■ http://lei.sr?a=P8G8k_B



One&Only Nyungwe House

Gisakura, Rwanda

Opening: Q4 2017

As part of its Nature Resorts brand, One&Only will open two hotels in Rwanda: One&Only Nyungwe House and One&Only Gorilla’s Nest. Located in Gisakura, a working tea plantation on the edge of Nyungwe National Park, One&Only Nyungwe House will offer a spa and fitness centre, with treatments honouring the resort’s surroundings by using traditional African elements and ingredients. In keeping with the brand ethos of being close to nature, treatments and yoga sessions will be made available outdoors.

One&Only Gorilla’s Nest will be located near the village of Kingi, in the foothills



One&Only will open two hotels in Rwanda, including Nyungwe House and Gorilla’s Nest

of the Virunga Volcano range, and will allow guests to discover and explore the habitat of mountain gorillas – enabled in partnership with local conservationists. No opening date has been set for Gorilla’s Nest, but it will house a spa and wellness element tailored to its surroundings.

■ http://lei.sr?a=Y4c4g_B



The five-star Lux* Me spa will be designed to help resort guests connect with nature

Lux* Sud Sauvage

Reunion Island

Opening: 2018

Lux* Hotels is opening a second location on Reunion Island, set within a World Heritage Site. Designed within 8 hectares (20 acres) of tropical gardens, Lux*

Sud Sauvage will be a short walk from La Fournaise volcano, and will include 82 private villas along with a five-star spa and wellness centre designed to help guests tune in to nature.

The Lux* Me spa will also offer in-room massage options, along with nature walks, cycling, jogging and 'wellness safaris' with outdoor yoga sessions.

■ http://lei.sr?a=c6R7W_B

Kempinski Hotel Gold Coast City

Accra, Ghana

Opening: late 2017

One of the largest spas in West Africa will open as part of Kempinski's new Hotel Gold Coast City in Accra, Ghana. The Resense Spa will encompass 3,000sq m

(32,292sq ft), and will be finished in natural tones, with gold mosaics, stone and wood. Traditional European treatments will be featured, including the Resense bathing Kur, which combines ancient Roman bathing traditions with a holistic approach of natural therapies. Ten treatment rooms, relaxation areas, a hammam and yoga space will be included.

■ http://lei.sr?a=S7G2G_B

The Oberoi, Marrakech

Marrakech, Morocco

Opening: Q3 2017

Nestled within 10 hectares (25 acres) of citrus orchards and olive groves, and inspired by the palaces of ancient Morocco, The Oberoi, Marrakech will have beautifully landscaped gardens and tranquil waterbodies.

Facilities include a 21,500sq ft (2,000sq m) luxury spa offering Western, Eastern and signature Oberoi massage therapies; Turkish hammams, rejuvenation rooms, a yoga room with an al fresco pavilion; and temperature-controlled indoor and outdoor swimming pools.

Located 20 minutes south of Marrakech city centre, the luxurious accommodation includes Moroccan design features that evoke the romance of ancient Marrakech. Each room and suite has a private, temperature-controlled pool and large windows that frame panoramic views of the Atlas Mountains.

■ http://lei.sr?a=T2S3X_B



A 21,500sq ft spa will offer Western, Eastern and signature Oberoi therapies ▶

► ASIA & AUSTRALASIA



Six Senses Zhiben Hot Springs is designed by Kengo Kuma, who frames nature through design

Six Senses Zhiben Hot Springs

Taitung, Taiwan

Opening: 2020

Located in the Zhiben hot spring area of Taitung in southeastern Taiwan, Six Senses Zhiben Hot Springs is designed by leading Japanese architect Kengo Kuma, known for his ability to frame nature through design. The spa – also designed by Kuma – will be housed in a separate building and spread over three floors, with

seven treatment rooms, a tea lounge, extensive wet areas, indoor and outdoor hot spring bathing pools, a watsu pool, suspended relaxation pods, a gym, studio, tai chi garden, a juice bar, an infinity pool and a range of rooftop vitality and floating pools. There will also be several wellness suites with dedicated wellness corners, as well as private wet areas.

Comprising just 42 suites and 27 villas, the resort sits lightly upon the 20-hectare (50-acre) site on Medicine Mountain, occupying just 10 per cent of the project site. The resort's landform

architecture merges with the natural surroundings. Reinforcing the relationship between inside and outside, floor-to-ceiling windows provide views of the surrounding environment and natural materials have been used to create a feeling of warmth and comfort.

The spa menu will feature traditional Taiwanese healing treatments, holistic anti-ageing treatments, personalised wellness programmes tailored to modern-day concerns, visiting practitioner programmes and wellness activities.

■ http://lei.sr?a=G2K5n_B



Chiva-Som brings Western practices together with Eastern philosophies in its wellness programming



Chiva-Som Bintan

Bintan, Indonesia

Opening: unconfirmed

Destination wellness resort Chiva-Som will open its first location outside of Thailand, in Bintan, Indonesia, and its first residence brand. Chiva-Som Bintan will be located within the wider Treasure Bay Bintan development on the Indonesian island and will be about 25 hectares (62 acres) when completed.

It will house a 70-bedroom wellness hotel, a wellness centre and 34 luxury villas from one to five bedrooms. The project is still in the design stage and an opening date has not yet been set.

Built amid natural mangroves and overlooking white sandy beaches, the residences will include access to the resort's spa facility, and owners will have the ability to work with Chiva-Som's staff to create longevity programmes and customised wellness packages. An on-site organic farm will be part of the project, and visitors can learn and

participate in organic farming, as well as enjoy local farm-to-table dining.

Chiva-Som's original location in Hua Hin, Thailand, opened in 1995. The destination health and wellness resort is dedicated to revitalising the mind, body and spirit, and brings Western practices together with Eastern philosophies. It features personalised services, including wellness cuisine, consultation, one-stop health and wellness facilities, and a menu of 200 fitness, physiotherapy, holistic, aesthetic beauty and spa therapies.

■ http://lei.sr?a=s3g8h_B

Amanyangyun

Shanghai

Opening: Q3 2017

Luxury hotel operator Aman will open a location outside Shanghai that is the culmination of years of restoration and conservation efforts to preserve an ancient forest and historic Ming and Qing dynasty dwellings, and has been described by the company as its most ambitious project to date.

Amanyangyun, as the retreat will be called, is described as a celebration of nature. The resort sits in an ancient forest of camphor trees – some more than 1,000 years old and 100ft tall – which have been transported 700km (435 miles) to Shanghai from eastern China after construction of a reservoir threatened their existence.

The Aman Spa will be devoted to holistic health, fitness and wellbeing, and will include 10 treatment rooms, a hydrotherapy suite, a private hammam, Russian banya, nail and hair salon, and specialised area for reflexology. Chinese martial arts and Tai Chi will be offered, along with yoga and Pilates, which will be available in their own specialised studios.

■ http://lei.sr?a=2n7e2_B



The resort sits in a forest of camphor trees



The ESPA reception area at the One&Only Sanya, part of the 2,850sq m spa



Signature treatments at the ESPA spa will include the Mindfulness Moment experience

One&Only Sanya

Sanya, China

Opening: Q4 2017

A 2,850sq m (30,677sq ft) ESPA spa set in a secluded garden area will be part of the One&Only Sanya, and will include an authentic Moroccan hammam and a snow cabin. Signature ESPA treatments

will include Island Hammam Glow and Mindfulness Moment experiences.

The first One&Only in China, the 190-bedroom One&Only Sanya is designed by architect Jean-Michel Gathy and will be situated among 16 hectares (40 acres) of palm trees with views of the South China Sea. Vast dramatic water gardens will ripple throughout the resort, uniting the dining venues, fitness centre and spa.

■ http://lei.sr?a=u9a3P_B

Lux* Organic Escapes

Sichuan Province, China

Opening: 2018

Lux* Resorts & Hotels is opening a 'sanctuary to wellbeing' in the Sichuan province of Southwest China in 2018. Set amidst an organic farm, the 40-bedroom Lux* Organic Escapes Chengdu will feature a holistic, integrated approach to wellness, designed to detoxify, promote mindfulness and bring a "fresh perspective to living".

The Lux* Me Spa concept has been tailored for the location, with Traditional Chinese Medicine practitioners and tailored rituals. Fitness, yoga and meditation activities will also be offered. The retreat will showcase Chinese craftsmanship and includes a partnership with Shanghai eco-purveyor of fruits and vegetables Tony's Farm, and will feature cuisine grown on the on-site organic farm.

■ http://lei.sr?a=E5s3r_B

The retreat will showcase Chinese craftsmanship and traditional Chinese medicine



DEVELOPMENT PIPELINE: ASIA & AUSTRALASIA

Kempinski Hotel & Residences

Busan, South Korea

Opening: 2020

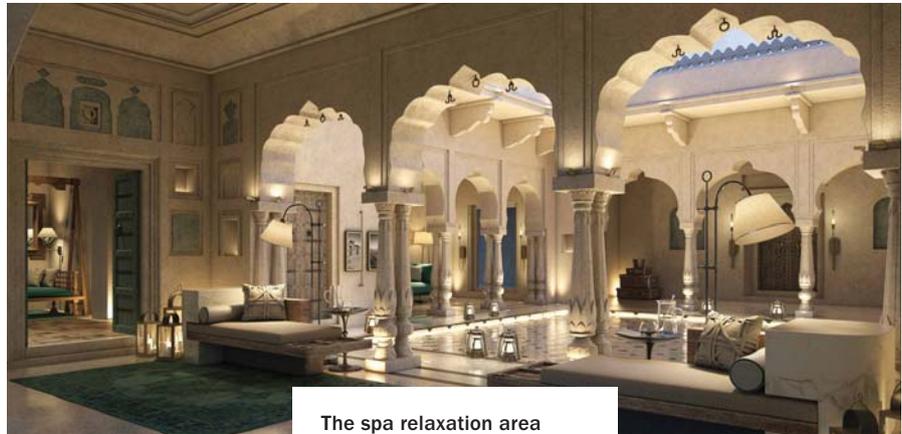
The Spa & Wellness Membership Club at Kempinski Hotel & Residences in Busan, South Korea, will include a 4,000sq m (43,056sq ft) health and wellness facility operated by global spa management company Resense. The facility is designed by HBA Singapore and spread over two floors.

Designed as a 'best in class' private club, the facility will include four spa treatment rooms, three suites, a salon and spa retail experience. A 550sq m (5,920sq ft) fitness facility with studios and fitness testing will be combined with Korean bathing and thermal facilities, while an indoor/outdoor aquatonic pool will provide views of the Busan coastline.

■ http://lei.sr?a=u4F2V_B



Kempinski Busan is under construction



The spa relaxation area (above) and spa reception use the Fort's historic charm



Six Senses Fort Barwara

Rajasthan, India

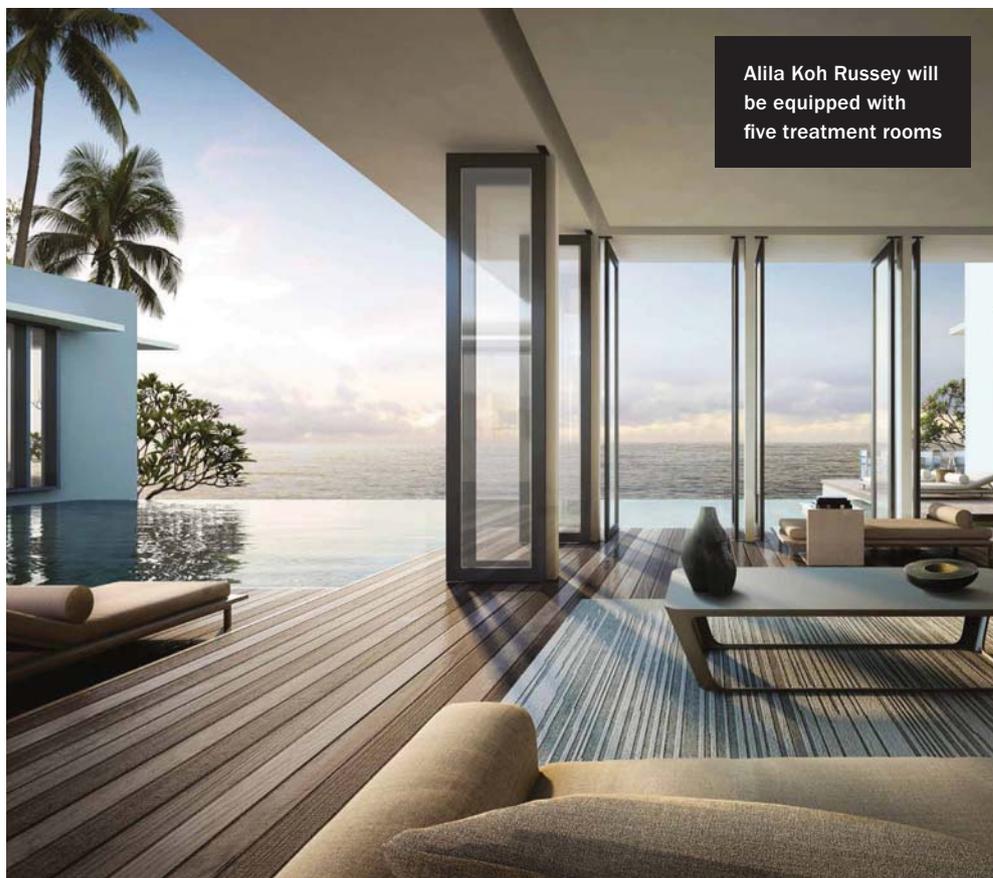
Opening: late 2018

Six Senses Fort Barwara will be set in a historic fort in Rajasthan, India, and will house 48 guest suites. The resort will feature a Six Senses Spa located within the 600-year-old Women's Palace, Zenana Mahal and temples, offering sweeping views of the surrounding area.

The spa will retain the charm of the historic buildings, with colours reflecting the original palette of Fort Barwara. There will be six treatment rooms, a beauty lounge, a meditation temple, a gym, a studio and outdoor yoga pavilion.

Also on tap are a walking labyrinth, ayurvedic herb garden and outdoor fitness circuit. The spa menu will feature ayurveda treatments and personalised wellness programmes, yoga, meditation and spiritual retreats will be also on offer.

■ http://lei.sr?a=G2K5n_B



Alila Koh Russey

Koh Russey, Cambodia

Opening: Q3 2017

Alila is scheduled to open a new five-star eco-resort on the Cambodian island of Koh Russey later this year. The first Alila Villas resort outside Bali, Indonesia, Alila Villas Koh Russey will include a beachfront Spa Alila with two double treatment rooms, three single treatment

rooms and a contemporary interior design. Holistic treatments on the spa menu will focus on Southeast Asian traditions and therapists will be trained in anatomical physiology, massage, meditation and service, and have a knowledge of organic nutrition and health.

Designed by Singaporean architect Chioh-hui Coh of Studiogoto, the resort will be infused with Khmer ambiance and constructed to EarthCheck sustainable tourism certification standards.

■ http://lei.sr?a=j5p4X_B



The Asaya concept will debut in Vietnam

Rosewood Hoi An

Hoi An, Vietnam

Opening: 2019

Rosewood's new integrated wellness concept, Asaya, will make its debut at the company's first property in Vietnam, the Rosewood Hoi An. Occupying more than 2,000sq m (21,527sq ft) and overlooking a lake, the Asaya spa will offer 14 single and double treatment rooms, a wellness lounge, an active zone with fitness facilities and yoga pavilion, and a relaxation area connected to indoor and outdoor hydrotherapy amenities.

Asaya is designed to assist guests in recognising areas of their lives they'd like to change and then providing the tools and support they need to make these changes.

■ http://lei.sr?a=e2b4R_B

Dusit Thani Wellness Resort Suzhou

Jiangsu Province, China

Opening: Q4 2018



The resort will include more than 30 indoor and outdoor natural hot springs

Hotel operator Dusit will bring a 250-bedroom hot springs resort to Suzhou City, China, in late 2018.

The Dusit Thani Wellness Resort Suzhou, in Jiangsu Province, will include more than 30 indoor and outdoor natural hot springs pools, as well as oxygen rooms, infrared cabins and salt saunas. It will also include Dusit's signature Thai-inspired Devarana Spa brand, with six treatment rooms.

Situated on the lower reaches of the Yangtze River and the shores of Lake Tai, Suzhou was founded in 514BC and is known as the 'Venice of the East', with canals, bridges, pagodas and meticulously-designed gardens – which have been listed as a UNESCO World Heritage Site.

■ http://lei.sr?a=t4W3a_B

Maruia Hot Springs

South Island, New Zealand

Opening: unconfirmed

Maruia Hot Springs managing director James White, a hot springs research and development consultant, has promised a world-class bathing and wellbeing attraction at Maruia Hot Springs, as well as a "total renewal of the Southern Alps bathing experience which fits harmoniously into the surrounding mountains."

White and his partner, Kim Hamilton, are in the process of revitalising and expanding the open-air hot pools, with Australia's Peninsula Hot Springs as a co-investor. They have been transforming what was a Japanese-style bath house into two communal indoor bathing experiences, and have added a sauna and steam room with mountain and river views, cold plunges and new hot pools.

Other upcoming eco-resort facilities include thermal massaging showers, heated stone beds, new changing facilities, relaxation lounges and more indoor relaxation experiences. The outdoor and indoor bathing pools are fed from a natural 56°C (133°F) mineral spring and the resort generates its electricity from its own hydro-power station.

■ http://lei.sr?a=x3q9J_B



James White (left) is a hot springs expert



DEVELOPMENT PIPELINE: ASIA & AUSTRALASIA



Peninsula Hot Springs

Victoria, Australia

Opening: 2018

Australia's Peninsula Hot Springs is growing its offerings substantially, adding overnight accommodations and creating an official hot springs region near its location in Victoria.

In total, sixteen new pools will be added, as well as a mud area, an ice cave, ice plunge pools a large group sauna. An amphitheatre for entertainment and education will also be added towards the end of this year. The natural hot springs currently has 41 bathing pools and experiences, and will ultimately grow to a total of 57 pools.

■ http://lei.sr?a=W5K3j_B ▶



CENTRAL & SOUTH AMERICA



The hotel and spa will mix contemporary and classic colonial accents in their design

Park Hyatt St Kitts

St Kitts

Opening: Q4 2017

Park Hyatt will open a 125-bedroom property in St Kitts in late 2017 that will include a spa with nine treatment rooms, including one outdoors. The spa will offer a range of body and facial treatments, along with watsu therapy and private yoga and meditation sessions.

Designed by GA Design International with architecture services by Arcadia

Design, the Park Hyatt St Kitts will include 126 rooms and suites with a mix of contemporary and classic colonial accents – including whitewashed walls and light wood panelling – which will be continued through to the spa.

Located within the Christophe Harbour development on Banana Bay, Park Hyatt St Kitts will have views of The Narrows, a strait separating St Kitts and the volcanic island of Nevis. The property will also include 50 Park Hyatt-branded residential condominiums and a 2,600sq ft (242sq m), 24-hour fitness centre.

■ http://lei.sr?a=D6Y7J_B



The spa will have an outdoor treatment room and offer watsu therapy and private meditation and yoga sessions



Rosewood Papagayo

Guanacaste, Costa Rica

Opening: 2019

Rosewood will open a location in Costa Rica in 2019, the Rosewood Papagayo, along with the brand's Sense Spa, which focuses on reviving indigenous treatments in a luxury setting.

Located on the northwest coast of Costa Rica, the resort will be nestled into the hillside on the Pacific Ocean and offer guests views over both the surrounding jungle canopy and the Gulf of Papagayo.

The resort accommodation will feature open-air living areas and plunge pools; seven treehouses are also on site

Situated within a forest, the resort will have 130 bedrooms and 50 residences designed by Dallas-based architects HKS. The accommodations will feature open-air living rooms, large terraces and private plunge pools. Seven two-storey treehouses will feature a striking, contemporary design that will sit comfortably in the forested setting.

■ http://lei.sr?a=N7z7p_B



Nayara Tented Resort

Costa Rica

Opening: 2018

A tented resort will join Nayara Hotels, the Costa Rican wellness brand set in the rainforests of the Arenal Volcano National Park. Nayara Tented Resort will include 24 tented lodges, which will have outdoor living areas and plunge pools filled from the nearby hot springs. Guests will have access to the spas at Nayara's other properties, but a new on-site three-treatment-room Wellness Oasis will also incorporate local elements, such as volcanic mud, into its treatments.

■ http://lei.sr?a=a6T6E_B



Nearby hot springs fill the plunge pools

Centara Grand Beach Resort

Cayo Guillermo, Cuba

Opening: Q4 2017

The 25-bedroom Centara Grand Beach Resort Cayo Guillermo claims it will be "the first truly five-star product in the region". The resort will feature over-water villas and a Spa Cenvaree. Centara is working on two more Cuban projects in other locations.

■ http://lei.sr?a=a6T6E_B



The eco-friendly resort will include some of the region's first over-water villas

Viceroy Bocas del Toro

Bocas del Toro, Panama

Opening: 2020

Viceroy is set to open a resort and residences in Bocas del Toro, Panama, with dramatic overwater villas, and an 1,800sq m (11,625sq ft) spa featuring private rejuvenation pools tucked

in pockets of the rainforest. GOCO Hospitality is working on the spa concept.

The 42 over-water villas will each have their own plunge pool and access to the ocean by deck, and the resort will also feature hiking excursions, a fitness centre and on-site meditation rooms. Viceroy Bocas del Toro will be an eco-friendly destination, and will only allow electric cars and sustainable technologies.

■ http://lei.sr?a=P9T8z_B

Blackadore Caye: a Restorative Island

Belize

Opening: 2018

Anti-ageing and renewal will be the focus Deepak Chopra's wellness facility, which will form part of a green development that's being built on Leonardo DiCaprio's private island in Belize. This is only the second spa in 10 years for the alternative health guru, and Chopra says that anti-ageing and renewal was an obvious route.

"We now know that through comprehensive lifestyle changes, we can prevent and reverse disease – and live longer and in better shape," he told *Spa Business* (see SB15/4 p36).



Delos is also involved in the project

The spa will teach visitors ways to help decrease their biological age through techniques such as stress management and meditation, breathing exercises, yoga, exercise, healthy cuisine, emotional wellbeing, restful sleep, mind/body coordination and detox procedures.

■ <http://lei.sr?a=B9z5s>

Rosewood Little Dix Bay

Virgin Gorda, British Virgin Islands

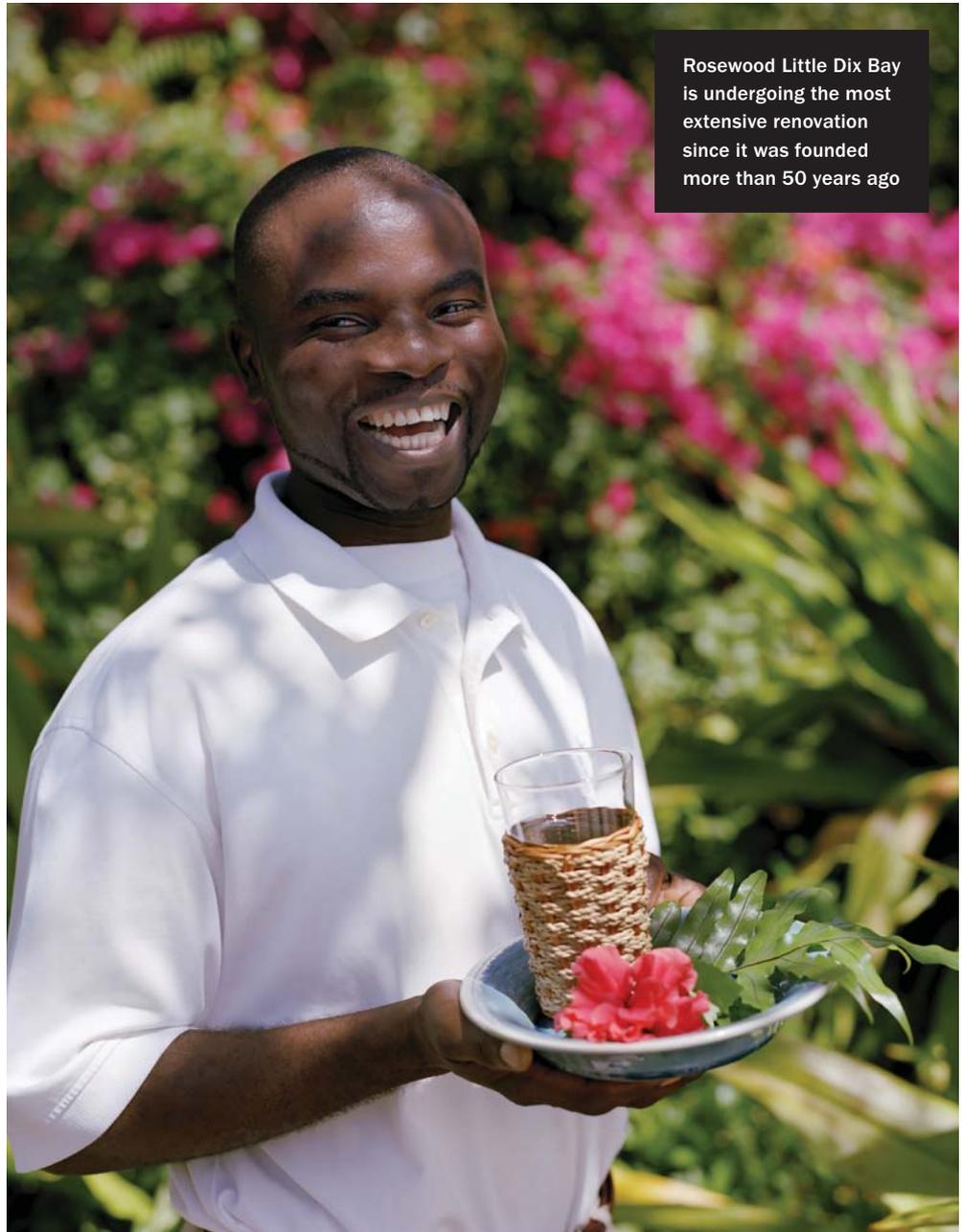
Opening: December 2017

The iconic Rosewood Little Dix Bay resort in Virgin Gorda, British Virgin Islands, is undergoing a complete renovation – the most substantial upgrade since it was founded by Laurance S Rockefeller more than 50 years ago. The resort is scheduled to reopen in December 2017.

New York City-based Meyers Davis Studio will lead the renovation and oversee the overall design concept for the resort, working alongside Miami-based architectural firm OBMI.

The Sense spa will remain in its famous cliff-edge location, but will also be remodelled as part of the project. The Sense spa concept offers “an environment of luxury and tranquility” and is inspired by authenticity, with signature treatments using natural ingredients.

■ http://lei.sr?a=e6b5s_B



Rosewood Little Dix Bay is undergoing the most extensive renovation since it was founded more than 50 years ago

EUROPE

Blue Lagoon

Grindavik, Iceland

Opening: Q1 2018

The famed Blue Lagoon in Iceland is opening a subterranean spa along with a 62-bedroom luxury hotel designed by Reykjavik-based Basalt Architects.

Built into an 800-year-old lava flow on the south shore of the Blue Lagoon, the spa – dubbed Lava Cove – is designed to be represent a convergence of nature, architecture and the power of geothermal seawater. Design Group Italia has worked on the experience, including the interiors, service and design.

The spa's water is sourced from the same volcanic aquifer of geothermal seawater as the Blue Lagoon, and will feature open spaces, plateaus, waterfalls and lava corridors designed to invite discovery and enable serenity.

The Lava Cove spa journey moves through a 'concourse of lava' that encompasses dry heat, steam, massage, drip ceiling, a long fireplace, relaxation lounge, a panoramic viewing deck, a cold air well, and the Lava Lagoon. The journey ends with the Blue Lagoon Ritual, where guests experience a wellbeing journey encompassing the mineral salt, silica and algae that are part of the geothermal seawater experience.

■ http://lei.sr?a=P6s8X_B



The Lava Cove spa journey moves through a 'concourse of lava'





Iceland's Blue Lagoon is opening a subterranean spa and luxury hotel

Six Senses Ibiza

Ibiza, Spain

Opening: 2020



A wellness learning centre is on tap

Six Senses is set to open its third European spa resort, this time on the Spanish island of Ibiza, in 2020. The resort group has signed a management deal with Beach Box Ibiza – which is developing the resort – to operate the property as a part-resort, part-residential project.

Six Senses chief executive Neil Jacobs said that the development will be a “benchmark in innovative design” and will “celebrate wellness, sustainability and community spirit”.

The resort will offer both a spa and a wellness learning centre. According to Jacobs, the “one of a kind” spiritual learning centre will offer an innovative approach to optimising health which includes fitness, nutrition, education, yoga, sleep, mindfulness and more.

It will feature a range of treatment rooms, a communal treatment lounge and an oxygen bar, and outdoors the spa will offer massage catacombs, a watsu pool, a labyrinth and organic gardens where ingredients for the spa botanicals and will be grown.

■ http://lei.sr?a=5p5t2_B



The five-star hotel is being developed in a historic 1936 health resort which was built as a symbol of Latvia's independence

Kemeri Park Hotel

Jurmala, Latvia

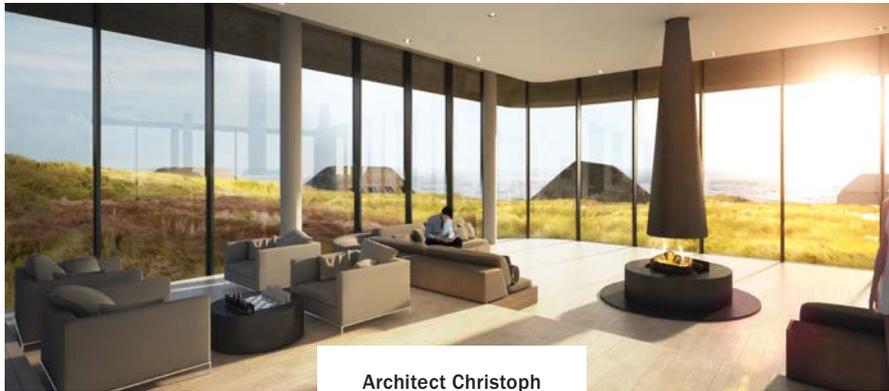
Opening: First stage, 2018

Latvian wellness consultancy Inbalans Group is working with Linser Hospitality, Moscow-based international development company Griffin Partners and Jurmala City Council to redevelop a historic luxury hotel in Latvia's Kemeri National Park. The five-star hotel will include a 1,500sq m (16,146sq ft) luxury spa, and another four-star wellness hotel will also be developed in the area. A wellness clinic comprised of multiple historic buildings with a focus on balneotherapy treatments is due

to open in 2022. Linser Hospitality is spearheading the strategic development as well as the entire health, medical and wellness concept for both hotels, plus providing pre-opening, staffing and training for the existing hotel.

Kemeri is the source of natural mineral waters and curative muds, and has been a wellness destination since the 16th century. The five-star hotel is being developed in a historic 1936 health resort building that was originally built by Riga architect Eižens Laube as a symbol of Latvia's first independence. Riga-based architect Martins Hermansons, who also designed the Pullman, Mercure and Kempinski Riga, is heading up the restoration of the Art Nouveau building.

■ http://lei.sr?a=C8h5R_B



Architect Christoph Ingenhoven will design the Lanserhof Sylt



Lanserhof Sylt

Sylt, Germany

Opening: 2019

With its natural landscape and temperate climate, the German island of Sylt – described as the Hamptons of Germany – will welcome Lanserhof Sylt at the end of 2019. Architect Christoph Ingenhoven’s wellness architecture will be complemented by a “spectacular location” and a planned 5,000sq m (538,19sq ft) treatment area.

With an initial investment of €100m (\$106m, £85m), all of the core Lanserhof values will be embedded, including cutting-edge technology and the island’s first MRI scanner. An individual, holistic approach and connection between natural therapy and high-tech medicine at the highest level will also be standard. As at other venues, guests will be able to choose from a range of offers from check-ups to targeted therapy. Treating everyone from the healthy to heart patients, there will be a focus on cardiology for natural therapy, with care packages available.

■ http://lei.sr?a=m8s4B_B

Kempinski Riga

Riga, Latvia

Opening: Q3 2017

Spa management company Resense will manage a 1,000sq m (10,764sq ft) spa at the upcoming Grand Hotel Kempinski Riga in Latvia, which will include a VIP ‘Pirts treatment suite’ modelled on the traditional Latvian bathhouse experience.

The spa will have six treatment rooms in total, including four single, one double and one VIP suite, as well as a heat bathing area with a sauna, bio sauna, aroma steam room, rasul mud room, cold plunge pool, experience showers, ice fountain and heated bench with footbaths. The rasul mud room will use local Latvian muds, renowned for their healing properties, as well as additional muds from around the world.

Originally built in the 19th century, the 141-bedroom Grand Hotel Kempinski Riga is being reimaged by London-based Alex Kravetz Design, and it’s Kempinski’s first hotel in Latvia, as well as the first international five-star luxury hotel in the city.

■ http://lei.sr?a=k9q5d_B



Resense will manage the 1,000sq m spa

Center Parcs Longford Forest

County Longford, Ireland

Opening: 2019

Center Parcs is building a new £167m (US\$257m, €233m) holiday village in Ireland – its first venture outside the UK. The Ireland resort – to be named Center Parcs Longford Forest – will be developed on a 395-acre (160-hectare) site in Newcastle Wood, County Longford, and will have 470 lodges and 30 apartments nestled into the surroundings.

Center Parcs offers more than 100 indoor and outdoor family activities and one its most successful elements is the Aqua Sana spa. The spas at its other sites generate more than £15m (US\$21.9m, €19.2m) and attract over 300,000 customers every year.

Center Parcs recently debuted a new Forest Spa concept within its Aqua Sana spa at its Sherwood Forest location, and the same concept will be used in Longford Forest. The Forest Spa



showcases an assortment of heating and cooling rooms over six zones within different forest regions, takes inspiration from the Japanese tradition of forest bathing, and opens the spa to its natural surroundings whenever possible, taking the experience outside and bringing the outside in – including a treetop sauna.

■ http://lei.sr?a=D5f8h_B



Center Parcs offers more than 100 indoor and outdoor family activities in addition to its successful Aqua Sana spas

DEVELOPMENT PIPELINE: EUROPE

Center Parcs' new Forest Spa concept will be used at the Longford Forest location



Mandarin Oriental Hyde Park

London, UK

Opening: 2018

The Mandarin Oriental Hotel Group has commissioned interior designer Joyce Wang to lead a multi-million-pound restoration of its European flagship, the Mandarin Oriental Hyde Park, London, while hospitality designer Adam D Tihany has been appointed to oversee the re-design of the hotel's "next-generation" spa.

Tihany's spa design will complement a recently installed contemporary pool and fitness area, and the facility will be significantly expanded to include couples' facilities and an exclusive Mandarin Oriental Spa Studio concept, offering "powerful and effective express beauty and grooming treatments for both men and women".

Wang will create the overall design concept for the Edwardian hotel's public rooms and suites, and has taken inspiration from the building's park-side location and its heritage as a popular destination for royalty.

■ http://lei.sr?a=B4e8Q_B



The Edwardian hotel is near Hyde Park



The eco-project is designed to blend in to the mountain and surrounding seascape

Lofoten Opera Hotel

Lofoten, Norway

Opening: 2020

Work is underway on the coil-shaped Lofoten Opera Hotel located on Norway's stunning Lofoten archipelago.

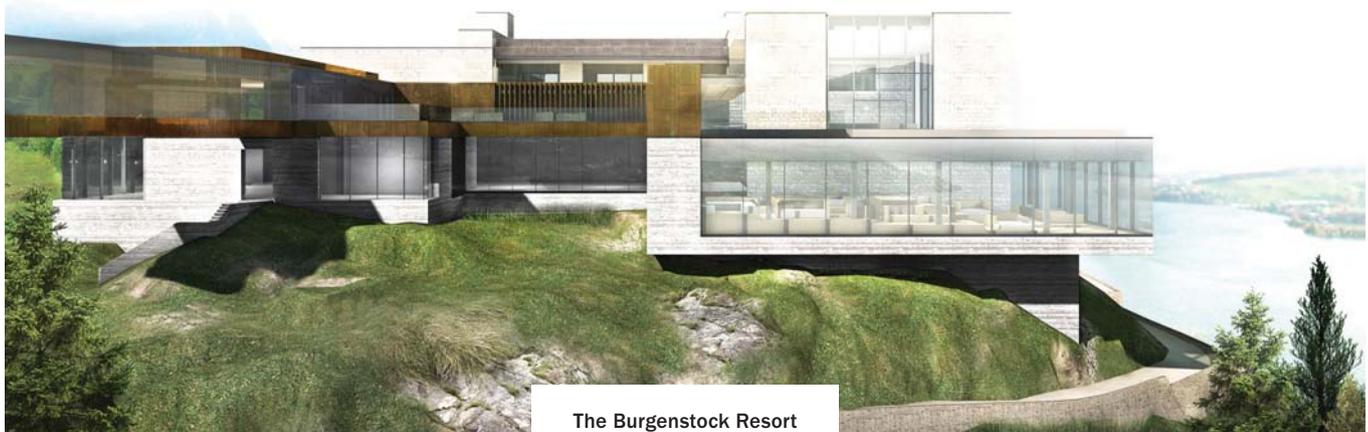
The striking hotel design will cover 11,000sq m (118,400sq ft) and will feature as-yet unnamed spa facilities in addition to 95 hotel rooms and apartments, seawater basins, an

amphitheatre and resources for many outdoor sporting activities.

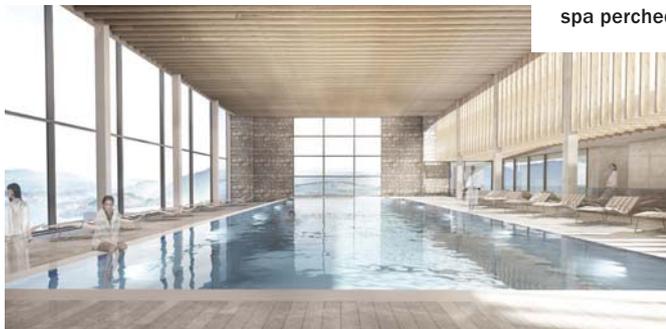
Norway-based Snøhetta Architects are behind the eco-project and say the hotel's curvaceous design helps it to blend into the mountain and the surrounding seascape, while creating an inner and outer area for activities.

The remotely located hotel will be aiming to attract active guests to the Lofoten area, which is very popular with hikers and nature lovers, and is on one of the 18 national tourist routes in Norway.

■ http://lei.sr?a=F5f5u_B



The Burgenstock Resort will include a glass-walled spa perched high on a cliff



Burgenstock Resort

Lake Lucerne, Switzerland

Opening: Q4 2017

The reimagined Burgenstock Resort Hotel Lake Lucerne – a historic hotel that was once the playground of Sophia Loren and Audrey Hepburn – is set to open after an investment of 550 million Swiss francs (US\$544m, €516m, £438m), and will feature both a vast Alpine spa and a wellness hotel as part of its redevelopment.

Perched 450m (1,476ft) above Lake Lucerne, on the edge of the Burgenburg cliff, the new glass-fronted spa will cover

10,000sq m (107,639 sq ft), making it one of the largest in Europe. The mountaintop spa – one of the original buildings and modelled in the style of Frank Lloyd Wright – has been designed by London based Maria Vafiadis of MKV Design, who is using natural, local materials to create a contemporary, luxury spa experience.

The Alpine Spa is enclosed in floor-to-ceiling glass walls designed to create an atmosphere of tranquility. It will include a Kneipp bath, private bath chambers, an Arabian rasul made with local Bürgenstock rock, Turkish steam room, panoramic sauna and tranquility room, whirlpools hidden within a cave, and 15 treatment rooms and three private spa

rooms – all with views out over the lake – a dramatic departure from the typical windowless spa treatment room.

“Here, everything is about the view – you don’t want to distract from that,” explains Vafiadis.

Burgenstock Resort Lake Lucerne will also incorporate the Waldhotel, an innovative, architecturally striking medical centre designed by Matteo Thun, with 160 rooms. As well as a menu of beauty and relaxation treatments, elite physicians will treat and prevent health concerns and provide post-operative convalescence, treatments for burn-out patients and medical check-ups.

■ http://lei.sr?a=3v8J8_B

MIDDLE EAST



Centara Grand Hotel Doha

Doha, Qatar

Opening: Q4 2017

The Centara Grand Hotel Doha will include a Spa Cenvaree that will occupy the entire 29th floor of the hotel. The spa will include separate male and female zones, 17 treatment rooms, heat and water experience zones with saunas and steam rooms, hammams, foot massage area and relaxation pods. Couples and VIP treatment suites will boast views of West Bay and Al Corniche, and male and female hair and beauty salons made available on a separate floor.



The Spa Cenvaree will occupy the entire 29th floor of the Centara Grand Hotel Doha

Spa therapies will be derived from traditional Thai methods and modern practices, with signature offerings including a Hot Salt Muscle Melter, a kaffir lime hair mask, flower-scented body scrubs and warm coconut body massages.

■ http://lei.sr?a=X7v5M_B



The spa will have a holistic approach

Mandarin Oriental

Doha, Qatar

Opening: 2018

The 3,030sq m (32,615sq ft) spa at Mandarin Oriental Doha, set to open in 2018, will offer a holistic approach to relaxation and rejuvenation, focusing on the wellness of both body and mind in a tranquil, meditative setting.

The spa will have five private treatment rooms, a secluded couple's suite and a Quartz Room featuring Gharieni's MLX Quartz bed. Additionally, two VIP suites will be on offer: the Mandarin Suite, which will include its own steam room and Thai massage facilities; and the Oriental Suite room, which will feature a scrub room, sauna, steam shower room and a Japanese bathtub.

The spa will also include separate male and female consultation lounges, tea lounges and indoor swimming pools with loungers, along with extensive heat and water facilities, including a steam room centred around a large amethyst crystal, a range of experience showers and tepidarium chairs.

■ http://lei.sr?a=e9F5U_B



Two VIP suites will
be available at the
Mandarin Oriental Doha

evianSpa

Doha, Qatar

Opening: Q4 2017



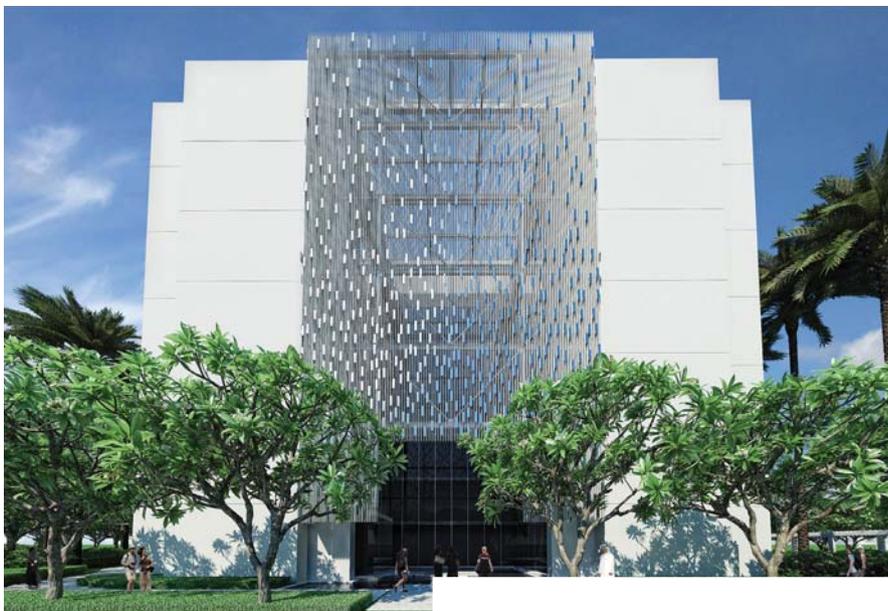
The spa will be part of Katara Plaza

A woman's evianSpa will open towards the end of this year as part of the Katara Plaza, a 38,000sq m (409,000sq ft) development that will also include entertainment, cultural facilities, luxury shopping, and an entire mall dedicated to children.

While few details have been disclosed, the 2,400sq m (25,833sq ft) female-only evianSpa will be an "iconic wellness destination," says Patrick Saussay, evianSpa's international business developer and owner of consultancy GPSA. "We have enough space to implement everything you may have in mind when you think about wellness."

The spa will continue evianSpa's focus on hydration, nature and the importance of human touch, while adding in elements of local culture. As is the case with other evianSpa locations, all facial treatments will use the brand's own mineral water.

■ http://lei.sr?a=j6C4S_B



Lux* Al Zorah

Ajman, UAE

Opening: Q1 2018

Al Zorah, Lux's first UAE location, is a mixed-use development in a coastal location 30 minutes from Dubai. It will feature both residential and hotel components. Designed to be a luxury eco-destination, the development will be nestled within 100 hectares (247 acres) of forest, more than 60 per cent of its land is devoted to protected mangroves and public spaces.

The 180-bedroom Lux* Hotel will feature a 1,500sq m (16,146sq ft) Lux* Me Wellness Centre that will include indoor and outdoor pools, 10 treatment rooms and a central multi-purpose hammam that will cater to both men and women at alternate times. It will also feature an



The 180-bedroom Lux* Al Zorah is designed to be a luxury eco-destination

indoor and outdoor Zen garden zone for meditation, tai chi, yoga and Pilates, as well as salon and retail experience zones.

Guests can take a 'wellbeing safari', which includes yoga in a natural setting. Above the spa will be 15 suites that will allow guests to participate in the Lux* Me wellness programmes. A Signature Wellness Concierge service allows guests to have completely bespoke programmes tailored to their spa and wellbeing needs.

■ http://lei.sr?a=T2S3X_B



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If you have a spa project and would like to find out more, please contact Ghislain Waeyaert at gwaeyaert@deepnature.fr

Kempinski Muscat

Muscat, Oman

Opening: Q3 2017

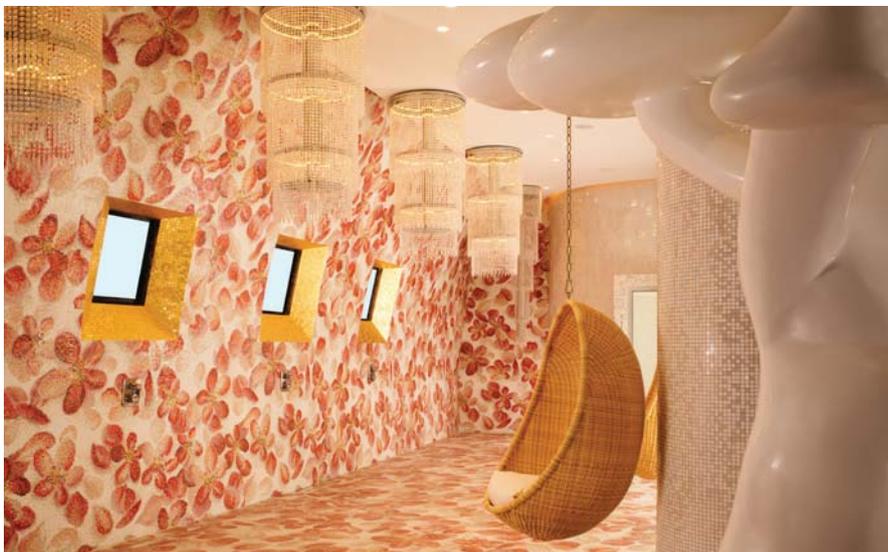


Resense will manage the 1,540sq m spa

Global spa management company Resense will manage a 1,540sq m (16,576sq ft) Kempinski Wave Spa, which is designed to envelop guests in natural elements through fresh colours and organic textures. McNally Design International is using earthy woods, weather-worn stone and glass, smooth copper, trickling waters and a lush green moss wall to help create this natural aesthetic, designed as a backdrop for the Kempinski The Spa seasonal treatment scheme.

Modular in design, the six-treatment-room spa can be fully separated between the men's and women's area, and the health club features a women's-only gym. Separate male and female spas each have their own sauna, steam, experience showers and whirlpools, and a VIP treatment suite will have its own sauna and steam room. A men's barber and a juice bar will also be on-site.

■ http://lei.sr?a=P2j3w_B



The 'fantasy-like' Doha Mondrian will include a 1,950sq m spa managed by ESPA

Mondrian Doha

Doha, Qatar

Opening: Q3 2017

The famous Middle Eastern folk tales of One Thousand and One Nights are the inspiration behind the lavish dome-topped Mondrian Doha, set to open in Q3. Local practice South West Architecture and Dutch interior designer Marcel Wanders have collaborated to create the "fantasy-like" Doha Mondrian for hotel operator sbe, including its spa.

ESPA will manage the 1,950sq m (209,89sq ft) spa – its first in Qatar – offering separate spas for men and women, 12 treatment rooms, a heat experience garden and a Turkish hammam. All guests will enter through a pure white reception area, before embarking to their gender-specific areas.

The female spa creates the illusion of a secret garden: feminine, soft, warm tones and curved lines have been used throughout, with golden and sparkling accents to create a luxurious, peaceful space. With open, white spaces and five treatment rooms, there is also a multi-level heat experience garden including Swarovski crystal rain showers and a carved wooden Finnish sauna.

The male spa features a masculine design that has been inspired by the urban souks of the region. The space is dominated by deep, monochrome tones and muted lighting with bold, geometric patterns and golden accents throughout. The Heat Experience Souk sits at the heart of the male spa and is based on Doha's local bazaars, with facilities centred around the 'fire and water' fountain which guests can view from the muscle-warming heated daybeds.

■ http://lei.sr?a=P9U7A_B

Wellness will be a 'major focus' for the upcoming Anantara Jeddah resort

Anantara Jeddah

Jeddah, Saudi Arabia

Opening: 2019

Minor Hotels is set to open an Anantara hotel in Jeddah, Saudi Arabia, in which spa and wellness will be a "major focus". Anantara Jeddah Resort will include both male and female spas as well as an expansive wellness centre and an extensive selection of wellness journeys will be available as part of Anantara's Balance programme, including detox, de-stress, weight management, anti-ageing and rejuvenation. Also on offer will be therapies such as ayurveda and reflexology, as well as a hammam. Guests can partake in healthy cooking classes and enjoy activities including yoga, pilates and tai chi, as well as a regular programme of wellness-focused educational workshops and events.

Owned by SAB Group, the 226-bedroom resort will be located in Obhur, an upmarket district that is undergoing a huge transformation, spearheaded by the 1km-high Kingdom Tower, set to open in 2020.

■ http://lei.sr?a=R7r8B_B



The Anantara Resort will be located on the waterfront in Obhur, an upmarket district

Oasis Eco Resort

Abu Dhabi, UAE

Opening: 2020

Dubai developer Eco Resort Group and London studio Baharash Architecture have unveiled plans for “the world’s greenest resort” in an Abu Dhabi oasis. The Oasis Eco Resort, which is scheduled to open in the emirate’s Liwa region in 2020, will be powered by 157,000sq ft (14,500sq m) of solar panels and operate a wildlife conservation area. The resort will also include health and therapeutic spa facilities equipped with smart glass windows, which Baharash founder Baharash Bagherian said can “offer instant privacy at a flick of a switch.” Organic, local treatments will be emphasised.

The design is built around the oasis’ spring, and water will be extracted from the ground for use in the resort before being treated on-site and recycled for irrigation. The resort will have 84 interconnecting suites of various types, each with an outdoor terrace looking out onto the “tranquil heart” of the spring. A restaurant will also feature, providing guests with organic ingredients grown on site.

■ http://lei.sr?a=T5D7T_B



The resort will use solar panels for power



The medical thermal spa will specialise in the detection and prevention of diabetes

Vichy Celestins Spa Hotel

Doha, Qatar

Opening: Q3 2017

Consultancy Vichy Spa International is setting up a medical thermal spa resort in Qatar that will specialise in the detection and prevention of diabetes, providing therapeutic education along with care treatments and personalised physical activity sessions. Guests will attend for between one and three weeks, but other health, nutrition, wellbeing and beauty programmes will be available for short breaks from three nights.

Vichy Spa has developed a new international concept under the name

Vichy Celestins Spa Hotel, which is oriented towards both thermal spas and health prevention, and will include treatments for metabolic and body balance, nutrition, sleep disorders and stress management.

The resort will include 168 bedrooms along with a 3,500sq m (37,674sq ft) health spa, a 4,000sq m (43,056sq ft) artificial lake with waterfall, and six outdoor swimming pools linked by a slow-flowing river. Signature Vichy Celestins treatments for functional movement, post-surgery and skin anti-ageing will be available, along with a fitness centre. The project is being positioned close to a thermal park owned by the Hala Group Enterprises company.

■ http://lei.sr?a=h7F5R_B



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CLARINS

NORTH AMERICA

Miraval Austin

Austin, Texas

Opening: 2019

Wellness resort operator Miraval Group acquired the 89-hectare (220-acre) Travaasa Austin Resort in the Hill Country of Texas last year, which it will redevelop and expand into Miraval Austin, a 120-bedroom destination wellness resort – the brand's first in Texas and the American South.

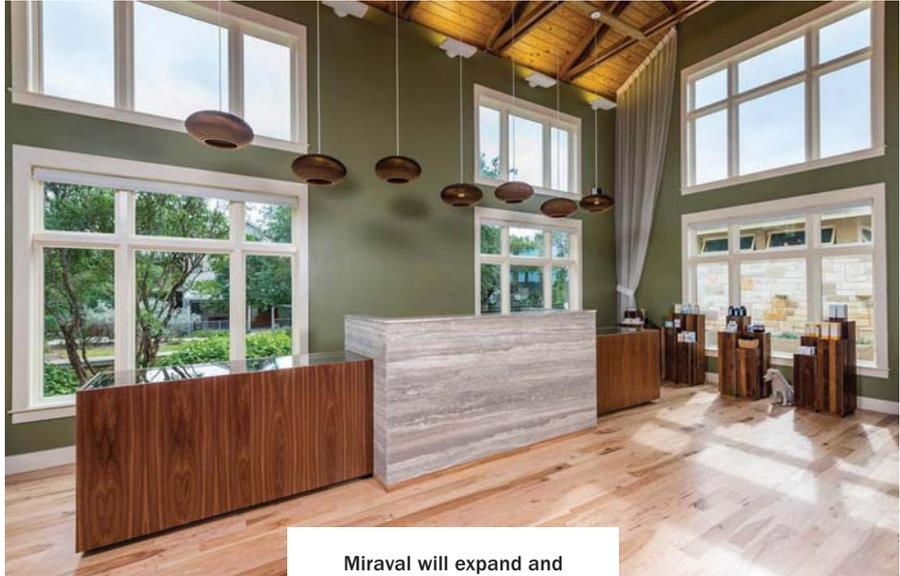
Miraval Group – which itself was subsequently acquired by Hyatt Hotels – will renovate the existing inventory, add 50 bedrooms, more than double the spa space, expand the main restaurant and also construct several new facilities, including an equine experience.

The result will be an “authentic” Texas wellness experience and the company will incorporate the region's culture and architectural styles to create “original experiences with dynamic wellbeing programmes, one-of-a-kind spa treatments and flavourful and healthful cuisine.”

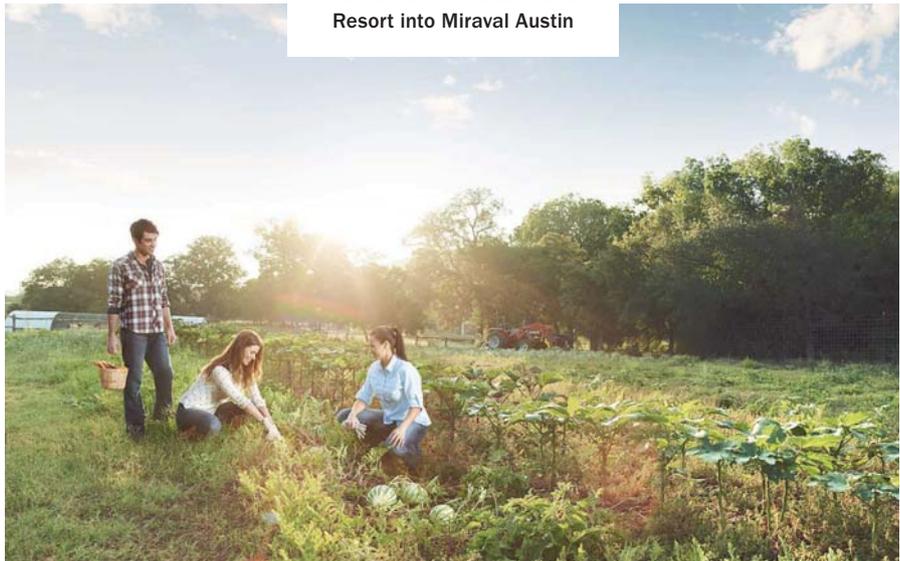
■ http://lei.sr?a=d3p9Q_B



The resort is Miraval's first in Texas



Miraval will expand and renovate the Travaasa Austin Resort into Miraval Austin



The Equinox hotel will appeal to travellers who want to keep fit

Equinox Hudson Yards

New York, New York

Opening: 2019

Luxury fitness chain Equinox will venture into the hotel business, focusing on movement, nutrition and regeneration in an appeal to regular travellers who want to keep fit. The first hotel, in New York's Hudson Yards, will include

a 60,000sq ft (5,600sq m) gym and a "major spa" that will focus on the regeneration portion of the concept.

A roster of services will be tailored to everything from sleep and relaxation to recovery and optimised performance. Vice president of spa services Amanda Al-Masri says the spa will rely heavily on innovation, technology and expertise in the field.

■ http://lei.sr?a=3q8W2_B

Yellowstone hot springs project

Paradise Valley, Montana

Opening: 2018

International spa and wellness consultancy Blu Spas is working on a project to develop a resort in Paradise Valley in Montana, close to Yellowstone National Park. The site is being developed at the Yellowstone Hot Springs, near the national park's northern access, and is in the same location where the LaDuke Hot Springs and Corwin Hot Springs were popular resort and bathing destinations more than a century ago.

International hot springs and water experts are already working on the project, and Cary Collier, principal at Blu Spas, says an analysis of the waters shows they are comparable to the waters in the iconic spa town of Baden Baden, Germany.

The resort will include a variety of hot, warm and cool pools for community bathing as well as hot springs pool cabins for private bathing. Collier says the project will be the first of its kind in the US, and will also include water conservation efforts and unique eco-concepts.

■ http://lei.sr?a=w2E9h_B



Buffalo already use the area hot springs



Two Bunch will get a new bathing grotto, spa, apothecary and programming

Two Bunch Palms

Desert Hot Springs, California

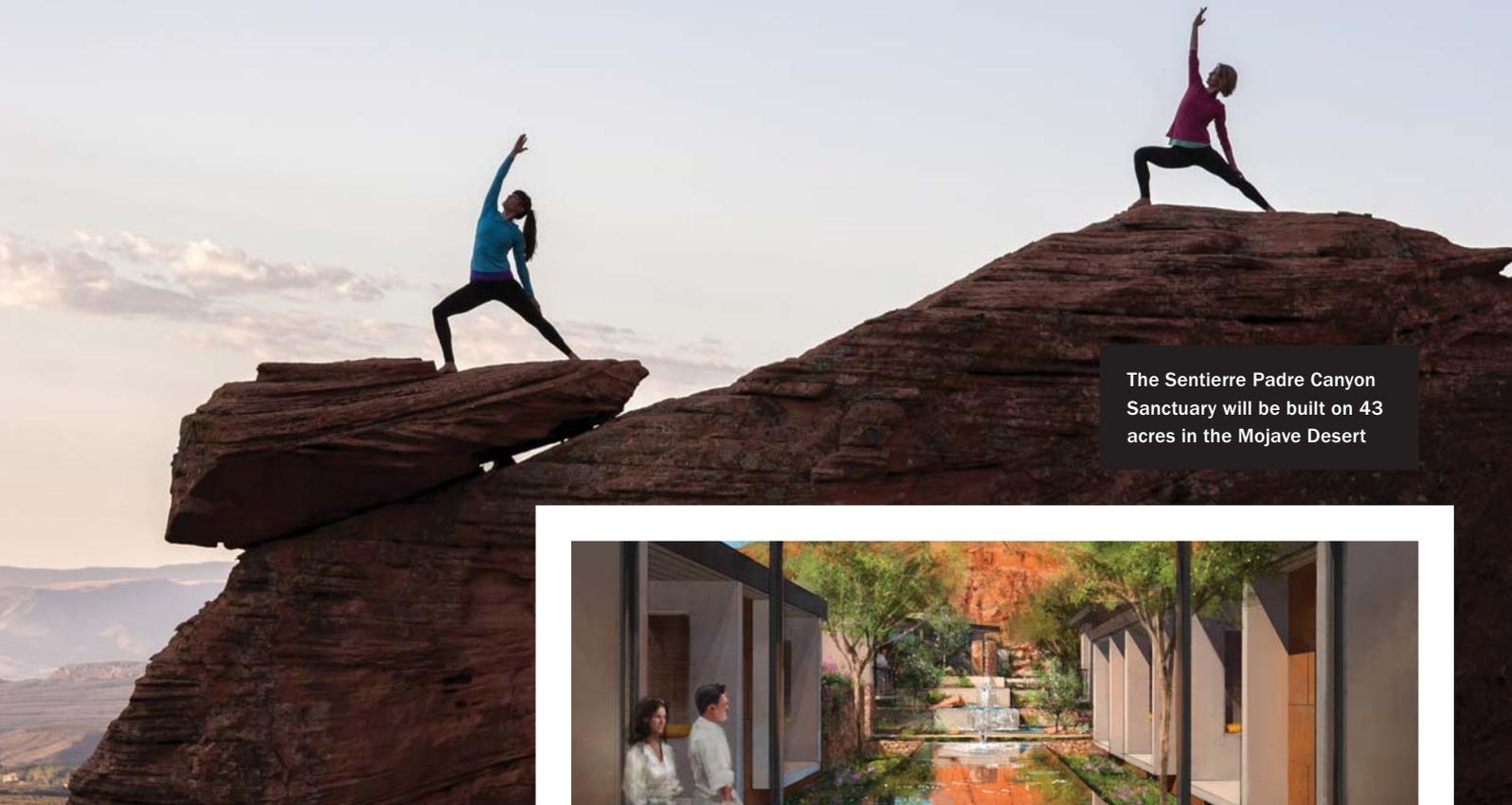
Opening: 2018

The iconic hot springs spa Two Bunch Palms will again be undertaking a multi-million-dollar upgrade that will include, among several projects, a new contemporary bathing grotto, new spa, apothecary, fitness centre, farm-to-table treatments, and new programme facility. Amy McDonald of Under a Tree Health

and Wellness Consulting is working on the project, which will also include treatments using the medicinal qualities of marijuana, and allow guests to have opportunities to experience and learn about marijuana's medicinal qualities "in a formalised and curated way, in combination with the waters and award winning team of therapists," says McDonald.

The 75-year-old Two Bunch will continue its focus on thermal water healing, and revitalise and reinvent its legacy with a "contemporary sensibility".

■ http://lei.sr?a=U9A8C_B



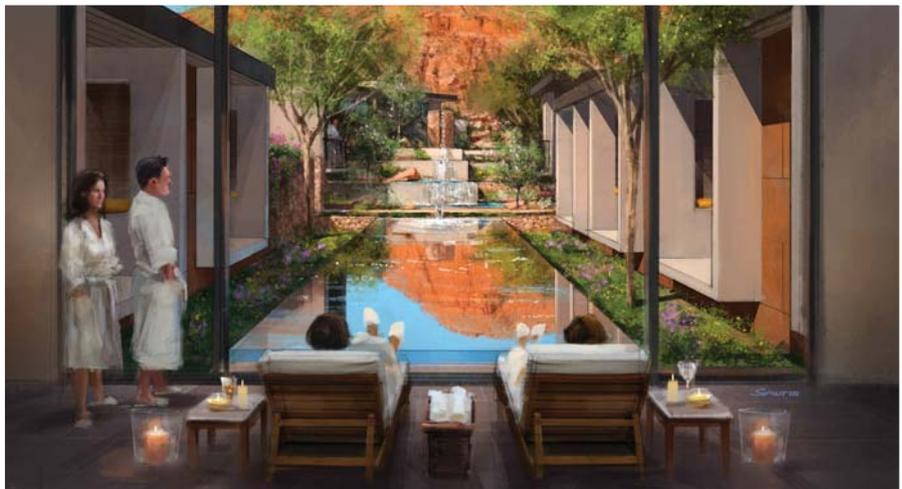
The Sentierre Padre Canyon Sanctuary will be built on 43 acres in the Mojave Desert

Sentierre Padre Canyon & Sanctuary

Padre Canyon, Utah

Opening: unconfirmed

Sentierre, a new US-based hotel brand with a focus on wellbeing, will include a full-service spa created by Sylvia Sepielli in its first resort, Sentierre Padre Canyon in Utah. The Padre Canyon Sanctuary will encompass more than 14,000sq ft (1,300sq m), including six treatment rooms, pre- and post-treatment relaxation



areas, a pool and a private lounge. The sanctuary will also feature 14 stand-alone luxury spa guests suites.

Sentierre Padre Canyon will be built on a 17-hectare (43-acre) parcel of land in the Mojave Desert. The brand aims to transcend traditional hotels by offering a range of pathways to stimulate all of the senses.

Visits are designed to be introspective, interactive and invigorating and provide an opportunity to discover one's personal wellbeing. A special aspect of Sentierre is the path guides – individuals who will help guests pursue their interests, specialising in crafting interactive life experiences.

■ http://lei.sr?a=A9B7H_B

DEVELOPMENT PIPELINE: NORTH AMERICA

The Ranch Sonoma

Sonoma, California

Opening: Q3 2017

The Ranch – which operates a well-known destination fitness and wellness retreat in Malibu, California – will open a new property in Sonoma. Similar to The Ranch Malibu, The Ranch Sonoma will operate an intimate, intensive weekly programme limited to 24 guests.

The Sonoma location sits on 1,092 hectares (2,700 acres) and is tucked into nature with a 2.5-mile (4km) creek running through the property – a remote setting

designed for guests to feel sequestered, much as they do at the original property – and will feature the substantial hiking programme the retreat is known for.

Popular with celebrities, the programme includes four to five hours of mountain hiking each day, as well as core and ab weights, daily yoga sessions, a private afternoon massage – and a restricted, 1,600-calorie, organic, vegetarian diet.

The setting does not provide WiFi or cell phone reception and guests have limited access to computers and phones in an effort to encourage them to focus their energies on being present in the natural, serene surroundings.

■ http://lei.sr?a=j3H3W_B



An organic, vegetarian diet is served

Six Senses New York

New York, New York

Opening: 2019

Six Senses Hotels Resorts Spas will debut in the US in 2019 with its first urban location, Six Senses New York. The luxury hotel is being developed by HFZ Capital Group in New York City and will be located between Manhattan's popular High Line and the Hudson River.

The flagship urban location is located on 10th Avenue and encompasses the entire block between 17th and 18th streets in the heart of Chelsea. Neil Jacobs, CEO of Six Senses, says the location will have “the same touch-points and DNA, with some creative adaptation of course, but with no compromises on our commitment to community, wellness, sustainability and design.”

Six Senses Spa New York will offer a layered approach to wellness, with



Ziel Feldman, HFZ Capital; Bjarke Ingels, BIG; and Neil Jacobs, Six Senses, at the building site. Above: the two towers

treatments that are a mix of science and human awareness, with its signature high-tech and high-touch approach that is crafted around the individual.

The hotel is part of a larger project, named The Eleventh, which features two soaring towers designed by Copenhagen- and New York-based architectural and design group BIG (Bjarke Ingels Group).

■ http://lei.sr?a=r6G9W_B

The BrewDog spa will offer hop face masks and malted barley massages

BrewDog DogHouse Hotel & Spa

Columbus, Ohio

Opening: 2018

Scottish craft brewery BrewDog has plans to build a craft beer hotel near its new brewery in Columbus, Ohio, US, that will include a craft beer spa with hop face masks, malted barley massages and 'Hoppy Feet' pedicures.

The company raised more than US\$300,000 through crowdsourcing in order to build the DogHouse hotel, which it calls the "ultimate beer-themed immersive experience". The hotel will also include beer-based shampoos and shower gels and a restaurant with beers matched to courses. Guests can also enjoy private brewery tours, or for the truly dedicated – plunge into a Punk IPA-filled whirlpool.

■ http://lei.sr?a=b4E8U_B ▶



The spa will have views of New York City

Governors Island

New York, New York

Opening: unconfirmed

Governors Island is a 72,000sq ft (6,689sq m) European-style hydrotherapy spa planned for a inclusive recreational island for New York City. New York architect Robert Henry is working on the project in conjunction with Milan, Italy-based QC Terme, which operates nine historical spa properties in Europe. This is QC Terme's first US project.

A range of co-ed and gender-specific indoor and outdoor pools will sit alongside salt inhalation rooms, treatment areas, relaxation rooms, yoga studios and a cafe. And guests will pay an "affordable day rate" to access the facilities.

The entire island is being developed to include bike paths, children's areas, hiking and biking trails – and the spa will also benefit from 30,000sq ft (2,787sq m) of outdoor space with views of New York City. Governors Island is a short ferry-ride away from Manhattan.

■ http://lei.sr?a=Q3u4X_B

Four Seasons Napa Valley

Calistoga, California

Opening: 2018

Four Seasons is planning a new luxury resort in Napa Valley, California, that will include a spa using the natural geothermal waters unique to the Calistoga region. It's set to offer treatments such as mineral-rich clay and volcanic ash baths, as well as a raft of skin and bodycare therapies.

Owned by Boston, Massachusetts-based real-estate equity firm Alcion Ventures and developed in partnership



Four Seasons Napa Valley will feature a spa that uses area natural geothermal waters

with Colorado-based boutique firm Bald Mountain Development, the Napa Valley resort will include 85 guestrooms, 20 private residence villas and include its own fully-operational winery.

■ http://lei.sr?a=x7B9f_B



The Mana'olana Place is a 36-storey tower that will include the Mandarin Oriental

Mandarin Oriental Honolulu

Honolulu, Hawaii

Opening: 2020

Mandarin Oriental will open a new hotel and branded residences as part of the Mana'olana Place, a 36-storey, mixed-use tower with gardens and public plazas, which is being developed by Los Angeles, California-based Salem Partners and is due to open in 2020.

The development will include a Spa at Mandarin Oriental, which will offer holistic rejuvenation and relaxation, with eight treatment rooms. Further leisure options include a comprehensive fitness centre and an outdoor swimming pool.

Designed by Fort Collins, Colorado-based [au] workshop, the hotel will include 125 bedrooms, reflecting Hawaiian culture together with features inspired by the hotel brand's oriental heritage.

■ http://lei.sr?a=x3y3K_B

spa business

2017 - 2018 HANDBOOK



INDUSTRY INSIGHTS

Industry Predictions.....	p68
Wellness 2020.....	p82
Africa Rising	p86
Driving Change.....	p90
Living Well	p98

INDUSTRY PREDICTIONS

International spa and wellness professionals, working in various industry sectors, give their views on the industry and report back on major trends

Jane Kitchen, managing editor, Spa Business Handbook

“Many visitors are keen to experience what makes African spa and wellness facilities different”

Dr Tanya Pergola, founder and trip leader, The Healing Safari



Massage therapists in Africa were traditionally recruited from Europe or Thailand, but in recent years, high-quality massage training schools have opened in South Africa and in Nairobi, Kenya, so while European trainers are still brought in to share consumer trends and expectations, more Africans – mainly women – are training to be therapists.

There are now some highly skilled native African therapists who combine traditional intuition and healing massage practices with Western techniques, such as Swedish massage.

Safaris are big business and are becoming more linked with wellness. To enhance relaxation, many safari lodges have massage therapists in-house or on-call to provide treatments in guests' rooms or outside, often overlooking majestic landscapes.

By its nature, a safari is healing – the word is Swahili for 'journey'. Spending the day following the rhythms of nature, immersed in the habitat of awe-inspiring wildlife, de-stresses people in an instant.

In addition, a growing number of yoga instructors from around the world are organising their own groups to take on safari in sub-Saharan Africa, creating 'yoga safaris' that integrate a yoga retreat with a wildlife safari. This trend is sure to continue, and lodge and resort owners might consider adding space to their properties to accommodate the needs of yoga and meditation classes.

Some African skincare companies use traditional ingredients like African potato, marula oil, shea butter and rooibos, and their spa treatments incorporate ancient African rituals. For example, spas that are located in coffee-growing zones often utilise ground coffee in their spa treatments; African red clay is used for its healing properties; and traditional medicinal plants can be used for poultices. These authentic, local elements are all very popular with visitors, many of whom are keen to experience what makes African spa and wellness facilities different. The key is to marry these traditional medicines and rituals with the



■ A growing number of yoga instructors are organising yoga safaris

expectations of the modern spa client, and to tailor products to the 'softer' skin type of Western travellers, who are generally not so used to being exposed to rough outdoor conditions.

Businesses will succeed when they find ways to create products and treatments that are appropriate to the travelling client, without losing the essence and power of the traditional ingredients that make these treatments special and effective.

Ancient healers are also becoming more involved with wellbeing. It takes time to develop relationships with them so they come to trust 'outsiders' enough to share their ancient healing arts. I act as a 'connector,' linking these healers with spa and wellness programmes. I believe that so much more can – and should – be done to nurture these healers so they can share their powerful ancient wisdom and traditions with an increasingly unwell world. ▶

“There is an opportunity to work alongside one of Australia’s great success stories”

Neil Owen, director, Spa Vision

Wellness tourism is a US\$563bn industry and an integral component of the global wellness economy. But despite an annual growth rate of 6.8 per cent in wellness tourism, recent global political instability may have a negative impact on international visitors to many countries over the coming years.

Australia, however, is well-positioned to buck the trend. Not only is the country regarded as a safe destination for international tourists, but the potential growth in domestic wellness tourism as a result of fewer Australians travelling overseas can be a catalyst for national development and growth. The wine industry is an ideal partner; the cities of Adelaide, Melbourne, Sydney and Perth all have world-class wine regions within a few hours’ drive of large populations, and fantastic opportunities exist to develop wellness facilities and attract new tourists in these areas.

The foundations are in place for wine and wellness to be a success. Chinese tourists, for example, are not only the leaders in wellness tourism trips globally, they also recently became the largest export market for Australian wine. Wine may often be the key driver for the guest visit; however, strategically, there is an opportunity to work alongside one of Australia’s great success stories and develop further an already iconic industry while simultaneously making a positive impact on people’s lifestyles. ▶





38-40°
HILLTOP
POOL

■ Tourists already flock to Australia's wine country, which offers breathtaking vistas for wellness facilities

PHOTO: PENINSULA HOT SPRINGS



■ The spa industry is growing in the Middle East, and the need for adequately trained and talented spa staff is increasingly important

“Spa communities are working together to support each other in an effort to spearhead collaboration and keep pace with changing market conditions”

Paul Hawco, director of Talise Spa operations, Talise Wellness, Jumeirah Group

The future is bright for the Middle East spa and wellness industry. The region holds some of the most luxurious and therapeutically designed facilities in the world, and hotel brands are positioning themselves within the wellness tourism industry. The UAE is fast becoming an authentic wellness destination, and the strength of the fitness, beauty, nutrition and spa markets in the region helps to underpin this growth.

In response to this growth, spa communities have been working together to support each other in an effort to spearhead collaboration and keep pace with changing market conditions.

We have an established network of spa professionals that meets regularly and collaborates on industry-related issues. In 2015, we came together to organise the first-ever Middle East



benchmarking system and report (see p 120) in partnership with Colliers International.

The industry is outpacing the supply of trained professionals. Spa operators in the UAE identified recruitment (68 per cent), training (20 per cent) and turnover (12 per cent) as their top challenges. The region is responding with a diversified recruitment platform reaching new regions such as Spain, the UK, South Africa and Portugal. Larger spa operations have strong internal platforms that support continued growth and retention. With brand awareness and reputation remaining the driving forces behind why guests seek out a particular spa, and quality

and consistency being the two main reasons for them to return, the need for adequately trained and talented spa staff in the Middle East is becoming increasingly important.

“Japan has relatively low income differences, but people are beginning to realise that having a well life – or not – is one way to judge quality of life”



Yoriko Soma, president, Conceptasia

Japan's population tree is ahead of any other developed country. Our ageing population problem is with us already, though Japan has long had the longest life expectancy for both women and men. All Japanese citizens are covered by health insurance which is provided by the government, but the health insurance schemes suffered a US\$6bn deficit last year. The government is considering how to solve this problem

One idea is to persuade people to care more about preventive medicine. This involves building a greater awareness of the importance of regular exercise, increased mental relaxation (taking more holidays), and regular health checks, as well as educating people about the problems caused by junk food.

Japan has relatively low income differences between rich and poor, but the Japanese people are beginning to realise that having a well life – or not – is one way to judge quality of life.

The millennial generation is not as big a market as in the US, due to the demographic differences – the population of Japanese in their twenties declines by 1 per cent each year. Millennials are largely ignored by Japanese companies who sell wellness and beauty items or services. On the other hand, women in their 40s and 50s lead the beauty and wellness industry, spending lots of money to maintain their beauty.

With an ageing society and a shrinking birthrate, the wellness and spa industry in Japan is focusing on wellness packages and tourism along with results-oriented services.

In 2019, Tokyo will host the World Rugby tournament, while the Tokyo Olympic Games takes place in 2020. Our country is ready to accept more sports and wellness and, though our people are ageing, there are still over 120 million relatively healthy and wealthy people, and a correspondingly large target market. ▶



■ The Japanese government is trying to persuade people to care more about preventative medicine

“Sustainability is more than just the right thing to do – it’s what spas have always been about”

Karen Short, board president, Green Spa Network

If you're a spa owner, seeing steady growth in the number of spas adding eco-conscious equipment, products and practices to their brand is inspiring – but it's also a trend worth emulating. Spa-goers understand why it makes sense to treat our planet with the same conscious care they bring to their wellness lifestyle. Connecting sustainable values with the spa experience earns your guests' praise.

But to stop there would be passing on an important opportunity, because sustainability is more than just the right thing to do – it's what spas have always been about.



As our industry evolves, success may become less about pioneering that next treatment trend, ancient art or mindful mantra, and more about rediscovering the gifts those healing roots offer. Getting back to the heart of spa and nature helps your guests find their quiet space – something they likely need now more than ever.

Whether through your spa's architecture, design, services or staff's calming presence, the profound simplicity of offering a green, quiet space will always be the strength and foundation of our industry.

■ The simplicity of offering a green, quiet space may be more important than ever



“There is a growing understanding that healthcare costs are escalating and that part of the answer lies in the bountiful resources provided by nature”



Mark Hennebry, board director, Danubius Hotel Group

The future of the geothermal spa and mineral springs industry is positive; for those of us who work in this sector, it's self-evident. For our wider spa and wellness industry colleagues, this statement holds true based on similar factors happening throughout the sector.

There has been a groundswell of interest in health and wellness over the past number of years, but our guests have typically experienced spas in a hotel or day spa environment. As the beneficial health effects of geothermal and mineral springs are better understood, that guest interest is intensifying.

As just one example, the American College of Physicians recently issued new guidelines on non-invasive treatment of back pain, which includes recommendations for non-drug therapies such as heat, massage and multidisciplinary rehabilitation.

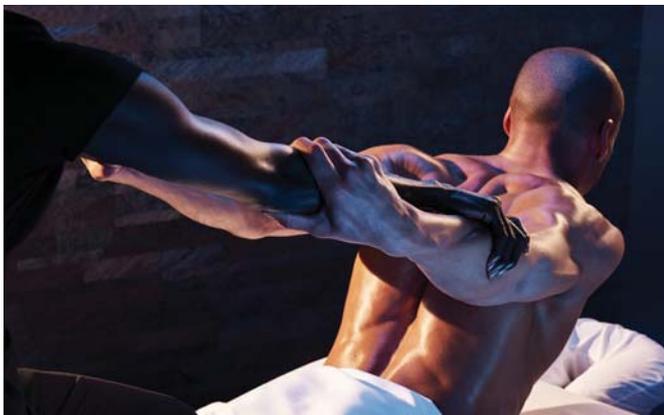
This helps bring the focus to geothermal spas and mineral springs – and the specific health and wellness benefits of bathing in mineral-rich waters. We're seeing an upsurge in interest, specifically in Central Europe, where there is a long tradition, dating back centuries, of bathing in hot springs.

At the same time, guest behaviour is changing and demand for shorter stays is increasing. We're already experiencing a shift away from two-week stays towards one-week stays and we anticipate that shorter stays will be in higher demand, particularly with a younger demographic. We already have short-stay offerings, but these need to be developed and extended to respond to a wider range of guest preferences.

Finally, there is also a growing understanding that healthcare costs are escalating beyond the ability of governments to increase the tax base to pay for these costs – and that part of the answer lies in the bountiful resources provided by nature.



▶ ■ There is an upsurge in interest in mineral-springs bathing



■ Technicians must view long-term spa treatment plans as a guest service that is part of a holistic wellness plan

“To move from amenity to necessity, spa offerings must be an extension of a brand’s positioning and value proposition”

Amanda Al-Masri, vice president of spa services, Equinox

The spa industry has evolved at a rapid pace and innovation by companies not considered to be traditional spa outlets has been particularly interesting. I recently joined Equinox, a luxury fitness brand that uses spa to drive results and optimise health. Doing this well requires the creation of an ecosystem that eliminates the need to hard-sell spa services or wait for guests to come to you. This is done through clear messaging that underscores spa’s importance to the larger brand.

To move from amenity to necessity, spa offerings must be an extension of a brand’s positioning and value proposition. Offerings not synergistic with the larger brand point of view create dissonance and make it much more difficult to recommend with authority or appeal effectively to the target market in an innovative way.



Employing excellent technicians who are strong retailers and a good cultural fit is a given in the fitness world. They must view recommendations and long-term treatment plans as excellent guest service – not as an unwelcome sales technique.

Relationships are key. Building trusting relationships with guests means becoming an expert part of their high-performance lives. Just as importantly, spa service providers must cultivate partnerships with their colleagues in the larger organisation, working collaboratively with personal trainers and instructors.

In every successful scenario, there is a top-down commitment to spa and wellness offerings playing a critical role in what is happening holistically, and everyone who works at the organisation is walking that walk and talking that talk – not just the spa team. ▶



■ Relationships are key, and gaining guests' trust is important for making recommendations

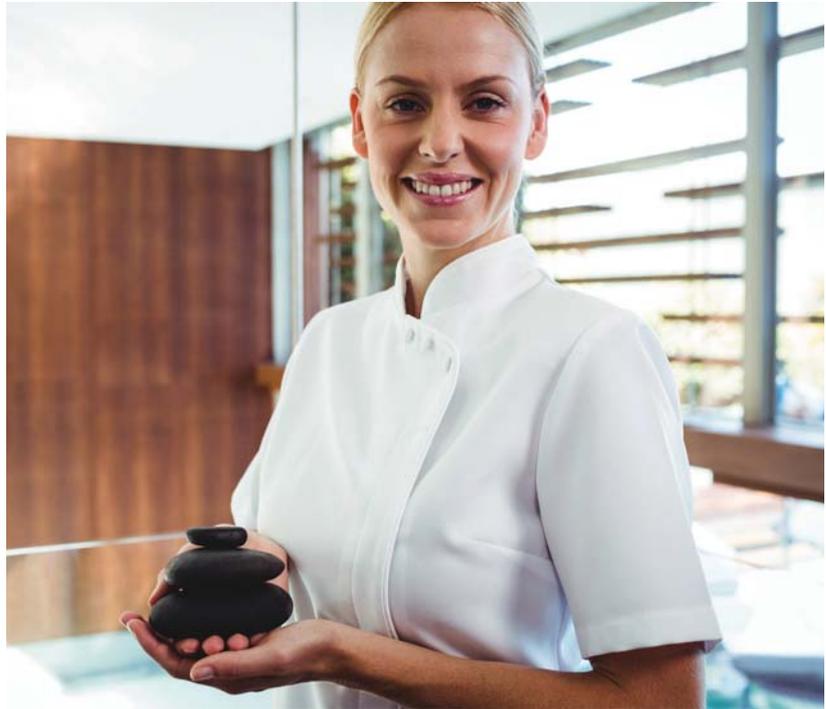
“It’s our responsibility to provide the right training, and systems that don’t push square pegs into round holes”

Alexandra Charalampidou,
director of financial
performance, Resense

The spa and wellness industry is exceptional at creating amazing experiences and improving the lives of our guests ... but are we equally good at taking care of our owners and investors? Guest focus is natural for spa and wellness people – their typically intuitive and kinaesthetic nature is often what attracted them to this industry. But for the same reason, ROIs, IRRs and KPIs are not always in spa managers’ comfort zones.

As the world becomes more competitive and our clients demand higher financial returns on their investments, how do we deliver?

Our industry continues to discuss – and even argue about – the benefits of KPIs and terms such as yield management. I believe the problem is that many – though not all – spa managers may have some difficulty relating these indicators to everyday business in their spas.



■ Many spa managers may have difficulty relating KPIs to everyday business



The reason we still argue about the benefit is that we’re viewing them as statistics, rather than indicators. KPIs are tools, and their relevance is how they intersect – and the better business decisions that can be made accordingly to optimise performance. For example, we often calculate treatment room utilisation, but how is that actually useful to the spa manager of an existing facility once it’s built? The intersection between therapist utilisation and bookings turned away is far more interesting for indicating rostering or scheduling deficiencies.

As spa experts, it’s our responsibility to provide the right training, and systems that don’t push square pegs into round holes, to equip our spa teams with simple, translatable business analysis and techniques that minimise costs, maximise revenue and ensure their assets perform well for their owners and investors.



Professor Gerry Bodeker, PhD, Department of Epidemiology, Columbia University; and Green Templeton College, University of Oxford

As recently as a few decades ago, it was thought that adult development largely froze in late adolescence and that any growth in mental and emotional capacity during adulthood was marginal. Subsequently, a wealth of neuroscience and cognitive research has shown this to be a serious underestimation of the potential for adults to continue their development throughout their lives. New findings on the connection between gut microbiota and the brain has given rise to the term ‘gut-brain axis’ and nutritional and probiotic solutions to mental health and wellness are currently being studied.

New evidence suggests that the shortening of our telomeres across the lifespan can be reduced and that we can actually increase their lengths. Telomeres are the caps on our DNA, which are shortened by stress, inflammation and ageing, leading to cellular degeneration and a shortened lifespan, resulting in conditions such as cancer and depression.

Strategies for lengthening telomeres include a healthy and anti-inflammatory diet, regular exercise, clean air and healthy sleep, alongside the mental paths of positive thinking, gratitude and mind-body techniques such as meditation, yoga or qigong, as well as a supportive and nourishing social environment.



Regular connection with nature has been shown to increase mental wellbeing and research on ‘earthing’ has found that having the feet in contact with the earth is associated with enhanced immune functioning, wound healing and the prevention and treatment of chronic inflammatory and autoimmune diseases.

An exciting picture is emerging from this broad-spectrum view of paths to mental wellness. The most microscopic levels of our lives – our

telomeres, the microbes in our gut and their influence on our brain – through to the effects of inner development techniques, such as meditation and the influence of our social environment, all are available as a portfolio of pathways to mental and physical wellness. ●

■ **Strategies for lengthening telomeres include a healthy, anti-inflammatory diet**



The benefits of halotherapy

True halotherapy disperses salt in the form of a dry aerosol, which makes it easier to absorb through the skin or inhale into the lungs.

Steve Spiro, founder at Global Halotherapy Solutions, explains more

Halotherapy, the use of salt vapours to treat respiratory problems, skin complaints and stress issues, is often confused with Himalayan salt therapy. While similar in concept – both use salt for therapeutic benefit – the therapies are completely different in execution. Himalayan salt treatments involve exposing users to salt through a salt wall or salt crystals. This kind of salt therapy does have some benefit, but is thought to not be as effective as halotherapy.

Halotherapy, however uses a halogenerator, a machine that crushes salt and disperses it in the form of a dry aerosol. This

■ **The Halo FX is a lightweight halogenerator with a small footprint**



Steve Spiro, founder, Global Halotherapy Solutions

allows the salt to be absorbed into the skin and inhaled into the lungs, where it can deliver the most benefit.

Benefits of halotherapy

When inhaled as an aerosol, salt can ease the symptoms of chronic respiratory problems, including: chronic

obstructive pulmonary disease, bronchitis, cystic fibrosis, asthma, sinusitis, hay fever and other airborne allergens. It can also ease the symptoms of acute or chronic respiratory illnesses, viral infections and chronic, ear-nose-and-throat illnesses.

Halotherapy can also be used to treat skin conditions, including acne, psoriasis and eczema. Aerosolized salt has both antibacterial and anti-inflammatory properties that can reduce swelling and redness, prevent acne from forming and provide relief from irritation.

Other reported benefits of halotherapy include increased energy levels and mental alertness, and a reduction in

stress levels and headaches.

“Halogenerators produce halotherapy by crushing pure, pharmaceutical salt into micro-particles that go deep into the lungs and on the skin,” explains Steve Spiro, founder and managing partner at Global Halotherapy Solutions (GHS). “Without a halogenerator, it’s just not halotherapy.”



Halogenerators produce halotherapy by crushing pure, pharmaceutical salt into micro-particles that go deep into the lungs and on the skin



■ The Halo FX can be used in massage rooms, lounge areas and movement studios, making it ultra-versatile

The latest technology

GHS has recently launched the Halo FX, a sleek, lightweight halogenerator that provides an authentic halotherapy experience. The Halo FX has a small footprint, is easy to install and features a number of different settings. It has also been certified by Underwriter Laboratories (UL), an American company that ensures safety standards in electronics.

“The Halo FX can be put into massage rooms or lounge areas, or movement



studios,” says Amy McDonald, spa and wellness advisor at GHS. “This allows operators to use the space available to earn revenue, and offer classes in a room that has the added health benefits of halotherapy.”

GHS offers pre-built salt cabins, booths, beds and the low-priced, portable

HaloFX Mini, which features shorter treatment times – perfect for time-starved clients – and requires no additional labour to operate to earn incremental revenue. ●

For more information visit
www.halotherapysolutions.com

10 wellness predictions for 2020 – and beyond

Marc Cohen, who leads the Wellness Discipline, School of Health and Biomedical Sciences, at RMIT University in Melbourne, Australia, outlines his predictions for the future of wellness – and the implications for spas



It is always treacherous to make predictions and, in a world where change is occurring at such a rapid pace, the only certainties are that the future will be radically different and that any current forecasts are likely to be flawed.

Dramatic shifts in human demographics, climate and computer intelligence, together with new technological innovations, renewable energy systems and unprecedented human connectivity, will combine to create a future that's far beyond the realms of our current thinking.

However, though predictions are difficult to make, the following list is based on current trends that are likely to continue into the near future and impact the spa and wellness industry by presenting opportunities and challenges that spa owners and operators may benefit from considering.

1

AI CONSULTANTS & VIRTUAL WELLNESS

Artificial intelligence will evolve to create personal AI wellness consultants that design programmes informed by vast data sources, including genetic, microbiome, biosensor, psychometric, geographical exposure and social-connection data. Virtual reality will also move into the wellness world with virtual experiences and getaways to exotic locations, both real and imaginary. Together, virtual reality and AI will power immersive games using real-time biometrics that take us places we have not yet imagined.

This will provide spas with the opportunity to create unique experiences and treatments based on guests' personalised data. It will challenge spas to adapt their wellness offerings to VR environments and it will also challenge spas to provide exhilarating and nurturing real-world experiences that can compete with VR experiences available elsewhere.

2

THE POCKET LAB

The power of smartphones will be leveraged to revolutionise personal medical testing. Sophisticated technologies – currently only available in specialised labs with multi-million-dollar equipment – will become available to everyone, at minimal cost. Expect to see new low-cost nano-biosensors and devices that collect and analyse our blood, urine, sweat and tears, and measure the quality of our food, water, environment and overall health.

This will provide the opportunity for spas to compete with conventional medical services and offer evidence-based services that positively impact guests' health metrics. Personal wellness metrics will also challenge spas to monitor their guests' wellbeing and response to treatments, as well as to interface with existing and future medical data and record-keeping systems.

3**DEEP NATURE**

The healing power of nature cannot be overestimated, but nature will become an increasingly valuable resource. As much of the planet is now a tourist destination and true wilderness no longer really exists, people will seek out immersion in 'deep nature' that is far away from technological and industrial influences. People will become more attuned to the variability, beauty and fragility of local flora and fauna and the changes humans are imposing on these environments.

This will put pressure on natural environments, and on the operators who struggle to preserve nature in its pristine state while coping with the impact of more and more people. Designers and architects will be challenged to create and reproduce seemingly natural experiences in urban environments in order to satisfy our inherent biophilia.

The appeal of 'deep nature'
– far away from everyday
influences – is increasing

4**MAKING PEACE WITH
THE NATURE WITHIN**

The war on microbes that has been raged with antibiotics, chlorine, pesticides, disinfectants and preservatives is coming to an end. We now recognise that 99 per cent of the genetic material in our bodies belongs to the bacteria in our gut – and is vital for health. Expect to see greater emphasis on microbial ecosystems and the benefits of pre- and probiotics, fermented foods, vaginal births, contact with healthy soils, and the use of stool transplants for a range of medical conditions. This increased understanding will provide opportunities to create microbial-based products. A growing understanding of the 'bathing biome' will lead to microbial-based water treatments and spas will need to provide hygienic environments while minimising the use of disinfectants.

5**THE SOUND OF
WELLNESS**

Sound is all around us and inside us, yet the dominant ambient sound in most urban environments is the hum of industrial noise. Expect to see a greater emphasis on natural soundscapes, with music replacing televised news in waiting rooms and wellness offerings that include true silence. Also expect a greater use of music as medicine, sound therapy devices and an emphasis on the personal benefits of singing, playing music and the sounds of nature. There will be opportunities for musicians to create

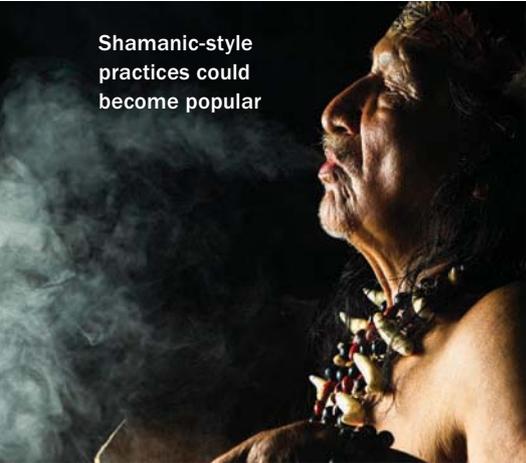
healing music that engages us in new ways. It will also challenge architects to minimise or counteract ambient noise in the urban environment and (re)produce true silence, which can be used as a blank canvas for conscious soundscapes. ▶



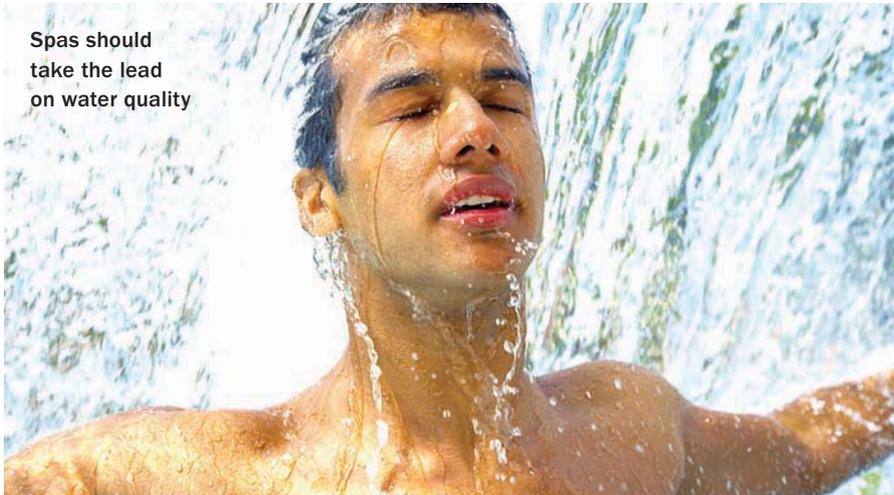
6 DANCE, CHANT & GET HIGH

As people move into a virtual, technology-driven world, they will increasingly seek down-to-earth experiences inspired by indigenous wisdom and cultures. Expect to see a rise in shamanic practices that use traditional foods and plant-based medicines, such as medicinal marijuana and ayahuasca (an Amazonian ceremony brew used as a traditional spiritual medicine), along with a resurgence of ancient rituals such as sweat lodges, chanting, drumming and ecstatic dance.

The inclusion of such practices presents an opportunity for spas to create safe spaces for guests to experience extreme emotional catharsis and deep personal transformation. Spas will have to provide therapists who are skilled in dealing with intense situations and coping with potential adverse reactions. Challenges around legal and licensing issues, and issues of cultural appropriation and authenticity, could also arise.



Shamanic-style practices could become popular



Spas should take the lead on water quality

7 HOW WET IS YOUR WATER?

The value of pure flowing water will increase and become recognised as a wellness resource. People are now realising their drinking water is often contaminated with heavy metals, pesticides, pharmaceutical drugs and other industrial contaminants. Expect to see smartphone compatible water-test kits; new water harvesting, filtering and purification technologies; and more attention to water quality in food outlets, bathing facilities and wellness locations.

An emphasis on water as a wellness resource provides opportunities for spas to promote the unique qualities of their water and deliver on the promise of 'health through water'. It also challenges spas to seize a leadership position in regard to water quality and reduce the use of pollutants by measuring, monitoring and managing the quality of the water used in their facilities and communities.

8 UP IN THE AIR

Air quality is becoming an increasingly important issue, both locally and globally. Air quality is vital for optimal health and brain function and – as more people realise that traffic pollution kills more people than traffic accidents – we'll see more people vacating cities to escape the toxic air. Also expect to see new air-filter technologies, indoor air quality meters and metrics, and fitness centres and other wellness locations that highlight air quality in their offerings.

Awareness of air quality provides an opportunity for remote locations that offer fresh air to capitalise on this precious resource, and will challenge urban spas to provide fresh air havens using the latest air-purification technologies. It will also prompt spas to consider going beyond aromas and signature smells, and move to design treatments around specific air-quality measures.



Wellness will become increasingly political, with governments taking up the challenge to measure and administer wellbeing



9

WELLNESS POLITICS

Wellness will become increasingly political, with governments taking up the challenge to effectively measure and administer wellbeing and align policies with human health, rather than economic health. This is likely to play out in levies on sugar, alcohol, tobacco and fast foods, and policies around health and wellness insurance, workplace wellness incentives, vaccines, food labelling and environmental pollutants.

The politics of wellness provides an opportunity for spa services to become incorporated into workplace wellness programmes, government health insurance schemes and community-based health programmes. Spas can also try to enhance the quality of political decisions by championing the inclusion of wellness activities and experiences in the political process – and engaging politicians in nurturing their own wellbeing.

10

THE CROWD IN THE CLOUD

Wellness is about ‘we’ not ‘I’. With most people owning a connected mobile device, we can expect to see a surge in social media use and peer-to-peer initiatives that harness geographical information systems, sensor technologies and cloud-computing platforms. This leads to crowd-sourced and crowd-funded wellness maps that transcend political boundaries, highlight resource gradients and hold corporations and governments to account.

A greater reliance on crowd-based information will extend platforms like TripAdvisor and create opportunities for spas to expand their client base and engage in more meaningful dialogues through crowd-sourced treatments and viral wellness campaigns. This will challenge spas to interface between communities, corporations and governments, and promote trends that foster a global wellness culture.

Government involvement in wellness will increase, with levies on sugar, alcohol and fast food likely, along with policies on food labelling

■ About the author:

Professor Marc Cohen leads the Wellness Discipline in the School of Health and Biomedical Sciences at RMIT University in Australia. He has recently completed research on the effects of acupuncture on acute pain (see SB17/3), as well as an extensive survey on the effects of thermal bathing (see SB17/2). He is currently conducting global surveys on sauna use and the Wim Hof Method. He also heads up the Global Wellness Institute’s Global Retreat Study and will focus his research next year on the physical and mental effects of destination spa retreats. Email: profmarccohen@gmail.com



Waking up to wellness

Africa has flown under the radar in the spa industry, but with many countries now focused on health and wellness tourism, that's about to change. Elaine Okeke Martin tells us more

There's an energy you feel in Africa from the light, the earth, the air, the rain – and you really feel alive when among lions. Africa can offer guests spa treatments while they look out to elephants grazing the trees.

One to watch

South Africa, Egypt, Mauritius, Kenya, Morocco and Tanzania all have well-established spa industries, but Kenya is one to watch; it has a government goal for 2030 that includes a budget dedicated to medical and wellness tourism. The Kenya Tourism Board has recently launched a joint venture with Kenya Airways to promote the country, and Kenya's largest infrastructure project since independence in 1963 – a US\$3.8bn Chinese-built high-speed railway, the Madaraka Express – has just launched, connecting the port city of Mombasa with the capital of Nairobi. The train travels through two national parks, and tour operators plan to use it as a tourism booster.

Wellbeing goals

Africa is 'Transforming Tourism' and I'm happy to be part of it. I'm happy to see the development of the African Charter on



Elaine Okeke Martin,
founder & president, Spa & Wellness
Association of Africa

Sustainable and Responsible Tourism – signed last year by 20 countries – and its goals for 2030, which are an obligation to reflect on the connections between tourism and sustainable development.

Good health and wellbeing is a factor that countries in Africa must look at. Defining the health of both locals and tourists is important, and we must

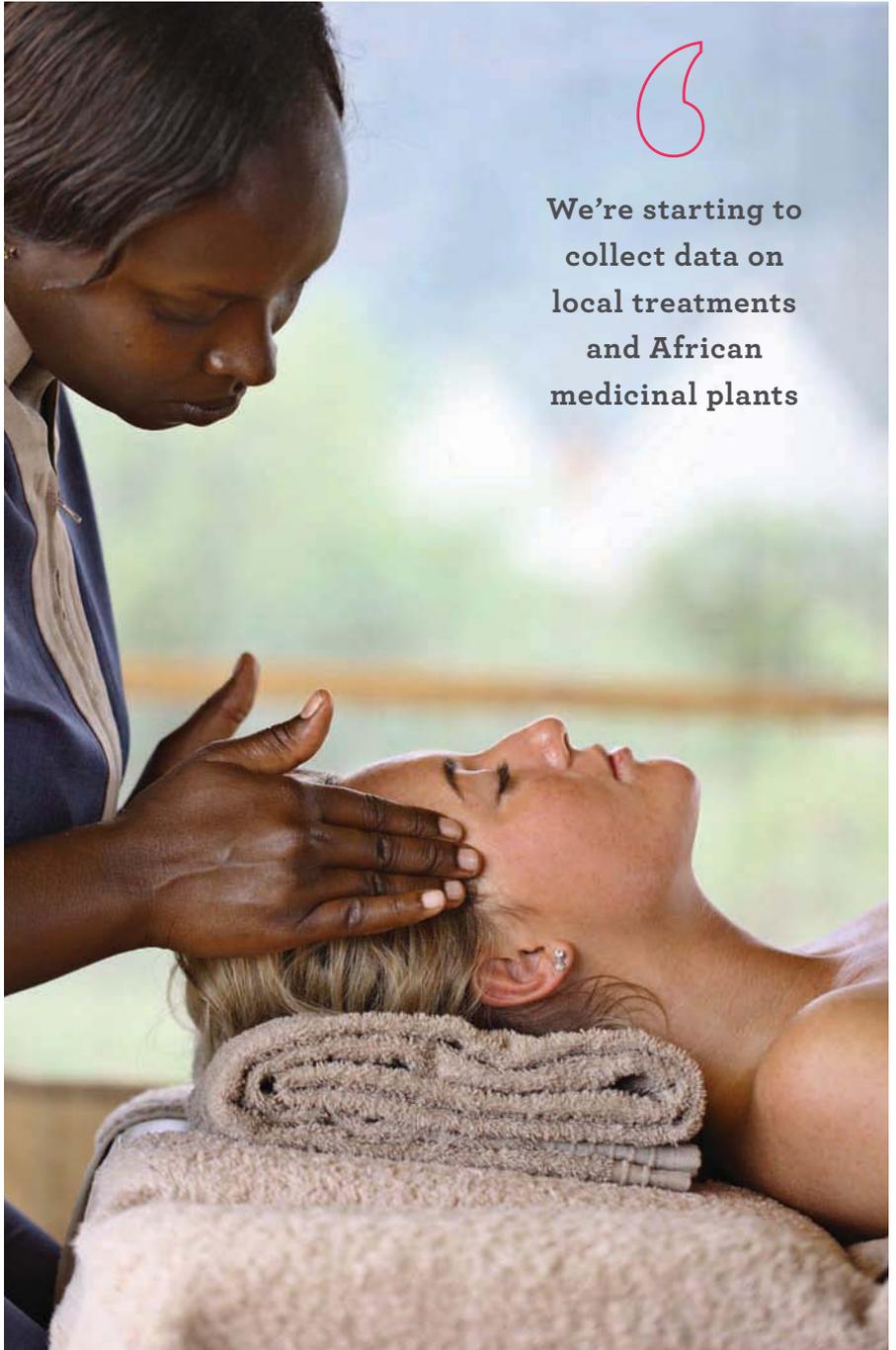
not create a gap between the two. Tourism plays a critical role in achieving water access and security, as well as hygiene and sanitation for all, but hotel development needs to be regulated to ensure that hotels and resorts do not siphon off – quite literally – much-needed water from local communities.

SWAA's role

The Spa and Wellness Association of Africa is a non-profit organisation that aims to develop and maintain internationally recognised standards and to improve the knowledge and technical skills of all spa and wellness professionals. SWAA is now becoming a coalition for African countries, and works to promote Africa as a wellness destination. We consult various government departments as well as national associations in the African spa and wellness industry. We support tourism boards to see how we can help them set up budgets for wellness tourism. Some African countries – including Tanzania, Kenya, Nigeria, Ghana, Tunisia and Mauritius – have targets for 2030 that include medical and wellness tourism budgets. We can see that the interest is there, and industry figures like those laid ▶



Guests can enjoy spa treatments while they look out at wildlife and stunning scenery in Africa



We're starting to collect data on local treatments and African medicinal plants

Some African countries – including Tanzania, Kenya, Nigeria, Ghana, Tunisia and Mauritius – have targets for 2030 that include wellness tourism budgets

► out by the Global Wellness Institute (GWI) help governments look at ways to develop the sector and promote their countries.

Education and standards

We're planning to develop standards for African indigenous treatments, as we start to collect data on local treatments and African medicinal plants, with the support of the GWI Africa Wellness

Initiative. Our networking events, held in different countries each year, provide a place where members can come and train, and we soon plan to have education providers available on our online platform so people in Africa can access the online training for just US\$5-\$10. We've made it mobile-friendly, so we can reach rural areas, where people might not have access to computers, but will

have cell phones. We hope to launch this programme by mid-2018.

SWAA Ubuntu Education is an initiative within SWAA that helps to certify therapists and supports spa managers or directors through educational programmes. It also supports spas, wellness centres, beauty academies and schools in Africa with accreditation. Additionally, it provides a platform for less fortunate people in Africa who want to join our industry, giving them a start either through a SWAA-accredited school or spa.

North African spa market at a glance

Top in wellness tourism

Morocco: 2.5 million wellness trips worth US\$1.5bn

Tunisia: 500,000 wellness trips worth US\$321m

Egypt: 400,000 wellness trips worth US\$307m

Top spa markets

Morocco: 1,785 spas with US\$244m in revenue

Tunisia: 196 spas with US\$76m in revenue

Egypt: 362 spas with US\$67.5m in revenue

Top springs thermal/mineral

Tunisia: 74 establishments with US\$67m in revenue

Algeria: 166 establishments with US\$36.7m in revenue

Morocco: 11 establishments with US\$13.4m in revenue



The continent offers vast natural resources and opportunities to create authentic, indigenous experiences

too keen on adding a woman of colour to their ads, but today, product houses and media have woken up to 'Africa Rising'. We have several made-in-Africa skincare lines, such as Terres D'Afrique, and the numbers keep growing.

Spas in Africa need to raise their standards to be able to cater to the demand from well-travelled wellness tourists seeking international and indigenous treatments. We can't continue to get by with sub-par standards and expect to compete globally. Africa needs more skilled people, collaborations from governments and businesses to further develop these skills if we want to grow,

Source: Global Wellness Institute

Sub-Saharan spa industry

- 2,317 spas (up 23 per cent from 2013-2015)
- spa revenues: US\$1.1bn (up 18 per cent from 2013-2015)
- Sub-Saharan spas employ 28,911 people (up 18 per cent from 2013-2015)
- 5.4 million wellness trips taken in Sub-Saharan Africa
- Wellness tourism expenditures topped US\$4.2bn in 2015 (up 14 per cent from 2013)

and we also need to change the way we promote Africa as a whole.

The continent offers vast natural resources – from dramatic coastal landscapes to wild safari parks to untapped hot springs – and there's incredible opportunity to build from that and use Africa's rich ancestral knowledge to create authentic spa and wellness destinations and experiences. ●

■ About the author:

Elaine Okeke Martin is founder and president of the Spa & Wellness Association of Africa. elaine@swafrica.org



Global Wellness Institute Initiatives: tackling key issues for the spa industry

In the past year, the Global Wellness Institute has doubled the number of industry initiatives it oversees. We take a look at some of their accomplishments

One pillar of the non-profit Global Wellness Institute (GWI) is to support a fast-growing number of global industry initiatives, whose shared mission is to drive new global conversations about the most crucial wellness industry markets and solve the most pressing wellness industry issues. And the past year has been a major growth story, with the GWI doubling the number of initiatives it oversees as an “umbrella” organisation.

Wellness is a vast and deeply global US\$3.7tn industry, but the individual 10-sector markets that it comprises – whether spa or workplace wellness or hot springs – can be fragmented. The “initiative” model allows experts to formulate a topic or mission, create a task force of industry leaders on that particular market or topic, and then empowers people to run with it. The model has proved a great success; the GWI could never accomplish on its own what these 20 expert-led initiatives have done.



Introduction by Susie Ellis, chair and CEO, Global Wellness Institute

The initiatives take on a life of their own, meeting regularly to move their projects forward, whether it's new research or a philanthropic campaign. Every initiative chair and task force member selflessly donates their time and expertise for the greater good of their industry, and generally helps drive more health and wellness in the world. And that's not always easy for international teams, where a strategy call can take place at 8:00am for one member and midnight for another.

Although all 20 of the GWI Initiatives are relevant to the spa industry, the following is a report on nine initiatives that have special connections to spas, from the Global Mentorship Programme to the WORLD Retreat Initiative to Wellness for Cancer. Some have just launched, while some have been running strong for years.

In the following pages, each initiative chair describes what their initiative is about, what they've accomplished this year, and what's on the table for the next.

Beauty Meets Wellness Initiative

■ Mark Wuttke, chair

President & COO, Babor North America

This initiative was forged in 2017 in response to a new reality: we live in an age where beauty and health are converging in a meaningful way. In previous decades, beauty was tied to superficiality or perceived as “only skin deep”, but that concept is now being replaced by the realisation that we can only be our most beautiful selves when we are in our most healthy state – physically, mentally, socially and spiritually. This leads to an exciting moment for the beauty industry, which must now push the value of beauty and health as partners in the development of being our best.

The Beauty Meets Wellness Initiative is focusing on two key deliverables: new research and trends forecasting. These two campaigns will help

ensure that the beauty and wellness findings intersect and that the message is clear and direct.

The research planned will cover diverse topics. Can you have wellness without beauty? What is the impact



of beauty on individual self-esteem and social connection?

Are there gender differences in conceptualising beauty? How do specific cultures or belief systems impact the concept of beauty? What is the fallout

“This is an exciting moment for the beauty industry to push the value of beauty and health as partners”

from an addiction to beauty, the “pathology of perfection”?

The planned forecasting reports will identify trends for each of the topics above and, more generally, explore how the beauty industry reconnects with the times. ▶

Research topics include beauty's impact on self-esteem and how culture affects ideas of beauty



Career Development Initiative's Global Mentorship Program

■ Jean Guy de Gabriac, chair

Founder & CEO, Tip Touch International

A strong focus of the Career Development Initiative – one of the GWI's very first – has been the Global Mentorship Programme (GMP), which is now in its third year.

The GMP was formed to address the lack of well-trained spa staff globally. It matches seasoned executives with at least five years' experience with up-and-coming professionals in a mentor-mentee relationship. The mentees must have at least two years' experience as general managers, spa

directors, spa managers, assistant spa managers, lead receptionists or lead therapists. Mentors share their expertise with their mentees and, ideally, the mentorship lasts between three and six months, with one 60-minute call every two weeks. Mentees and mentors are bound by a code of conduct and registered at the Online Mentorship Platform.

In the past year, 32 global ambassadors have been named – with approximately 18 more soon to be announced.

The next objective is to create a living, breathing network of spa, wellness and hospitality associations worldwide, which encourages its members to use the GMP as a free benefit. We're also creating a resource at mentorshipevidence.com, where spa management programmes will donate free online courses to the mentors and mentees. We're working on a survey for all mentors and mentees, designed to find out what leadership in action means to them.



“The Mentorship Programme was formed to address the lack of well-trained spa staff globally”

Eastern European Initiative

■ Alla Sokolova, chair

Founder & CEO, Inbalans

The Eastern European Initiative was formed about a year ago, and in that time the framework of the working group has been defined. We aim to gather with official ministry representatives, entrepreneurs and practitioners to share wellness best practices from across Eastern Europe. Those practices are rooted in ancient wisdom, yet transformed into

modern services to promote a wellness culture that has both local and global appeal.

The initiative team, now comprising five experts from the region – from Poland, Romania, Greece, Latvia and Estonia – ran a consumer survey in 2016 to explore the general awareness of wellness in the Eastern European region and to evaluate the limitations and opportunities of actively

participating in wellness activities.

Our group is now working on expanding the team in order to produce a research handbook that will collect the traditional and contemporary wellness cultures from the region, with a publication goal of Q4 2017. Also on deck in the next year will be a series



of roundtables, with resulting white papers and videos made available on the GWI's Eastern European Initiative web page. The first, very successful, roundtable was held in April 2017 in Riga, Latvia, where the gathered group of experts tackled best practices for wellness in the Baltics.

Global Hot Springs Initiative

■ Amy McDonald, chair

Owner & CEO, Under A Tree

■ Mark Hennebry, vice chair

Board director, Danubius Hotel Group



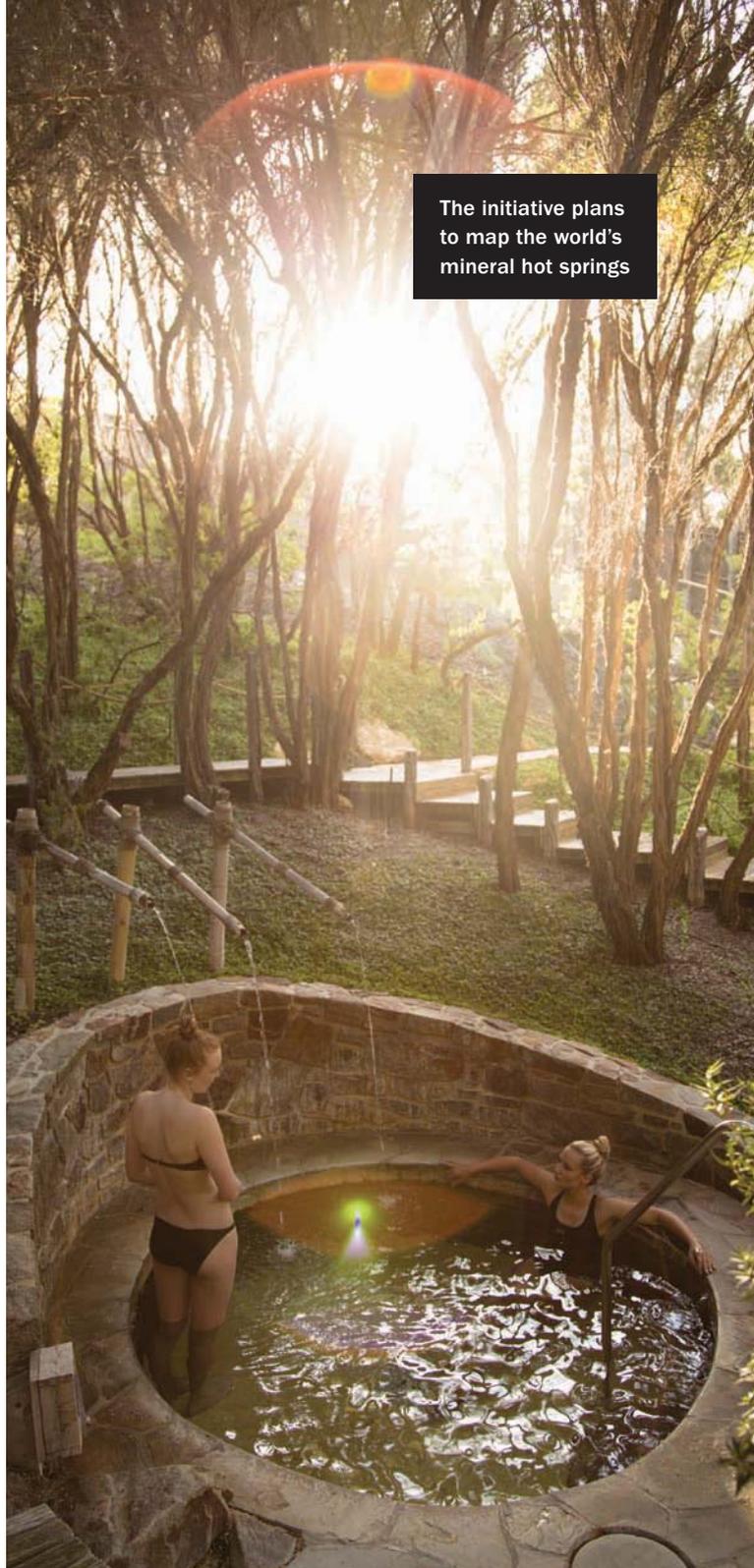
“Our mission is to aggregate existing research and to support new studies on the benefits of bathing in geothermal waters”

In the past year, we've focused on increasing awareness of the global hot springs community. There is ever-growing consumer interest in this segment of the burgeoning global wellness economy. To support this effort, our presentation at the Global Wellness Summit centred around the (r)evolution of the hot springs experience, from its ancient cultural beginnings to its current resurgent status. Our panel presented the health benefits and business impact, and discussed how the global community is looking to the future of hot springs.

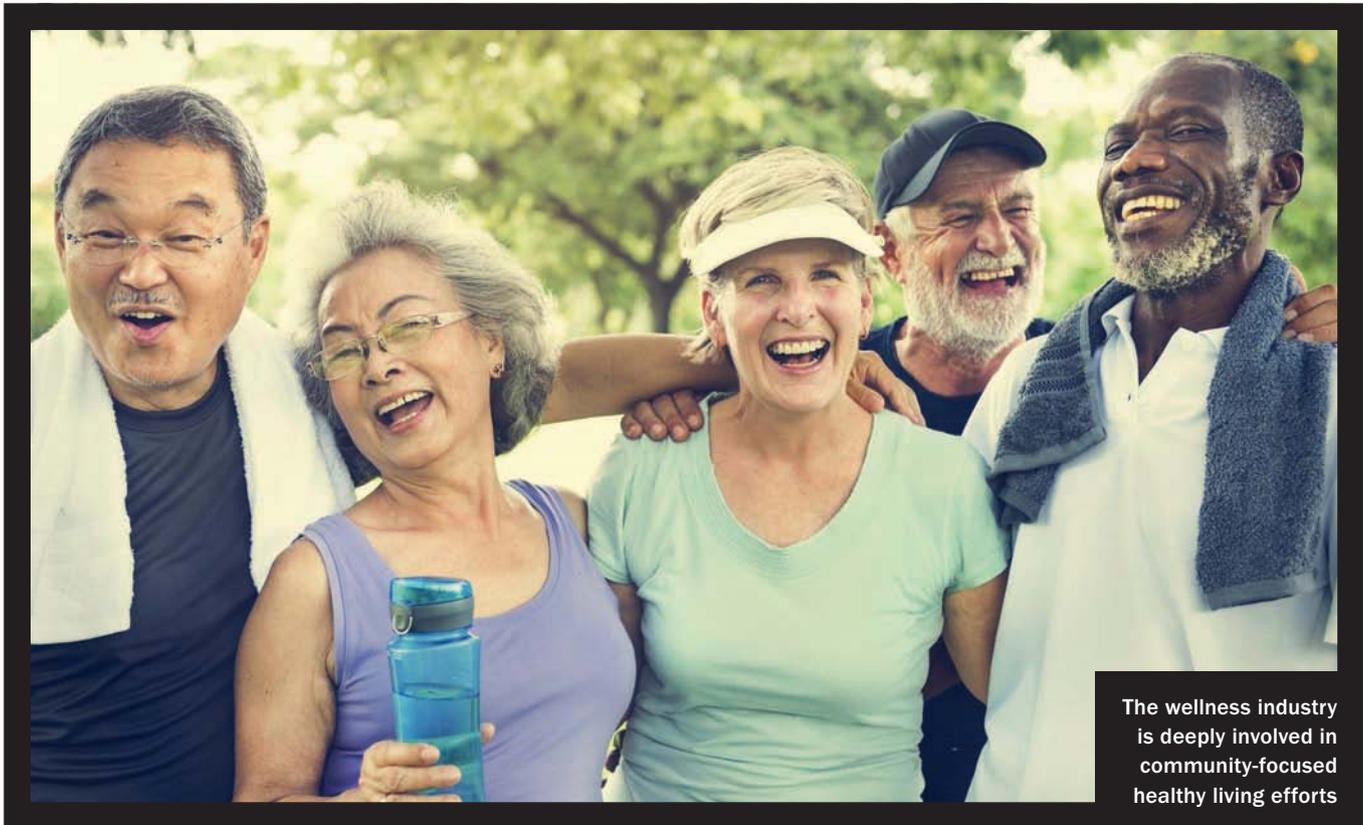
In the next year, our mission is to aggregate

existing research and to support new studies on the health benefits of bathing in geothermal and hot spring mineral waters. We'll also enhance and promote the [welnessevidence.com](https://www.welnessevidence.com) resource, which is a portal designed to help people explore medical evidence for the most common wellness therapies. Concurrently, we'll also be creating a comprehensive and sustainable best practices profile for water sanitation and recirculation. An additional future plan for the initiative is to develop a map of natural mineral hot springs destinations across the world. ▶

www.spahandbook.com



The initiative plans to map the world's mineral hot springs



The wellness industry is deeply involved in community-focused healthy living efforts

Social Impact Initiative

■ Jennifer Cabe, MA, chair

Wellness communications leader

It's increasingly clear that we're all part of one interconnected world, and that we must tap into innovation, knowledge and experience across all sectors



of society to address the challenges of bringing more wellness to more people. The wellness industry is deeply involved in community-focused healthy

living efforts throughout the world. The recently formed Social Impact Initiative will identify and share the evidence-based, ethical practices and projects that

companies and communities are collaborating on to benefit society. Our first step is to build the initiative team, and we're recruiting a diverse group of experts to volunteer.

“We'll identify and share evidence-based, ethical practices that benefit society”

Wellness Architecture Initiative

■ **Veronica Schreibeis Smith, chair**
CEO & founding principal, Vera Iconica Design

The Wellness Architecture Initiative was founded in 2016 and the committee is made up of experts from five countries.

With wellness architecture identified as a top trend, we've had an exciting year. This spring, the initiative launched a survey to gather a collection of sample wellness architecture projects from around the globe. These



projects will then be mapped and promoted to spread awareness that design centred around human health and wellbeing is not a future ideal; it is the focus for leaders today.

In the summer of 2017, the initiative hosted a roundtable that facilitated discussions from thinkers across industries whose expertise relates to the built environment. Discussion



London's BedZED is a model for low-carbon, sustainable housing

“Design centred around human health and wellbeing is not a future ideal; it is the focus for today”

included the definition of wellness architecture, how to overcome the dilemma around measuring qualitative aspects of human wellbeing, and tackling other key industry hurdles. Findings will be shared at the Global Wellness Summit in October.

Wellness for Cancer

■ **Julie Bach, chair**
Executive director, Wellness for Cancer

In 2016, the Wellness for Cancer Initiative (WFC) extended awareness and built new bridges with local doctors and cancer organisations in Italy, the UK, India, France and Mexico. And it was in 2016 that we launched the first outreach project to bring

peace and calm to end-of-life individuals living in the ghettos of India, which was set to be replicated in September 2017.

WFC will publish desperately needed evidence-based guidelines. Many cancer patients and survivors utilise spa, wellness and integrative

therapies during and beyond cancer treatment to manage symptoms and improve quality of life. Practical and authoritative guidelines are imperative to inform our industry on the use of safe, effective and evidence-based therapies.

WFC has assembled a strong panel, representing



wellness industry experts from eight countries – and experts from another 29 countries through the extended network of our medical collaboration. These multidisciplinary experts were assembled at a roundtable hosted this year to develop guidelines for mind-body solutions.

“Practical and authoritative guidelines are imperative to inform our industry”

Mental Wellness Initiative

■ Professor Gerry Bodeker, PhD, chair

Department of Epidemiology, Columbia University, New York; and Green Templeton College, University of Oxford

In 2017, the World Health Organization reported that depression is the largest cause of disability worldwide. The World Bank said that “the foregone economic output because of mental, neurological and substance use disorders globally is in trillions of dollars.”

Simultaneously, the wellness community has been exploring paths to mental wellbeing, inner fulfillment, and development of qualities such as compassion, wisdom,

joy, generosity, and enlightened leadership. These offer wider choices than the treatment of a conventional mental health framework. They offer ways to move beyond perceived limits towards a realm of human potential that

“Our mission for the next year is to identify paths to mental wellness and higher human potential,”

is grounded in continuing growth – both neurological and experiential. A growing body of evidence lends support to their validity.

A group of sixteen experienced wellness practitioners has shaped the Mental Wellness Initiative’s broad-spectrum approach to wellness: from the molecular (microbiome and telomeres) to self-care through yoga, meditation, exercise and



diet, to the wider influences of society and the natural environment in creating conditions for expanding human potential and fulfillment. A

newly formed initiative, our mission in the next year is to identify paths to mental wellness and higher human potential, to develop guidelines and curricula, and generate a broad-spectrum body of searchable evidence.

The initiative is exploring a variety of approaches to mental wellness, from molecular to meditative





Research shows people experience a range of benefits after a retreat

WORLD Retreat Initiative

■ Professor Marc Cohen, MBBS (Hons), PhD, B Med Sc (Hons), chair

Professor of Health Sciences, RMIT University, and chair, Australasian Wellness Association

The WORLD (Wellness Outcomes from Residential Lifestyle Destination) Retreat Initiative's goal is to assess the health impact of immersive wellness retreat experiences. This builds on previous research done by my group at RMIT University at the Gwinganna Lifestyle Retreat, which indicated significant psychological, physical and cognitive benefits, along with

reduced health symptoms, after a week-long retreat stay. In the next year, we plan to publish a systematic review of the literature to date on health retreat experiences and build a resource website, retreatscience.org.

We'll also undertake a Global Retreat Survey (at retreatsurvey.org) that will be translated into multiple languages and will explore

the characteristics, demographics and motivations of people who visit wellness retreats around the world.

We will begin collecting data from retreat guests before and after their stay, with follow-ups at six, 12 and 24 weeks, in order to assess a range of physical, psychological, cognitive and clinical measures.

We've already enlisted the support of a number of retreat



centres, including the Golden Door in Australia, Danubius Hotel Group properties in Eastern Europe, the Body Holiday in St Lucia, Lapinha Spa in Brazil, Sheenjoy in China, and Atmantan in India. And we're hoping to enlist others, so we can make an impact on retreat science and help bridge the gap between the travel, tourism and healthcare sectors. ●

“We're hoping to make an impact on retreat science, and bridge the gap between the travel, tourism and healthcare sectors”

Living Well

Wellness communities are on the rise as developers, investors, consumers and governments start to see the benefits of living spaces dedicated to health. Jane Kitchen takes a closer look at the growing market

The Global Wellness Institute (GWI) has estimated wellness real estate to be a US\$118.6bn (€107bn, £95bn) sector that's growing at a rate of nearly 20 per cent, with communities cropping up worldwide. This has spurred a GWI Initiative on wellness communities, as well as the first dedicated research report on the subject, to be released at the 2017 Global Wellness Summit.

The GWI Initiative developed a white paper that has helped to define the category. In order to deem a community "well", it must feature some kind of environmental consciousness, with sustainable development and operating practices; have a commitment to holistic health and wellness; and foster social connections. Spas can feature front-and-centre in these developments, and many include substantial wellness centres on-site.

"With the development of this market, spas and the spa



Wellness communities like ReGen include a connection to food production

EFFECT ARCHITECTS

With the development of this market, spas and the spa lifestyle have the opportunity to serve at the heart of the community

lifestyle have the opportunity to serve at the heart of the community," says Mia Kyricos, chair of the GWI Initiative on wellness communities and founder of strategic advisory firm Kyricos & Associates.

Finding connections, whether it's through community activities, spending time in nature or intergenerational living, is something wellness

communities aim to nourish – and that is appealing to developers. Kyricos says she expects the sector to grow. "This isn't just an underserved market for a select few; it's a major market opportunity that spans all income levels and geographies," she says.

In the following pages, we highlight some of the biggest communities across the world.

WELLNESS COMMUNITIES - NORTH AMERICA

SERENBE

Near Atlanta, Georgia

Opening: in phases, from 2005

Serenbe broke ground on its first house in 2004, and today the community is home to more than 400 residents. Each of Serenbe's four hamlets have different commercial centres focused on the elements of a well life: arts for inspiration, agriculture for nourishment, health for wellbeing, and education for awareness.

The community features a strong connection to nature, with miles of trails connecting homes, an edible landscape and acres of preserved forests and meadows – all with homes specifically designed for community living.

Plans are underway for a major destination spa of around 30,000sq ft (2,787sq m) alongside a boutique hotel. Serenbe founder Steve Nygren says he's creating a "village of wellness". ▶



Connection to nature and community are strong at Serenbe



An on-site organic farm is re-localising food production

OLIVETTE

Near Asheville, North Carolina

Opening: through 2027

Between 300 and 350 homes are being built along the French Broad River near Asheville, North Carolina, over the next ten years, in a wellness community described as an “agrihood in the making.” Olivette Farm – an on-site organic farm – preceded the development, and is designed to affirm the community’s commitment to re-localising food production.

At peak production, the farm will feed 175 families. The community also features edible gardens and landscaping, berry and fruit orchards, and honey bees, as part of its ‘plough-to-pantry’ philosophy.

A large portion of the land at Olivette is preserved for hiking trails and green space, with more than 10 miles of interior hiking trails and an eight-acre community park on the French Broad River. “Blue Mind” points are also being developed throughout the community, to create places where people can connect with the water.



GOCO Retreat Temescal Valley will be located next to Glen Ivy Hot Springs

GOCO RETREAT TEMESCAL VALLEY

California

Opening: 2019

GOCO Hospitality is developing a wellness community next to Glen Ivy Hot Springs, which it acquired last year. GOCO Retreat Temescal Valley will include residences and townhomes, a wellness hotel and a boutique lifestyle hotel.

A full-service wellness centre will be on-site with 30 to 40 treatment rooms, thermal experiences and hot springs bathing. Additionally, there will be a medi-spa, fitness centre, yoga and mind/body studios, meeting rooms,

a wedding chapel, community village, farmer’s market, kids’ club, organic farm and experience learning centre, and a hospitality academy and training centre.

Wellness programmes and journeys will be offered, with a full-service retreat with doctors and specialist consultants at arrival, a variety of treatments, fitness activities and learning workshops. A wellness restaurant, tea lounge and juice bar will offer farm-to-table cuisine and personalised food menus.



The emphasis at Grow is on creating a compact, neighbourly community with shared green spaces



GROW

Seattle, Washington

Opening: ongoing, from 2012

Located on Bainbridge Island, a 35-minute ferry ride from downtown Seattle, Grow Community is being developed with a sustainability action plan and a goal of community connection, smaller carbon footprints and increased health and wellbeing.

A total of 142 homes are being built in three phases; phase one is complete, and work is underway on phase two. The emphasis is on creating a compact, neighbourly community with shared green spaces, and essential services and facilities located within a short walk or cycle ride of all the homes. When it's fully developed, Grow will provide more than 50 per cent open space, including myriad garden options for enriched community connection.

The first phase of Grow was completed in 2014, and residents have been living there since 2012. In the first three years, residents reported an 85 per cent increase in walking and a 30 per cent increase in cycling, and 65 per cent of residents participated in communal gardening. Three-quarters of households reported improved physical or mental wellbeing compared to where they lived before. ▶





A sense of community is key at Prairie Crossing

PRAIRIE CROSSING

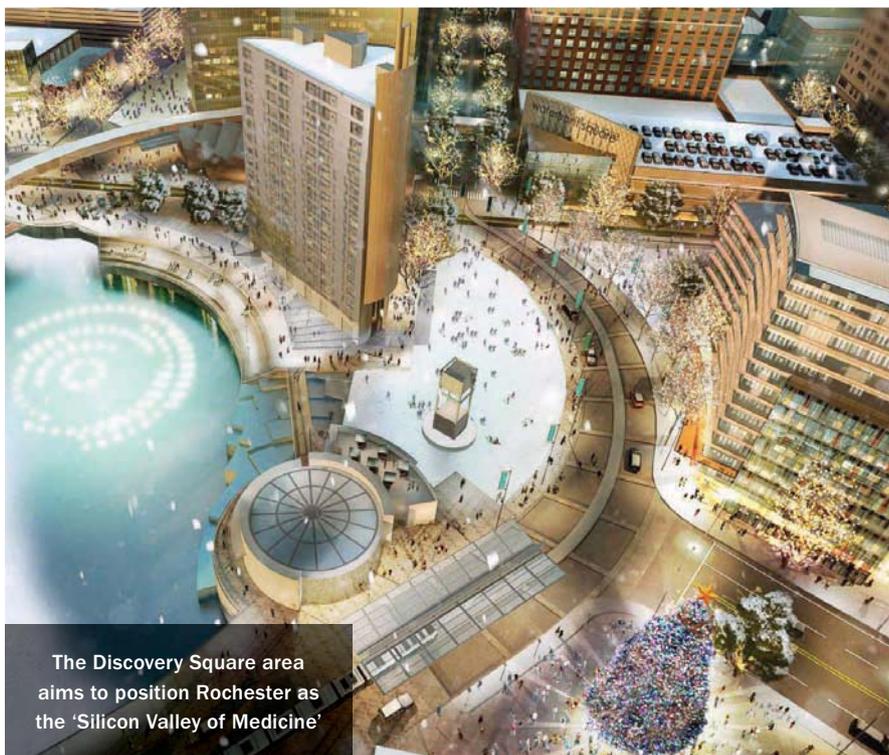
Grayslake, Illinois

Opened: 1992

First opened in 1992, Prairie Crossing was designed to combine the preservation of open land, easy commuting by rail and responsible development practices, and includes a 100-acre working organic farm.

Ten principles established by the community's founders have guided Prairie Crossing since its inception: environmental protection and enhancement, a healthy lifestyle, a sense of place, a sense of community, economic and racial diversity, convenient and efficient transportation, energy conservation, lifelong learning and education, aesthetic design and high-quality construction and economic viability.

The community's landscape was designed with native plants that purify stormwater and enhance the habitat for wildlife, 10-mile trails for exercising, and a 20-acre lake for swimming, boating and fishing. An edible landscape includes a wide variety of fruit and nuts to harvest.



The Discovery Square area aims to position Rochester as the 'Silicon Valley of Medicine'

DESTINATION MEDICAL CENTER

Rochester, Minnesota

Project: started in 2014, continuing for 20 years

Destination Medical Center is a US\$5.6bn, 20-year economic development initiative that aims to make the entire city of Rochester, Minnesota, a global destination for health and wellness.

The project will see the expansion of the world-renowned medical centre, the Mayo Clinic, and will also provide healthy community features for both local residents and the clinic's patients and visitors. Public investment of US\$585m

will help develop housing in downtown Rochester, near Mayo Clinic, as well as health and wellness activities.

The Discovery Square area borrows from Mayo Clinic's integrated care model to create an integrated district founded in the principles of translational medicine, and aims to position Rochester as the "Silicon Valley of Medicine," bringing doctors and researchers together and driving job growth.

LAKE NONA

Orlando, Florida

Opening: ongoing, from 2000

Lake Nona, near Orlando, Florida, is a collaborative effort between Florida Hospital and University of Central Florida, and is home to the Lake Nona Institute, a non-profit, community-focused organisation with an aim to inspire healthy, sustainable communities of the future. More than 50,000 people lived there as of 2015, and estimates have the population at 75,000 to 100,000 by 2020.

The 17-square-mile planned residential community near Orlando is a “living laboratory,” designed to feature clusters of innovation and centres of excellence in health and wellbeing, sports, human performance and education. The design incorporates trails, bike sharing, green space, community programmes and group activities.

Lake Nona is also home to the Johnson & Johnson Human Performance Institute – where executives and athletes learn how to improve their health, energy levels and mental sharpness – and the Sanford-Burnham institute, which conducts research on obesity, diabetes, and cardiovascular disease.

Lake Nona anticipates adding a medically integrated fitness centre and a hotel with a spa and wellbeing centre. Spa consultancy WTS International has worked on the analysis and planning for the proposed Lake Nona Spa, which will include a “concept without borders.” ▶

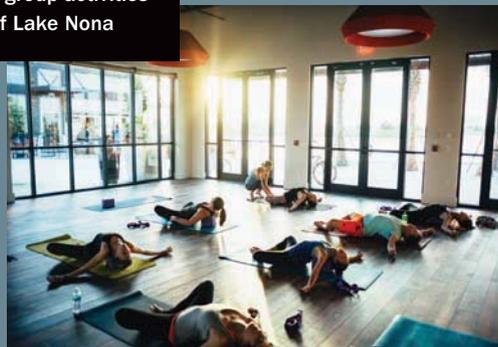


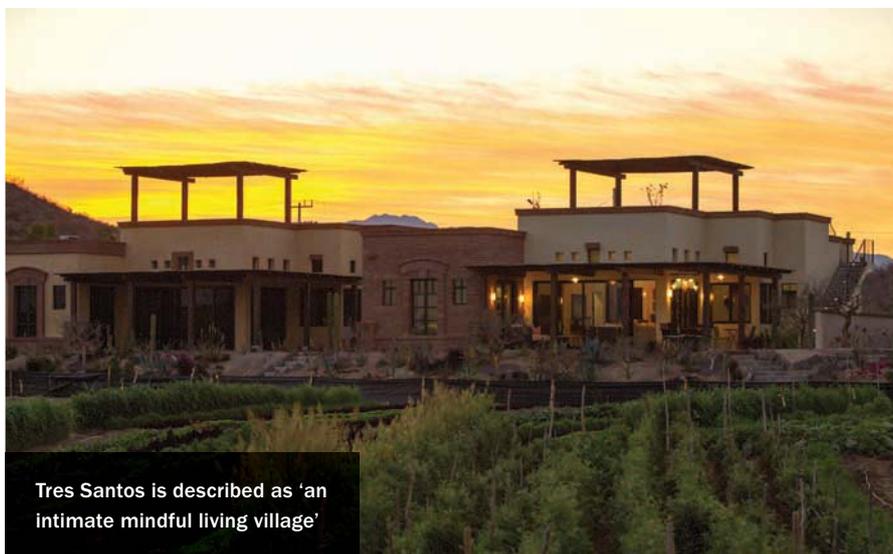
Bike-sharing is one way Lake Nona encourages healthy living

PHOTOS: JOHN DOLAN



Community programmes, social connections and group activities are all part of Lake Nona





Tres Santos is described as 'an intimate mindful living village'

TRES SANTOS

Todos Santos, Mexico

Opening: ongoing, first phase, 2017

Located in the historic coastal fishing and farming town of Todos Santos, Tres Santos is described as “an intimate mindful living village”. The development includes a 3.5-mile bike and pedestrian path connecting the village to the beach, as well as a 1.5-acre organic town garden with winding paths, an orchard and farm-to-table restaurant.

Tres Santos includes outdoor wellness activities such as surfing, yoga, biking, walking, swimming and trekking. While it doesn't yet have plans for an on-site spa, Elizabeth Shapiro, a spokesperson for the development, says they are in talks with several spa operators and “that's definitely something we're interested in doing.”

GOCO RETREAT DAWSON LAKE

West Virginia

Opening: unconfirmed

GOCO Hospitality is creating a GOCO Retreat across 750 acres (304 hectares) in the West Virginia countryside, not far from Washington, DC. The project focuses heavily on the area's natural mineral springs, and will include both a 70-bedroom wellness hotel and 150 houses. Ingo Schweder, GOCO Hospitality CEO, said he expects the homes to attract busy city dwellers in Washington, DC, or Charlotte, North Carolina, who are looking for a second-home escape.

An on-site 4,000sq m (43,056sq ft) spa will include mineral spring bathing and other wellness activities, including canoeing, hiking, biking and horseback riding, will be incorporated in the Retreat.

Schweder said he is also in talks with a DC-based sustainable think tank to be anchored to the Retreat, and that he expects the location to be a space for politicians to escape to for off-site meetings. The Retreat is in the masterplanning stage; an opening date has not been set.



SANGHA

Suzhou, China

Opened: 2017

New York City-based architecture practice Tsao & McKown recently designed Sangha, a 19-hectare (47-acre) luxury wellness retreat along Yangcheng Lake, located just outside Suzhou, China. The health-focused lifestyle resort includes a 69-bedroom wellness hotel, a 6,000sq m (64,583sq ft) spa, a learning campus, as well as a collection of four-bedroom residential villas and apartments.

The wellness hotel offers a platform for wellbeing works, including an integrated medicine assessment and treatment centre, mind-body practice, coaching and counselling, spa, medi-spa and mindful dining. The spa offers treatments ranging from massages to colonics, as well as a hammam, wet spa, steam room, saunas and night walks. ▶



Sangha includes a wellness hotel, 6,000sq m spa, on-site living and a learning campus





Q' IN WELLNESS

Hainan, China

Opening: late 2018

Q'in Wellness, located on the island province of Hainan, China, will include 1,000 homes, a residents club, a 110-bedroom resort and a 10,000sq m (108,000sq ft) spa. Destination Spa Management (DSM) provided concept planning for the project and will manage the wellness space.

Spa services will be sold as all-inclusive packages to make them easier for clients to understand. Packages will consist of diagnostics; holistic health, Traditional Chinese Medicine (TCM) and international rejuvenation medicine; physiotherapy; fitness/spa; beauty/grooming; and non-invasive cosmetic procedures.



GOCO RETREAT UBUD

Ubud, Indonesia

Opening: early 2018

GOCO Retreat Ubud will be set on a 18-hectare (44-acre) site and will include 76 wellness real-estate units as well as 83 retreat guestrooms. A substantial wellness centre with 45 treatment rooms, as well as consultation rooms, TCM rooms, an ayurvedic centre, nursing facilities, a medi-spa, fitness studios, outdoor salas and an extensive outdoor rainforest bathing area will be on-site.

The Balinese retreat's wellness amenities are being built to green building standards, with a design that minimises the need for air-conditioning. Air purification systems, water purification, lighting designed to work with the body's internal clock, and encouragement

of general physical activity are all present in the project's design.

Also on tap are a wellness restaurant, tea lounge, thermal bathing, café, farm-to-table restaurant, food stalls, cultural gallery, retail outlets, cooking school, artists' studios, aromatherapy distillery, organic farm, organic gardens, amphitheatre, kids' club and jogging and bike trails.

The retreat will deliver integrative wellness programmes and use professional consultations to prescribe specialty treatments, along with focused nutrition and exercise. Treatments will combine Asian traditions and knowledge with contemporary Western medical science.

Goco Retreat Khao Yai will be located in Thailand's wine country, north of Bangkok

GOCO RETREAT KHAO YAI

Khao Yai, Thailand

Opening: Q4 2017

Global spa and wellness company GOCO Hospitality is creating a mixed-use wellness community in Khao Yai's wine country, two hours north of Bangkok.

The community will be managed by GOCO and will include a 36-suite wellness retreat along with 48 wellness condominiums and 159 condominiums and large-scale residences. GOCO Retreat Khao Yai will also offer a retail village and community park. Bangkok-based Tierra Design is also working on the project.



The project is set along five beaches

UNNAMED PROJECT

Vietnam

Opening: 2019

Destination Spa Management is working on an as-yet unnamed project in Vietnam with a focus on both education and health. The project will include a detox resort, a family resort, a school for village children (which will teach

both English and hospitality skills), 45-60 houses, and a town square.

The housing will use WELL building standards, and wellness facilities have been designed in such a way that they can be accessed by residents, but retain an element of privacy for the resort guests.

The town square will feature handicraft workshops and Vietnamese cooking lessons. Other features include an on-site organic farm and a distillery for aromatherapy based on Vietnamese traditions. ▶



The development will have views of the famous Sellin Pier

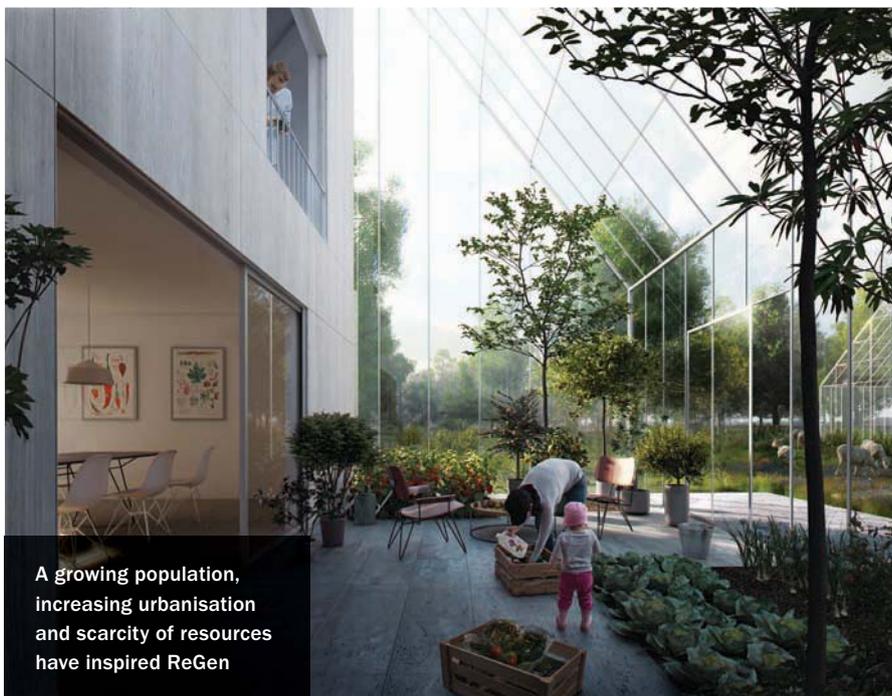
GOCO RETREAT KAISERHOF RÜGEN

Rügen, Germany

Opening: 2018

GOCO Hospitality has plans to develop a GOCO Retreat on the German island of Rügen, located on the Baltic Sea coast and known for its sandy beaches, quiet lagoons and dramatic peninsulas. Subject to planning permission, the GOCO Retreat Kaiserhof Rügen will be located on a hill in the southeastern part of the island, on a site originally owned by the Prussian statesman Otto von Bismarck.

Designed by Berlin-based Frank Architectural Design, the mixed-use wellness development will include a 50-bedroom wellness retreat and 54 wellness condominiums, and will offer views over the famous Sellin Pier and the Baltic Sea. The 3,544sq m (38,147sq ft) on-site wellness centre will include 42 treatment rooms, heat and water experiences, a medi-spa, gym, mind and body studio, health restaurant, tea lounge, library and meeting and learning spaces.



EFFECT ARCHITECTS

A growing population, increasing urbanisation and scarcity of resources have inspired ReGen

REGEN VILLAGE

Almere, the Netherlands

Opening: 2018

ReGen Villages is a tech-integrated real-estate development company that's creating a new kind of wellness community – a regenerative model for eco-communities with self-sustaining energy and food. The first pilot community is being developed in Almere, the Netherlands, with 300 homes, and other developments are also being considered across Europe, in Sweden, Denmark, Norway, Germany and Belgium.

The idea for the communities is to address the challenges of a growing

population, increasing urbanisation, scarcity of resources and the growing global food crisis – as well as reducing the global CO₂ emission and reducing burdens on municipal and national governments. ReGen aims to create a sense of community, reconnect people with nature and consumption with production, and restore biodiversity to the surrounding landscapes. “We like to think of ReGen as the Tesla of ecovillages,” says founder James Ehrlich. “We want to make it easy, convenient and accessible to choose a sustainable lifestyle off the grid.”

A community centre will include a piazza kitchen and space for yoga, meditation and other kinds of wellness curricula, and there could be opportunities for spas to be part of the planned community.

KEMERI PARK

Jurmula, Latvia

Opening: first stage, 2018

Latvian wellness consultancy Inbalans Group is working together with Linser Hospitality, Moscow-based international development company Griffin Partners and Jurmula City Council to develop a substantial wellness community in Latvia's Kemer National Park.

The wellness community, located just west of the capital of Riga, will include

a five-star hotel with a 1,500sq m (16,146sq ft) spa, due to open in 2018, as well as a wellness clinic comprised of multiple historic buildings with a focus on balneotherapy treatments, which is due to open in 2022.

A public/private investment plan has been set up to revitalise the existing community, adding in activities and infrastructure to promote wellbeing and community living. Bicycle and walking routes will also be developed, and the city infrastructure will be developed using evidence-based principles of healthy communities.

The five-star hotel is being created in a historic building in Kemer National Park

LLANELLI WELLNESS AND LIFE SCIENCE VILLAGE

Carmarthenshire, Wales

Opening: late 2019

The Welsh government is funding a master plan for a wellness village in South Wales. The Llanelli Wellness and Life Science Village is just one of a number of projects being delivered through ARCH (A Regional Collaboration for Health), a partnership between three local university health boards.

Llanelli Wellness Village will include an education centre to deliver training and skills development in the wellbeing

arena; a wellness hotel; a sports and wellbeing centre; and an Institute of Life Science (ILS) focusing on near market-ready research and innovation and business facilities. There will also be communities focused on healthy living, rehabilitation and respite, including suitable living environments for people with disabilities to live with their families. A community health hub offering primary and community care will also be on-site. ▶

BLUE ROCK VILLAGE

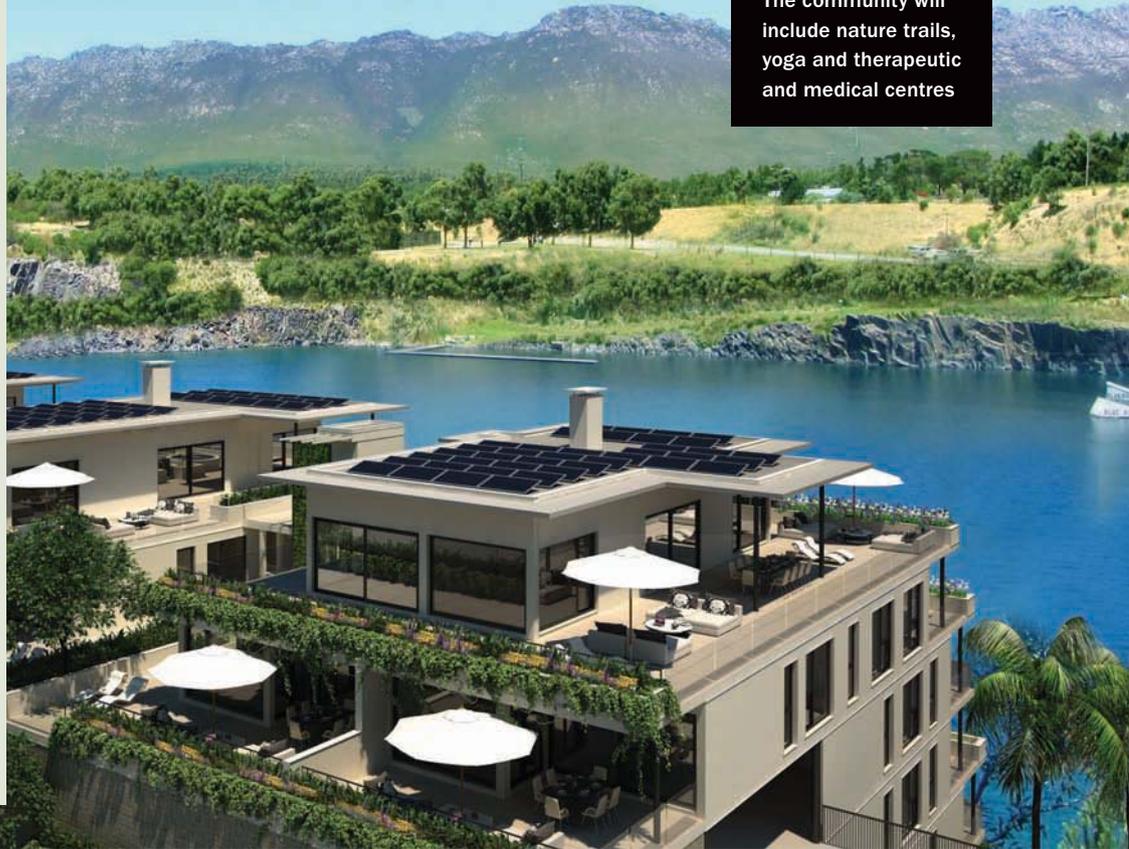
Cape Town, South Africa

Opening: unconfirmed

A car-free village in Cape Town is envisioned as “a pioneer for an exciting new standard of living.” The project is worth an estimated R14bn (US\$900m, €790.5m, £631m) and will include luxury apartments, boutique shops, cafes and restaurants, a hotel, a spa centre offering therapeutic treatments, and a multi-functional ‘Life Style Centre’ hosting concerts, operas and markets.

Wellness will be high on the agenda, with the outdoor design emphasising the planting of trees and greenery. Landscaped trails will encourage walking and facilities including a gym, yoga centre swimming pool, and therapeutic and medical centres are planned.

The community will include nature trails, yoga and therapeutic and medical centres



WORLD CARE WELLNESS VILLAGE

Dubai, UAE

Opening: 2020

The developers of Dubai Healthcare City – a health and wellness destination occupying over 37 hectares (92 acres) – plan to create a WorldCare Wellness Village. Located in Al Jadaf Dubai, the village will contain 810,000sq ft (75,200sq m) of built-up area with holiday villas, personalised spas, sports venues and other health facilities. The village will be anchored by a 100,000sq ft (9,200sq m) Wellness Centre focusing on prevention and management of diseases

and ailments, offering comprehensive medical programmes built around patient education and lifestyle change. The centre will bring together wellness concepts and specialised services such as rehabilitation, counselling, sports medicine and elderly care.

The eco-friendly spaces will serve wellness and rehabilitation needs through features such as therapy zero-gravity pools, spas, and rigorous exercise and diet facilities. ●

spa business

2017 - 2018 HANDBOOK



RESEARCH ROUND-UP

Global: Evolving Marketplace	p112
North America: Retail Therapy	p116
Global: Skin Deep	p120
Middle East: Competition Heats Up	p122
Global: Growing Well	p128
North America: Generation Next	p132
North America: Forging Ahead	p138
North America: A Bright Future	p142

Evolving marketplace

Data from the latest Global Wellness Economy Monitor shows healthy growth in the industry. Ophelia Yeung highlights the study's key findings

Figures from the 2016 Global Wellness Economy Monitor show that the global spa and thermal/mineral springs industries continue to grow, evolving with consumer preferences in a dynamic wellness economy. The current and future state of the wellness economy is strong, propelled by consumer and demographic trends that are fuelling increased spending on both health and wellbeing.

Research study 1

THE SPA ECONOMY

The Global Wellness Institute (GWI) estimates 121,595 spas were operating worldwide in 2015, earning US\$77.6bn (€70.1bn, £50.8bn) in revenue and employing more than 2.1 million people. When measured in US dollars, industry revenue expanded 2.3 per cent annually

since 2013, adding US\$3.5bn during the period from 2013 to 2015. However, when the figure is reported in euros, revenue growth was an impressive 11.9 per cent annually from 2013 to 2015, growing from €56bn to €70.1bn. The difference is due to the appreciation of the US dollar against the euro during this time. To grasp the scale of the industry's growth, it might be more illuminating to consider the 16,005 new spas worldwide and the 237,424 new employees who have joined the industry since 2013.

The largest growth in the number of spas and revenues occurred in the hotel/resort spa category. This is because most 4-star properties and many 3-star properties have been adding spa services as they have quickly become an amenity expected by guests, even at the mid-tier level. In many of the mature spa markets, the growth in the number of spas reflects the addition of spas to existing hotel/resort properties as much as, or more than, openings of entirely new properties. This trend is also decreasing the average size of a spa, as those targeting the mid-tier market tend to be smaller than the flagship spas in higher-end properties.

While Europe continues to lead in overall spa revenues, Asia-Pacific

Spas earned
US\$77.6bn in
revenue in 2015





At the Global Wellness Summit, different-sized balls were used to represent the 10 sectors that make up the wellness economy



We project spa facility revenues will rise at a 6 per cent annual rate over the next few years, reaching an estimated US\$104bn by 2020.

The industry is likely to employ 2.8 million workers by then



boasts the greatest number of spa establishments and also added the most new spas between 2013 and 2015.

MARKET GROWTH

Not surprisingly, China led the charge, while other emerging markets such as India, Indonesia, Vietnam and Thailand continued to expand. In the mature markets in North America and Europe, spas have continued to grow in number and revenues. Meanwhile, Africa, the Middle East and Latin America also showed robust growth, fuelled by a rising middle class with more disposable income. However, security concerns have

put a dampener on growth in some Middle Eastern and North African countries.

The solid growth rates must not mask the challenges faced by spas today. Even with an expanding customer base, spas are facing rising operating costs, skilled labour shortages and competition from new spas and non-spa entities. At the same time, spas are navigating a complex landscape where consumers demand value, quality, specialisation, one-stop convenience, authenticity, differentiation, evidence and results.

We project spa facility revenues will rise at a 6 per cent annual rate over the next few years, reaching an estimated

US\$104bn (€99.4bn, £84.7bn) by 2020. The industry is likely to employ 2.8 million workers by then and will need an extra 400,000 trained spa therapists and 70,000 experienced spa managers and directors to accommodate this growth.

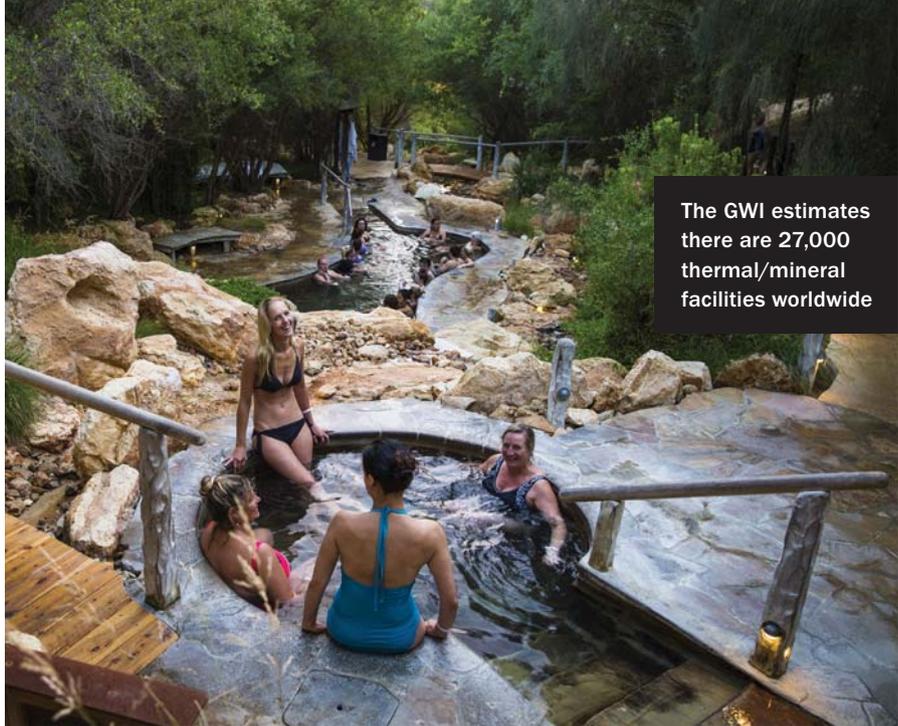
Spa growth also drives a broader spa economy, encompassing not just spas, but also other sectors that support and enable spa businesses, such as spa education, consulting, capital investment, associations, media and events. These related sectors added US\$21bn (€20bn, £17bn) to 2015's US\$77.6bn spa revenues to create a US\$98.6bn (€94.2bn, £80.3bn) global spa economy. ▶

Research study 2

THERMAL/MINERAL SPRINGS

In 2015, we estimate there were 27,507 establishments built around thermal/mineral springs for wellness, recreational and therapeutic purposes. These facilities are located in 109 countries and earned US\$51bn (€46.1bn, £33.4bn) in revenues in 2015. Our research indicates that there is rapidly rising consumer, investor and government interest in springs-based activities, with most establishments experiencing solid growth in both attendance and revenues.

Measured in US dollars, the industry added US\$1bn in revenues from 2013 to 2015, growing from US\$50bn in 2013 to US\$51bn in 2015. However, this modest growth trend is deceptive because it is dampened by the recent currency fluctuations. The areas with the largest thermal/mineral springs industries – especially Europe and Japan – saw major currency depreciation against the US dollar from 2013 to 2015, and so the revenue growth rates in these countries were much higher in their local currencies than in US dollars. Converting industry revenues to euros, the thermal/mineral springs



The GWI estimates there are 27,000 thermal/mineral facilities worldwide

industry grew by a robust 10.4 per cent annually between 2013 and 2015 – from €37.9bn in 2013 to €46.1bn in 2015.

Most of the world's thermal/mineral springs industry is concentrated in Asia-Pacific and Europe (94 per cent of establishments and 96 per cent of industry revenues). Japan alone, with its estimated 17,328 onsen, is home to nearly two-thirds of all establishments. But, because of their typically small size,

they earn less revenues than China's hot springs resorts (numbering 2,200). Other top markets include European countries with long traditions of using thermal/mineral waters for therapeutic purposes. The decline in government subsidies for bathing as cure is driving many businesses to invest in better facilities to attract a younger, self-paying clientele.

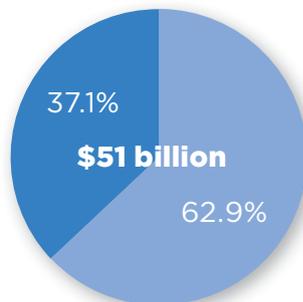
The world's thermal/mineral springs establishments include a mix of rustic, traditional bathing facilities, hot springs resorts, hotels with thermal water bathing, thermal waterparks and thermal/mineral water-based sanatoria or health resorts. Establishments that offer value-added spa services – such as massage or facials – earn much higher revenues than those that offer bathing only. Thermal/mineral springs that offer such services (about a quarter of them) tend to be more developed and higher-end, and they account for nearly two-thirds of the industry's revenues.

Thermal/Mineral Springs

**NO
Spa Services**

\$18.9 billion

20,335 establishments



Thermal/Mineral Springs

**WITH
Spa Services**

\$32.1 billion

7,172 establishments



The thermal/mineral springs industry is positioned for rising investment and growth, as consumers increasingly seek out the healing and relaxing properties of water and nature

Overall, the thermal/mineral springs industry is positioned for rising investment and growth, as consumers increasingly seek out the healing and relaxing properties of water and nature. We project that industry revenues will grow at 4.8 per cent annually from 2015 to 2020, driven by rising consumer interest. Many countries are also including thermal/mineral springs as a major pillar in their wellness tourism marketing and development strategies, such as Greece, Turkey, China, Japan, Chile and Uruguay, among others.

THE WELLNESS ECONOMY

The wellness economy encompasses industries that enable consumers to incorporate wellness activities into their daily lives. In addition to data on spas and thermal/mineral springs, the GWI provides original data for the size of the global wellness tourism industry, workplace wellness and wellness real

Rapidly rising consumer interest will help the thermal/mineral springs industry to grow 4.8 percent by 2020

estate. These five industries – combined with five other wellness sectors that we measure using secondary sources – comprise the global wellness economy, a US\$3.7tn (€3.5tn, £3tn) market in 2015. The wellness economy now represents more than 5 per cent of global economic output, and it is almost half the size of global health expenditures, which reached US\$7.6tn (€7.3tn, £6.2tn) in 2014. From 2013 to 2015, the wellness economy grew by 10.6 per cent (from US\$3.4tn to US\$3.7tn), while in the same period, the global economy shrank by -3.6 per cent.

Wellness economy growth is robust and resilient because it is positioned at the intersection of several major global trends: rising disposable incomes;

the emerging global middle class; the mounting global health crisis; an increasing interest in travel, authenticity and new experiences; and an emerging collective consciousness about the wellbeing of people and the planet.

Opportunities are particularly strong for businesses and sectors that aim to help people integrate wellness into their daily lives instead of thinking of it as a luxury activity. As more people around the world turn to wellness-focused activities and lifestyles to mitigate their mounting stress and deteriorating health, we project that spas, thermal/mineral springs and other wellness sectors will continue expanding at a healthy pace – faster than global GDP growth – in the coming years. ●

■ **About the author:**
Ophelia Yeung is a senior research fellow at the Global Wellness Institute.
Twitter: @Global_GWI



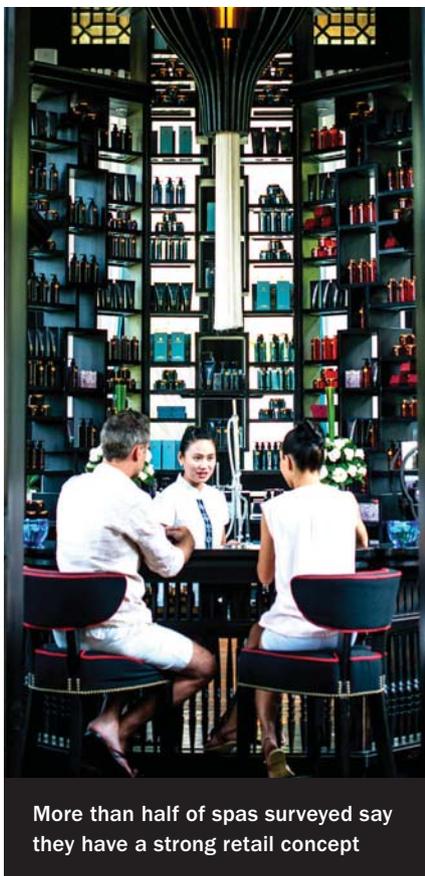
Retail therapy

Spa retail is critical not only to profitability, but also to a spa's overall brand message and vision. Nancy Griffin highlights some of the findings from Contento Marketing's in-depth retail survey

Retail sales are an important component of any spa's profitability, but many spa directors struggle to create a meaningful retail concept and engage their therapists with selling.

A new survey, conducted by Contento Marketing, found that only about half of spas are satisfied with their retail concept, and more than half acknowledge that their retail area could benefit from improvement. While this may sound discouraging, it's an incredible opportunity for skincare brands and consultants to help create more engaging, dynamic retail concepts – and to help shape the future of spa retail.

The survey was administered in March 2017 to 400 US-based spa directors, owners and operators. Contento collaborated on the survey design with Ann Patton, principal of Savvy Spas and instructor of the spa retail course at the University of California Irvine Spa & Hospitality Management programme. The goal was to design an in-depth survey on spa retail trends, challenges and opportunities, financial metrics, compensation, sales and merchandising strategies and vendor relations.



More than half of spas surveyed say they have a strong retail concept

Of the 150 survey respondents, 85 per cent were spa directors or managers, and 15 per cent fell in the “other” category, which included owner/presidents and regional, national or corporate directors. Participating properties included Destination Hotels, ESPA, Fairmont, Four Seasons, Hilton, Hyatt, Langham Hotels, Mandarin Oriental, Marriott, Montage, Omni, Ritz Carlton and Rosewood Hotels, Sheraton, St. Regis and Westin.

Nearly half (48 per cent) of respondents were resort spas, with hotel spas representing 19 per cent and day spas representing 18 per cent. While the participating properties were US-based, the insights presented are useful for any owner, operator, manager, supplier or consultant seeking baseline metrics and strategies to improve spa retail sales.

Satisfaction with retail operations

Slightly more than half (52 per cent) of spas surveyed responded that they had a strong retail concept and presentation, but only a quarter of the respondents were satisfied with the visual appeal. Overall sales volumes and inventory turn rates showed a similar trend: only one-fifth of respondents were completely



Sixty-five per cent of respondents report an increase in revenues in facial skincare

satisfied, and 55 per cent conceded that they could be improved. Regarding retail profitability, the results showed that 37 per cent of those surveyed were highly satisfied with their margins, while half said retail profits could be improved.

Retail trends by category

Sixty-five per cent of respondents reported an increase in revenues year-over-year in professional skincare for the face, with sales flat for only 8 per cent. Sales for body products were mixed: up for 44 per cent, flat for 40 per cent, and down for 13 per cent. Just over one-third of respondents said they did not offer wellness gifts, books and music, and one-fifth did not offer accessories or apparel – perhaps an area for potential new sales.

Challenges

Staff resistance to selling is the number one retail-sales blocker, with three-quarters of respondents citing it as the biggest spa retail challenge. It's also increasingly becoming a challenge to retain employees, as many therapists consider themselves healers rather than sellers, and are looking at models that don't require sales as part of the job.

“One of the reasons massage therapists are attracted to on-demand employers is because they aren't expected to sell,” says Michael Tompkins, executive recruiter at Hutchinson Consulting.

Over half (55 per cent) of respondents felt pressure from online sites like Amazon and eBay – which often offer quick home delivery and attractive pricing – yet only a quarter of respondents said that other spas in the immediate areas carrying the same lines created a significant challenge. ▶



Consider a role for a personal skincare shopper, who designs product-specific, results-oriented regimes tailored to each guest's needs



Michael Tompkins, executive recruiter, Hutchinson Consulting

Table 1: Retail trends by category, January 2015 - January 2016

Category	Sales up	Sales flat	Sales down	Do not offer
Professional skincare - face	65%	24%	8%	3%
Professional skincare - body	43%	40%	13%	4%
Wellness gift, books, music	23%	34%	12%	31%
Accessories - jewellery, scarves, etc.	42%	30%	9%	19%
Apparel	42%	25%	12%	21%
Big Five branded spa products	30%	34%	10%	26%
Private label skincare (face)	9%	9%	4%	78%
Nail treatments	14%	37%	15%	34%
Hair treatments	22%	31%	10%	37%

Source: Contento Marketing

NEXT STEPS

1. Make retail a priority.

Spas with successful retail sales work hard. Make a plan to review your visual merchandising, product mix and compensation strategy. Re-merchandise regularly. Work closely with your vendors to create shelf-talkers, counter-top displays, special promotions and guest-appreciation events.

2. Measure retail per service.

Professional products used in treatments are the current driver of retail for the majority of spas. Savvy spa operators are measuring the amount of retail sold per service, in addition to monitoring their retail sales as a percentage of overall spa revenues. Estheticians and massage therapists have the client's ear – it makes sense for them to initiate the sale.

3. Train and incentivise all frontline staff.

Hire front-desk staff with sales acumen – then pave the way for their success by providing the right tools. Training front-desk and retail staff on selling

techniques and skincare lines in conjunction with licensed staff will become a necessity. “Structuring sales incentives for all personnel will be key to a successful operation,” says Michael Tompkins, executive recruiter at Hutchinson Consulting.

4. Develop multiple retail touchpoints.

Resort properties will benefit from telling a continuous product story not only through the spa, but also through the entire property. Think complimentary in-room gift sets, spa products as gifts and pop-up spa events in the lobby, poolside or meeting space.

5. Don't lose the sale.

Selling spa products on your website increases your spa's profitability by providing a convenient method of re-purchase. If e-commerce is not practical, ask your vendors to drop-ship. “Working with resource partners to create drop-ship opportunities and custom gift sales will be a win-win for spa and vendor,” says Tompkins.



6. Look to day spas for inspiration.

Key indicators show day spas outperform resort and hotel spas in retail sales, generating a higher retail-to-service ratio and higher average retail sales per square foot. Resort and hotel operators can learn from them how to grow retail sales and the facial services that drive retail sales.

7. Hire a designated retail associate.

“Consider a role for a personal skincare shopper in the spa, who designs product-specific, results-oriented skincare regimes tailored to each guest's needs. ‘Personal skincare stylist’ could be a retail job role of the future,” says Tompkins.

Ninety-eight per cent of respondents offer a commission structure to therapists and/or front desk staff

- ▶ “Spas are typically in direct competition for a certain market segment,” says Savvy Spas' Patton. “It's essential that spa directors and retail managers, at a minimum, keep abreast of the retail offerings of their direct comp set.”

Sales channels

Spa directors report losing sales to websites like Amazon and eBay, yet 70 per cent still don't offer the ability to purchase online from the spa. Day spas are leading the pack when it comes to e-commerce sales; more than three times more day spas than hotel and resort spas offer e-commerce – 56 per cent of day spas versus 11 per cent of hotel spas and 14 per cent of resort spas.

Less than a third of spas work with their vendors to drop-ship, but Patton sees that changing, which will help spas become more competitive with

retail sales. “Vendor drop-shipping will become a must for spa retail sales in the future,” she explains. Only 10 per cent of respondents sold spa retail outside the four walls of the spa, representing a significant opportunity to increase revenues. Strategies are needed to sell retail outside of spa; kiosks, pop-up displays and portable rolling retail cases can generate interest in the spa while providing an additional revenue centre.

Re-merchandising

Re-merchandising refers to changing products and visual displays to optimise retail mix and sell-through. The majority of spas surveyed re-merchandised monthly (44 per cent), followed by weekly (31 per cent). But, many experts recommend re-merchandising more frequently – even every day. Small, daily changes can have a big impact and keep things looking fresh and new.

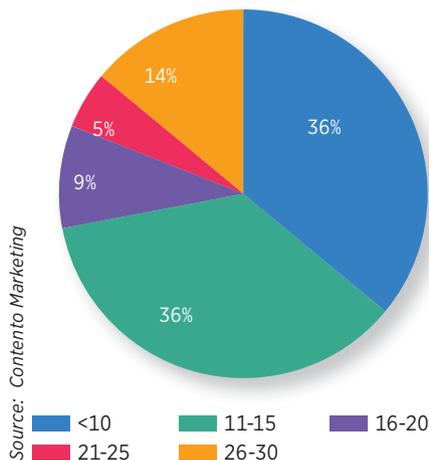
Compensation strategies

Almost every respondent (98 per cent) offered some sort of commission structure to either therapists and/or front-desk staff, and 64 per cent offered both commission and incentives. In terms of the structure of commission payout, 70 per cent offered a flat percentage payout, 34 per cent offered some type of sliding scale percentage, and 16 per cent offered “pooled” or shared commissions.

Vendor support

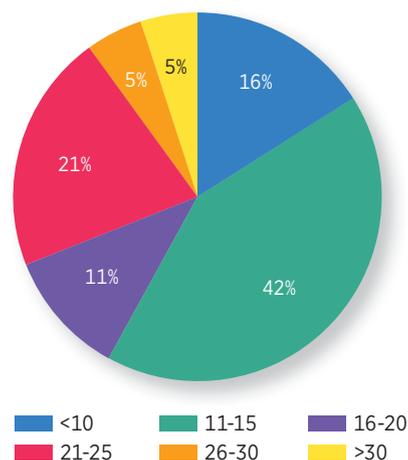
Overall, respondents appeared satisfied with vendor support. Raising vendor service levels will increase sales and strengthen brand and vendor relationships, but expectations must be realistic on both sides. The key areas for improved vendor support are in the

Graph 1: Resort/Hotel Spa. Percentage of overall revenues from retail sales January 2015 - January 2016



Source: Contento Marketing

Graph 2: Day Spa. Percentage of overall revenues from retail sales January 2015 - January 2016



areas of in-spa visual merchandising, partnering on consumer-facing events and vendor-sponsored staff rewards.

KEY PERFORMANCE INDICATORS

Retail sales versus overall revenues

When respondents were asked to benchmark retail sales against total spa revenue, nearly one-third of all respondents reported that retail made up less than 10 per cent of total sales. The highest number of respondents (38 per cent) reported a range of 11 to 15 per cent retail to total sales, and only 2 per cent reported retail-to-service sales of more than 30 per cent.

Retail per square foot

By obtaining retail revenues and the square footage allotted to retail space, Contento calculated average retail per

square foot – the standard performance metrics for retail outlets. According to Patton, industry benchmarks suggest that a good goal for total annual retail sales per square foot is US\$1,000 per square foot (€858, £769). Survey results indicate that day spas are proving to come very close to that overall benchmark at US\$898 per square foot, while hotel and resort spas are averaging around US\$750 per square foot. ●

About the author:

Nancy Griffin is principal of Contento Marketing, a strategic marketing firm for spas and wellness brands. She is a founding Advisory Board Member of the UC Irvine Spa & Hospitality Management programme and member of the Global Wellness Institute’s Career Initiative.



Skin deep

Cosmetic services are a fast-growing subsection of the beauty and anti-ageing market, but few luxury hotels are reaping the benefits. Fabian Modena and Matthew Brennan outline the findings from a new study – and the opportunities for the industry

The global wellness economy is growing at an unprecedented rate, and was valued at more than US\$3.7tn in 2015. Making up the largest share of this is the beauty and anti-ageing market, which was valued at US\$999bn – nearly twice the size of the wellness tourism market (US\$563bn).

Within the beauty and anti-ageing market is the subsection of cosmetic beauty services. In today's market, the word 'cosmetic' is used to serve the purpose of enhancing or augmenting external beauty, or for perceived physical improvement – and this subsection is growing quickly. Upscale and luxury hotels have an opportunity to capitalise on this, adding revenue with low-cost/high-margin treatments including longevity, aesthetic and detoxification treatments.

Invasive, non-invasive and minimally invasive

The cosmetic beauty services industry is commonly divided into three subsections: non-invasive, minimally invasive and invasive treatment or surgery. Minimally invasive procedures can be further subdivided into injectables and energy-based and cosmeceutical services.



The US represents the largest market in non-surgical cosmetic treatments

PHOTO: SHUTTERSTOCK/PUHHHA

Invasive treatments are surgical procedures that penetrate the skin by either cutting or piercing, such as liposuction, breast augmentation, eyelid surgery, tummy tucks or nose surgery. Non-invasive treatments do not require any penetration into the skin, and also cover a number of diagnostic and therapeutic procedures, including chiropractic manipulation, physical therapy and heat therapy.

Minimally invasive treatments are a combination of medical and beauty services, where the treatments may incorporate high-tech skincare and

result in noticeable cosmetic changes or improvements. This includes injections such as Botox, dermal fillers, lipofilling and microdermabrasion, as well as lasers, chemical peels and cosmeceuticals – a combination of cosmetics and pharmaceuticals.

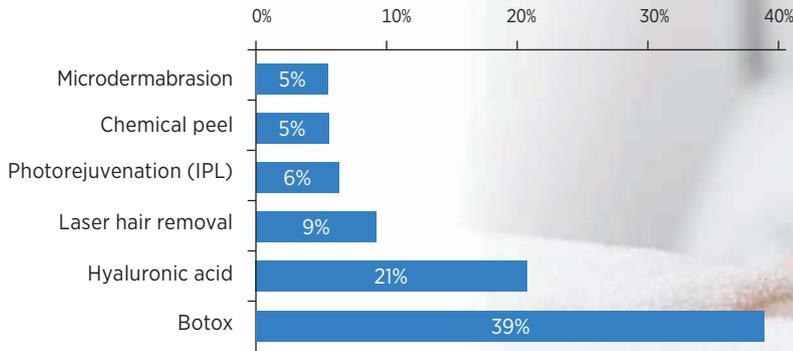
Medical aesthetic treatments

The international medical aesthetic treatment market is expected to rise to US\$6.56bn by 2018, led by non-invasive treatments such as Botox, but also including a variation of energy-based services such as radio frequency and laser treatments, driving future medical aesthetic demand globally. The US represents the largest market in non-surgical cosmetic treatments, followed by Asia and Europe; however, the highest growth rates are being seen in Asia.

Minimally invasive treatments are gaining in popularity, as they require little to no downtime, often deliver immediate results and require very small incision or injection sites, resulting in less pain and very few post-procedure complications.

The facial aesthetic market specifically is expected to grow at a rate of 9.82 per cent until 2020, and a shift from invasive

Graph 1: Non-surgical - guest preferences



*Source: American Society for Aesthetic Plastic Surgery & Statista, 2016

The facial aesthetic market alone could grow at a rate of 10 per cent until 2020

to non-invasive treatments is already evident. Between 2015 and 2016, the most significant growth rate was for photo-rejuvenation – a skin treatment that uses lasers to treat wrinkles or age spots – which grew 36 per cent and accounted for more than 650,000 procedures in the US. This was followed by hyaluronic acid treatments, which grew 16 per cent.

Key opportunities

We believe there are opportunities for upscale and luxury hotels to convert a cost centre into a revenue centre by implementing some medical and aesthetic services, depending on the hotel's location and its access to relevant supplies.

Aesthetic and longevity treatments will cater towards both male and female consumers; however, our research has shown that aesthetic treatments are more popular with women and the longevity services are more popular with men – especially high-net-worth individuals. The longevity treatment service is a low-cost, high-margin opportunity – with margins

above 2,200 per cent. Offering this type of specialised facility within a spa environment creates a niche for hotels to capitalise on this high-margin industry.

Detoxification treatments, such as chelation therapy, liver detox and lymphatic drainage, are intravenous therapies that are in high demand with consumers over the age of 36. The demand for energy boosters, such as Myers cocktails, megadose vitamins (MPV) and ozone IV therapy, as well as immune boosters like QRS treatment or mesenchymal stem cell, is booming for consumers aged over 65. Both treatment segmentations represent an attractive – and relatively straightforward – additional revenue centre for spa facilities.

There are still unexplored opportunities to implement a number of high-yielding cosmetic treatments within the hotel spa environment, incurring a reasonable investment volume and utilising less than 150sq m (1,615sq ft) of space.

Partnering with a third-party provider with a positive track record in aesthetic

treatments is another path to introducing these services, and will guarantee expertise, trained specialists and long-standing supplier and industry relations. This can also help as many specialised treatments require associated licenses.

Most luxury hotel spas are not capitalising sufficiently on this ever-growing industry. An efficient implementation with a specifically tailored selection of services will not only elevate the spa facility's reputation, but it will also open doors to a new customer segment with high disposable income. ●

About the authors:

Fabian Modena is a consultant with Horwath HTL Health & Wellness, and Matthew Brennan is the director. Based in Thailand, Horwath HTL offers a range of consulting and management services for hotels and spas.



Competition heats up

Christopher Lund and Pooja Hemrajani of Colliers International give a detailed overview of the growing spa market in Dubai

One of the growing trends in the travel and hospitality sector is the rise of the wellness industry. With greater focus on healthy habits and overall wellbeing, hotel spas are beginning to experience the positive impact of this trend. Within the UAE, Dubai's spa market is in the lead, with more than 200 spas currently in operation, and more than 25 new hotel spas expected to open in the next year.

Given the growing significance of spas in the region and the interest from leading operators, Colliers International Hotels (MENA) launched the *Dubai Spa Benchmark Report* in 2015. The report features 14 key metrics designed to track spa operational performance.

DUBAI SPA MARKET PERFORMANCE

The 2016 market performance report is based on data received directly from a spa panel representing a stock of 321 treatment rooms.

Market performance in 2016

In 2015, the Dubai spa market experienced a 5 per cent decline in average treatment rates, due to increased pressure from new entrants and an increase in price-sensitive customers.

The rising popularity of spa and beauty apps offering promotions and discounts has also pushed up competition in the industry. However, 2016's full-year figures reveal Dubai's spa market has remained resilient. Average treatment rates grew by 5 per cent, from AED363 (US\$99, €83, £75) in 2015 to AED382 (US\$104, €87,

£79) in 2016. Demand for treatments was steady – an average of 24 treatments per day in both 2015 and 2016. Overall, RevPATH (Revenue Per Available Treatment Hour) increased by 2 per cent in Dubai, indicating a small growth in spa revenues.

The largest share of demand in Dubai's hotel spas is generated from the domestic market, representing 45-55 per cent of spa guests. Top source markets include GCC, UK and India, primarily those residing within the UAE. Demand for hotel spas has increased from UAE residents, with both city hotels and resorts reporting an increase in walk-in demand. International demand may represent anywhere between 20 and 40 per cent of guests, and is driven mainly by UK, German and Russian markets.

A closer analysis of the data reveals that the growth in spa revenue continues to be driven by Dubai's resort market. Dubai's resort spas have been able to recover from the dip in performance observed in 2015, returning to their 2014 performance levels.

Steady demand for resort spas

In 2016, resort spas in the sample demonstrated a slight growth in both rate and the number of treatments sold. Resort ▶

Graph 1: Retail revenue contribution*



* Source: Colliers International

A woman with blonde hair, wearing a white towel on her head and a white spa robe, is holding a silver mug with both hands. She has light-colored eyes and is looking slightly to the right. The background is a plain, light-colored wall.

Demand for spa treatments
has remained steady at an
average of 24 treatments per
day in both 2015 and 2016

RESEARCH: MIDDLE EAST

► spas experienced a 3 per cent increase in average treatment rates from AED408 to AED420 (see Graph 2). The increase in average treatment rate is highest from Palm Jumeirah properties, a top-performing district within the Dubai hotel market in terms of hotel room average daily rate. Additionally, the average number of treatments sold per day in resort spas rose from 35 to 36 treatments per day. As a result, utilisation indicators have shown improvement, with an increase in both therapist and treatment room utilisation by 5 per cent and 9 per cent, respectively.

On the other hand, city hotels face challenges to maintain a steady customer base, as indicated by the drop in the number of treatments sold per day, from 14 to 12 treatments per day. However, city hotels experienced a growth in average treatment rate by 6 per cent, increasing

from AED326 in 2015 to AED344 in 2016, resulting in a RevPATH growth of 2 per cent from AED43.6 to AED44.6.

While both resort spas and city hotel spas have seen an increase in the number of walk-in guests, resort spas have a higher share of in-house guests (61 per cent) than city hotel spas (57 per cent). As a result, resorts benefit from higher spending and bookings from tourists, while resident walk-in guests, often more price-sensitive, tend to look for discounts and seasonal promotions.

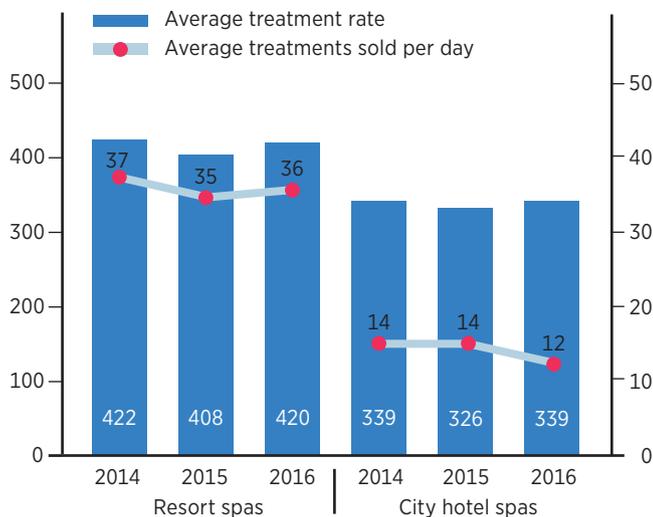
Retail revenue contribution showed a greater decline in city hotel spas than in resort spas (see Graph 1), falling from 11 per cent of total spa revenue in 2015 to 8 per cent in 2016. The data signals that hotels still cater to a higher share of price-sensitive demand, despite the rise in average treatment rates observed in 2016.

Increasing therapist productivity

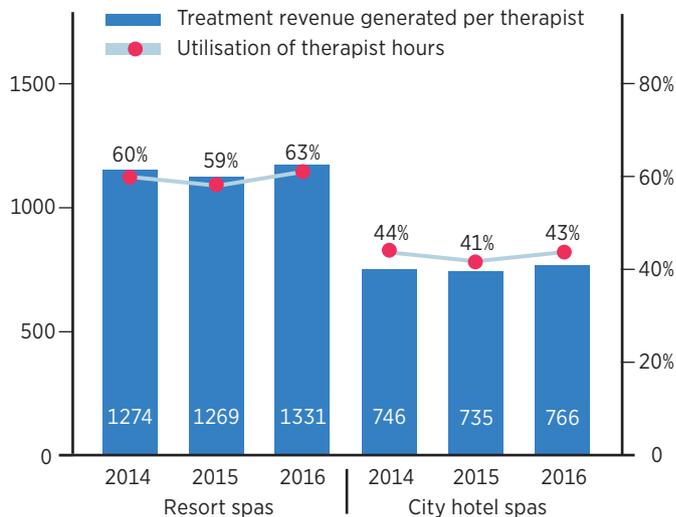
Therapist utilisation is an important indicator to ensure that a spa is correctly staffed. It's calculated by dividing the available therapist hours for the given period by the occupied therapist hours.

Data from 2016 reveals that the utilisation of therapist hours has increased in both city and resort spas (see Graph 3). Therapist utilisation in city hotel spas increased from 41 per cent to 43 per cent in 2016, despite a decrease in treatments sold, suggesting greater efficiencies in staffing. Resort spas experienced a greater increase in therapist utilisation, from 59 per cent to 63 per cent in 2016, along with a 5 per cent increase in treatment revenue generated per therapist, resulting from an increase in the number of treatments sold per day.

Graph 2: Treatment Revenue Indicators*



Graph 3: Utilisation Indicators*



* Source: Dubai Spa Benchmark Report 2016, Colliers International Hotels (MENA)

The average number of treatments sold in resort spas rose from 35 to 36 treatments per day

PHOTO: SHUTTERSTOCK/LUCKY BUSINESS



New spas have a 10 per cent premium in rate over established spas and an average of 28 treatments sold per day, compared to 21 treatments per day in established spas

Both resort and city hotel spas in the sample have an average therapist to treatment room ratio of 0.9; however, therapist utilisation rates are higher in resort spas than in city spas. Less than 50 per cent of therapists' hours are currently utilised in city hotel spas, which indicates an opportunity to create greater operational efficiencies.

New spa openings

The Dubai spa market is continuously growing, with new competition entering the market. Anticipated spa openings in 2017 include the luxury Bulgari Hotels and Resorts, operated by Marriott International, in Q4 2017, and Ola Spa at the newly opened Lapita Hotel Dubai Parks & Resorts, plus many more.

About Colliers International Hotels (MENA)

Colliers International is a global leader in commercial real-estate services, which includes a hotel division of specialist consultants in hotel, resort, marina, golf, leisure and spa sectors. Consultants provide strategic advice on everything from market feasibility and operator searches to budget analysis and asset management. In MENA, the hotel team has offices in Dubai, Abu Dhabi, Jeddah, Riyadh, Cairo and Doha. Details: <http://www.colliers.com/engb/unitedarabemirates/services/hotels>

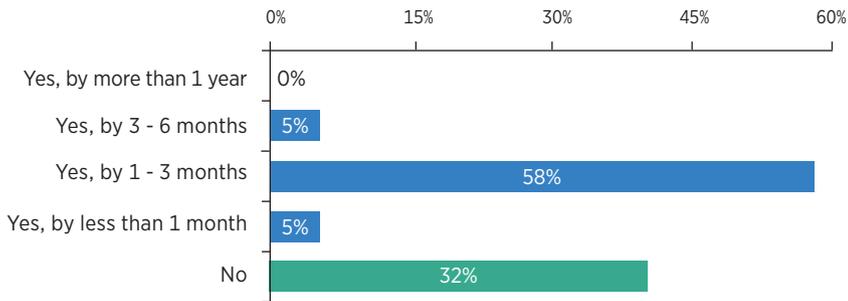
When analysing the data by facility age, new spas (open less than five years) have a 10 per cent premium in rate over established spas (open more than five years), and an average of 28 treatments sold per day, compared to 21 treatments per day in established spas. However, therapist utilisation rates were 50 per cent in new spas versus 53 per cent in established spas, suggesting greater efficiencies in established spas. New spas have a higher capture rate (2.9 per cent versus 1.9 per cent) of hotel guests, which may explain the premium in rate new spas are able to achieve.

SURVEY: SPA PRE-OPENINGS

Given the large number of new spa openings in the Dubai hotel spa market, ▶

RESEARCH: MIDDLE EAST

Graph 4: Was the opening of your spa delayed? If yes, by how many months from the planned opening date?



*Source: *Colliers International*

- ▶ Colliers International conducted a survey in March 2017 on spa pre-openings. Results from 19 respondents revealed that 68 per cent of spa openings in the sample were delayed by between one and six months, out of which 58 per cent of respondents said the spa opening was delayed between one and three months.

The timeline to open a spa, like a hotel, requires extensive planning and execution. Often the time required to effectively open a spa is misjudged, leading to delays. The primary reasons for spa opening delays reported in the survey were a result of the hotel opening being delayed; delays in the delivery of furniture, fitting and equipment (FF&E), or FF&E not being up to brand standards; and issues with obtaining the necessary licenses and permits.

Only 13 per cent of the sample reported recruitment as a reason for spa opening delays. Spa directors were typically recruited 4.2 months before the planned opening, while spa therapists were hired an average 1.8 months before opening. Spa managers and supervisors

were onboarded 2.6 months and 2.3 months before opening, respectively.

Training and marketing

Additionally, 84 per cent of the respondent spas had a soft opening, typically for a period of between one week to a month, giving staff time to be trained and to get accustomed to the spa's operations. It's vital for staff to be trained, tested and re-trained prior to the opening date, with an ideal training period of at least two to three months prior to opening. For many openings, training takes place at the last moment, which can negatively impact the reputation and perception of the spa right from the start. Spa directors would benefit from scheduling regular training sessions after the spa has opened to cover items the staff may have forgotten or missed.

The survey revealed that 58 per cent of respondents began marketing the spa one month or less before opening, with only 11 per cent of respondents beginning marketing from four to six months out. Given the highly competitive environment, it's vital to get a viable sales

Hotel spas must innovate to adapt to competition from a stream of new entrants

PHOTO: SHUTTERSTOCK/ABELENA

and marketing plan in place during the pre-opening period, focusing on both in-house guest demand and domestic demand. Gift certificates, brochures, treatment menus and special spa packages should be developed well ahead of opening. It is critical to integrate the spa into all aspects of the hotel – from cross-selling by front office staff and concierge to in-room brochures and promotions. In this crowded



marketplace, a smooth and timely pre-opening process is crucial to maximising financial and operational success.

Dubai spa market outlook

Once considered a luxury, wellness is now becoming part of everyday life – from how people work to how they travel. As the spa and wellness sector continues to grow in the region, hotel spas will have

to innovate to adapt to demand from an increasingly price-sensitive customer base and competition from a constant stream of new entrants. Part of the innovation will require greater financial accountability of spas. Spa directors need to be able to accurately measure and consistently monitor the spa's performance and see how it compares to that of other spas within the market. ●

■ About the authors:

Christopher Lund is senior manager of Colliers International Hotels (MENA) and Pooja Hemrajani

is a consultant in the same division. Email: christopher.lund@colliers.com
pooja.hemrajani@colliers.com



Growing well

In the first ever industry benchmark report for wellness spas, Intelligent Spas finds the niche industry poised for growth – and generating more revenue than industry averages. Julie Garrow shares more

The first ever industry benchmark report for wellness spas revealed that wellness spas employ more people, attract a bigger percentage of local residents, and generate more revenue per square metre or square foot compared with all spa types on average.

Produced by independent research company Intelligent Spas, the *Wellness Spas Benchmark Report* involved a group of 16 selected spas across Europe, Africa, the Middle East and Asia, with an average size of 3,026sq m (32,570sq ft). For the purposes of the research, Intelligent Spas defined a wellness spa as offering a variety of spa treatments and packages incorporating wellness attributes; health and fitness-related services, classes and consultations; and an emphasis on wellness throughout its branding.

How are wellness spas performing financially?

The annual revenue generated in the past financial year averaged US\$1.3m (€1.2m, £1m), compared with the industry average of US\$690,000 (€635,500, £548,000). On average, 67 per cent of wellness spas'



On average, 67 per cent of wellness spas' revenue is from treatments

revenue was generated by treatments, with 4 per cent coming from retail sales.

Annual revenue per square metre was US\$857 (€794, £687). And annual expenses per spa amounted to just over 40 per cent of revenue. Wellness spas retained an average of 20.3 employees, significantly higher than the industry average of 14 spa employees retained.

Who visits wellness spas?

Wellness spas welcomed 9,526 guests on average during the past financial year, 46 per cent of whom were return visitors. The gender distribution of those visitors is fairly close, with 56 per cent of visitors being women and 44 per cent being men. This is slightly different from the gender split between visitors to the average spa, where 41 per cent are men and 59 per cent are women.

The largest market segment by age for wellness spas was also quite young, with the coveted 30- to 39-year-old range coming in on top. On average, 63 per cent of wellness spa visitors were local residents and 22 per cent were international tourists, compared with 50 per cent and 27 per cent, respectively, in industry averages. At hotels and resorts, 37 per cent of spa visits were captured from guests staying at the property co-located with the wellness spa.

What does a wellness hotel achieve?

On average, hotels offering wellness spas contain 209 bedrooms and achieved 63 per cent average annual occupancy during the past financial year, with an average

PHOTO: © SHUTTERSTOCK/BLEND IMAGES



Wellness spas welcomed an average of 9,526 guests in the past year – 46 per cent were return visitors





More hotels are incorporating wellness spas, and these new statistics help them better plan and implement the facility as a revenue generator



- ▶ daily rate of US\$401 (€372, £322). Revenue per available room (RevPAR) for wellness spas was US\$159 (€147, £128).

More hotel groups are incorporating wellness spas into their offering, and these new statistics help them better plan and implement the spa facility as a revenue-generating department, as opposed to an assumed, must-have cost centre. A detailed campaign is required to continually entice hotel guests to the spa, thus increasing RevPAR for the hotel business, while generating guest loyalty by providing spa and wellness options.

What is the unique selling proposition of wellness spas?

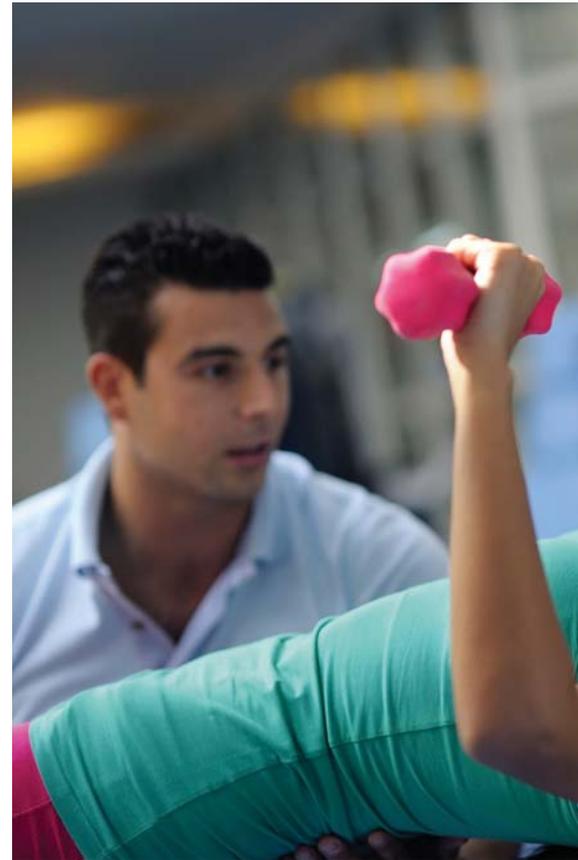
This was the first time Intelligent Spas incorporated a question about unique selling propositions (USPs) in its spa benchmark survey. This helped us to correctly categorise wellness spas, plus reminded respondents why their spa is special, which helps when promoting their spa in competitive markets. The majority of survey respondents stated their wellness treatments and facilities strongly contributed to their USP.

- 62 per cent of wellness spas offered a hammam or a hammam-style treatment
- 67 per cent offered a relaxing bath experience
- 53 per cent provided consultations for medical-related services, being either conventional and/or complementary
- 80 per cent of spas surveyed stated they offered separate relaxation rooms for females and males

How do wellness spas stack up?

Financial Benchmarks (US\$)	
Annual Revenue per Spa	1.3 M
Revenue Breakdown - Treatments	67%
Revenue Breakdown - Retail	4%
Annual Revenue per Square Metre	875
Annual Expenses as a % of Revenue	42%
Average Employees	20.3
Visitor Benchmarks	
Annual Spa Visitors	9,526
Repeat Visitation Rate	46%
Females	56%
Males	44%
Top Age	30-39
Local Residents	63%
International Tourists	22%
Visits Captured from Hotel/Resort	37%
Hotel Benchmarks (US\$)	
Number of Guest Rooms	209
Average Annual Occupancy	63%
Average Daily Rate	401
Revenue per Available Room	159
USP Benchmarks	
Hammam-style Treatments	62%
Bath Experiences	67%
Conventional/Complimentary Medicine	53%
Separate Gender Relaxation Rooms	80%
Steam Room	94%
Sauna	82%
Private Consultation Room	67%

*Source: Intelligent Spas



- 94 per cent of spas had a steam room
- 82 per cent provided a sauna
- 67 per cent of spas were designed with a private consultation room

Creating a spa menu that features a range of wellness-inspired experiences is critical to a facility being classified as a wellness spa. Additionally, offering a variety of options, including water experiences and various relaxation areas, is necessary in the physical design of a wellness spa. Relevant marketing items – for example, website content and images – as well as wellness-related campaigns, must be designed to support and reflect the overall wellness concept of the spa.



Outlook for 2017

It looks like an eventful year ahead for wellness spas, as many of the key indicators are predicted to fluctuate. Despite more demand for wellness services – with average visitor numbers forecast to increase by 4.3 per cent per spa – owners and managers of wellness spas believe average revenue per guest could drop by 4.5 per cent. Average revenue per spa is forecast to be stable; however, the number of employees required to operate a wellness spa is set to increase by 4.3 per cent, driving total expenses up by 4.5 per cent year-on-year.

Wellness spas, not dissimilar to any spa type, may manage constant changes

A wellness spa should offer wellness-inspired experiences, health and fitness offerings, water experiences and relaxation areas

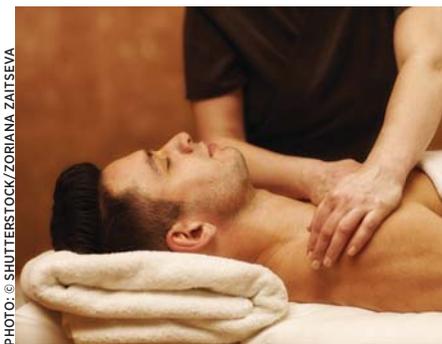
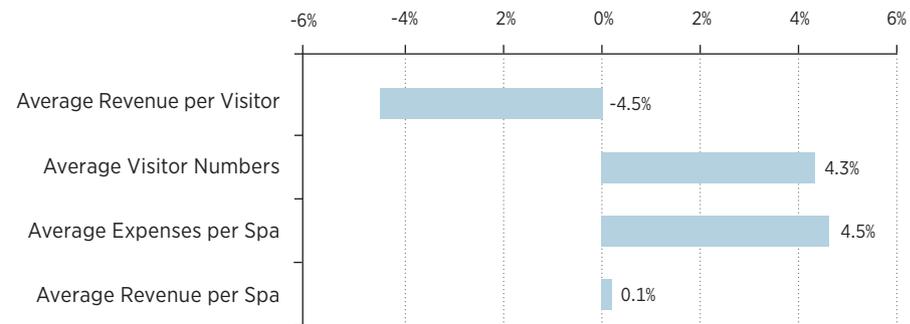


PHOTO: © SHUTTERSTOCK/ZORIANA ZAITSEVA



Wellness spas: Outlook for 2017



*Source: Intelligent Spas

in key benchmarks by regularly monitoring them, which enables timely action to be taken to correct areas of the business which need slight improvement. Also, benchmarking gives owners and managers time to pivot the business when it experiences a major disruption, such as a new spa entering their marketplace. ● *The full report on Wellness Spas Benchmarks is available at www.intelligentspas.com*

About the author:

Julie Garrow, founder and MD of Intelligent Spas, has over 20 years of experience in tourism, hospitality and leisure research. Since 2001, she's focused on the spa industry and consumer research and has authored a range of spa operations and training manuals. Email: julie@intelligentspas.com Twitter: @IntelligentSpas



Generation next

ISPA's latest *Consumer Snapshot* survey looks at American millennials and their spa-going habits. Leonor Stanton investigates

The seventh *Consumer Snapshot* survey, commissioned by the International Spa Association (ISPA) in 2016, focused on the US millennial generation – born between 1980 and 1997 – which represents more than one in four Americans.

PricewaterhouseCoopers (PWC) carried out the online survey, achieving 1,018 responses representative of the regional distribution of the relevant age group – and not targeting spa-goers specifically.

The report concludes that the findings provide “striking evidence that millennials are a huge reservoir of demand for US spas” given that, for the first time in ISPA's *Consumer Snapshot* surveys, “spa-goers outnumber non-spa-goers ... with 56 per cent of the millennials surveyed stating they have visited a spa in the past 12 months.” Although already an important market for spas, the vast majority (83 per cent) of millennial spa-goers are “infrequent” visitors – meaning that they visit a spa fewer than five times a year.

Who are millennial spa-goers?

Women represent 54 per cent of this spa-going demographic, while 46 per cent are men. The majority – 64 per cent – are between 25 and 35 years of age, with 34

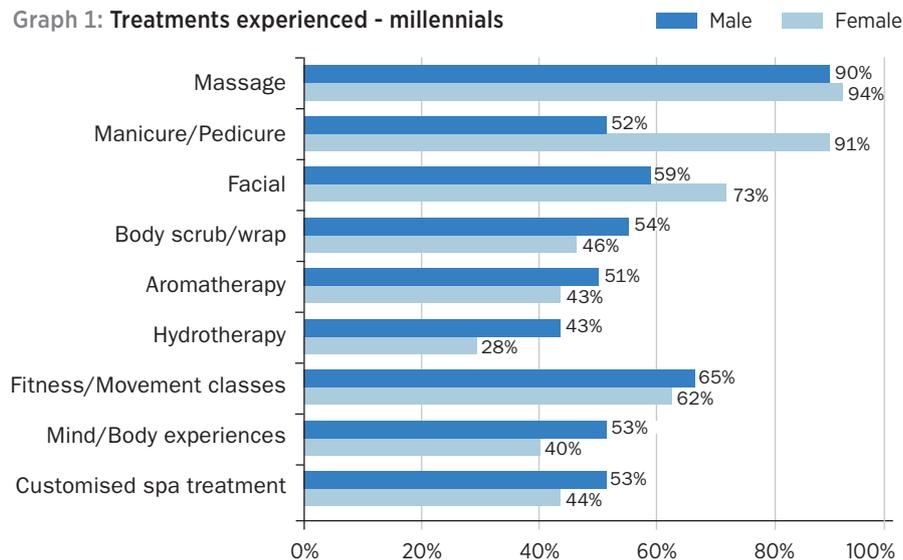
per cent in the 17 to 25-year bracket. The highest proportion – 62 per cent – lives in the Southwest region of the US.

Spa-goers are more likely to be in employment than non-spa goers (64 per cent versus 52 per cent) and spa-goers are also more likely than non-spa-goers to have a college degree (63 per cent versus 48 per cent).

Male versus female spa-goers

According to the survey, millennial women are more likely to visit a salon spa, while millennial men appear to prefer resort spas or those located within a fitness facility. This correlates with the fact that 21 per cent of male (compared with 9 per cent of female) respondents to the survey said that the key reason for their

Graph 1: Treatments experienced - millennials



*Source: 2016 ISPA Consumer Snapshot



More than half of millennials surveyed have visited a spa in the past 12 months, but the majority have been less than five times in total

most recent trip to a spa was to “recover from injury/illness or to soothe sore joints/muscles”. Equally, to “improve my appearance”, “reduce/relieve stress” and “treat myself/indulge” were much more important motivators to women than men.

According to the researchers, the statistics from this study “certainly suggest that the millennial man is out to debunk some of the traditional stereotypes around spa treatments ... While manicure and pedicure treatments may have traditionally been seen as the domain of females, this survey rejects that assertion, with more male spa-going

millennials claiming to have had a manicure or pedicure (52 per cent) than not (48 per cent). Similarly, well over half (59 per cent) of male respondents state they have had a facial at a spa.”

Corresponding with men’s desire to “recover from injury/illness or to soothe sore joints/muscles”, they are more likely than women to opt for hydrotherapy (43 per cent, versus 28 per cent for women), aromatherapy (51 per cent, versus 43 per cent for women) and a body scrub/wrap (54 per cent, versus 46 per cent).

Millennial males are more likely than females to book their spa appointments

online – 29 per cent of men, compared with 20 per cent of women. Men are also more likely to book via social media – 11 per cent, compared with 3 per cent. Millennial women say they prefer to book their appointments either by telephone (49 per cent) or in person (14 per cent).

Millennials and technology

The report authors state that “the data behind this study suggests that millennials are a tech-savvy generation who use [technology] to enhance and simplify their daily lives.” Some 80 per cent of those surveyed agreed ▶

RESEARCH: NORTH AMERICA

▶ that “technology helps me manage tasks more easily”, 71 per cent agreed that “technology leaves a positive footprint on my life”, 68 per cent agreed that technology “improves my overall quality of life”, 63 per cent said they kept their phone close-by all day, and 52 per cent felt they were “connected to technology 24/7”. That is in line with what one would expect from the 17 to 35 age group.

Yet, there are interesting differences between spa-goers and non-spa-goers. On the whole, non-spa-goers find technology less stressful and enjoy using technology more than spa-goers (see Graph 2).

Online engagement

In accordance with this, the survey found that the Internet shopping phenomenon has not infiltrated the spa industry to the same degree as other industries. Further, overall, 40 per cent of spa-goers within this demographic prefer to book their spa appointments by phone, compared with 24 per cent who book



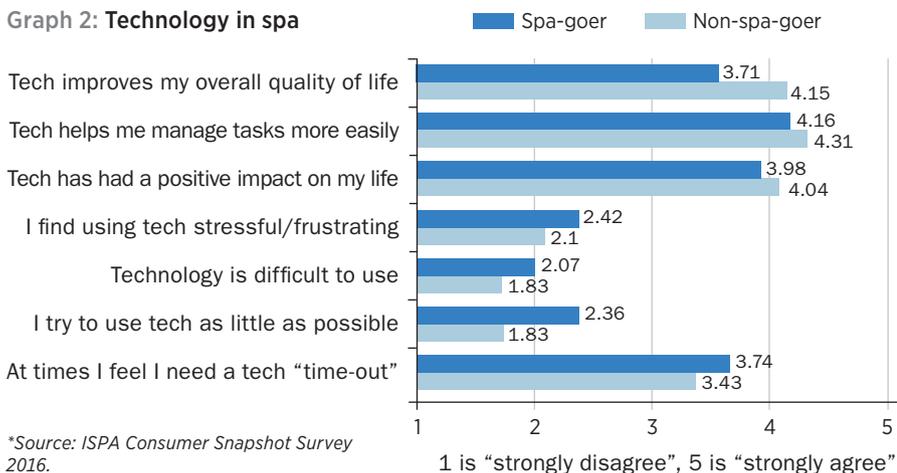
Most millennial women prefer to book their spa appointments by phone rather than book online

online. According to ISPA president Lynne McNees, “booking via phone – or in person – gives you more options to customise your requests, ask questions and explore all available options.”

The *Consumer Snapshot* survey concludes that, although millennials’ “love for technology is alive and well”, it’s surprising they – especially female spa-goers – are not engaging with spas online a great amount. According to the study, “if the industry is to continue to diversify, perhaps this is something to re-evaluate as spas endeavour to keep pace with millennials’ increasingly important wants and needs.”

Indeed, spas should explore how they can enable spa-goers to obtain more information online and “customise” varying requests to a greater extent than is currently possible. Nevertheless, for some spa experiences, it is likely there will always be a need for human, individual, customised, professional advice. Upselling is certainly easier on a one-to-one basis, where the needs and wants of the customer can be explored in detail. Spas should provide customers with both – equally flexible – options. ▶

Graph 2: Technology in spa



*Source: ISPA Consumer Snapshot Survey 2016.

A young man and woman are standing together outdoors, likely at a spa or resort. They are both wearing white, textured bathrobes and are smiling warmly. The man is on the left, and the woman is on the right. They are holding hands. In the background, there is a swimming pool and some architectural elements like a blue pillar and a glass roof structure. The lighting is bright and natural, suggesting a sunny day.

“

Statistics from this study certainly suggest that the millennial man is out to debunk some of the traditional stereotypes around spa treatments

”

More male spa-going millennials have had a manicure or pedicure than not, and 59 per cent say they've had a facial

► Lessons for spas

The survey looked at why non-spa-goers do not use spas and why the majority (83 per cent) of millennial spa-goers visit a spa less than five times a year and are classified as “infrequent users”.

Cost is the top reason both non-spa-goers and spa-goers give for not visiting or not visiting frequently, and is particularly important to women – both non-spa-goers and spa-goers. Time is the second most important reason given. These two reasons are consistent with the findings of previous studies.

Perhaps spas could consider even greater use of yield management? Reducing prices at quiet times might attract a wider audience and, potentially, boost the frequency of visits. Many spas have already introduced shorter treatments and selling times, rather than specific treatments, thus addressing the “lack of time” concern. Since these are consistent concerns, spas might want to explore other ways to address them.

Table 1: Reasons for not visiting spas, or for visiting spas infrequently

	Non-spa-goer		Spa-goer	
	Male	Female	Male	Female
Too expensive	35%	55%	56%	73%
Not enough time	26%	24%	51%	52%
Too indulgent	10%	10%	21%	21%
Not familiar with spa environment/ etiquette or not comfortable visiting spa	46%	26%	24%	14%
No spas in my area	18%	21%	17%	14%
Difficulty getting appointment when I want it	3%	1%	14%	16%
Can't get anyone to go with me	6%	8%	17%	17%

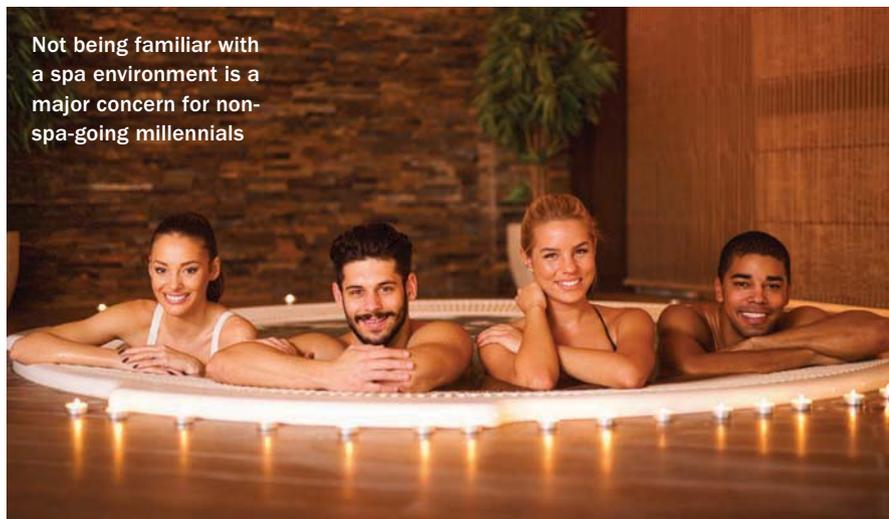
The survey separated “not comfortable visiting a spa” and “not familiar with a spa environment and/or spa etiquette”, which have been grouped together in Table 1. This is clearly a major concern for non-spa-goers. The researchers

noted that, since it is mainly men who feel uncomfortable visiting spas, “the industry would do well to address how millennial men perceive visiting spas ... breaking down some of the myths and misconceptions around [the experience]”.

It’s not just men who feel “not familiar” or “not comfortable” visiting spas: it’s a factor cited relatively highly by all millennial categories. This needs to be addressed by spas in their marketing, information and customer service and should be considered in tandem with spas’ technology strategy. The researchers conclude that this “could potentially open up an untapped spring of new patrons who were previously less keen on going to a spa.”

Further feedback

The survey also sought views on what might enhance the spa experience and encourage greater levels of visitation. The availability of refreshments was cited most frequently – by 51 per cent



Not being familiar with a spa environment is a major concern for non-spa-going millennials

who are millennial spa-goers?

women 54%
men 46%

52%

of millennial spa-going men say they've had a manicure or pedicure

59%

of millennial spa-going men say they've had a facial



40%

of millennial spa-goers prefer to book their spa appointments by phone



just 24% of millennial spa-goers book online, including

29% of men and 20% of women



Millennials who book their spa appointments via social media

11% of men
3% of women



85%

of millennial spa-goers visit a spa less than five times a year

What would enhance millennials spa experience?



refreshments
51% of men and 53% of women



complimentary wifi
32% of men and 26% of women

complimentary toiletries
17% of men and 28% of women



tech-free zones
10% of men and 8% of women

of men and 53 per cent of women. Complimentary wifi came second – mentioned by 32 per cent of men and 26 per cent of women. The desire for wifi, according to McNees, “is an area that has grown recently as the role of technology continues to expand in the spa experience.” An online treatment booking option was requested by 14 per cent of men and 17 per cent of women. Yet, alongside these technological requests, 10 per cent of men and 8 per cent of

women want tech-free zones within spas. Personalised treatment programmes were cited by about 25 per cent of respondents. Other requests included free toiletries, showering areas, contemplation rooms and waiting areas.

These findings and lessons are worth considering given that millennials, as McNees says, “will soon become the principal consumers of spa products and services, and catering to their wants and desires will be as important as ever.” ●

■ About the author:

Leonor Stanton is an independent hospitality and spa consultant specialising in market and commercial assessments and financial planning worldwide. She also heads up spa consulting for Salon Hospitality Consulting and has previously worked for Deloitte Consulting and Deloitte Corporate Finance. email: lstanton@spabusiness.com Tel: +598 95 59 88 54



Forging ahead

ISPA's 2016 US Spa Industry Study shows a healthy growth in revenue, spa visits and profit. Research author Colin McIlheney outlines the findings

The US spa industry showed continuing growth, profitability and confidence during 2015 and into 2016, according to the 17th annual *International SPA Association (ISPA) US Spa Industry Study*, conducted by PwC.

The industry's buoyant performance in 2015 was reflected in a 5 per cent growth in total revenue, along with a 2.1 per cent increase in spa visits compared with 2014. Total revenues passed the US\$16bn mark. More than three in four

spas reported a profit percentage of 10 per cent or more, while the location count topped 21,000 for the first time since the pre-recession peak in 2008. A majority of spa operators reported plans to take their businesses forward in 2016.

Drawing on the findings from a large-scale nationwide survey of spa operators conducted in spring 2016, the *Industry Study* provides a picture of the spa industry in 2015. Spas were asked to provide detailed data on their

performance in 2015, encompassing five key business indicators. The 'Big Five' consists of the number of spa visits by clients, client spending per visit, revenues, staffing and profitability.

Forging ahead

In 2015, the US economy continued to expand. The growth in the level of economic activity nationwide averaged 2.4 per cent in 2015, unchanged from the 2014 rate, with a corresponding rise in personal consumption expenditure, up by 4.7 per cent in cash terms.

The story was similar within the spa industry. Total revenue grew by 5.0 per cent – up from US\$15.5bn in 2014 to US\$16.3bn in 2015 – driven by a rising number of spa visits (+2.1 per cent), combined with increased revenue per visit (+2.9 per cent) and expansion in the number of spa locations (+1.8 per cent). Visits reached a record 179 million.

New spa openings exceeded closures by a margin of 360 in 2015, bringing the total number of locations up to 21,020 from 20,660 in 2014. This marks the first year that spa locations have topped 21,000 since the pre-recession peak of 21,300 in 2008. Clientele are spending more per visit too; revenue growth

Table 1: 2015 US Spa Industry Study – The Big Five Statistics

	2014 (year end)	2015 (year end)	% change
Revenue	\$15.5 billion	\$16.3 billion	5.0%
Spa visits	176 million	179 million	2.1%
Locations	20,660	21,020	1.8%
Revenue per visit	US\$88	\$91	2.9%
	2015 (May)	2016 (May)	% change
Total employees	360,000	359,300	-0.2%
Full-time	153,800	162,000	5.3%
Part-time	164,500	157,800	-4.1%
Contract	41,700	39,500	-5.3%

Source: ISPA 2016 US Spa Industry Study



PHOTO: SHUTTERSTOCK/ND3000

Interest from demographic groups including men, teens and millennials were cited as helping to fuel growth in the spa industry



Profitability remained buoyant in the spa industry across the board. Within the resort/hotel sector, more than three in four spas reported a spa profit percentage in excess of 10 per cent



outpaced the rise in visits, with the average spend per appointment increasing from US\$88 in 2014 to US\$91 in 2015.

Total employment remained broadly stable, at 359,300 in May 2016, compared with 360,000 in May 2015. However, a closer look at the data reveals robust growth in the number of full-time employees (+5.3 per cent) in contrast to a fall in part-time workers (-4.1 per cent). As of May 2016, the number of full-time workers (162,000) was slightly higher than for part-time employees (157,800). This is a reversal of the trend in recent

years where the number of part-time staff was rising at a faster pace than the full-time workforce. Time will tell whether this development is temporary, but the increase in full-time positions suggests it could be a response to recent growth in demand. To accommodate, spas are boosting their employee hours.

Independent contractor positions fell over the period from May 2015 to May 2016, from 44,600 to 41,700 (-6.5 per cent). The reduction in the share of employment filled by contractors reflects an ongoing trend dating from 2010.

Profitable performance

Profitability remained buoyant in the spa industry across the board. Within the resort/hotel sector, more than three in four spas (76 per cent) reported a spa profit percentage in excess of 10 per cent for 2015, representing an improvement on the 2014 position, when 67 per cent reported a profit percentage over 10 per cent. The proportion saying they experienced a net loss was 5 per cent, broadly unchanged from 2014 (6 per cent).

Excluding the resort/hotel sector, 76 per cent of spas reported a profit

▶ percentage of 10 per cent or more in 2015, slightly above the 2014 out-turn (73 per cent). The proportion reporting a net loss dropped to 5 per cent in 2015, from 7 per cent in 2014.

Recent trends: from strength to strength

While the previous 12 months form the primary focus of the study, this annual review also covers more recent trends and experiences, with spa operators asked about their performance during the September 2015 to March 2016 period. The proportion of spa operators reporting increasing revenues and visits was at its highest level since the question was first posed to survey respondents in the 2010 *Industry Study*. Such a consistent positive response across all spa sectors nationwide indicates that growth in the industry remains on a steady upward path.

Three in four spas (75 per cent) noted an increase in revenue. A similar proportion saw an increase in visits (76 per cent), while 60 per cent said client spending was on a rising trend compared to the same period in the previous year.

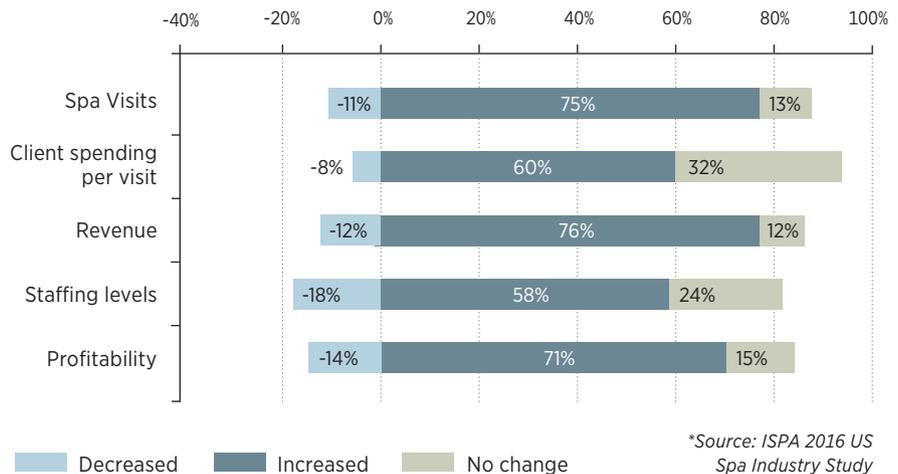
Almost three in five spas said that they had increased staffing levels in the past six months compared to the same period in the previous year.

PHOTO: SHUTTERSTOCK/BY SYDA PRODUCTIONS



There were 179 million spa visits in the US in 2015, and revenue grew by 5 per cent

Graph 1: Demand indicators: Experience in past six months (September 2015 to March 2016) compared to one year previously



Looking ahead: enhancing the experience

With the signs so encouraging, spas were looking forward with confidence and making plans to improve and enhance the visitor experience in ways that reflect emerging industry trends.

The overwhelming majority of spas were confident that revenues would continue to increase in 2016. Almost nine in 10 spas were 'confident' or 'very confident' about the next six months.

When asked about their plans for 2016, 81 per cent said they would be adding or creating new treatment offerings. Complementing those plans, 61 per cent of spas said they would be introducing new product lines, and 58 per cent planned to create a new spa menu.

Spas also planned on taking measures to ensure they had the capacity to take their business forward in 2016, with 66

per cent saying they intended to add or create new employee training opportunities. More than one in two spas (55 per cent) said they planned to create new job opportunities in 2016. A new spa or expansion of an existing spa was mentioned by 45 per cent of spas.

On the marketing front, 38 per cent of spas intended to create new branding. More than one in three planned to enhance or forge new community partnerships to reach more potential clients.

Survey respondents were also asked to give their views on what they thought the next big new trends to shape the spa industry over the next year or so would be. The most frequently identified developments related to wellness, health and fitness, accounting for 38 per cent of survey responses, with corporate wellness also presenting opportunities within the resort and hotel sectors.



PHOTO: SHUTTERSTOCK/WAVEBREAKMEDIA

Findings in detail

ISPA is a professional organisation representing providers in more than 70 countries and encompassing all aspects of the spa experience, from facilities through to instructors, professional practitioners and product suppliers. Its role is to advance the industry by providing educational and networking opportunities, promoting spas and fostering professionalism and growth.

To gain more in-depth industry understanding, ISPA commissioned the first US Study in 2000, followed by updates in 2002, 2004, 2006, 2007, 2010, 2011, 2012, 2013, 2014 and 2015. Shorter tracking studies documented 2003, 2005, 2008 and 2009 performance. **Topics included in the full 2016 study include:**

- **Industry size:** forging ahead.
- **Spa facilities and services:** indoor space, core spa services, the retail component and programmes and treatment offerings.
- **Spa industry profile:** size and geography by type of spa.
- **Compensation:** salaries paid to estheticians, massage therapists and nail technicians; unstaffed positions, compensation structures, factors affecting compensation levels, compensation structures in respect of paid time off, paid education/training or paid sick leave and unstaffed positions for service providers.

The full report is available at experienceispa.com, free for ISPA members and available for purchase for non-members.

Almost three in five spas said they had increased staffing levels in the past six months

Complementing the focus on wellbeing, 18 per cent of spas cited the move towards organic and natural products and treatments. Other trends included technological advances in skincare (cited by 9 per cent of respondents), convenient on-demand spa services (cited by 6 per cent), healthy ageing (cited by 4 per cent) and interest from demographic groups such as men, teens and millennials (cited by 4 per cent). ●

■ About the author:

Colin McIlheney is the global research director at PricewaterhouseCoopers, and in his 32-year career, he's designed more than 200 international surveys. He's also the research advisor for ISPA, and was the lead manager on the 2016 *US Spa Industry Study*.
Email: ispa@ispastaff.com
Tel: +1 888 651 4772



A bright future

Despite rising labour costs, hotel spa revenue is showing strong growth, according to the latest edition of CBRE's *Trends® in the Hotel Spa Industry*. Mark VanStekelenburg outlines the key findings

For the first time in 10 years, hotel spa department revenue grew at a faster pace than other sources of hotel revenue, according to the 2016 edition of CBRE's *Trends® in the Hotel Spa Industry*. The report reveals that US hotel spa departments were able to increase their revenue by 5.6 per cent between 2014 and 2015. This compares

with a 3.3 per cent increase in rooms revenue and a 5.5 per cent increase in total hotel revenue for the properties that were included in the survey sample, for the same time period.

Significantly, these figures mark the first time since the 2007 edition of the publication that spa revenue growth has surpassed rooms revenue growth.

CBRE Hotels' Americas Research is projecting modest gains in rooms revenue for the next few years, as the US lodging industry operates at the top of the business cycle. Therefore, hotel operators will need to look at other operated departments – like spa – to accelerate total hotel revenue growth.

At the same time, health and wellness is becoming an increasingly important component of everyday life. Though historically considered an exclusively high-end hotel amenity, the integration of



Upscale health club operator Equinox is entering the hospitality sector

Historical performance

In 2015, spa department revenue averaged US\$4,284 per available room (PAR), surpassing the 2005 average of US\$4,200 PAR, but below the 2007 peak of US\$4,838 PAR. Spa department expenses averaged US\$3,217 PAR, close to 2005's US\$3,220 PAR. The trend is similar for spa department profits, which averaged US\$1,067 PAR in 2015, above 2005's US\$980 PAR and close to the 2006 average of US\$1,090 PAR.



Westin has partnered with Fitbit and New Balance to help guests continue fitness routines during their stay



The integration of health and wellness into a hotel operation is a distinguishing quality for consumers seeking balance in all aspects of life, including travel



health and travel is now expected. Westin recently partnered with both Fitbit and New Balance to help its guests continue their fitness routines during their stay. Fairmont Hotels & Resorts has teamed up with Reebok. InterContinental's new wellness-oriented brand, Even Hotels, has seven properties in the development pipeline, while health club operator Equinox is entering the luxury lifestyle

hotel space, launching its first hotel in New York City in 2019 (see SB17/Q3).

The integration of health and wellness into a hotel operation is a distinguishing quality for consumers seeking balance in all aspects of life, including travel.

Spa catches up

During the Great Recession, spa department revenue was hit harder

than other hotel revenues, extending the time needed for revenue to recover.

It wasn't until 2015 that spa revenue growth exceeded the pace of rooms revenue growth, signalling that the spa department is finally catching up in its recovery, following the 2008 recession. Spa profits have seen double-digit growth every year since 2010, with the exception of more modest growth in 2012. ▶



PHOTO: SHUTTERSTOCK/RY WAVEBREAKMEDIA

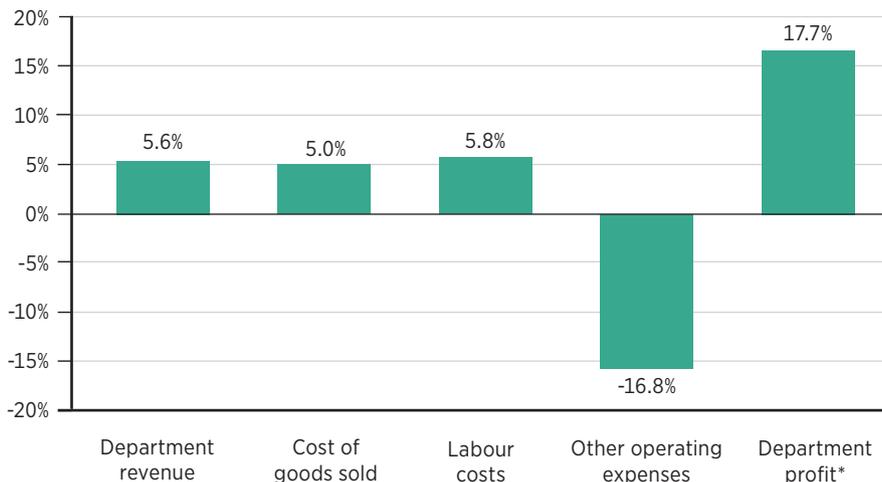
Given the surge in labour costs in recent years, spa managers should be commended for growth in profits

► **Strong profit growth**

While hotel spa department revenue is showing relatively strong growth, hotel spa department profits are increasing at an even greater pace. In 2015, hotel spa managers were able to convert the 5.6 per cent increase in revenues into a strong 17.7 per cent boost in department profits. They were able to achieve such strong gains in profits because they controlled their expenses; from 2014 to 2015, the combination of cost of goods sold, labour costs and other operating expenses increased by just 2.1 per cent.

Labour costs comprise approximately three-quarters of operating expenses for a hotel spa. Given the surge in labour costs that we've seen in recent years, spa managers should be commended for achieving such strong flow-through

Graph 1: US hotel spa departments change 2014-2015



Note *Before deductions for undistributed and fixed expenses
Source: CBRE Hotels' Americas Research, 2016 Trends in the Hotel Spa Industry

within their departments. In fact, it was a reduction in other operating expenses that offset the 5.8 per cent increase in labour costs and allowed hotel spas to achieve such a strong growth in profits.

A bright future

Recent economic reports have indicated increases in retail sales, auto sales, building materials and health and beauty products. This is an indication that people are spending on themselves and bodes well for travel. Additional research shows that travellers are more mindful of their wellbeing when choosing their lodging. Hotels have an opportunity to take advantage of this trend, not just by promoting their spas, but also by offering other health and wellness amenities and services throughout the hotel.

As an increasing number of people are travelling, the demographics are changing, causing hotel companies to refocus their offerings to ensure they're meeting the needs of their guests. Leisure and group travel are also on the rise, and hotels must strive to make sure the health and wellness needs of these different guests are addressed. Hotel companies are creating programmes – and even entire brands – with a focus on providing the consumer with the basics of health and wellness. The future looks bright for the hotel spa industry.

■ **About the author:**
Mark VanStekelenburg is managing director at CBRE Hotels Spa Consulting Practice @CBRE



spa business

2017 - 2018 HANDBOOK



SPA CONSULTANCIES AND FRANCHISES

Consultant Profiles	p146
Contract Management	p160
Spa Consultants	p164
Franchise Listings	p171



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Blu Spas, Inc.

PO Box 4874, Whitefish, Montana 59937 USA

Tel: +1 406 862 2200

Email: info@bluspasinc.com

Twitter: @bluspas

LinkedIn: Blu Spas Inc.

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www.bluspasinc.com



Cary Collier and Doug Chambers,
principals & co-founders

Background

Launched in 1999, Blu Spas, Inc. was founded and is owned by Cary Collier and Doug Chambers. Blu's team also includes Lisa Jacobs, Brian Lombardi and Kim Collier, plus numerous international resource partners.

Main products and services

Blu is a full-service firm offering consulting, advisory and operating solutions. Blu has extensive experience in the wellness, spa, salon and fitness industries, including business analysis and modelling, concept development, distinctive design, project planning, FF&E and product designation, pre-opening support, treatment development, branding development and post-opening support.

USPs

Blu Spas is committed to its long-standing goal of creating extraordinary experiences and adventures for people of all ages – all contributing to the 'Global Spa Evolution'. How 'living well' is created and delivered is at the core of what Blu does. Blu has been



Four Seasons Hotel Kyoto, Japan

fortunate to be recognised for its innovative concepts; for capturing authentic and marketable qualities from local cultures; for delivering memorable facilities and guest experiences; for its market-based approach to planning; for its detailed technical services and for its pre- and post-opening business advisory services.

Top clients

Blu provides a wide range of consulting services, including concept development,

planning, design and technical services, and operational services, for notable properties worldwide. Its portfolio includes new and existing facilities serving hotel guests, local residents and members, and its collaborations include owners, investors, developers, operators and corporate spa directors.

Where in the world?

Blu Spas is an international firm and has worked on more than 400 projects, including hotels, resorts, clubs and residential properties, in more than 38 countries.

Future plans

Blu has 32 active projects, including nine 2017 openings. Blu seeks to launch several proprietary concepts: evolutionary wellness and spa experiences and alliances for compelling technologies.

Who's who?

Cary Collier & Doug Chambers, principals and co-founders; Brian Lombardi, Lisa Jacobs & Kim Collier, design & concept team.

IS YOUR SPA ALIVE?



Spas that see the bigger picture

Is it time to offer a complete wellbeing experience ?

Can a natural, authentic approach be compatible with new technologies?

How could your spa become relevant, unique and profitable?

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- › Project management › Brand & concept development › Brand roll out & representation



Global Project & Spa Advisory, 88 rue de Courcelles, Paris, 75008, France

Tel: +33 (0) 1 82 09 45 77

Email: psaussay@globalspaadvisory.com Web: www.globalspaadvisory.com

Global Project & Spa Advisory

88 rue de Courcelles, Paris, 75008, France

Tel: +33 (0) 1 82 09 45 77

Email: psaussay@globalspaadvisory.com

Skype: patsaus1

Twitter: @SPATRICK233

LinkedIn: fr.linkedin.com/in/psaussay

www.globalspaadvisory.com



Patrick Saussay, CEO

Background briefing

The company was launched in 2012 by CEO Patrick Saussay and Christopher Ryan.

Main services

The wellness market is moving from an exclusive leisure activity to a global lifestyle concern generating business opportunities, concept enhancements and profitability challenges. To support partners on this path GPSA services are mainly:

- Business strategy & planning
- Spa consulting
- Project management
- Spa management support
- Brand & concept development

GPSA focuses as much on profitability and organisation design as it does on customer experience in the definition of global wellness services beyond the spa. From strategy and concept definition to go-live support, it delivers all types of project services, including business plans, treatment menus and protocols, product brand selection and team training. To provide a memorable wellness experience, GPSA considers all customers' senses. Its vision is to respond to multi-sensorial needs with a consistent approach aimed to create a balance between atmosphere, offering and resources. The company's experience of project development,

spa management and investors' focus is key to avoiding the usual traps found in many spa businesses. This ensures the creation of compelling and differentiating concepts aligned with a business strategy, not 'nice but empty' places.

Additional services

GPSA gets involved with the definition of a spa or product concept before giving international development support. It enhances brands, defines the roll-out strategy and represents exclusive brands in prospecting and new projects assessment. It realises financial, operating and positioning reviews of existing spas as well as supporting the transition process from traditional spa to global wellness services.

USPs

International spa projects have equipped the company with a wide knowledge of what wellness means in different cultures. Saussay has 22 years' experience in consulting, mainly with the 'big five consulting firms', and has been involved in the change process of large organisations like the French Healthcare Ministry where he advised on the balance between quality and finance, before transferring this expertise to the wellness industry. Christine Masson's 25 years of experience in the wellness industry and the company's

international network, enables GPSA to provide expertise in strategy, economics, wellness and development to reach sustainable solutions.

How many spas do you supply?

More than 20 projects and six in progress, GPSA is global with current active projects in France, Switzerland, Turkey, Hanoi, Seoul, Doha, Belgium, Lebanon. It supports evianSPA development worldwide including the upcoming Katara Plaza project in Doha.

What the clients say

"Patrick has become a key member of the evianSPA development team. He's been instrumental in finalising our spa offer, from framing the business model to the development of the treatment menu and protocols and is leading our commercial development approach."
Laurent Houel, global brand director, Evian

"I have had the opportunity to work with Patrick on international business development projects. I have been able to acknowledge his listening and analytical skills as well as his ability to find the most relevant creative solutions to expressed challenges. Patrick is among these very rare individuals with whom you really want to work with effectively, efficiently and in all confidence."
Sofiane Djadri, CEO, Charme d'Orient

*WHERE
WELLNESS
MEETS
WANDERLUST*



GLEN IVY HOT SPRINGS
Temescal Valley, Southern California



GOCO SPA AJMAN
AT AJMAN SARAY, A LUXURY COLLECTION HOTEL
Ajman, U.A.E.



GOCO SPA KOH CHANG
Koh Chang, Thailand



GOCO SPA VENICE
AT JW MARRIOTT VENICE RESORT & SPA
Venice, Italy

*CREATE, INNOVATE AND OPERATE NEXT- GENERATION SPA
AND WELLNESS DESTINATIONS*

GOCO Hospitality is an international consulting, management and development company offering a turnkey solution to our clients.

Market Research & Feasibility • Concept Development • Design & Technical Services
Pre-opening Services & Training • Management

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37/10 Soi Langsuan, Phloen Chit Road, Bangkok, Pathumwan, 10330 Thailand

Tel: +66 2 252 6288 Fax: +66 2 252 6284

Email: info@gocohospitality.com

Twitter: www.twitter.com/GocoHospitality

Instagram: www.instagram.com/goco_hospitality/

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GOCO
HOSPITALITY

 Horwath HTL
Health and Wellness



Ingo Schweder,
founder & CEO

Background

Founded in 2009 by Ingo Schweder, a hospitality and wellness expert with more than 30 years of experience, GOCO Hospitality is an international wellness consulting and management firm specialising in designing, developing and operating spas, wellness retreats and wellness communities. GOCO Hospitality currently works in more than 20 countries and has offices in Bangkok, Los Angeles, Berlin and Shanghai.

Main products and services

GOCO Hospitality provides a turnkey solution to its clients.

- Market research and feasibility (which is provided by our sister company, Horwath HTL Health & Wellness)
- Concept development
- Design & technical services
- Pre-opening services & training
- Management

Every project is uniquely tailored to its local context, culture and market positioning, designed with modern aesthetics, ensuring the needs of the future operation.

USPs

Creating unique business solutions, our multidisciplinary team draws from extensive experience and diverse expertise, ranging



GOCO is expanding Glen Ivy Hot Springs in Southern California, US in 2017

from architecture and design to operational consultancy and management.

GOCO Hospitality's projects are always authentic, reflecting local cultures and traditions and striving to make a positive social impact in their communities. With the ability to hand pick from our comprehensive services that cover consulting, development and management, our clients can create a business that is precisely targeted to their location and market.

In addition, our clients benefit from the independent business consulting services provided by our sister company Horwath HTL Health and Wellness, including market research and feasibility, concept development, architecture programme planning and financial analysis.

Top clients

We are proud to work with The Ritz-Carlton Hotel Company, Four Seasons Hotels & Resorts, Bvlgari Hotels & Resorts, Emaar Hospitality and Viceroy Hotels & Resorts as well as with individual developers and investment groups in creating successful wellness related hospitality ventures for their international portfolio. Our branded GOCO Spas are designed to succeed in urban and resort settings.

Where in the world?

Africa, Asia, America and the Middle East.

Future plans

We are opening GOCO Spa Koh Chang in Thailand and The Address Boulevard Spa in Dubai. In addition we are expanding GOCO-owned Glen Ivy Hot Springs in California with a 125-key wellness retreat and lifestyle real estate. We are providing pre-opening services to Bvlgari spas in Dubai, Beijing and Shanghai in 2017.

Who's who?

Ingo Schweder, chief executive officer and founder; Josephine Leung, group director of design and Matthew Brennan, director Horwath HTL health and wellness; Jamie Waring, group director of operations.

hepburn

WELLNESS



Bring the expertise of Hepburn Wellness management to your spa destination.

Belgravia Leisure's Spa and Wellness Group offers spa and wellness feasibility studies, operational design, consultancy and full management of your spa and wellness property.

Currently managing existing spa and wellness properties, and new projects such as thermal springs and spa, Thalasso bathing and destination wellness retreats, including boutique accommodation properties and spa.

Karen Golden

General Manager, Wellness and Spa Group

Australian Ambassador, Global Wellness Day

Board of Directors Australasian Wellness Association

m +61 419 424 324 e kgolden@belgravialeisure.com.au

Our full management service thrives on:

- Feasibility and spa design
- Successful integration of spa and wellness into boutique hotel accommodation
- Operational and performance reviews of existing operations
- Creating efficiencies, revenue forecasts and budget preparation
- Financial performance objectives
- Brand development and management
- Destination brand marketing, promotion and advertising planning
- Recruitment and training
- Integrating cultural authenticity, nature, unique experiences and connections
- Spa product development and retail strategies
- Fostering local employment and career development opportunities.

Hepburn Wellness Group

Mineral Springs Crescent, Hepburn Springs, Victoria, Australia

Tel: +61 3 5321 6000

Email: admin@hepburnbathhouse.com

www.hepburnwellness.com



Karen Golden, general manager

Background

Belgravia Leisure is an Australian leisure management company partnering with government sectors, public companies, indigenous trusts and private operators, managing more than 100 swim, sports, health, leisure, spa and wellness facilities across Australia and internationally. Hepburn Wellness Group is a division of Belgravia Leisure.

Main products and services

Belgravia Leisure's Spa and Wellness Group offers spa and wellness feasibility studies, operational design, consultancy and full management of spa and wellness properties.

Current spa and wellness properties managed by the company include thermal springs, thalasso bathing and destination wellness retreats and spas – including boutique accommodation properties.

Our approach includes:

- feasibility and spa design · successful integration of spa and wellness into boutique hotel accommodation
- operational and performance reviews
- creating efficiencies, revenue forecasts and budget preparation
- financial performance objectives
- brand development and management · destination brand marketing, promotion and advertising planning



Outdoor wellness bathing, Hepburn Bathhouse & Spa

- recruitment and training
- integrating cultural authenticity, nature, unique experiences and connections
- spa product development and retail strategies
- fostering local employment and career development opportunities

USPs

Our professional approach to spa management ensures that all aspects of your business are managed for successful outcomes, providing uncompromising efficiencies of operation, excellence in service quality and the continuous development of consumer/guest awareness, recruitment and training. Transparency in reporting and communications enable you to have visibility of the performance, progress and activities of your sites while providing unique guest experiences. We pride ourselves on building strong relationships. customer – leadership – accountability – results – excellence = Our C.L.E.A.R values.

Top clients

- Hepburn Springs, Victoria, Australia: Hepburn Bathhouse – Hepburn Spa Retreat (luxury accommodation) – Hepburn Pavilion and Cafe (food/beverage/events)
- Mount Hotham Skiing Company/Merlin Entertainments, Australia: White Spa, Mount Hotham. Onsen Retreat and Spa, Dinner Plain Alpine Village
- Landcorp: Lorne Sea Baths (in development)
- Pukeroa Oruawhata Group: Wai Ariki Hot Springs & Spa, New Zealand (in development)

Where in the world?

Belgravia Leisure currently manages sites across Australia and internationally, specialising in unique destination spa, wellness, accommodation, mineral and hot springs.

Future plans

Hepburn at Lorne Sea Baths. Australia's first saltwater bathhouse and wellness site. Opening 2017. Wai Ariki Hot Springs and Spa, New Zealand. Traditional Maori culture and geothermal wellness experience.

Who's who?

Karen Golden, general manager, destination wellness & spa, Belgravia Leisure and Australian Ambassador, Global Wellness Day.



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Email: info@neumorinc.com

Email: sm@neumorinc.com

Email: dg@neumorinc.com

www.neumorinc.com



NEUMORINC



Shawna Morneau, founder and managing director

Background

Launched in 2009, Neumorinc is a leading beauty, spa and lifestyle brand development agency. We formulate, position, register and import the world's finest skincare, fragrance and cosmetic brands to the global retail and spa markets, focusing on the GCC/UAE region.

Main products and services

We specialise in four areas:

Regional product registration: We are the only brand agency in the UAE that understands the complex process of authorising brands and products in the region, navigating the rigorous registration regulations.

Some of the key services are:

- Cosmetics and Consumer Goods registration with Dubai Municipality and Emirates Standardization Metrology Authority
- Advice on regulations and trademarking.

Distribution: We combine experience of the beauty and spa sector with local market knowledge and trends to reach your goals. Our expertise includes:

- Importing/exporting of skincare, spa, beauty and lifestyle goods
- Placing your products with our spa partners in coveted and prestigious destinations
- Management of every element of your account: from pitching your brand, negotiating terms and managing logistics.

Formulation: We create highly effective formulations using our knowledge of rarefied ingredients. Our end-to-end services include:

- Manufacturing of skincare, cosmetics and lifestyle goods in our production facility
- Concept development: We create unique formulations for our clients, producing both niche and small batch skin care and personal care products
- Packaging: If you can dream it, we can make it, with our in-house design team

Branding: We use your criteria to create a brand experience that transcends your competition. As constant innovators, we create treatments for some of the best hotels and spas in the region. We also teach and train the staff about the brand and develop manuals and supporting materials. Neumorinc's continued support accelerates the growth of your business.

Steps along this journey include:

- Creating customised products
- Brand identity and creative direction: Developing strategies for global brand expansion, immersing ourselves in your brand's culture to learn its essential principles and investing time in the discovery of your brand's market and competitors
- Sales/marketing/benchmarking: Delivering value to your business by establishing, and increasing your global market share

- Protocol/training manuals/collaterals: Generating all the support materials necessary for success

USPs

We have unique industry experience, strategic know-how and the strong relationships required to transform your brand into tomorrow's market leader. We collaborate closely with clients, providing tailored advice to achieve project goals with a level of service that is unmatched in our field.

Where in the world?

Focusing on GCC/UAE region

Who's who?

Shawna Morneau, founder and MD
Dara de Guzman, communications manager

What the clients say

"[Shawna's] knowledge of the market is unrivalled. She's dynamic and focused, capable of dealing with huge amounts of information and delivering for her labels within challenging time frames. She's focused and proactive on anticipating issues and ensuring clients get that little bit extra beyond their expectations."

*Chichi McCarthy, key consultant
McKinsey & Co*



- Architectural Design
- Space Planning
- Interior Design
- FF&E Selection
- Brand Identity

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info@rdh-architects.com www.rdh-architects.com



Robert D. Henry Architects + Interiors

111 John Street, Suite 200, New York, NY 10038 USA

Tel: +1 212 533 4145

Email: info@rdh-architects.com

Blog: rdh-architects.com/the-blog

www.rdh-architects.com



Bob Henry, founder and principal

Background

RDHA + Interiors is an award-winning NYC-based design firm founded in 1990 by Architect Robert D. Henry offering planning, architecture, interior design and brand identity. The team has over 30 years of Spa, Wellness, Hospitality and Residential design experience.

Main products and services

- Architectural design
- Space planning
- Interior design
- FF&E selection
- Brand identity

USPs

Using our design philosophy, we create design that is perceived through the five senses: sight, smell, taste, touch and sound. We believe that by engaging those senses through our work, the architectural experience becomes a memorable journey for everyone. Our design philosophy is driven by 2 basic principles: 1) the design solution must creatively enhance our client's philosophy and culture. 2) Our solution must answer the client's financial and time constraints. Through close communication with our clients, coupling focused research



Couple's Treatment Suite at The Setai Wall Street, New York

with creative solutions, RDHA has produced award-winning projects. RDHA has highly experienced professionals who are able to guide our clients through the design process.

Awards

Bob Henry won Hospitality Design's Platinum Circle 2007 Award for Best Hotel and Spa for Orient Retreat in Taichung, Taiwan. AIA Award – Pasquale Salon, Fort Lee, NJ, US.



Top clients

Mandarin Oriental, NYC and Miami; Spa by Ivanka, DC; Spa at Governors Is, NYC; Setai,

NYC; Canyon Ranch Living, Chicago; G Spa at Gansevoort Hotel, NYC; Nanjing Lu Boutique Hotel, Shang Hai; Vdara Spa at MGM City Ctr, Las Vegas; Wynn Las Vegas; Grand Hotel Quellenhof, Bad Ragaz, Switzerland; La Esperanza Ski Resort, La Chubut, Argentina; Mar-A-Lago Club, West Palm Beach, FL; Palm Integrated Health, St Louis, MO; Avanti, Manalapan, NJ; Obagi, Beverly Hills, CA; Orient Retreat Spa, Taichung, Taiwan; Butterfly, NYC; PGA Spa Laterra, St Augustine, FL; Ajune, NYC; Waikoloa Spa and Beach Club, Waikoloa, HI; Amelia Island Plantation Spa, FL;

Cobella Akqa Spa, London; Pasquale Salon, Fort Lee, NJ; DePasquale, Parsippany, NJ

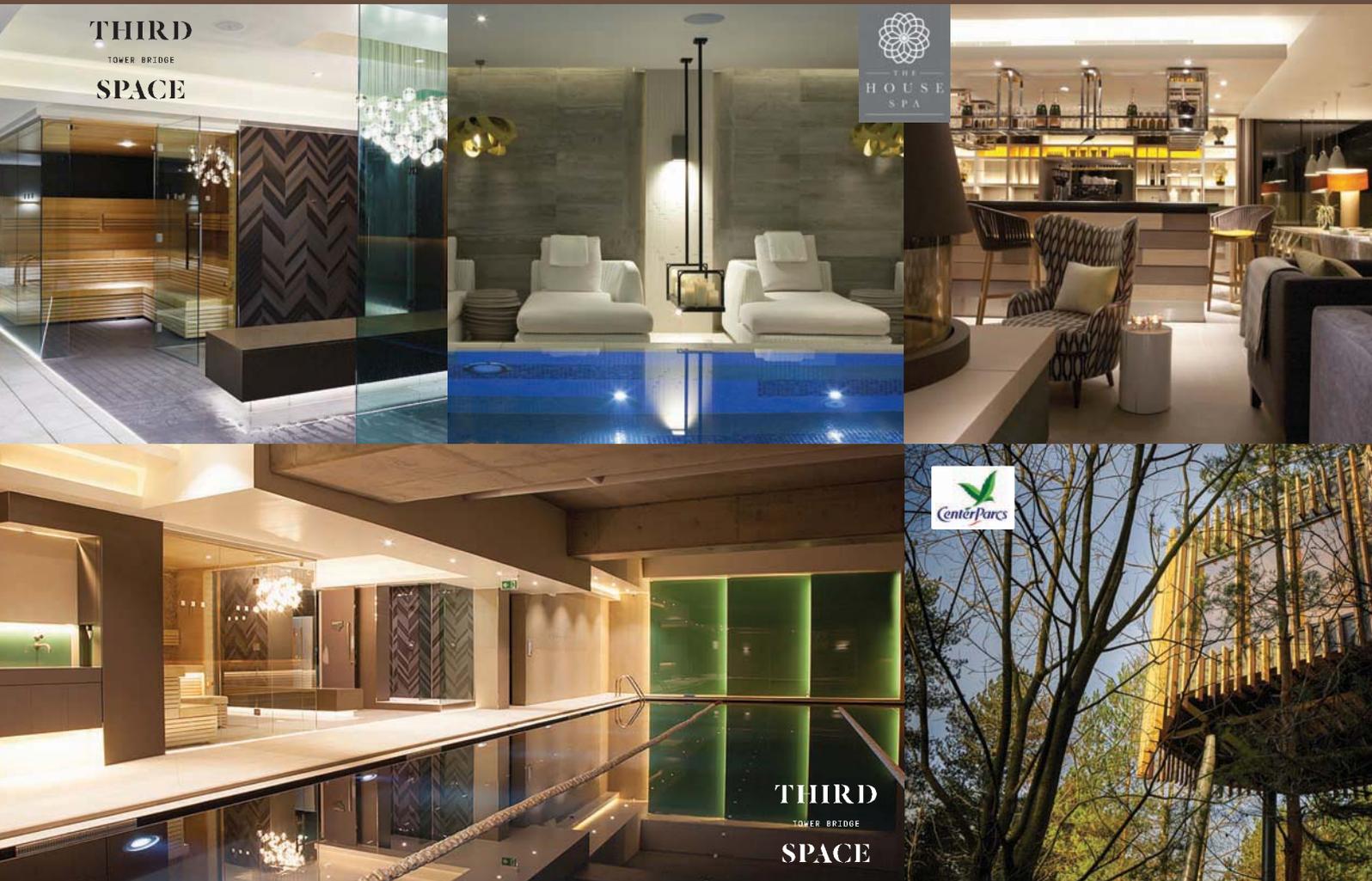
Where in the world?

Five continents and willing to come to you.

Who's who?

Henry has lectured at ISPA conferences across the US, Asia, and Europe discussing his design philosophy and projects. He is also co-author of the a book – *Spa: The Sensuous Experience* – which charts the world's most spectacular spas, picked in partnership by Henry and renowned spa aficionado Julie Taylor.

Sparcstudio deliver *inspiring, innovative & award winning* spa & wellness design with a real attention to detail. Our bespoke design approach combined with a deep understanding of the technical & operational issues ensures long lasting & unique spas that continue to win awards year after year.



OUR CLIENTS INCLUDE:
CENTER PARCS AQUA SANA, SOUTHLODGE SPA EXCLUSIVE HOTELS, DORMY HOUSE SPA, AB HOTELS NEW SPA
AT SOPWELL HOUSE, CALCOT SPA, ROCKLIFFE HALL SPA, ASPRIA CLUBS IN LOCATIONS ACROSS EUROPE

Sparcstudio Design Consultants

20 Water Lane Richmond London TW9 1TJ

Tel: +44 (0)203 637 5997

Email: beverley@sparcstudio.co.uk

Twitter: @sparcstudio

LinkedIn: [beverleybayessparcstudio](https://www.linkedin.com/company/beverleybayessparcstudio)

Facebook: [sparcstudio](https://www.facebook.com/sparcstudio)

www.sparcstudio.co.uk

SPARCSTUDIO
DESIGN CONSULTANTS



Neil Fairplay, Beverley Bayes and Tom Howell

Background

Sparcstudio is a company of specialist architects and designers established by Beverley Bayes, Neil Fairplay and Tom Howell. The team has over 20 years' experience in spa and wellness design.

Main products and services

Sparcstudio creates beautiful, award-winning spa and wellness facilities and hotels for discerning owners, operators and spa guests. The company has detailed knowledge of the operational requirements and technical aspects needed to deliver an outstanding experience for spa guests.

Sparcstudio always strives to create unique, inspiring environments based on a detailed understanding of the brand aspirations, location and target market of a spa. Work stages include concept vision, operational layout, detailed design, FF&E selection and specification, site consultancy and final realisation. The company is passionate about good lighting design which forms a key element of its service.

USPs

Sparcstudio specialises in designing bespoke, boutique spas, health and fitness clubs and hotel projects that have 'heart & soul'. Its latest spa, the Dormy House Spa in the

Cotswolds, has had much press coverage and won the Mr and Mrs Smith Award for best spa, the Conde Nast Johansens best destination spa and *The Sunday Times* Ultimate 100 best spa.

On a larger scale, Sparcstudio was the spa/hotel designer for Center Parcs Woburn, which included the Aqua Sana Spa, hotel bedrooms and spa suites.

Sparcstudio's designs are bespoke, have a real sense of place, and are driven by a desire to create an amazing experience for the guest.

Top clients

Center Parcs; Rockliffe Hall Spa Garden/Pavillion; Third Space; Calcot Spa; Dormy House Spa; Rockliffe Hall Spa Garden; So SPA Sofitel; St James London; Pennyhill Park Hotel; Sopwell House Hotel Spa; Moddershall Oaks; Re:SPA at the Reebok Club, London; Aspria health clubs.

Where in the world?

UK and Europe, but looking to work on projects which are further afield.

Future plans

Two major new spas will be launched in 2017 – Southlodge Spa for Exclusive Hotels and Sopwell Spa for AB Hotel Group.

South Lodge Spa is a 4,120sq m (44,000sq ft) standalone spa, set in the stunning grounds of the South Lodge hotel in Horsham, UK. The spa has been designed with sustainability in mind and brings the 'outside in' and extends the spa experience into the grounds with a large natural pool.

In 2018 a new concept spa will open at Sopwell House Hotel in Hertfordshire, UK. The project includes a complete reworking of the existing spa and a three story extension providing new pool, thermal suite, relaxation and treatment zones linking through to a stunning spa Garden designed by Ann-Marie Powell.

Sparcstudio is continuing its work with Center Parcs across many sites and is also working on plans for the exciting spa at the new site in Ireland.

Who's who?

Beverley Bayes, co-founder & creative director; Neil Fairplay, co-founder & commercial director; Tom Howell, co-founder & technical director.

What the clients say

"The Dormy House Spa has been designed by the Sparcstudio team with flair, imagination and vision" *Andrew Grahame, chief executive, Farncombe Hill Estate*

Contract Management

Contact details for companies around the world which offer spa and wellness contract management services to run facilities on a third-party basis

1Life

Tel: +44 1480 484 260
Email: businessdevelopmentgroup@1life.co.uk
www.1life.co.uk

Aspen Spa Management

Tel: +1 954 229 8353
www.aspenspamanagement.com

Black & White Hospitality

Tel: +44 1934 839 012
www.sanguinehospitality.com

BSpa Consulting & Management

Tel: +34 650 528 747
Email: bspaconsulting@icloud.com
www.bspaconsulting.com

BluePrint Spas

Tel: +44 7842 120 956
Email: info@blueprintspas.com
www.blueprintspas.com

Deep Nature

Tel: +33 7 89 22 13 84
Email: gwaeyaert@deepnature.fr
www.deepnature.fr

Destination Spa Management (DSM)

Tel: +66 81 753 5154
Email: joy.menzies@dsmgurus.com
www.destination-spa-management.com

Duniye Spas

Tel: +960 664 0438
Email: duniyespasdirector@meeru.com
www.duniyespas.com

Ecologic Spa Development & Management

Tel: +34 971 76 85 87
Email: info@spadevelopers.com
www.spadevelopers.com

EF Consulting

Tel: +44 20 7122 4910
www.efmedispa.consulting

Enchantment Group

Tel: +1 480 264 3015
Email: info@enchantmentgroup.com
www.enchantmentgroup.com

ESPA

Tel: +44 1252 742 800
Email: enquiries@espainternational.co.uk
www.espa-consulting.com

Essense Wellness

www.essensewellness.com

ExclusivelySpa

Tel: +357 25 245 840
Email: info@exclusivelyspa.com
www.exclusivelyspa.com

General Hotel Management (GHM)

Tel: +65 6223 3755
Email: info@gmhotels.com
www.ghmhotels.com

GOCO Hospitality

Tel: +66 2 252 6288
Email: info@gocohospitality.com
www.gocohospitality.com

Hepburn Wellness Group

Tel: +61 3 5321 6000
Email: admin@hepburnbathhouse.com
www.hepburnwellness.com

Inbalans Group

Tel: +371 22 182 188
Email: info@inbalansgroup.com
www.inbalansgroup.com

International Leisure Consultants (ILC)

Tel: +852 2537 4202
Email: ilc@ilc-world.com
www.ilc-world.com

Jon'Ric International

Tel: +1 386 734 1234
Email: info@jonric.om
www.jonric.com

Karma Spa

Tel: +62 361 764 082
www.karmaroyalgroup.com

LIVUnLtd

Tel: +1 212-784-2390
Email: info@livunltd.com
www.livunltd.com

Mosaic Group

Tel: +44 1603 812 727
Email: dave.courteen@mosaicgroup.co.uk
www.mosaicgroup.co.uk

MSpa International

Tel: +66 2 3656000
www.mspa-international.com

Premedion

Tel: +49 40 300322 310
Email: y.moshref@premedion.de
www.premedion.de

Raison d'Etre

Tel: +46 8 756 00 56
Email: info@rdespas.com
www.raisondetrespas.com

Relax Massage

Tel: +33 1 53 01 01 53
www.relax-massage.com

Resense Spa

Tel: +41 22 316 03 80
Email: info@resensespas.com
www.resensespas.com

Resources for Leisure Assets

Tel: +43 1 71 728 445
Email: contactus@resourcesforleisureassets.com
www.resourcesforleisureassets.com

Sedona Resorts

Tel: +1 678 974 7270
www.sedona-resorts.com

Serena Spa Pvt Ltd

Tel: +960 3313866
www.serenaspaspa.com

Shenkha

Tel: +971 52 849 0686
Email: mseferian@me.com
www.spaconsultants.ae

Softouch International

Tel: +971 6 7145535
Email: info@softouchspa.com
www.softouchspa.com

Soul Spa Concepts

Tel: +33 6 08 22 11 61
Email: helen@soulhouse.ro
www.soulhouse.ro

Spa Balance Consulting

Tel: +34 91 563 7740
www.spa-balance.com

Spa Concepts International

Tel: +1 707 939 0101
www.spaconcepts.com

Spa Innovations

Tel: +65 6386 1236
Email: services@spa-innovations.com
www.spa-innovations.com

Spa Origins Co Ltd

Tel: +66 2665 7180
Email: info@spaorigins.com
www.spaorigins.com

Spa Project

Tel: +49 2156 109400
Email: info@spa-project.eu
www.spa-project.eu

Spa Remedies

Tel: +1 619 313 7544
www.sparemedies.com

Spa Sessions

Tel: +61 4 2358 8001
www.spasessions.com

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com

Star Wellness

Tel: +33 4 97 06 51 07
www.starwellness.com

Steiner Leisure Ltd

Tel: +1 305 358 9002 ext 308
www.steinersleisure.com

Steiner Spa Consulting

Tel: +603 7880 6588
Email: info@steinerspaconsulting.com
www.steinerspaconsulting.com

Thalgo Spa Management

Tel: +33 4 94 19 91 40
www.thalgospamanagement.com

Trilogy Spa Ventures

Tel: +1 212 874 5649
www.trilogyspaventures.com

Vichy Spa International

Tel: +33 4 67 410 420
www.vichyspahotel.com/en/

WellConsult

Tel: +49 89 741 60 778
Email: info@well-consult.de
www.well-consult.de

Wheway Lifestyle International

Tel: +44 1494 758 058
www.whewaylifestyle.com

WTS International

Tel: +1 301 622 7800
Email: svpdevelopment@wtsinternational.com
www.wtsinternational.com

RESENSE

WELLNESS & SPAS
INNOVATION

The business of wellness.

RUE DE LA CITÉ 3
1204 GENEVA
SWITZERLAND

At Resense, everything we do is about the guest. Because we believe it's the only way to create magical experiences. And successful spas. To actively support our clients, we also spent years developing and refining our own management tools. Which may explain why our spas perform so well, and why our owners are happy to commit for 15+ years.

WHAT WE DO

From our offices in Geneva and Beijing, we create, deliver, and support 60+ unique, luxurious and high-performing wellness experiences all over the world.

GET IN TOUCH

If you would like us to create a concept, support, or train for your wellness business, or even if you'd just like to know more about us, please get in touch.

Consultants

A wide selection of consultancies worldwide which specialise in spa and wellness feasibility, design, development and operational advice

1Life

Tel: +44 1480 484 260
Email: businessdevelopmentgroup@1life.co.uk
www.1life.co.uk

360° Spa Solutions

Tel: +852 2526 5552
Email: info@360spasolutions.com
www.360spasolutions.com

3d Leisure

Tel: +44 1252 732 220
Email: info@3dleisure.com
www.3dleisure.com

5 Spa Consulting LLC

Email: info@5spaconsulting.com
<http://5spaconsulting.com>

Abbajay & Associates

Tel: +1 202 607 4575
Email: sabbajay@hotmail.com

Acara Partners

Tel: +1 203 488 0028
Email: info@acarapartners.com
www.acaramedspas.com

Anderson & Associates

Email: peter@anderspa.com
www.anderspa.com

Asia Spa & Leisure Consulting ASLC

Tel: +44 7501 962 087
Email: rohun@aslc-leisure.com
www.aslc-leisure.com

ASPA

Tel: +351 219 498 215
Email: info@a-spa.com
www.a-spa.com

Aspen Spa Management

Tel: +1 954 229 8353
Email: info@aspenspamanagement.com
www.aspenspamanagement.com

Atlam Design Worldwide

Tel: +44 1926 400 068
Email: info@atlamdesignworldwide.com
www.atlamdesignworldwide.com

A.W. Lake Wellness USA, LLC

Tel: +1 424 345 4688
Email: info@awlakedesign.com
www.awlakedesign.com

Barbara Morrow Spas International

Tel: +1 505 660 1077
Email: barbaramorrow@msn.com
www.barbaramorrowspas.com

Be a Business Spa – bbspa

Tel: +39 348 71 51 876
Email: info@beabusinessspa.com
www.beabusinessspa.com

Beautiful Forever Consulting

Tel: +1 201 541 5405
www.beautifulforever.com

Beauty Business Experts

Tel: +44 7743 482 776
Email: hello@beautybusinessexperts.com
www.beautybusinessexperts.com

Beauty Leaders LLC

Tel: +971 2 676 4600
Email: info@beautyleaders.com
www.beautyleaders.com

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Tel: +61 4 8806 9806
Email: katie@beautymill.com.au
www.beautymill.com.au

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Tel: +1 216 527 7099
Email: kristacarucci@yahoo.com

Black & White Hospitality

Tel: +44 1934 839 012
Email: nick@sanguine.com
www.sanguinehospitality.com

Blu Spas Inc

Tel: +1 406 862 2200
Email: info@bluspasinc.com
www.bluspasinc.com

Blue Spa & Leisure Consultants Ltd

Tel: +44 1225 334 544
Email: info@bsandl.com
www.bluespaandleisure.co.uk

BluePrint Spas

Tel: +44 7842 120 956
Email: info@blueprintspas.com
www.bluesprintspas.com

BSpa Consulting & Management

Tel: +34 650 528 747
Email: bspaconsulting@icloud.com
www.bspaconsulting.com

Camelot Spa & Consultancy

Tel: +27 11 880 3850/1
Email: info@camelotohealth.co.za
www.camelotspagroup.com

Cent Degres

www.centdegres.com

Chantara Spa

Tel: +603 2300 2909
Email: info@chantaraspa.com
www.chantaraspa.com

Closer Consulting Wessel & Matalla

Tel: +49 541 99 98 98 52
Email: info@closer-consulting.de
www.closer-consulting.de

The Club Synergy Group Consultants

Tel: +33 6 10 26 69 00
www.clubsynergygroup.com

Commercial Spa Strategies

Tel: +44 7398 250058
Email: liz.spa@icloud.com

Concept Saphyr

Tel: +852 2358 1799
Email: info@concept-saphyr.com
www.concept-saphyr.com

Conceptasia

Tel: +852 3698 1031
Email: sng@conceptasia.net
www.conceptasia.net

Core Essence

Email: connect@coreessence.ca
www.coreessence.ca

C-Spa Consulting

Tel: +1 808 870 4692
Email: cecilia@cspaconsulting.com
www.cspaconsulting.com

Curry Spa Consulting LLC

Tel: +1 707 933 0408
www.curryspaconsulting.com

Deep Nature

Tel: +33 7 89 22 13 84
Email: gwaeyaert@deepnature.fr
www.deepnature.fr

Destination Hotels & Resorts

Tel: +1 303 799 3830
www.destinationhotels.com

Destination Spa Management

Tel: +66 81 753 5154
Email: joy.menzies@dsmgurus.com
www.destination-spa-management.com

Dreamz International

Tel: +91 96 11 302 802
www.dreamzspa.com

Durocher Enterprises

Tel: +1 406 863 9448
Email: bryan@durocherenterprises.com
www.durocherenterprises.com

Ecologic Spa Development & Management

Tel: +34 971 76 85 87
Email: info@spadevelopers.com
www.spadevelopers.com

EF Consulting

Tel: +44 20 7122 4910
www.efmedispa.consulting

Enchantment Group

Tel: +1 480 264 3015
Email: info@enchantmentgroup.com
www.enchantmentgroup.com

Esadore International

Tel: +971 4 361 7976
Email: info@esadore.com
www.esadore.com

ESPA

Tel: +44 1252 742 800
Email: enquiries@espainternational.co.uk
www.espa-consulting.com

Essense Wellness

www.essensewellness.com

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Tel: +357 25 245 840
Email: info@exclusivelyspa.com
www.exclusivelyspa.com

Feeney & Co

Tel: +1 702 908 7078
www.feeneyandco.com

FH Consultancy

Tel: +44 7967 392 081
www.franhayterconsulting.com

FisioSphere

Tel: +390 354 28 30 11
www.fisiosphere.it

SPA CONSULTANCIES

Francis & Alexander

Tel: +1 707 637 6968
Email: peggy@resources4spas.com
www.resources4spas.com

Frederique Spa Consulting www.frederiquespaasia.com

The Georgeson Group

Tel: +44 141 882 7575
Email: info@georgesongroup.com
www.georgesongroup.com

GeoSpa GmbH

Tel: +49 8642 595 22 0
Email: info@geospa.de
www.geospa.de

Ginkgo Spa Management & Consulting Services

Tel: +27 21 948 2310
Email: info@gingkospa.com
www.gingkospa.com

Global Project & Spa Advisory

Tel: +33 1 82 09 45 77
Email: psaussay@globalspaadvisory.com
www.globalspaadvisory.com

GOCO Hospitality

Tel: +66 2 252 6288
Email: info@gocohospitality.com
www.gocohospitality.com

Hamam Consultants LLC

Tel: +1 954 713 7301
www.hamamconsultants.com

Happy Sauna

Tel: +390 462 503023
Email: info@happysauna.it
www.happysauna.it

Hepburn Wellness Group

Tel: +61 3 5321 6000
Email: admin@hepburnbathhouse.com
www.hepburnwellness.com

HFD Spa (Health Fitness Dynamics)

Tel: +1 954 942 0049
Email: hfd@hfdspa.com
www.hfdspa.com

Horwath HTL Health & Wellness

Tel: +66 2 252 6281
Email: mbrennan@horwathhtl.com
www.horwathhtl.com

Hospitality & Leisure Concepts

Tel: +44 7736 611 554
Email: dc@hlconcepts.co.uk
www.hlconcepts.co.uk

Howard Spa Consulting

Tel: +44 1483 201 102
Email: neil@howardspaconsulting.com
www.howardspaconsulting.com

HUW Enterprises

Tel: +1 954 326 1114
Email: information@huwenterprises.com
www.huwenterprises.com

HVS Spa and Leisure Services

Tel: +1 516 248 8828
www.hvs.com/services/spaleisure

Inbalans Group

Tel: +371 22 182 188
Email: info@inbalansgroup.com
www.inbalansgroup.com

Innovate Leisure

Tel: +44 8707 804 490
Email: info@innovateleisure.com
www.innovateleisure.com

Innovative Spa Management

Tel: +1 828 242 4415
Email: info@ismspa.com
www.ismspa.com

Innovative Spa Productions

Tel: +1 702 427 3895
Email: christi@getspainfo.com
www.getspainfo.com

InSPAration Management

Tel: +1 407 210 3928
Email: info@insparationmanagement.com
www.insparationmanagement.com

Institute of Management Consultants

Tel: +1 202 367 1134
www.imcusa.org

Intelligent Spas Pte Ltd

Tel: +65 6248 4736
www.intelligentspas.com

Interim Wellness

Email: ryan@interimwellness.com
www.interimwellness.com

International Leisure Consultants (ILC)

Tel: +852 2537 4202
Email: ilc@ilc-world.com
www.ilc-world.com

Itanda

Tel: +44 7791 969 699
Email: enquiries@itanda.co.uk
www.itanda.co.uk

Jacqueline Ross

Tel: +44 795 766 8850
Email: jacqueline@jrspaconsultancy.co.uk

Jean Oliver Spa Consultancy

Tel: +44 1628 855 723
Email: jeo@jeanoliver.com
www.jeanoliver.com

JGA Spa Consultancy

Tel: +44 1795 890 952
www.jgspadevelopment.com

JM Pankey Partners

Tel: +1 207 604 0712
Email: julie@jimpankey.com
www.jimpankey.com

Jon'Ric International

Tel: +1 386 734 1234
Email: info@jonric.com
www.jonric.com

Karma Spa

Tel: +62 361 764 082
Email: karmaspa@karmaresorts.com
www.karmaroyalgroup.com

Kurland/Haslauer GmbH

Tel: +49 8654/4887 22
Email: info@kurland.de
www.kurland.de

Kyricos & Associates

Tel: +1 207 752 2390
Email: mia@kyricos.com
www.kyricos.com

Leonor Stanton Hospitality and Spa Consulting Worldwide

Tel: +598 95 59 88 54
Email: ildrstanton@btinternet.com

Lexi Design

Tel: +1 888 331 4752
www.lexidesign.com

Linser Hospitality GmbH

Tel: +43 512 279 090
Email: office@linserhospitality.com
www.linserhospitality.com

LIVUnLtd

Tel: +1 212-784-2390
Email: info@livunltd.com
www.livunltd.com

McCall & Wilson

Tel: +1 843 525 1317
Email: anne@mccallwilson.com

Medi Spa Solutions

Tel: +961 471 1016
Email: info@medispasolutions.com
www.medispasolutions.com

Mestre & Mestre Spa Consulting

Tel: +52 55 5282 3680
Email: info@mestre-spa-mestre.com
www.mestre-spa-mestre.com

Milk Leisure Ltd

Tel: +44 1625 415 071
Email: robert@milkleisure.co.uk
www.milkleisure.co.uk

Moontide Consulting

<http://moontideconsulting.com>

Mosaic Group

Tel: +44 1603 812 727
Email: dave.courteen@mosaicgroup.co.uk
www.mosaicgroup.co.uk

MSpa International

Tel: +66 2 3656000
Email: infothailand@minornet.com
www.mspa-international.com

Natural Resources Spa Consulting Inc

Tel: +1 212 327 0439
Email: contact@nrspa.com
www.nrspa.com

Neaumorinc

Tel: +971 5 223 88713
Email: info@neaumorinc.com
www.neaumorinc.com

Nika Consulting

Tel: +1 866 833 6452
Email: info@nikaconsulting.ca
www.nikaconsulting.ca

Nine Degrees

Tel: +971 4 361 7976
Email: info@ninedegreeesspa.com
www.ninedegreeesspa.com

Omdanne

Tel: +61 432 638 361
Email: info@omdanne.com
www.omdanne.com.au

PA Wellness Consultancy

Tel: +852 2755 7182
Email: info@pa-wellness.com
www.pa-wellness.com

PCG Hotel Design

Tel: +49 511 954730
Email: info@pcg-hoteldesign.com
www.pcg-hoteldesign.com

Premedion

Tel: +49 40 300322 310
Email: y.moshref@premedion.de
www.premedion.de

Promet Spa Design & Build

Tel: +90 216 368 4840
Email: info@promet.com.tr
www.promet.com.tr

SPA CONSULTANCIES

Raison d'Etre

Tel: +46 8 756 00 56
Email: info@despas.com
www.raisondetrespas.com

Red Cashew

Tel: +1 818 284 7455
Email: info@redcashew.com
www.redcashew.com

Relax Massage

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www.relax-massage.com

Resense Spa

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Email: info@resensespas.com
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Reservoir

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Email: info@reservoirspa.com
www.reservoirspa.com

Resources & Development

Tel: +1 702 436 0371
www.resourcesanddevelopment.com

Resources for Leisure Assets

Tel: +43 1 71 728 445
Email: contactus@resourcesforleisureassets.com
www.resourcesforleisureassets.com

Rizzato Spa Consulting

Tel: +49 7542 946 990
www.spa-consulting.com

Robert D Henry Architects

Tel: +1 212 533 4145
Email: info@rdh-architects.com
www.rdh-architects.com

Sacred Currents

Tel: +1 212 410 1832
www.sacredcurrents.com

Saga Spa Consulting & Management

Tel: +1 954 474 9475
www.sagafitness.com

Salamander Lifestyle Pte Ltd

Tel: +65 6336 7670
www.salamanderspa.net

Sanitas Spa & Wellness

Tel: +90 212 326 4646 - 8040
Email: info@thesanitas.com
www.thesanitas.com

Satteva

Tel: +52 1 777 103 5399
Email: bonnie@satteva.com
www.satteva.com

Sedona Resorts

Tel: +1 678 974 7270
Email: info@sedona-resorts.com
www.sedona-resorts.com

Segeberg Spa Consulting

Tel: +1 912 222 1518
Email: janesegeberg@yahoo.com
www.segebergspa.com

Serena Spa

Tel: +960 3313866
Email: maldives@serenaspa.com
www.serenaspa.com

Shenkha

Tel: +971 52 849 0686
Email: mseferian@me.com
www.spaconsultants.ae

Smart Spa Solutions

Tel: +441 331 2906
www.smartspasolutions.com

Smith Club & Spa Specialists

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Email: spasmith@comcast.net
www.linkedin.com/in/Spasmith

Softouch International

Tel: +971 6 7145535
www.softouchspa.com

Soul Spa Concepts

Tel: +33 6 08 22 11 61
Email: helen@soulhouse.ro
www.soulhouse.ro

Spa Advisors Inc

Tel: +1 480 659 7730
www.spaadvisors.com

Spa Advocates

Tel: +852 2459 1663
Email: info@spaadvocates.com
www.spaadvocates.com

Spa & Club Ideations, LLC

Tel: +1 561 758 4244
www.spaclubideations.com

Spa Balance Consulting

Tel: +34 91 563 7740
Email: info@spa-balance.com
www.spa-balance.com

Spa Botanica

Tel: +852 2238 1188
www.spabotanica.com

Spa Concepts International

Tel: +1 707 939 0101
Email: eva@spaconcepts.com
www.spaconcepts.com

Spa Consultancy

Tel: +44 7748 058 225
www.spaconsultancy.co.uk

Spa Consultants

Tel: +91 98 23 096 431
Email: info@spaconsultants.com
www.spaconsultants.in

The Spa Consultants

Tel: +27 11 234 2150
www.thespaconsultants.co.za

Spa Creators Ltd

Tel: +44 1189 471 857
Email: enquiries@spacreators.co.uk
www.spacreators.co.uk

Le Spa Francais

Tel: +33 6 79 52 43 11
Email: erwanmadec@lespafrancais.com

Spa Genesis Business Consultancy

Tel: +44 7931 374 269
www.spa-genesis.com

Spa Guide-n-Light

Tel: +91 98195 61806
www.spaguidenlight.com

Spa Innovations

Tel: +65 6386 1236
Email: services@spa-innovations.com
www.spa-innovations.com

Spa Insight Solutions

Tel: +1 888 241 2095
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Spa Management Solutions

Tel: +1 702 524 4505
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Email: info@spaorigins.com
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Tel: +1 604 921 6245
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http://spaprofits.com

Spa Project

Tel: +49 2156 109400
Email: info@spa-project.eu
www.spa-project.eu

Spa Remedies

Tel: +1 619 313 7544
www.sparemedies.com

Spa Resources International

Tel: +971 4 336 7100
Email: info@spa-resources-international.com
www.spa-resources-international.com

Spa Sessions

Tel: +61 4 2358 8001
Email: joanne@sparemedies.com
www.sparemedies.com

The Spa Set

Tel: +44 7956 578 608
Email: lisa@thespaset.com
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Spa Solutions Training & Management Consultancy Ltd

Tel: +86 21 346 12353
Email: johnnychang@spatm.netstrategy.net
www.spatm.net

Spa Strategy

Tel: +44 7969 686644
Email: claire@spastrategy.net
www.spastrategy.net

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com

Spa Vision

Tel: +44 1225 744450
Email: info@spavision.com
www.spavision.com

SPAd

Tel: +1 928 204 2338
Email: spad@sylviaspa.com
www.sylviaplanninganddesign.com

Spabulous

Tel: +961 (0) 3 255 444
Email: nathalie@spabulous.com
www.spabulous.com

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Tel: +1 970 456 6594
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Tel: +971 50 443 8812
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www.spalution.com

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Email: beverley@sparcstudio.co.uk
www.sparcstudio.co.uk

Star Wellness

Tel: +33 4 97 06 51 07
www.starwellness.com

Steiner Leisure Ltd

Tel: +1 305 358 9002 ext 308
Email: winif@steinerleisure.com
www.steinersleisure.com

SPA CONSULTANCIES

Steiner Spa Consulting

Tel: +603 7880 6588
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Steve Kass Consulting

Tel: +1 914 671 7161
Email: stevekass@stevekassconsulting.com
www.stevekassconsulting.com

Stevens & Associates

Tel: +44 1792 229 090
Email: enquiries@stevensassoc.co.uk
www.stevensassoc.co.uk

Stolle Service Ltd

Tel: +1 250 370 2727
Email: info@stolle.com
www.stolle.com

Strategic Spa Solutions

Tel: +1 520 248 1901
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www.strategicspa.com

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Tel: +33 4 94 19 91 40
Email: tsm@thalgo.com
www.thalgospa.com

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Email: office@thermarium.com
www.thermarium.com

Tip Touch International

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Email: jean-guy@tiptouch.com
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TLee Spas

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Topaz Consulting

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www.topazconsulting.net

Toskanaworld

Tel: +49 3 64 61 / 91826
Email: sekretariat@toskanaworld.net
www.toskanaworld.net

Trilogy Spa Ventures

Tel: +1 212 874 5649
Email: info@trilogyspaventures.com
www.trilogyspaventures.com

Under a Tree Health & Wellness Consulting

Tel: +1 520 400 5799
Email: amy@underatree.com
www.underatree.com

Uspa Immersion

Tel: +61 3 9596 0522
Email: info@uspa.com.au
www.uspaimmersion.com

Vichy Spa International

Tel: +33 4 67 410 420
www.vichypahotel.com/en/

Voelker Gray Design

Tel: +1 949 651 0300
Email: john@voelkergraydesign.com
www.voelkergraydesign.com

Well World Group

Tel: +1 859 806 0644
Email: debrak@wellworldinc.com
www.wellworldgroup.com

Wellness Business Consultancy UK

Tel: +44 788 525 5887
www.kisllifestyle.co.uk

Wellness & Beauty Consulting

Tel: +39 0471 798 375
Email: info@wellness-consulting.it
www.wellness-consulting.it

The Wellness Technical Services Co LLC

Tel: +971 4362 9625
Email: martin.roehle@thewellness.ae
www.thewellness.ae

Wheway Lifestyle International

Tel: +44 1494 758 058
Email: info@whewaylifestyle.com
www.whewaylifestyle.com

WTS International

Tel: +1 301 761 5803
Email: svpdevelopment@wtsinternational.com
www.wtsinternational.com

Wuttke Group LLC

Tel: +1 404 441 4962
www.wuttkegroup.com

Wynne Business

Tel: +1 610 368 6660
Email: consultants@wynnebusiness.com
www.wynnebusiness.com

Xellum

Tel: +36 1 269 1920
Email: lpuczko@xellum.hu
www.xellum.hu

Spa Franchises

Franchising is fast becoming a popular business model in the global spa industry. Here's our overview of some of the spa and beauty brands that are growing nationally and internationally

Body'Minute

Tel: +33 1 53 30 71 18
Email: developpement@bodyminute.fr
<http://bodyminute.com>

Buddha Spa

Tel: +55 11 97548-5555
Email: franquias@buddhaspa.com.br
www.buddhaspa.com.br

Camelot Spa

Tel: +27 11 880 3850 ext 2017
Email: carmenitap@camelotspa.co.za
www.camelotspa.co.za

Cinq Mondes

Tel: +33 1 42 66 00 60
Email: contact@cinqmondes.com
www.cinqmondes.com

Dragonfly Therapeutic Retreat

Tel: +86 21 6132 5068
Email: relax@dragonfly.net.cn
www.dragonfly.net.cn

EF Medispa

Tel: +44 207 1224918
<http://efmedispa.com>

Elements Massage

Tel: +1 877 663 0880
<http://elementsfranchise.com>

Endota Spa

Tel: +61 3 5971 8700
Email: info@endota.com.au
www.endotasp.com.au/franchise

Four Fountains De-Stress Spa

Tel: +91 996 739 7771
Email: ninad.mundhe@thefourfountains.in
www.thefourfountainsspa.in

Hand & Stone Massage and Facial Spa

Tel: +1 855 368 0158
www.handandstonefranchise.com

HerbaLine Facial Spa

Tel: +60 3 5121 5055
www.herbaline.com.my

Jon'Ric International

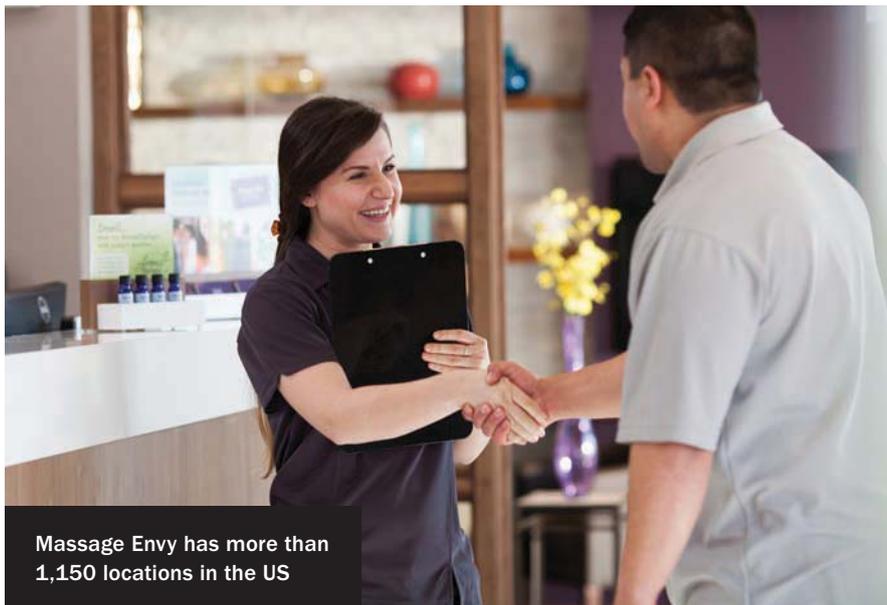
Tel: +1 866 4 4556631
<https://jonricfranchise.com>

LivNordic

Tel: +46 8 756 00 56
Email: info@rdespas.com
www.raisondetrespas.com/livnordic

Marilyn Monroe Spas

Tel: +1 407 370 9343
Email: franchise@marilynmonroespas.com
www.marilynmonroespas.com/franchise



Massage Envy has more than 1,150 locations in the US

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Email: charlie@massagecompany.co.uk
www.massagecompany.co.uk

Massage Envy

Tel: +1 480 568 4938
Email: lknowlton@massageenvy.com
www.massageenvyfranchise.com

Massage Green Spa

www.massagegreenfranchise.net

Massage Heights

Tel: +1 888 909 0974
Email: mhfranchising@massageheights.com
www.massageheightsfranchise.com

MassageLuXe

Tel: +1 636 680 9013
<https://massageluxe.com/franchise>

NStyle International

Tel: +971 4 431 8935 Ext 135
www.nstyleintl.com

O2 Spas

Tel: +91 924 702 0202
Email: info@o2spa.org
www.o2spa.org

Planet Beach

Tel: +1 888 290 8266
www.myplanetbeachfranchise.com

Sense of Touch

Tel: + 852 2201 4545
Email: enquiries@asiaw.com
www.senseoftouch.com.hk

Siam Wellness Group

Tel: +66 2 641 6619 20
Email: info@siamwellnessgroup.com
www.siamwellnessgroup.com



Texas-based Woodhouse Day Spa offers more than 70 treatments at its locations

Spa by L'Occitane

Email: spacontact@loccitane.com.hk
www.spa.loccitane.com

Spa Creators Ltd

Tel: +44 1189 471 857
Email: enquiry@spacreators.co.uk
www.spacreators.co.uk

Spavia

franchise.spaviadayspa.com

Taylor & Colt Barber Spa

Tel: +1 888 264 744
Email: franchising@gsbeautygroup.com
www.franchising.taylorandcolt.ca

Woodhouse Day Spa

Tel: +1 877 570 7772
Email: derrick@woodhousespas.com
www.ownawoodhouse.com

Yan Spa

Tel: +66 2 168 5733
Email: info@bhmasia.com
www.yan-spa.com

YeloSpa

Tel: +1 212 245 8235
<http://staging.yelospa.com/newyork/franchise>

spa business

2017 - 2018 HANDBOOK



PRODUCTS & SERVICES

Company Profiles	p174
Spa-Kit	p274
Contact Book	p280
Product Selector	p323



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Asia Pacific
Barr + Wray Hong Kong
T: + 852 2214 9990
E: sales@barrandwray.com

www.barrandwray.com

Barr + Wray Ltd

1 Buccleuch Avenue, Hillington Park,
Glasgow, G52 4NR, UK

Tel: +44 (0)141 882 9991

Fax: +44 (0)141 882 3690

Email: sales@barrandwray.com

barrandwray.com



Alister MacDonald,
B+W chair & CEO

BARR + WRAY

Background

Founded in 1959, Barr + Wray is recognised as a world-leading provider of spa design, engineering and pool+ spa equipment.

Main products and services

Our worldwide services include the following:

- **Engineering Consultancy:** for wet area items such as pool water filtration systems and bespoke thermal experiences – saunas, steamrooms, ice fountains, hammam, heated loungers and snow cabins.
- **Interior Design:** a highly innovative design team offering a fully coordinated and integrated spa interior design solution.
- **Supply & Install:** Installation of all wet area equipment by our own in-house team of fitters.
- **Aftersales:** offering a quality aftersales and maintenance service for all projects.

Additional products

Pools: vitality/hydrotherapy, lap/exercise; cold plunge; Onsen and mineral. Thermal cabins: saunas; steamrooms; hammams; snow cabins; rasuls; experience showers; ice machines; and heated loungers/benches. FF&E: massage tables.

USPs

Being able to create award-winning spas, offering a full interior design package and



ESPA Rock Sauna at Resorts World™ Sentosa, Singapore

a technical ability to supply spa wet area solutions, offering flexible and cost effective services unrestricted by geography or size.

How many spas do you supply?

More than 300 spas worldwide.

Top clients

Four Seasons, Le Meridien, Jumeirah Group, Mandarin Oriental, Ritz Carlton, IHG, Fairmont Raffles, Shangri-La, One & Only, St Regis, Grand Hyatt and Leela.

Where in the world?

Headquartered in the UK with subsidiary offices in Dubai and Hong Kong.

Future plans

To continue to remain a key driver in the design and engineering aspects of spa resorts worldwide, supplying to both new and existing customers. Barr + Wray hopes to increase its presence across new international territories and markets, helping to expand our client-based portfolio.

Trade shows

SPATEC Europe, June 2016; Global Spa & Wellness Summit, Austria, October 2016.

Who's who?

Alister MacDonald, chair and CEO
Lorne Kennedy, operations director

BC SOFTWEAR
"Towels & robes with the softest touch..."

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The Ultimate in luxury towelling for your hotel and spa

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Wide range of slippers and flip flops | Designed for quality and made to last



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For all enquiries in France contact our BC Softwear sales agent Corinne Fejoz **Email:** c.fejoz@orange.fr **Mobile:** +33 626 570 166

BC Softwear Ltd

Wycombe 3, Boundary Road, High Wycombe,
Buckinghamshire, HP10 9PN UK

Tel: +44 (0)845 210 4000 **Fax:** +44 (0)1628 520 841

Email: enquiries@bcsoftwear.co.uk

Skype: bcsoftwear

Twitter: @BCSoftwear

Facebook: www.facebook.com/BcSoftwear

www.bcsoftwear.co.uk



Barbara Cooke, founder
and managing director



Background

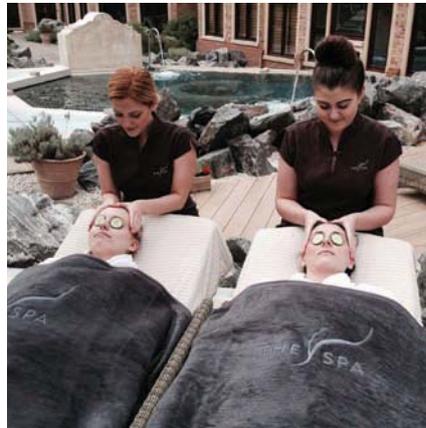
BC Softwear manufactures and supplies luxury towelling for exclusive hotels and spas in the UK and Europe. Its products are designed for the most discerning customers where exemplary quality and exceptional performance are the norm. BC Softwear was launched in 2002 by the founder and managing director, Barbara Cooke.

Main products and services

BC Softwear are experts in the manufacture of towelling, supplying exceptional quality luxury bathrobes, towels, and slippers. The company is renowned for its unique understanding of the spa and hotel markets and has been providing expertise to the most luxurious 5 star and luxury boutique hotels and exclusive spas for over 15 years. With an enviable reputation for supreme quality towels and robes that stay softer and fluffier for longer, BC Softwear guarantees clients will receive reliable supply and exceptional customer service.

Additional products

BC Softwear are specialists in the embroidery of towels with corporate logos. Using state of the art embroidery machines, the company can embroider bathrobes, towels and slippers with exquisite custom made logos in any colour or design with no minimum order quantity.



BC Softwear has a reputation for luxury

USPs

BC Softwear's Spa Linen has an exclusive weave designed to absorb less oil, repel odours and stay fresh for longer. The company manufactures exceptionally large sized spa towels to reduce the number of towels required during a treatment, accelerate the treatment turnaround, reduce drying times and decrease laundry costs. Its bathrobes provide superior luxury with exceptional quality – which is why BC Softwear is the preferred choice of supplier for many hotels, spas and laundries. More importantly, all products are available from stock with next day delivery.

Where in the world?

The UK and Ireland, throughout Europe, and worldwide as far out as Polynesia

Top clients

Champneys, Center Parcs Aqua Sana, Hoar Cross Hall, Penny Hill Park, The Dorchester Collection, The Deep Nature Group, Relais Châteaux and many luxury hotels and spa throughout France.

Future plans

Product selections are constantly updated and new colours introduced based on customer requirements. Our robes have been extended into multiple sizes in recognition of the importance of the actual guests comfort.

Who's who?

Barbara Cooke, Managing Director; Sam Cooke, Business Development Manager South; Karen Tidswell, Business Development Manager North & Ireland.

What the clients say

"BC Softwear has been very helpful in our spa development process. We have been impressed with their ideas, the exceptional quality of the products and the results speak for themselves!" *Liz Dicker, spa director, Sequoia Spa at The Grove, UK*



Unique expertise in high-end personalized beauty care

For 40 years, the Biologique Recherche Methodology has had a reputation for astounding effectiveness based on clinical approach to beauty care using pure, concentrated ingredients as well as innovative and haute couture protocols.

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www.biologique-recherche.com – info@biologique-recherche.com

Biologique Recherche

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Tel: +33(0)1 80 04 83 40 **Fax:** +33(0)1 41 18 96 85

Email: info@biologique-recherche.com

LinkedIn: www.linkedin.com/company/biologique-recherche

Facebook: www.facebook.com/biologique.recherche.official

www.biologique-recherche.com



Left to right, Pierre-Louis Delapalme, Rupert Schmid and Dr Philippe Allouche

Background

Biologique Recherche was founded by a French family of passionate skincare experts. Today, it is owned by Rupert Schmid, Pierre-Louis Delapalme and by the founding Allouche family. They remain loyal to the brand's fundamentals, ensuring the transmission of its unique methodology and results-driven personalised approach.

Main products and services

The company's R&D team is driven by bringing unique products to market. One of the recent innovations is *Seconde Peau*, a treatment inspired by the medical processes used to treat severely burned patients. Biologique Recherche also provides spas with communication and marketing tools that help them develop their businesses.

USPs

Biologique Recherche's best asset is its methodology, which combines powerful products and effective treatment procedures with respect for the skin's structure and physiology to ensure results.

It took 40 years to build this rigorous, complex methodology and it can only be passed on through intensive training.

The company's hyper-customised solutions target a client's individual needs and this

makes Biologique Recherche the brand of choice for the most discerning clientele.

The manufacturing process is responsible in part for the effectiveness of the formulations as there is no mass production and every batch receives great attention.

Biologique Recherche products contain a high concentration of botanical, marine and biological extracts – they account for more than 20 per cent in most products. The company chooses the highest quality active ingredients available and cold-made formulations to preserve their structure.

Finally, to preserve integrity and decrease the chance of allergic reactions in the use of products, artificial fragrances are not used.

Top clients

Ambassade de la Beauté, Paris; the Faena Hotel, multi locations; Finca Cortesin, Malaga; Four Seasons, multi locations; Group Barrière, multi locations; Mandarin Oriental, multi locations; Peninsula, multi locations; Ritz Carlton, multi locations; Hyatt Regency Tokyo, Shangri-La, multi locations; Sofitel, multi locations; Grand Hotel Stockholm

Where in the world?

Biologique Recherche is currently available in 3,000 locations across more than 70 countries worldwide.

2017 / 2018 trade shows

Cosmoprof Asia; Iespa Middle east/Las Vegas; FIAC; Art de vivre Shanghai; Spatec USA

What the clients say

"Biologique Recherche has been the number one retail product this season. Guests are impressed by the efficacy of the treatments and the technology used for diagnosing, measuring and treating the skin."

Jocelyn Pederson, spa director,
Six Senses Spa at The Alpina Gstaad Hotel

"Our partnership with Biologique Recherche enables us to provide guests with a customised facial and body treatment that's luxurious, clinical and results-oriented. The affinity between our estheticians and Biologique Recherche's techniques and products showcases a spa experience that has proven extremely popular with spa guests."

Jonathan Crook, general manager, *The Peninsula New York*

"We have a demanding international clientele who expect long-lasting results with non-invasive treatments. Biologique Recherche has been the key success factor in building the reputation of our business."

Delphine Camaly, directrice, *Ambassade de la Beauté, Paris and Air France La Première Spa*



Spa Software that just works.

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solutions to help you grow
your business and delight
customers everyday.



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Markham, Ontario L3R 0Y6 Canada

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Fax: +1 905 752 2581

Email: info@book4time.com

Twitter: @book4time

LinkedIn: Book4Time

www.Book4Time.com



Roger Sholanki,
founder and CEO



Background

Book4Time is the world's most innovative and comprehensive cloud-based spa management software. With a global reach in more than 60 countries and 25,000 users, our commitment to innovation and client satisfaction has been a key driver in our success as the platform of choice for global spa brands around the world.

Main products and services

We provide all-in-one spa software to run businesses. Features include:

■ Appointment Booking

Accept appointments online, mobile and in-spa. Book individual appointments or groups, spa treatments or classes with our centralised reservation system.

■ Marketing & Retention

Powerful marketing tools that will help you promote, attract and retain new customers and increase your brand's visibility.

■ Payments

Manage and track your revenues over the cloud with our comprehensive point of sale (POS) and integrated payment processing system.

■ Guest Experience

Centralised guest profiles, alerts and history to help you improve your guest experience from initial booking to check out.

■ BI & Reporting

Centrally manage your business and track KPIs with live dashboards. Forecast revenues and discover trends with over 200 reports on sales performance and financial reporting.

■ Integrations

We integrate with dozens of external services, from payment to gift card to loyalty. Or use our robust API to explore unlimited possibilities.

USPs

Book4Time has more than a decade of experience working with the finest five-star luxury hotel, resort, casino and day spa brands. We're constantly innovating and our cloud-based infrastructure enables our customer to consume new product releases and enhancements every eight weeks and enjoy 99.5 per cent uptime.

Our solution integrates with just about every major hotel PMS system, gift card/loyalty vendor, payment processor and accounting/inventory management solutions. We offer deep functionality to meet the complex operational, administrative, reporting and inventory management needs of multi-location spa and wellness businesses. We also offer live 24/7 phone and email support through strategically located global customer support centres.

Where in the world?

Book4time is currently deployed in more than 60 countries. Our major markets include North America, Europe, Middle East, Asia-Pacific and India.

Top clients

Leading day spas chains such as Bliss, Cowshed and most major luxury hotel brands – Fairmont Hotels & Resorts, Marriott, Four Seasons, Hyatt, Belmond and Shangri La.

Future plans

Expanding on our platform with new marketing tools to help with demand generation and system integrations to better serve our client demand.

Who's who?

Roger Sholanki, Founder and CEO
Sean Anderson, Vice-President, Global Sales

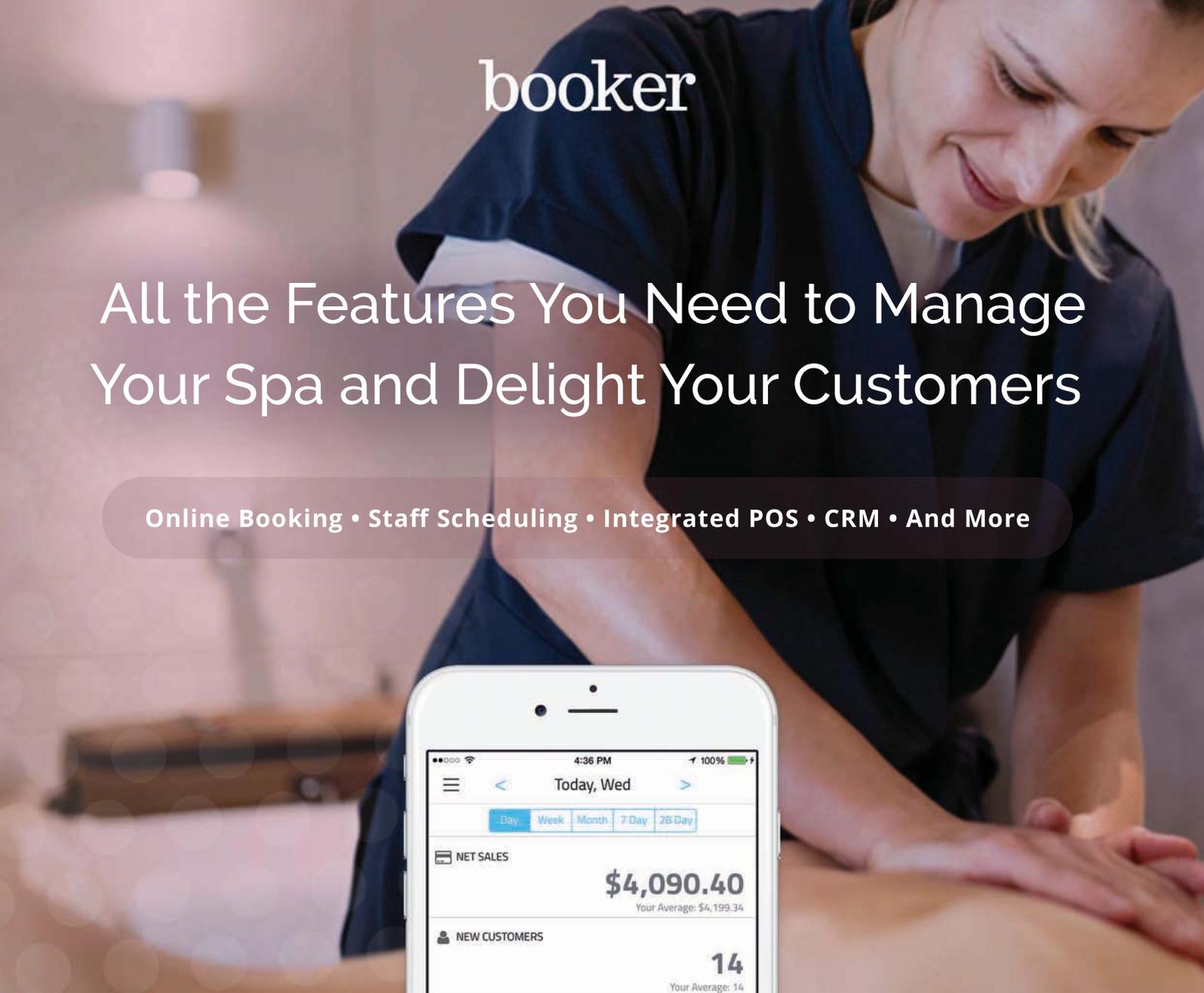
What the clients say

"Book4Time has made it possible for staff at Skana and Ahsi' spas to focus on doing what they do best, providing a memorable – and even life changing – experience, which is invaluable to us."

Shane Bird

Director of Spa Operations

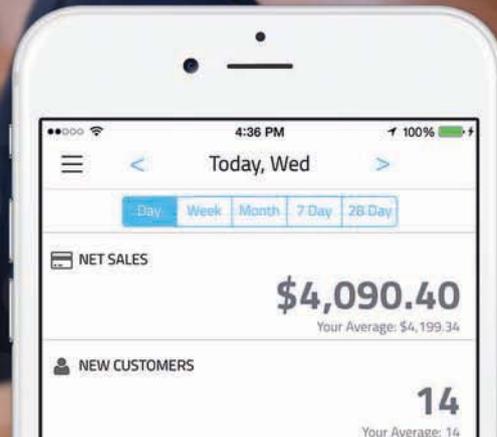
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booker

All the Features You Need to Manage Your Spa and Delight Your Customers

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Booker

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Email: sales@booker.com

Twitter: @getbooker

Facebook: www.facebook.com/getbooker

Blog: booker.com/blog

www.booker.com



Josh McCarter, CEO

Background

Booker is the leading cloud-based business management platform for spas and salons. Booker was developed to meet the needs of spa and salon owners and retains this focus on offering the features that health, wellness, and beauty businesses need to run efficiently and grow. Spa and salon owners and managers from across the health, wellness, and beauty industries choose Booker to run and grow their businesses.

Main products and services

Booker is an all-in-one management solution to run and grow your spa. Booker gives you access to a powerful tool that will help you promote your business and retain customers.

Booker includes features to delight customers, staff, and owners, including:

- Online booking, including from Yelp, Google and Facebook as well as a custom booking site
- Staff scheduling and reminders
- CRM and marketing features
- Integrated point of sale and reporting
- Ability to sell memberships and gift cards
- Inventory management

USPs

Booker gives spa owners and managers back-office access from anywhere via our cloud-based platform. Staff can track their

schedule via notifications and our mobile app.

Spa clients love the freedom to book their appointments online and via Facebook, Yelp, and Google. Booker tracks customer history and empowers spa owners and managers to better serve clients based on a central record of their preferences and purchase history.

Booker offers training and implementation help to get new customers up and running seamlessly. We offer PMS integration and APIs that enable Booker to integrate with third-party apps.

Global reach

128,000+ professionals at more than 10,000 locations use Booker to run and grow their businesses. In 2016, Booker processed 58m appointments, US\$3.3bn in total transactions, and US\$150m in gift card sales.

Trade shows

ISPA, Global Spa & Wellness Summit

Who's who?

Josh McCarter, CEO

Dan Chandre, SVP of strategic partnerships

Jeremie Navarro, partner – Pure Informatique.



Spas can take payments anytime, anywhere with the Booker Mobile App

What the clients say

"We selected Booker because it is robust, forward-thinking and innovative. We now offer booking through our in-room concierge using its web-based system. With five releases a year, Booker is constantly evolving, with a focus on revenue-driving marketing tools." *Jose Antonio Abud, director of tourism services, Hard Rock Hotels & Resorts*

"Booker has helped me get more clients via its online booking platform. The support from the

team is great. I always get quick, professional answers to queries"

Robin Mauras Cartier

Regional director of Spa Asia and director of SoSPA Sofitel at Ponte 16

"Many of my consulting clients use Booker's cloud-based management software to operate their spas.

"The innovations and marketing tools help them expand and grow and both they (and I) appreciate the ability to monitor all aspects of business performance."

Lisa Starr, senior consultant, Wynne Business; education ambassador, Spa Standard



The Excellence of Steam Bath



Le parfumeur du Spa

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www.camylle.com



Marc Massing, CEO
Laboratoires Camylle

Background

Bernard Massing founded the company as Madislor in 1976, developing innovative products for the hygiene market in the workshop next to his family house.

In the 1990s, a customer from Paris asked whether it was possible for him to create sauna scents and the company began to develop expertise in essential oils and aromas.

Main products and services

Laboratoires Camylle has developed a range of products based on essential oils and natural plant extracts for use in spas.

They are designed for use in saunas, steamrooms, hydrotherapy tubs, whirlpools, experience showers, crushed ice fountains and traditional bathtubs, as well as being ideal for use in essential oils diffusers.

Camylle also produces a range of precious oils for use in massage treatments and for perfume diffusion. They contribute a new, olfactory dimension to the wellness area.

Fragrances include eucalyptus, orange blossom, pine, lavender, rosemary, mint and lemon, as well as Asian, Polynesian, Mediterranean and Oriental blends.

USPs

We recognise that wet zones in spas are often underexploited, despite the fact they



Camylle products for sauna, hammam and massage

represent the biggest area of investment. Enlivening and revitalising wet areas by introducing aroma makes them a draw for customers, thanks to aromatherapy.

It is possible to organise special 'aroma' events which are delivered on a daily, weekly or seasonal basis. These events can highlight to customers the special properties of the oils, which can be slimming, soothing or uplifting.

When these events are marketed effectively, they put the spa's wet areas at the heart of the operation and bring them to life to create more customer engagement and interest in visiting the spa. They can also help to boost the spa's retail offer.

Where in the world?

Laboratoires Camylle has clients in Europe, Switzerland, Russia, Japan, Singapore, the US, Morocco and Turkey.

Top clients

Hôtel Carl Gustaf, Saint Barthelemy; Grand Hôtel Kempinski, Geneva; Le Royal Monceau, Paris; The Peninsula, Paris; The Plaza Athénée, Paris.

Future plans

In 2017, Laboratoires Camylle will launch a revolutionary new concept which will enable the creation of an "olfactory identity" for spa treatment rooms.

Who's who?

Marc Massing, chief executive officer;
Anne Lambert, sales manager.

What the clients say

"For over a year now, all our centres use Camylle products in their Turkish baths. We welcome customers for a stay of 6 days and being able to offer a different fragrance in our hammams every day is a real plus.

"We can enliven the bathing areas with the scents, so our clients can discover the benefits of these complementary aromas to their treatment. We have a very high client satisfaction rating since the introduction of these excellent professional quality products from Camylle."

Jean-Luc Pleuvry, director of operations, Groupe Thalazur

[comfort zone]

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SKIN SCIENCE SOUL



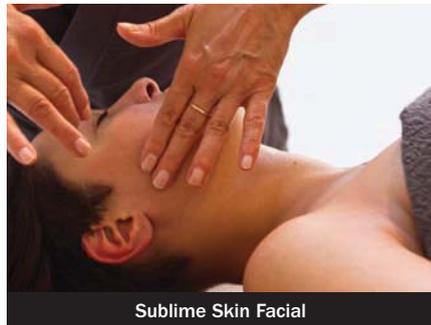
Brian Brazeau,
general manager

Background

Made in Italy since 1996 with competence and care, Comfort Zone is a professional lifestyle brand offering result-oriented skin care solutions, developed following a science-based, sustainable, holistic approach. The advanced research of the in-house R&D laboratories is guided by Dr. Davide Bollati, pharmacist and founder of the brand, and is supported by a multidisciplinary Scientific Committee.

Main products and services

Focused on rejuvenation and skin health, Comfort Zone's comprehensive face and body range allows clients to experience memorable facials and rituals at day and destination spas. Once home, the self-care may expand thanks to a wide selection of products and lifestyle tips based on the specific skin condition.



Sublime Skin Facial

USPs

- Comfort Zone is a certified B Corporation, attesting to the company's rigorous commitment to respecting and creating value for the people and the environment.
- "Made in Italy" design and manufacturing.
- Our Science-Based Conscious Formulas™ ensure all products combine performance and sustainability. They are rich in natural ingredients and free from silicones, parabens, colourants, mineral oil and animal derivatives.
- An integrated approach to spa facials, rituals, home care and lifestyle tips.
- Our Scientific Committee includes experts from the fields of nutridermatology, holistic health and neuroscience.

How many spas do you supply?

Destination and day spas on five continents.



Tranquillity™ Pro-sleep Massage

Future plans

Skin Regimen product line and facial complete restyle and relaunch.

Who's who?

Davide Bollati – founder and president.
Brian Brazeau – general manager.
Sarah Shaw – UK country sales manager.

What the clients say

"We chose Comfort Zone for the high standard of care in treating the whole person, not only their skin.

"Our guests are excited by a brand that promotes sustainable skincare, with a focus on their whole wellbeing. Skin and soul!"

Andrea Fisher Relais & Chateau

Wickannish Inn

Spa manager



Tranquillity™



DEVELOPED FOR SPA. DESIGNED FOR AHH.

As the inventor and leader of spa linens, Comphy is known for innovation & quality. It's our luxuriously soft touch that clients remember, but our sheets are also strong enough to last 300 washes. Whether it's making sure our customers have everything they need through our personalized service and wide variety of products, or making sure our linens are sustainable and good for the planet, we work hard to keep raising the bar for excellence. Ahh, indeed!



COMPHY

Developed for Spa. Designed for Ahh.

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Comphy Co.

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Jessica Carrington, director of sales
and Mia Richardson, founder/CEO

Main services

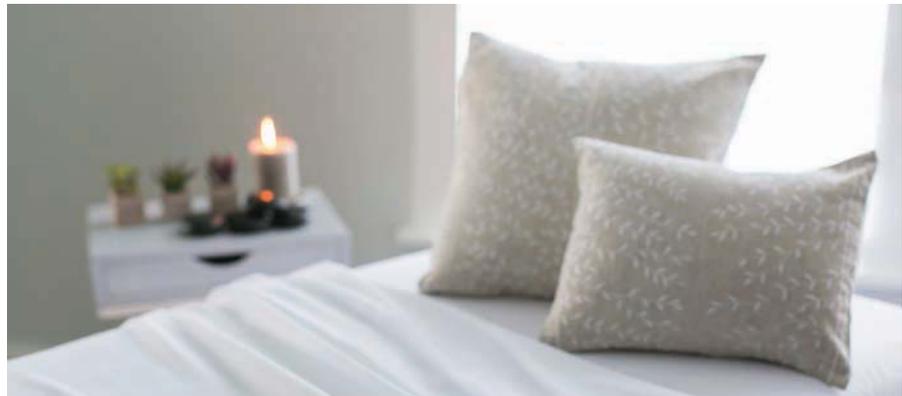
Comphy is the spa industry's inventor and leading provider of luxury linens. Mia Richardson founded Comphy in 2003, when she noticed a need in the spa industry for visually pleasing yet cost effective table dressings that would satisfy the most discerning spa guests.

Additional services

Known for innovation, Comphy products were developed specifically for spa – offering the best in durability, sustainability, design and quality. For more than 10 years, Comphy has been the leading manufacturer of sheets and bedding sets for spas, lodging, wellness and home. We offer everything to dress your spa table from basics such as sheets, blankets, comforters, table skirts, cradle covers, duvets, and more to accessories – including decorative pillows, saddles, knit blankets, robes and towels.

USPs

Prior to the launch of Comphy, spas were typically using hotel or home linens for treatment tables, often having to pin or fold them to fit the table. Our founder, Mia Richardson, spent years doing research and development to create the most innovative and luxurious linens imaginable – designed



All products are available in a number of different colours

to withstand the rigors of spa operations while providing a soft, lush feel.

Comphy quickly earned a reputation for the best in durability, sustainability, design and quality. We continue to develop the most efficient yet luxurious spa linens by listening to customers on how to improve or introduce new products. Comphy's high-performance microfibre uses less energy than any alternative, lasts 2-3 times longer than a standard cotton sheet and is wrinkle free.

How many spas does Comphy supply?

Comphy ships internationally to all countries across the world.

Top clients

JW Marriott, The Ritz-Carlton, Westin, Shanri-La, Mandarin Oriental, Four Seasons

Future plans

As always, our customers will tell us what's next. It is through listening to them that we get most of the ideas for our new products and product improvements.

Who's who?

Mia Richardson
Founder/CEO
Jessica Carrington
Director of sales

Integrated software solutions for Golf, Spa & Leisure industries worldwide



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Concept Spa & Leisure Software is a global leading Spa product, providing functionality and management information for today's growing Spa Industry.

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- Mobile applications
- Business Intelligence



Malcolm Rennie

Concept Software Systems

145 Avenida Engº Duarte Pacheco, Almancil, Algarve, Portugal

Tel: +351 289 351 200 **Fax:** +351 289 351 209

Email: marketing@csscorporate.com

Twitter: @conceptcss

LinkedIn: concept-software-systems

www.csscorporate.com



Main services

Concept provides bespoke, scalable spa management software for high-end hotels, resorts and leisure venues. The software manages all operational aspects including reservations, point-of-sale, inventory management (retail and professional), customer profiles, membership administration, online bookings, CRM, business intelligence and PMS integration to the industry's leading hotel solutions.

The key to the software is its flexibility. Whether a spa has three treatment rooms or more than 100, the software has the features and customisation to match individual requirements, controlling unlimited services. Additionally, Concept's iPad Application seamlessly connects to Concept Spa & Leisure enhancing the guest experience and workflow. Appointments, for both individual clients or groups, are booked efficiently via a series of grid control screens or through an automated availability search. The flexibility and booking control enables a wide range of reservations, including spa treatments, tennis court rental, and pre-scheduled activities such as fitness classes.

Additional services

■ Concept Golf - an integrated tee-sheet solution for golf courses and resorts. In use at many of the world's premier golf venues.

- Concept POS and Inventory Control – the most comprehensive leisure retail solution – designed for spa retailing and golf pro-shops.
- Membership & CRM: Standalone or integrated Membership Billing & Management System for the hospitality industry.
- Business Intelligence: Dynamic reporting tool for spa, golf and leisure industries.
- Concept Web Services: providing online and mobile spa appointments or golf tee-times reservations via a range of customisable APIs.
- Concept Interface Centre: Integrating with many of the world's leading PMS companies as well as third party products.
- Concept Services: 24/7 multi-lingual global support, installation, training and project management, retraining courses, Oracle database administration, software auditing and consultancy, development and customisation.

USPs

Multi-language, multi-currency and fiscal-compliant in 68 countries, Concept's scalable systems work in partnership with many of the world's leading property management systems to offer a range of interfaces for full resort solutions or single-unit businesses. Mobile technology enables the software to be accessed anywhere. Concept's 24/7, global support and training network is key to this success.

How many spas do you supply?

Over 3,000 installations globally.

Top clients

Concept is the global certified spa software provider to Hilton International. Other key international accounts include Langham, Shangri-La, Peninsula, Banyan Tree, Marriott/Starwood, Canyon Ranch, De Vere and Corinthia.

Where in the world?

Distribution in more than 68 countries, with clients from remote areas of Europe to Asia, through the US, Africa and the Middle-East.

Trade shows

We continue our global roadshow and partner user-conferences, plus Spatec Europe, HITEC and Spa China Summit and the World Travel Market.

Future plans

Continued expansion into new markets and the exciting launch of Concept's new customer-facing self-service POS solution!

Who's who?

David Spiers, Founder & Director;
Malcolm Rennie, MD; Luis Branca, Director;
Simon Le Touze, Director of Operations;
Roman Horwarth, Director of Sales & Marketing.

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Sam Palmer,
project manager

Crown Sports Lockers

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Paignton, Devon TQ4 7HP United Kingdom

Tel: +44 (0)1803 555885

Email: sales@crownsportslockers.co.uk

www.crownsportslockers.co.uk



Background

Founded in 1990, Crown Sports Lockers specialise in the manufacture of bespoke timber changing room lockers and furniture.

A dedicated project manager will oversee the project from the initial meeting, producing CAD layout drawings, providing quotations and processing the order, and overseeing the installation and handover. This personal touch is what sets us apart from our competitors.

Main products and services

We design, manufacture and install bespoke timber furniture, including lockers, freestanding benches, vanity stations, treatment room furniture, washrooms, cubicles and reception desks.

We also provide a wide range of digital, electronic and traditional locking systems to suit all demands.

USPs

- Over 25 years' experience
- Made in Britain
- Dedicated project managers
- In house CAD design
- High-quality installations
- ISO: 9001 & 14001 accreditations

www.spahandbook.com



Crown Sports Lockers specialise in bespoke timber changing room lockers and furniture

Top clients

We collaborate with major hotel groups, independent hotels, health clubs, spas and spinning studios including Village Hotels, Macdonald Hotels, Psycle, Places for People and Fitness Space.

Trade shows

We will be exhibiting at the Golf Course Managers' Association conference and exhibition and the Independent Hotel Show in the UK.

Who's who?

Spencer Grimwood, project manager;
Sam Palmer, project manager;
Martin Dobson, production manager.

What the clients say

"Crown's customer service was excellent throughout. The installation went exactly to plan and they were very flexible. The finished product looks as good today as when they first installed it." – Claire Turner, Bank House Hotel Spa & Golf Club, Worcester, UK



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Barry Smith, Director and
Kicki Carlsson, CEO

Background

Dröm UK was launched in 2002 by Kicki Carlsson and Barry Smith. The company specialises in the design and installation of luxury, bespoke spa and thermal wellbeing areas and is looking forward to celebrating 15 years of bringing exceptional, innovative wellness products to the industry.

Main services

- **Consultancy:** Dröm UK provides expert consultation and coordination at all levels, from architects to builders. The company can offer advice on all technical aspects and design elements of your projects.
- **Design:** Dröm UK's design team takes pride in meeting clients personally, to fully understand their dreams and requirements, before conceiving and constructing a bespoke sanctuary to suit each individual hotel, spa or health club.
- **Project management:** Once the concept and specification is approved, the planning can be a multi-disciplined project requiring a high level of coordination of different works.
A construction schedule is agreed and adhered to and any disturbance is guaranteed to be kept to a minimum, bringing the project to a satisfactory completion on time and to budget.
- **Build:** All Dröm UK installations are built



Dröm UK Showroom

to the highest specification and quality by the company's fully trained in-house team of professional specialist fitters.

USPs

Dröm UK's beautiful Showroom, the only one of its kind in the UK, displays around 20 innovative, bespoke room designs. These showcase how Dröm's attention to detail and creative approach sets it apart from its competitors. The Showroom is constantly evolving and will see the addition of stunning, new, fully working rooms throughout the course of 2017. It will continue to play host

to groups of architects, designers and clients who look for inspiration within the many roomsets and in the variety of finishes and accessories on show.

Top clients

Pennyhill Park Hotel & Spa; Coworth Park Spa, The Lansdowne Club, Stoke Park Country Club, Galgorm Resort & Spa, Four Seasons.

Where in the world?

We currently design, supply and install projects throughout the UK, Europe and the Middle East.

Who's who?

Kicki Carlsson, CEO; Barry Smith, director; Erin Lee, project director.

What the clients say

'We approached Dröm UK because of their impeccable reputation in the wellbeing industry. Their open, professional, friendly approach has assisted throughout our journey together. Dröm worked to our tight schedules and the installation team were professional and efficient. We're looking forward to collaborating with them on other projects. We wouldn't hesitate to recommend them to others.'

Darren Dixon, Spa Manager Pennyhill Park



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Twitter: www.twitter.com/Christine_Hays

LinkedIn: www.linkedin.com/in/christine-hays-4518629/

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Jahmaal Hays, president and Christine Hays, chief energy officer

Background

Led by mother and son team, Christine & Jahmaal Hays, Eastern Vibration launched in 2012 and is dedicated to share the ancient yet timeless knowledge of vibrational healing.

Eastern Vibration offers education in Sound Therapy and manufacture Himalayan Singing Bowls and accessories. They offer All-Inclusive packages for Spas Worldwide.

Main products and services

Eastern Vibration is the authentic indigenous source in sound therapy; a wellness experience far from the ordinary.

We offer training in sound therapy using therapeutic grade singing bowls, chimes and gongs, all hand crafted with love by Nepali artisans. The more the bowls are played, the voice emits a warmer and wiser sound.

The training is based on a combination of ancient knowledge from eastern traditions they gained from shamans, Tibetan monks and families in India and Nepal passed down through generations along with modern biophysics specialists and sound therapists in the Western world with scientifically proven result driven techniques.

The specialized training consists of theory, history, how to play the instruments, localized treatments, treatment enhancements, group

sessions and a bespoke treatment created especially for you.

USPs

Eastern Vibration is the sole provider offering sound therapy education and products to spas globally. Sound medicine has been around for thousands of years and is only recently introduced in spas and wellness facilities.

Eastern Vibration consciously listens to and embraces each client's needs and creates treatments that will blend in well with your existing menu. Therapists in the USA are eligible for CEU's through the National Certification Board for Therapeutic Massage and Bodyworkers(NCBTMB) Our products are all hand crafted in Nepal and sustainable.

We are proud to empower communities to build strong, thriving businesses and embrace Fair Trade standards. We have personal relationships with the families that create all of our products.

Top clients

Mandarin Oriental, USA & China; Four Seasons, HK & Maldives; Six Senses, globally; DuniyeSpas Maldives; St. Regis,



Authentic products are hand-crafted by Nepali artisans

Doha; MGM Macau; Mayflower Grace, Faena USA; Rosewood, Phuket.

Where in the world?

Eastern Vibration offers worldwide distribution with warehouses in the USA and Nepal. Our products and services are available globally.

Future plans

EV is launching "Touch & Vibration for Cancer Care". Digital content will be added for increased engagement and online courses. A 7-Metal ayurveda tool for face & body will also be introduced.

Who's who?

Christine Hays, chief energy officer; Jahmaal Hays, president; Dinesh Gohil, business development manager.

What the clients say

"I'm glad we found Eastern Vibration, the bowls are wonderful; they're not only looking beautiful, they sound even better. We had a wonderful training, it was very informative, providing plenty of useful background information about sound therapy, but also very practical."

Renate Hermes, executive director/co-owner Duniye Spas, Maldives

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Noella Gabriel, co-founder & managing director; Harrison Gregory, head of UK spa

Background

With more than 25 years of wisdom, ELEMIS was born out of the vision to bring together the power of nature, science and aromatics. To harness the dynamism of the highest-grade actives and create a skincare line that would transform the frontline of the beauty industry.

Main products and services

Alongside our clinically proven treatments and product range, ELEMIS provides a personalised educational and training programme to support our accounts professional development, with award-winning marketing and PR support. ELEMIS is committed to working with you, to help grow your revenue and client base from day one.

USPs

The successful combination of powerful, natural ingredients, cutting-edge formulation technology and proven clinical trials makes ELEMIS unique and able to offer your customer a point of difference.

Top clients

Hilton Worldwide Holdings, W Hotels & Resorts, Marriot Hotels & Resorts, Anantara, Mandara, Starwood Hotels and Resorts Worldwide and JA Resorts.



ELEMIS Academy of Excellence, London Farringdon

Where in the world?

ELEMIS distributes to more than 90 countries, including the Americas and Asia Pacific. More than 6.5 million customers every year benefit from our range of face and body treatments.

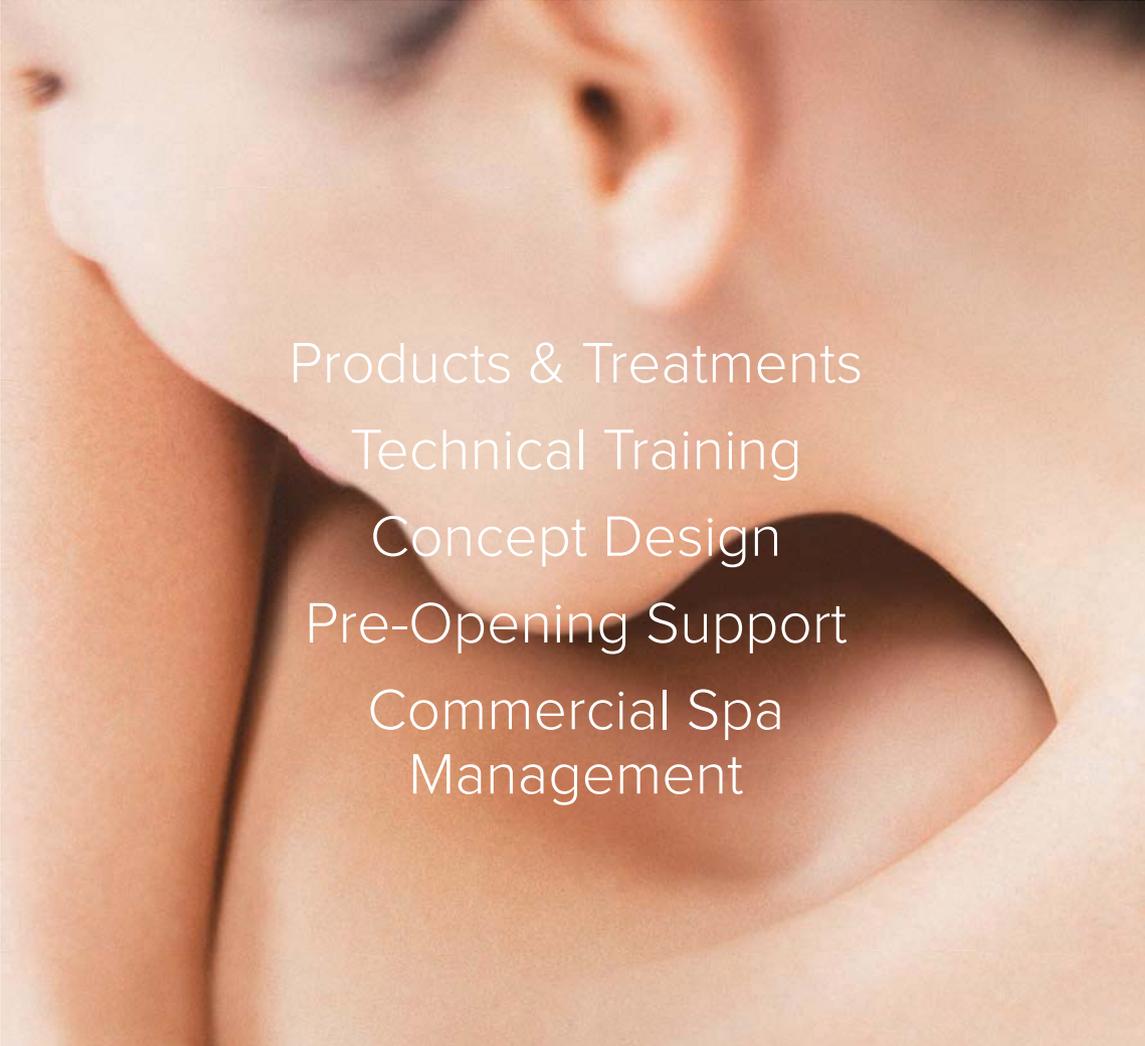
Future plans

The ELEMIS Training Academy has opened in London this year. We will also be expanding

our award winning Pro-Collagen range with three new launches.

Who's who?

Sean Harrington, chief executive officer
Noella Gabriel, co-founder and managing director; Oriele Frank, co-founder and chief marketing officer; Harrison Gregory, head of UK spa and salon.



Products & Treatments
Technical Training
Concept Design
Pre-Opening Support
Commercial Spa
Management



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Natural Beauty
Inner Calm

ESPA

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ESPA

Natural Beauty
Inner Calm



**Sue Harmsworth, MBE,
Founder & Chairman**

Background

Sue Harmsworth MBE founded luxury British spa brand ESPA in 1993 and is today the chosen brand of the world's leading spas and skincare experts. ESPA's mission is simple: to improve people's wellbeing by providing the world with beautiful spas, treatments and natural products. ESPA can now be found in more than 500 exclusive spas in over 60 countries.

Main products and services

With 25 years' experience creating and operating award-winning spas and with a pioneering collection of the most effective, natural spa products and treatments, ESPA remains at the forefront of today's global spa industry as an authority on spa creation and management.

By offering total flexibility with our premium spa services, we enable you to build and develop a successful Spa business through our detailed guidance, wherever you need the support. We can create, develop and launch your spa, ensuring you are set up for success from day one. We can help you run your spa efficiently and profitably whilst continually exceeding customer expectations. We can supply our world class products and treatments – supported by specialist training and education. We can provide in-room



ESPA Life at the Corinthia

luxury essentials to delight your guests and motivate treatment bookings. The beauty is, you don't have to take all these services. Just those that suit your business needs.

ESPA has played a major part in driving evolution across the spa industry. Allow us to make your spa special – talk to us today.

USPs

Working with biochemists, skin experts and aromatherapists, ESPA takes the knowledge from traditional holistic therapies and combines it with the scientific power of the purest natural ingredients from around the world to develop the most effective natural products and treatments. ESPA aim to help you look and feel your best every day, by offering natural products for beautiful skin, and a renewed sense of inner calm.

How many spas do you supply?

ESPA supplies spas in over 60 countries across 6 continents – North America, South America, Europe, Africa, Asia and Oceania.

Where in the world?

Peninsula Hotels, One & Only Resorts, Ritz-Carlton Hotels, Fairmont Hotels, Bvlgari Hotels, Corinthia Hotels, The Leela Palaces Hotels, Gleneagles and many more.

Future plans

The company plans to unveil spas opening in prestigious locations such as Qatar, China, the Bahamas, and the UK together with many others in Europe, USA, Middle East and Asia. With a full calendar of new innovations and exciting product developments planned, ESPA continues to extend its range of the most effective, natural skincare.

Who's who?

Sue Harmsworth, founder & chair;
Michael Harmsworth, CEO;
Tracey Chappell, SVP global spa solutions;
Ian Mackie SVP global spa operations;
Shawn Morgan, business development manager (US);
Katherine Connolly, director, international business development.

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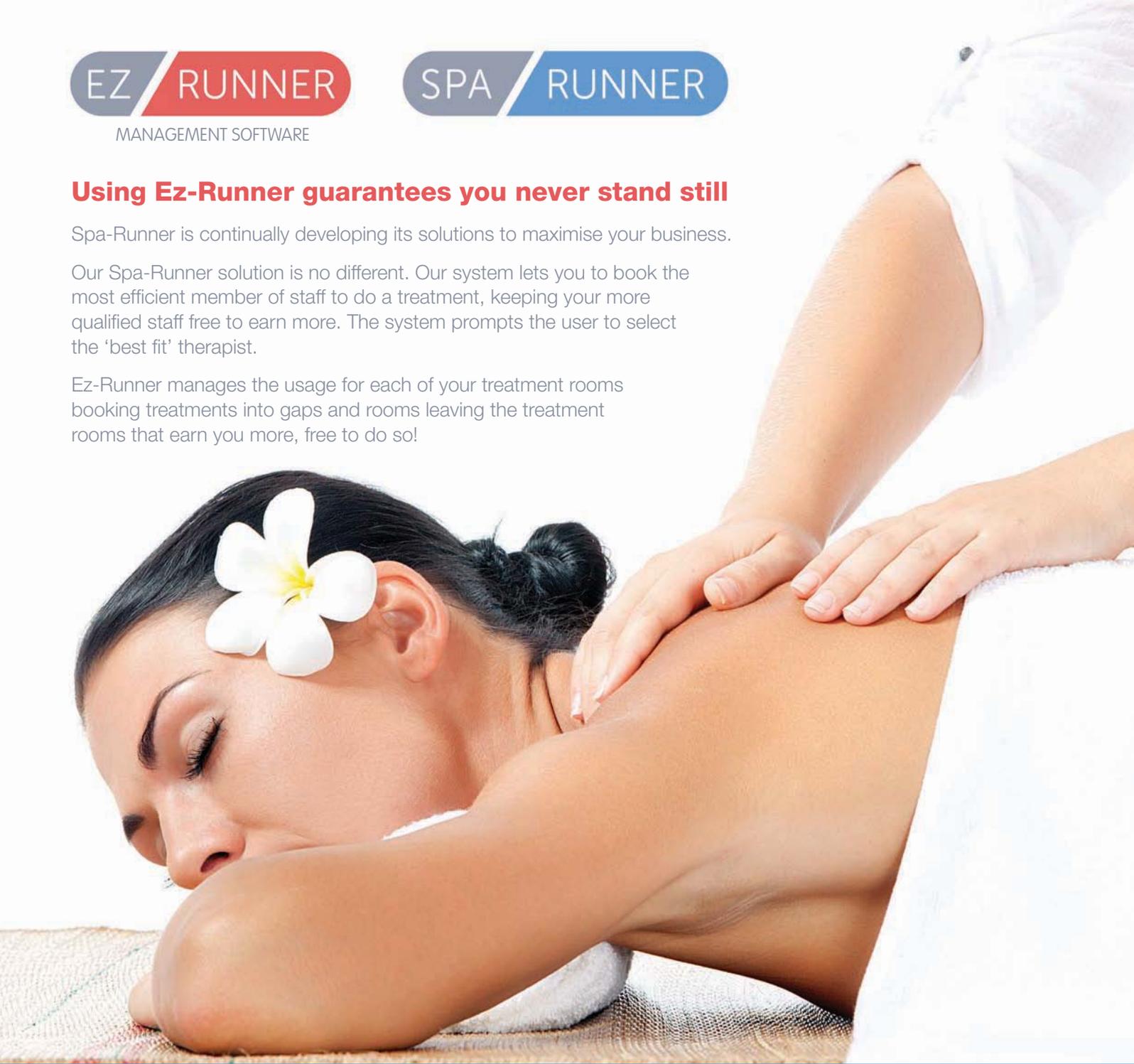
SPA / RUNNER

Using Ez-Runner guarantees you never stand still

Spa-Runner is continually developing its solutions to maximise your business.

Our Spa-Runner solution is no different. Our system lets you to book the most efficient member of staff to do a treatment, keeping your more qualified staff free to earn more. The system prompts the user to select the 'best fit' therapist.

Ez-Runner manages the usage for each of your treatment rooms booking treatments into gaps and rooms leaving the treatment rooms that earn you more, free to do so!



Ez-Runner Systems Ltd

Unit 8/9 Snowhill Business Centre, Copthorne, RH10 3EZ, UK

Tel: +44 (0)844 847 5827 **Fax:** +44 (0)844 847 5828

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Twitter: @EzRunnerSystems

LinkedIn: Ez-Runner

Facebook: www.facebook.com/SocialEZ

www.ez-runner.com



Background

The company was founded in 1995. Stefan Drummond is the majority shareholder.

Main services

Ez-Runner spa software is a fully configurable modular solution for selling treatments, packages and vouchers and has a reporting suite – both online and in-spa – for analysing yield, membership and food and beverage sales.

Other features include the ability for spas to optimise therapist- and treatment-room usage, calculate commissions, manage stock and limit treatments per day by therapist.

Further benefits include SMS alerts, yield management tools, product recommendations and staff rota management, as well as the ability to upsell products and services online or in-spa. Ez-Runner's voucher management solution is commission-free, with online and in-spa purchasing, tracking and redemption, providing spas with the tools to control vouchers from purchase to redemption under one roof, providing limitless, cost-effective marketing.

Additional services

Fulfilment services for voucher management, gift card supplies, and membership cards. In-house programming team for custom development and web integration. We also supply, kiosks, hardware and peripherals.

USPs

Ez-Runner offers full online integration into spas' existing websites. This includes all features – bookings, packages, voucher purchase and redemption and pre-payments.

Each product or service can have YouTube video or images managed from the application, without the need to rely on expensive web teams. These online services can be linked to our automated marketing module (Campaign Manager) allowing Ez-Runner to send campaigns based on triggers such as the number of treatments bought or vouchers purchased online, without any user intervention.

The company's voucher management solutions are provided without charging commissions to the spa operator.

Ez-Runner also has the facility to provide online diary views for therapists and has recently developed mobile websites for smartphones and tablet devices such as iPad, allowing spas to expand their online reach even further without restrictions.

How many spas do you supply?

More than 120 spas.

Top clients

Nirvana SPA; Shire Hotels; Handpicked Hotels; Akkeron Hotels; Amida SPA; Hilton Hotels; sk:n; Dermalogica; Lion's Quay and Bristol Lido

Where in the world?

Mainly Europe and the Middle East, but we have sites worldwide from the Falkland Islands to Ethiopia.

Trade shows

Spa Life.

Future plans

This year we plan to expand into other territories with new and existing clients. We'll also work with existing spa and wellness clients to expand their use of online and mobile functionality for packages, payments and voucher management.

Who's who?

Stefan Drummond, Managing Director; Shez Namooya, Business Development Manager.

What the clients say

"Hand Picked Hotels (HPH) has been using the Ez-Runner management software system for the past four years.

The partnership has had a significant impact on the businesses by helping Hand Picked Hotels create a highly effective spa and health club revenue stream for the group."
*Helen Wynne,
Health Club & Spa Project Manager,
Hand Picked Hotels*

HEATED MARBLE LOUNGE CHAIRS
BY
FABIO ALEMANNO



Developed for the Spa.
Perfected for the Suite.



FABIO ALEMANNO DESIGN

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Fabio Alemanno Design Ltd

Colworth House, Colworth Science Park, MK44 1LQ Sharnbrook, Bedford, UK
Factory: I-73043 Copertino (Lecce) – Italy

Tel: +44 20 8144 9239 (UK)

Tel: +39 0832 949281 (Italy)

Email: fabio@alemanno.de

Facebook: www.facebook.com/FabioAlemannoDesign/

www.fa-design.co.uk



FABIO ALEMANNO DESIGN



Fabio Alemanno, founder and chief executive

Background

Fabio Alemanno Design is a family-owned company with more than 40 years' experience in architectural stone-masonry. At our factory in the south of Italy we combine traditional craftsmanship with cutting-edge technologies for the development and manufacture of our heated loungers and treatment tables.

We also design, manufacture and realise high-end construction projects using marble, natural- and semi-precious stone. Our marketing, showroom and logistics operations are located out at our offices in the UK and Germany.

Main products and services

Our heated marble lounge chairs are the acknowledged gold standard in luxury hotel, spa and residential design. The proven therapeutic benefits of long-wave infrared, together with the technological superiority of our products, makes them the first choice for discerning clients around the world.

Cut from a single block of flawless marble, Fabio Alemanno heated lounge chairs are pieces of modern art with an intimate usefulness no marble sculpture could ever achieve. Ergonomically shaped and unique in their design and structure, the chairs combine wellness with design and

technology, offering unparalleled comfort and an amazing relaxation experience.

Their regenerative warmth will pamper your guests, whether in the spa or the intimacy of the suite, making their stay unforgettable.

Unlimited choices of marble, exotic wood, leather and fabrics enable a perfect and seamless integration into any environment, while offering architects and interior designers endless possibilities for customisation.

Additional products

As well as the design and manufacturing of our heated marble lounge chairs and tables, we offer bespoke marble and natural stone-masonry services for the hotel, spa and residential markets.

USPs

Based on ancient knowledge – and confirmed by scientific research – warmth is one of the most important sources of healing and preventative therapy available.

Warmth is a long wave infrared and as well as the sun, it is radiated by the soil (mud therapy), by the sand (sand bath therapy) and by the marble and other mineral rocks (including hammam and hot stone therapies).

Our heated lounge chairs combine the healing properties of natural stone with the therapeutic effects of long-wave infrared rays.

An integrated, controllable electrical system warms the lounge from within, the warmth radiating through the stone. This provides many health benefits – such as stress reduction, detoxification and the treatment of muscular and osteopathic injuries.

The loungers use a variable-tilt technology, which creates the perfect inclination and delivers an almost zero-gravity effect – all with the body fully supported.

A flexible, responsive three-zone heating system ensures optimal temperature regulation and the loungers can be easily moved thanks to integrated castors.

With an easy-to-clean surface, Fabio Alemanno lounge chairs can be used for a wide range of applications at spas, in hotels and in residential projects.

Top clients

ESPA, Rixos, Mandarin Oriental Hotel Group, Centara Hotels and Resorts, Reebok Armenia, Six Senses, Capella Group, Fairmont Hotel, Eupepsia.

Where in the world?

We retail worldwide.

Who's who?

Fabio Alemanno
Founder and CEO



High-end spa, wellness and medical equipment.
Made in Germany.



PediSpa Series



Libra Horizontal
Choreographic Shower Series



Quartz Table Series



First Transform Sofa To Massage Table



Patented Universal Spa Table



MLW Series Spa Table

Gharieni Group Germany

Gutenbergstr. 40, 47443 Moers, Germany

Tel: +49 2841 88300-50 **Fax:** +49 2841 88300-999

Email: info@gharieni.com

Twitter: @gharienigmbh

Facebook: www.facebook.com/gharieni.gmbh

www.gharieni.com



Sammy Gharieni,
founder and CEO



Background

Gharieni was founded by Sammy Gharieni in 1992, initially focused on beauty and medical equipment. In the last twelve years, the company has increasingly concentrated on the spa and beauty sector. Gharieni's philosophy is to meet the continually increasing requirements of the market, to keep abreast of long-term trends and developments and to realise the individual desires, wishes and needs of customers. Gharieni Group has companies and branches in Germany, Belgium, UAE, France, the Netherlands, USA and Tunisia.

Main products

Gharieni is one of the world's leading manufacturers of high-end spa and massage tables and beauty beds. It offers HydroSpa and Psammo-Concept-products for special treatments too, as well as other equipment and furniture for luxury spas, hotels, resorts and wellness or beauty facilities. All steps of the production process, from concept to design, are under the permanent control of the management at the company's headquarters in Moers, Germany, in order to guarantee the highest quality. Moreover, the manufacturing process is controlled by the German Technical Supervisory Association and treatment beds and towers are certified by TÜV NORD CERT as "made in Germany".

USPs

Gharieni means more than just treatment beds – it brings trend setting innovations for unique wellness experiences to each spa.

Innovations include the MLX Quartz Table, which is filled with warm sand, offering the feeling of lying on the beach during special treatments. The award-winning Wellmassage4D, meanwhile, uses the specially-adapted MLX Spa Table to provide a new dimension in massage techniques.

Another novelty, the Spa.Wave experience – based on the Quantum-Harmonic-Sound Therapy – provides the key benefits of mindfulness, meditation and deep-relaxation techniques. This offers the ultimate way of recreation, refreshment and revitalization – power napping in perfection.

For treatments with a maximum of body positions, Gharieni developed the MLX Limber. This patented, universal spa table provides unrivaled flexibility.

Top clients

- Germany: Jumeirah Frankfurt, TUI Cruises, Mein Schiff 5; Steigenberger Grandhotel and Spa Heringsdorf
- The UK: Brimstone Hotel, Ambleside; Ramside Hall Hotel & Spa, Durham; Seaham Hall Hotel & Spa Durham
- France: Hotel Molitor Paris

- Spain: Park Hyatt, Mallorca
 - Tunisia: La Cigale Tabarka Hôtel & Spa – Golf
 - Turkey: Six Senses Kaplankaya
 - Bahrain: Four Seasons
 - UAE: Emirates Palace Abu Dhabi; Burj El Arab, Dubai; Talise Spa Madinat Jumeirah, Dubai
 - China: Rosewood Beijing
 - USA: Àme Spa Turnberry Isle, Miami; Sothys Spa at Lucky Dragon Hotel & Casino, Las Vegas; The Breakers, West Palm Beach; Trump National Doral, Miami; The Setai Hotel, Miami
 - French Polynesia: The Brando, Tetiaroa
 - Malaysia: The Chateau Spa & Organic Wellness Resort, Kuala Lumpur.
- And many more.

Where in the world?

Gharieni distributes to more than 70 countries on five continents.

Trade shows

Cosmetica Frankfurt; Beauty Trade Special Netherlands; The Hotel Show Dubai; Estetika Belgium; ISPA, Las Vegas; Cosmetica Berlin.

Future plans

In 2017 Gharieni ushers in the next generation of spa tables – the SPL Sphinx. The innovative combination of beauty bed and spa table enables perfect lying and working. New cutting edge products will follow.

A uniquely authentic Hammam experience.



TRADITION. LUXURY. PURIFICATION

HAMMAMii

Hammamii

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Email: info@neumorinc.com

Skype: neumorinc

Facebook: Hammamii

Instagram: hammamiispa

www.hammamii.com

TRADITION. LUXURY. PURIFICATION



Shawna Morneau, founder and managing director and Sarah Dalton, business development manager

Background

The new Hammamii luxury spa range, from branding specialist Shawna Morneau of Neumorinc, is designed to help global spas deliver a modern, yet deeply authentic hammam experience using ingredients indigenous to North Africa and the UAE.

Shawna holds qualifications in medical aesthetics and cosmetic chemistry. She conducted six years of research and development during her time spent living among the indigenous Berber people in the Atlas Mountains of Morocco. She has also immersed herself in the beautiful historic tribal traditions of the Emirates.

Combining her passion for raw ingredients, her love for the hammam and her knowledge of cosmetic chemistry; Hammamii was founded, created and produced in Dubai using an abundance of fresh regional ingredients, forgotten desert herbs and several secret local family remedies.

Hammamii's products and treatments are now available in the Willow Stream Spa at Fairmont Fujairah Beach Resort. You can also avail of Hammamii through Neumorinc, located in Dubai Design District.

Main products and services

The Hammamii range consists of 29 all-natural Halal-certified products for face,



Hammamii specialises in natural ingredients

hair and body, which are used to make up Hammamii's branded replenishing hammam and signature spa rituals.

This authentic spa range is freshly made in the UAE using only natural and quality ingredients found locally within the region, such as camel's milk produced in the Dubai desert (offering a high mineral content and anti-inflammatory properties), dates from Ras Al Khaimah, salts drawn from the Arabian Sea in Abu Dhabi, preserved lemons, sumac and the traditional Arabian spice Za'atar.

The entire range is divided into five collections and has been hand-crafted for the needs of every skin type.

By using raw, fragrance-free ingredients, the scents and textures are appropriate for both men and women of all ages. Therefore the products are suitable for the entire family.

Each collection is developed to be used inside the hammam or bath and carefully

selected to match the personalised Hammamii rituals to deliver a luxurious one-of-a-kind spa experience.

USPs

Hammamii creates hammam-inspired skincare products and treatments.

It is the first luxury spa range to offer Halal-certified products that are made exclusively in the United Arab Emirates using only UAE organic ingredients and taking full advantage of their naturally derived vitamins and minerals which benefit the skin, hair and body.

The collection is positioned at a price point of accessible luxury.

More than a brand, Hammamii is a lifestyle that honours the culture of traditional techniques of the hammam with a unique and modern twist.

Where in the world?

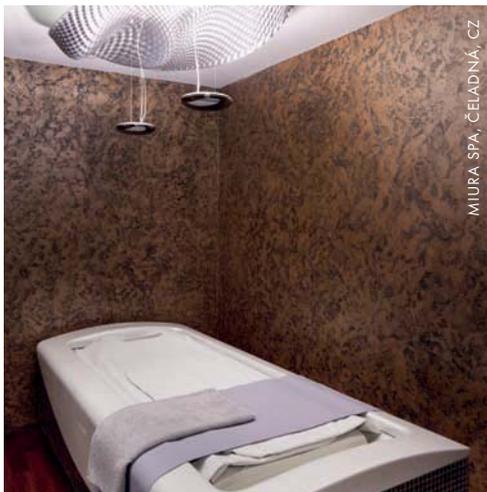
Global.

Who's who?

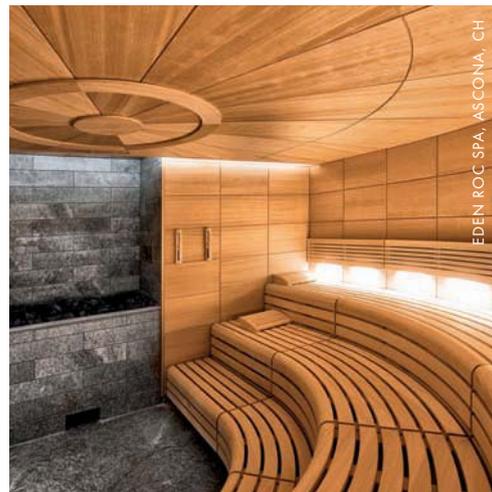
Shawna Morneau
founder and managing director
Sarah Dalton
business development manager
Dara de Guzman
communications manager



ESPA AT THE ISTANBUL EDITION, ISTANBUL, TR



MIURA SPA, ČELADNÁ, CZ



EDEN ROC SPA, ASCONA, CH



ESPA AT THE ISTANBUL EDITION, ISTANBUL, TR

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Fax: +49 (0)791 501 248

Email: info@klafs.com

www.klafs.com

KLAFS
MY SAUNA AND SPA



Thorsten Bichler, director
international sales

Background

KLAFS was founded in 1928.

Main products and services

The KLAFS group is the world market leader in the field of sauna, pool and spa. Besides saunas, its wide product range includes: steamrooms, hamams, infrared heat cabins and relaxing areas, as well as treatment rooms, including massage tubs and treatment tables.

As a full-service general contractor for the professional sauna and spa industry, KLAFS also offers technical planning and consulting.

KLAFS has clients in a wide range of industry sectors, including hotels and resorts, health clubs, thermal spas and cruise ships. In addition, the company supplies private customers who are equipping their homes and vacation retreats.

A large team of experienced interior designers, technicians and project managers work together to implement even the most exclusive and ambitious spa projects. With the highest quality standards in the market, KLAFS offers its own development and production facilities for a complete range of innovative and individually designed spa equipment.

The manner in which KLAFS takes responsibility for the environment while interpreting market developments sensitively for the individual situation can be seen in numerous



ESPA Life at Corinthia, London

innovative developments which make efficient use of natural resources. Intelligent control and energy-saving packages such as Green Sauna or the new Green Steam represent a concept of ecological sustainability, to which KLAFS is committed.

Additional services

KLAFS offers after-sales services and maintenance of equipment after project completion worldwide with on-site service in many countries around the world, as well as offering the technical training of in-house spa staff. And with its own development department and production facilities for the complete product range, even the most extraordinary customer request can be fulfilled, ranging from single sauna cabins to turnkey jobs.

USPs

KLAFS keeps a close eye on the market to spot and set trends. Innovation is a key part of the company's corporate philosophy: KLAFS introduces surprising new concepts for the spa and health markets with pleasing regularity.

Working with renowned designers, the company develops innovative and beautifully formed products. This is proven by the numerous prestigious awards it has won, such as its gold iF Product Design Award, the Red Dot Design Award and the Interior Innovation Award.

Top clients

The Tschuggen Grand and the Dolder Grand Hotels Switzerland; Corinthia Hotel London; Faena Hotel Miami Beach, USA; Fairmont Peace Hotel, Shanghai, China; Mondrian Hotel Doha, Qatar.

Where in the world?

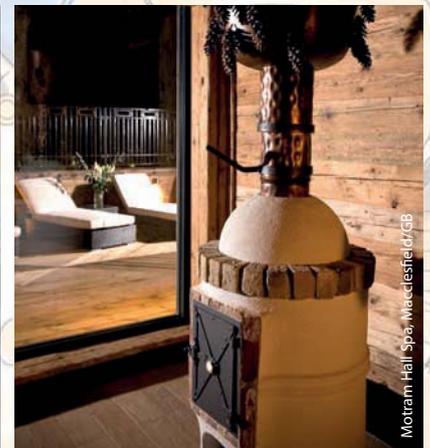
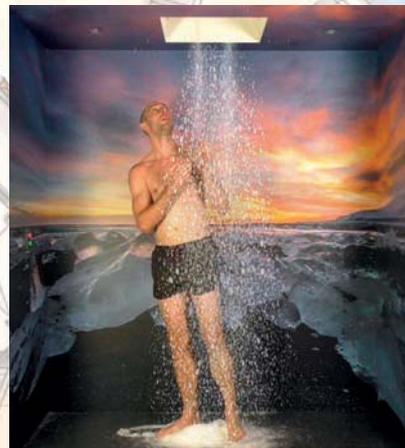
With its headquarters in Germany, KLAFS has subsidiaries in Austria, Switzerland, Poland, Hong Kong and the Netherlands as well as 65 partners worldwide.

Who's who?

Thorsten Bichler, director international sales

SPAWORLDS . PRODUCTS . TRAINING

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Email: info@kurland.de

www.kurland.de



Esa Ranta, CEO, Owner

Background

The company's success story begins in the 1960s with the healing moor mud from Salzburg Leopoldskron. Its high therapeutic quality laid the foundations for the company's success. Wellness pioneer Paul Haslauer founded Haslauer GmbH and after more than 50 successful years he sold the company to the Finnish spa expert Esa Ranta.

Main products and services

Haslauer GmbH, with its innovative Kurland® brand, today stands for incomparable systems and equipment that constantly revolutionise the spa and wellness sector.

Soft-Pack® System, Permanent Contour® , Rasul® and Salve-in-terra® are just some of the famous Kurland® inventions.

The Haslauer GmbH complements the hardware with an extensive range of natural products - from traditional moor mud and precious oils to cosmetic lines and care products of the highest quality.

With special seminars for the therapy, spa and wellness industry, the Kurland® Training Centre rounds out the range of service. Alongside traditional seminars, Kurland® offers a multitude of special seminars on how to handle the company's systems and equipment as the effective use of the consumable products.



Kurland is set to launch its new SnowBliss shower

USPs

Kurland supplies equipment and facilities, treatment products and Kurland signature treatments in a kind of three-tiered, interlinked system, which ensures full service for customers. The Kurland experts design, plan and implement innovative spa concepts, systems and equipment – naturally tailor made to customers requirements. Kurland further provides treatment products of the highest quality. The Kurland® Training Centre offers a wide range of trainings in medical wellness, balneology and special Kurland signature massage techniques.

Kurland supports spa operators in all wellness-specific requirements from a single source. The customers trust in more than 50 years of experience. Since the company's inception it has been striving for higher ideals: Something unprecedented – spa products and systems that offer an interesting alternative to what was traditionally available.

Top clients

Ye Olde Bell Spa in Barnby Moor; Flamingo Spa in Helsinki; Mondorf Domaine Thermal in Mondorf-les-Bains; Joseph Anthony Retreat Spa & Salon in Glenn Mills/ Philadelphia; Hotel Splendid Conference and SPA Resort 5* in Budva Montenegro.

Where in the world?

Europe (old traditional market), USA, Russia, Middle East, Far East

Future plans

For the year ahead Kurland plans to launch the concept of the snowfall shower SnowBliss internationally. They will also start to develop the Gulf countries market and the Chinese market. Their famous goats' butter skincare product line will be relaunched. The products' ingredients will be improved and they will get a new design.

Who's who?

Esa Ranta: CEO, Owner
Dipl. Wirt.-Ing. Christoph Kinz: product management, logistics, marketing
Dipl. Wirt.-Ing. Roman Lindner: Spa-equipment business unit management, business development, export management
Gertraud Kumpf-Stöger: general sales management, human resources.



Lemi[®]
ITALIAN WELLNESS EQUIPMENT

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BROWN'S HOTEL LONDON - UK
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GRAND HOTEL AMRÂTH DEN HAAG - NETHERLANDS
NUXE SPA PARIS - FRANCE
FOUR SEASON HOTEL RIYAD - KSA
RAFFLES HOTEL DUBAI - UAE
COQUILLADE PROVENCE VILLAGE GARGAS - FRANCE

SO SPA SOFITEL THE PALM DUBAI - UAE
HOTEL HERMITAGE CERVINIA - ITALY
THE ST. REGIS DUBAI - UAE AL HABTOOR CITY - DUBAI - UAE
W HOTEL BARCELONA - SPAIN
FORTE VILLAGE RESORT SANTA MARGHERITA DI PULA - SARDEGNA - ITALY
HOTEL EXEDRA BOSCOLO (DEEP NATURE SPA) NIZZA - FRANCE
THE ST. REGIS SAADIYAT ISLAND RESORT ABU DHABI - UAE
PARK HYATT MILAN - ITALY
W DOHA HOTEL DOHA - QATAR

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Lemi Group

Via M Maretti Soldi, 13, Casalbuttano Ed Uniti (CR), 26011, Italy

Tel: +39 (0)374 363068/69

Fax: +39 (0)374 363071

Email: info@lemigroup.it

Facebook: LEMI Group

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Matteo Brusaferrri,
General Manager

Lemi[®]
ITALIAN WELLNESS EQUIPMENT

Background

The company was founded under the name of Brusaferrri & C by Emilio Brusaferrri and Silvio Genelli, cousins and close friends, who share the same passion for a great challenge. Brusaferrri has been manufacturing under the Lemi brand since 1989.

Main products and services

The company designs and produces treatment tables, chairs and multi-functional furniture and equipment for the beauty, spa, podiatry and medical sectors.

Thanks to its intensive research and development programme, as well as its continuous pursuit of innovation, Lemi has come to be recognised as one of the major players in the spa and wellness industry.

As well as being a leader in equipment design, research and technology, the company – with its unmistakable Italian style – is renowned for its exceptional quality, functionality, and meticulous finishes.

These fundamental principles have resulted in the development of numerous products bearing the Lemi brand name.

The company manufactures products to exceed customers' expectations by ensuring maximum precision in the construction of each piece and continuous improvement – even with well-established products.



The bestselling Gemya spa table

USPs

As an exclusive guarantee of its products' authenticity, Lemi obtained the prestigious "100% Made in Italy" certificate in 2010.

This certification requires the company to subject itself to a series of thorough inspections in order to certify that its production cycle is entirely performed in Italy.

This complete autonomy also allows LEMI to guarantee customisation and to give a Lifetime Assistance on all its products.

From conception to design, prototyping and packaging, the products' entire lifecycle is managed internally, with each individual part

evaluated according to strict inspection criteria.

The added value of Lemi comes from the company's excellent craftsmanship, maximum attention to detail, exceptional product quality, and comprehensive service.

Top clients

Sofitel the Palm, Dubai UAE; Four Seasons Hotel, Riyadh, Saudi Arabia; Forte Village, Sardinia, Italy; Hotel Majestic Barrière, Cannes, France; The Fairmont, Maui, Hawaii.

Where in the world?

LEMI Is present in over 100 countries around the world.

Who's who?

Emilio Brusaferrri, president; Matteo Brusaferrri, general manager; Simona Carrara, export manager; Elena Bazzocchi, global hospitality manager.

What the clients say

"Our spa clients love the Lemi beds which we use in our treatment rooms. The upholstery is so thick and relaxing, it perfectly complements our luxurious signature treatments. I couldn't recommend Lemi furniture highly enough."

Stephen McCafferty, Spa Manager at Portavadie Spa, Loch Fyne, Scotland



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Modern like a glass and steel skyscraper.
Functional like a spa Swiss Army Knife.
Comfortable like a goose down mattress.
Think ultra-low height, wireless electronics,
sleek LED lit soft-close cabinetry, and a digital
warming drawer. Custom built. Hand finished.
Designed for the world's finest spas and resorts.

CENTURY CITY™

ULTRA-LOW HEIGHT
WIRELESS TREATMENT TABLE



5" or 7" Strata GT™
SpaMattress™



Wireless controls



Digital Warming Drawer



Ultra-low height range &
LED lighting

20.5" - 36.5"
(with GT SpaMattress™)



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Twitter: @LECSpaEquipment

LinkedIn: www.linkedin.com/company-beta/1192669/

Facebook: www.facebook.com/livingearthcrafts/

www.livingearthcrafts.com



Jim Chenevey and Brian Paris

Background

Living Earth Crafts has been the premier spa equipment, treatment and massage table manufacturer since 1973, and is headquartered in Vista, California with operations on three continents.

Main products and services

Living Earth Crafts maintains an unwavering commitment to making exceptional, high-quality products and to eco-friendly sustainability. LEC has developed some of the most innovative spa equipment, massage and treatment tables in the world. With this in mind, LEC introduced a series of low height range tables with unmatched comfort and the full features of taller tables. Our engineers designed the tables from the ground up with incredible height ranges of 19.5" to 35.5" (3" Strata™) on the Century City™, to 24" – 39" with 7" Gel-Tech on the Infinity GT™. These tables also feature wireless controls, integrated warming drawers, programmable LED lighting, and soft close cabinets, all not seen before on low height range tables.

USPs

Living Earth Crafts is synonymous with uncompromised comfort and luxury, unsurpassed quality, and undeniable value in the



Infinity GT wirelessly controlled treatment table

continuous innovation added to the products! LEC manufactures the highest quality spa equipment for some of the most exclusive spas and resorts in the world, supported by an awarded customer service team. This year LEC is introducing the Signature GT Series an Ultra-low height, wirelessly controlled treatment tables with GT™(Gel-Tech) technology which incorporates an incredible 2.5" of honeycombed elastomeric gel into 5" and 7" mattress system to create a level of responsiveness and client comfort previously unavailable in our industry.

Top clients

Four Seasons, Rosewood Hotels, and MGM Macau enjoy some of LEC's newest products: Contour pedicure chair, ZG Dream Lounger and GT series treatment tables

Where in the world?

LEC offers worldwide distribution with strategic warehouses in US, Europe, and Asia.

Future plans

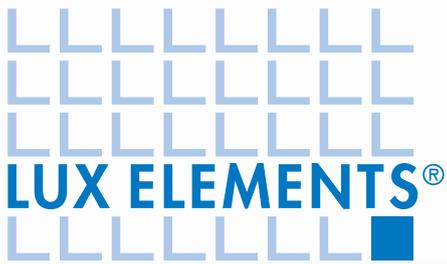
LEC introduces the Signature GT Series: ADA compliant ultra-low height, wirelessly-controlled tables, with an amazingly responsive GT™(Gel-Tech) mattress system, warming drawer, LED lighting and warmer covers.

Who's who?

Jim Chenevey. CEO; Brian Paris. VP; Blake Feeney. VP business development; Erica Coble, business development manager; Michael George. account manager

What the clients say

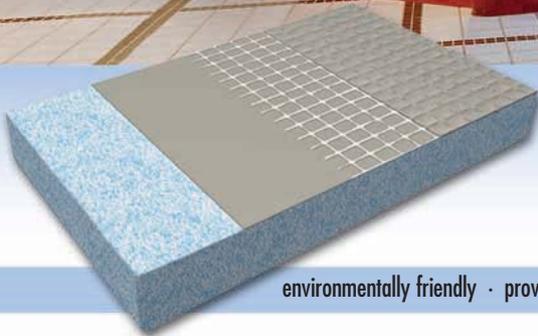
"At Remede Spa we are very serious about guest satisfaction. The ZG Dream loungers definitely enhance the mani-pedi experience. Nothing beats the feeling of a foot massage on zero-gravity position. This luxury and comfort is expected when coming to St. Regis Punta Mita"
Alejandro Ortiz, executive spa director



www.luxelements.com

Products for individual relaxation and distraction made of hard foam support material for bathrooms and spa areas: Relaxation loungers and massage tables, tileable bath tub building kits and footbaths with seat, building kits for shower design variants and accessories such as prefabricated niches and bench seats for the shower area.

LUX ELEMENTS®-RELAX



LUX ELEMENTS GmbH & Co. KG

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Email: info@luxelements.de

www.luxelements.com



Left to right: Rolf Longrée, managing director, and Marco Lutz, export director

Background

The company was founded in Radebeul, Saxony in 1945. Thomas Lux is the son of the founder Herbert Lux and has been managing director since 1975. Since 1996 Rolf Longrée has also served as managing director of Lux Elements.

Main products and services

Lux Elements is an experienced specialist in the production of polystyrene hard foam and in processing products for the sanitary and wellness markets. The emphasis is on: wall cladding, floor structures, bathroom upgrading and wellness facilities.

Lux Elements is able to produce individual concepts and prefabricated elements for health resorts and leisure facilities.

The company produces solutions according to customer specifications including wet areas. These can be individual or serial productions.

USPs

One of the key USPs of Lux Elements is the environmentally friendly production of polystyrene hard foam (EPS) without using climate-harming propellants on its own production facility. The self-manufactured, moisture-resistant material has, among others, one important material property



The manufacturing methods allow the production of round walls for curved or round showers

which makes it ideal for use in spas and wellness centres: due to the alkaline properties, the elements are mold resistant.

A further strength of Lux Elements is the individual production according to customer requirements. There are no limits in designing.

The modern and flexible manufacturing methods make it possible to produce large objects and diverse forms. On request the company can supply the static calculation, especially for very large objects.

Where in the world?

Lux Elements distributes its products all

over Europe, Asia, North America, Russia and Ukraine.

Future plans

Expand markets in North America and Southeast Asia and establishment of new products for steam room constructions, for example: installation panels for attachment of fittings, hard-plastic supporting panels for steam inlets and new light strips for niches or benches.

Who's who?

Rolf Longrée, managing director; Marco Lutz, export director.



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to wrap your guests in luxury.

The Madison Collection

Designers of fine quality terry linen

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The Madison Collection

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Skype: charmainetanya

LinkedIn: www.linkedin.com/pub/charmaine-lang/5/a76/796

Facebook: www.facebook.com/madisoncollection

www.themadisoncollection.com



Charmaine Lang,
President & CEO

The Madison Collection

Background

The Madison Collection was launched in 1999 by industry expert Charmaine Lang to provide quality, reliable and innovative products. From its headquarters in Miami, Florida, USA, the company works with leading hotels and spas around the world and is renowned for providing impeccable linens with an emphasis on operational use.

Main products and services

The Madison Collection creates superior towels and robes, as well as bath and spa accessories that provide comfort, absorbency and durability for operator and client.

By combining quality, lightweight terry and luxurious weaves, The Madison Collection offers innovative products to a global clientele.

The company's collections are well thought out to provide ease of use on-site. Towels and robes to be used at the pool and beach, sauna, spa and in-room each feature a different pattern, so laundry staff may easily identify delivery zones. This also allows for the simple separation of operating revenues for various areas on property.

The Madison Collection's products are washed and dried four times after dyeing, before cutting and sewing to ensure fibres are chemical-free, thus resulting in minimal shrinkage – under four per cent, compared

to the industry standard of 10 per cent. Because of the company's superior cotton and sophisticated dyeing process, its products last more than 300 washes – and have been tested up to 527 washes.

USPs

The Madison Collection goes to great lengths to provide partners with the finest products. Customers reap the benefits of the company's environmental safety efforts.

Created at the same factory since the company's inception, all products utilise the best cotton (grade 5.5 - 6.5) and dyes.

The Madison Collection takes its place in the industry – and the world – seriously. Its factory is one of the few where spinning, weaving, dyeing, cutting and sewing takes place in one location, therefore ensuring supreme quality as well as little to no environmental impact.

The Madison Collection is also celebrated for its exceptional service and likes customers to help tell its story. One of The Madison Collection's favorite accolades is that clients liken working with the company to the VIP attention received with private banking.

How many spas do you supply?

The company distributes across the globe – to North, Central and South America, Africa,

Asia, Australia, Caribbean, as well as Richard Branson's Necker Island and Moskito Island.

Top clients

Ritz Carlton (most locales); One & Only Palmilla; Diamante; Cabo; Wynn Resorts (including Encore), Las Vegas and Macau; Condado Vanderbilt, Puerto Rico; Lizard Island, Australia; Cape Grace, South Africa.

Future plans

The new Bordado towel will be introduced. It has been four years in the making and is set to revolutionise and set new standards in the industry.

Who's who?

Charmaine Lang, president and CEO; Mandy Meyerowitz - Australasia distributor; Gayle Meyers - Africa distributor; Queenie Keung - Hong Kong distributor.

What the clients say

"The Madison Collection has provided 14 years of exceptional service. Charmaine's word is her bond.

"We've had towels remain in service through hundreds of washings. Their longevity amazes our commercial laundry service."

Susie Milus Marquez, director spa operations, Grand Hotel Marriott Resort, Golf Club & Spa

MATRIX



FITNESS ENLIGHTENED
www.matrixfitness.co.uk



Matrix

East Court, Riverside Park, Campbell Road,
Stoke on Trent, Staffordshire ST4 4DA

Tel: +44(0)800 389 6078 **Fax:** +44 (0)1782 644365

Email: info@matrixfitness.co.uk

Twitter: @MatrixFitnessUK

Facebook: www.facebook.com/MatrixFitnessUK

www.matrixfitness.co.uk



James Blower, International
Hospitality Manager EMEA

MATRIX

Background

Matrix Fitness – one of the world's leading commercial fitness brands – is a division of Johnson Health Tech, founded in 1975. Preferred by some of the world's finest hotels and resorts, Matrix offers an array of premium cardio, strength, and integrated technology solutions which support the demands of boutique hotels and spas, and enable customers to create an inspirational fitness experience for their guests with minimal effort, regardless of size or budget.

With more than four decades of experience in the fitness industry, and an extensive understanding of user behaviour, Matrix knows what guests expect from their workouts, and the company's goal is to help the customer to deliver that and more.

Main products and services

Matrix strives to offer innovative and aspirational equipment that will captivate users, is easy to maintain, facilitates wellness programming, and delivers the best return on investment.

■ **CARDIO:** Intuitive operations on the company's full range of stylish, durable cardio equipment make it easy for guests to get on and go, while its consoles provide the most cutting-edge, fully-integrated entertainment options, from regular television programming, to Internet connectivity and virtual workouts.

■ **STRENGTH:** Matrix offers an extensive strength range to enable the customer to address all end-user needs and craft a fitness experience tailored to each individual guest profile. Durable finishes keep products looking new, and simple operation makes them easy for guests to navigate.

USPs

The Matrix ethos spurs innovation and values creative problem solving. As a result, the company has set the standards for which others strive to, and its drive for excellence ensures the needs of customers are always met.

Top clients

Hyatt, Four Seasons Hotels & Resorts, Marriott Hotels, Accor, Carlson Rezidor Hotel Group, InterContinental Hotels Group, Wyndham Hotels & Resorts, Starwood Hotels & Resorts, Club Med.

Where in the world?

24 wholly-owned subsidiaries, and a distributor and service network in 60+ countries.

Future plans

2017 has seen Matrix launch a new social fitness solution, MX4 as well as building on the successes of 2016, driving forward the Matrix S-Drive Performance Trainer, Rower,

and our innovative and aspirational console technology solutions including the 7xi and 7xe Generations and the new 3xe console. All connected solutions with the Workout Tracking Network and our intuitive Personal Trainer Portal. As a total solutions partner, Matrix continues to deliver a range of services in 2017, working in collaboration with selected and talented partners to provide our customers in the hospitality sector with bespoke packages to suit all needs.

Who's who?

Matthew Pengelly, UK Managing Director; James Blower, International Hospitality Manager EMEA; Nigel Tapping, UK Hospitality Manager; Caroline Richings, Strategic Key Account Manager & UK Spa Association Board Member.

What the clients say

"As a company that is continually anticipating and addressing customers' changing needs, we are delighted to be working with a supplier for whom innovation is a key business driver. The original solutions offered by Matrix help us deliver exceptional guest experiences, and, coupled with its exceptional customer service, make Matrix an ideal preferred supplier for Marriott Hotels." *Alison Ainsworth, Senior Director of Golf, Leisure & Spa Operations Europe, Marriott Hotels*



LIQUID SKIN SOLUTIONS

Minerals and vitamins boosters | Sterile packaging and single-use ampoules
Higher quality active ingredients | Purest water based skincare



MCCM Medical Spa

Rua Júlio Dinis, 228, Porto 4050-318 Portugal

Tel: +351 227347125

Fax: +351 227323262

Email: info@mccmmedicalspa.com

LinkedIn: <https://pt.linkedin.com/in/mccm-medical-spa-52499510b>

Facebook: www.facebook.com/mccmmedicalspa

www.mccmmedicalspa.com



Francisco Magalhães,
General Manager

Background

MCCM has a long record in the field of aesthetic medicine and medical cosmetics, and through technology, innovation and experience, we create and develop a highly competitive range of quality products and equipment, with the highest standards of care and accuracy.

Main products and services

MCCM is a professional brand, and we develop innovative treatments with effective results. We provide a full line of professional treatments along with customized homecare recommendations. Lines include revitalizing treatments, whitening and firming products, body shaping, and unique detox and lymphatic drainage treatments.

USPs

MCCM evaluates all aspects of the skin, from the inside out, developing procedures with high-level standards. We combine highly concentrated active ingredients with technology, creating effective and visible results, and we customise the treatments for individual skin and body needs.

Top clients

Four Seasons, Sha Wellness Clinic, Epic Sana, Bulgari. Ten Spa, Six Senses.

www.spahandbook.com



MCCM develops innovative treatments combined with the latest in technology and cosmetic products

Where in the world?

We are now present in more than 50 countries.

Future plans

We are launching new facial skin care creams to protect and prevent some skin conditions, and developing a new powerful whitening peeling that combines the power of glutathione and arbutin.

Who's who?

Ana Casas, CEO; Francisco Magalhães,

general manager; Ricardo Carvalho, trainer and international account manager.

What the clients say

"Ultimate care by MCCM is the perfect combination of innovative technology and maximum quality. Advanced skincare products aim to present excellent treatments achieving breaking results. MCCM is the market leader of medical cosmetics in health and beauty."

Four Seasons, Baku



ADVANCED BIO-TECHNOLOGY



PRECIOUS INGREDIENTS



EXQUISITE TEXTURES

ADVANCED ANTI-AGING SKINCARE AND HAIRCARE

FOR A WORLD OF RENEWAL, TRANSFORMATION AND REJUVENATION

miriamquevedo

Miriam Quevedo SL

Holanda nr 44, Les Franqueses del Vallès, Barcelona, 08520, Spain

Tel: + 34 93 844 39 94

Email: hello@miriamquevedo.com

Facebook: <http://www.facebook.com/Miriam.Quevedo.Cosmetics>

LinkedIn: <https://es.linkedin.com/company/miriam-quevedo-sl>

www.miriamquevedo.com



Miriam Quevedo, founder and managing director

miriamquevedo

Background

The Miriam Quevedo brand was launched in 2005 – a collaboration between Quevedo and her husband, the owner of a cosmetic laboratory with more than 35 years of experience manufacturing cosmetics.

Their mission was to combine Miriam's decades of experience working with the most precious and rare active ingredients in her mother's herbal apothecary with the laboratory's state-of-the-art, scientific innovations.

Today, Miriam Quevedo is an award-winning anti-ageing powerhouse, recognised for its proprietary blend of precious and high quality active ingredients along with state-of-the-art scientific innovation. Potent concentrations incorporate avant-garde peptides, organic botanical blends and bio-technology to infuse skin, hair and scalp with unprecedented proven results.

Main products and services

With an in-house laboratory and research & development facility in Barcelona, innovation is at the core of Miriam Quevedo, creating the most advanced anti-ageing skincare, haircare and lavish spa rituals.

Advanced skincare:

Miriam Quevedo represents a revolution in modern skincare, from global rejuvenating treasures to dermo-cosmetic solutions,



The Miriam Quevedo brand was launched in 2005

including pioneering a new paradigm in skincare with a tailor-made, Bio-Adaptive collection.

Advanced haircare:

Pioneers in creating intensive anti-ageing haircare using the same sophisticated anti-ageing technologies used in skincare. Miriam Quevedo global anti-aging for hair and scalp address the following causes of ageing:

- Natural ageing
- Environmental ageing
- Chemical and mechanical ageing
- 'Inflammaging'

USPs

Luxury and opulence extend beyond products to Miriam Quevedo's Spa Rituals; royal,

sensorial experiences that transport clients on a journey of relaxation for the mind and body. Using guided anti-ageing movements inspired by ancestral techniques to provide facial rejuvenation and body sculpting. Formulas are enhanced with unique textures, signature fragrances and minimalist designs while staying true to sustainable development that is free of harmful ingredients. Miriam Quevedo is dedicated to spa excellence, offering a tailored approach to each spa partner, including regular trainings, exclusive product offerings and support.

Top clients

The Spa at Mandarin Oriental, Burj al Arab, Space NK Apothecary, Crème de la Crème, Bloomingdale's and Nordstrom.

Where in the world?

Miriam Quevedo is present in more than 20 countries across North America, Europe, Asia and the Middle East – including Spain, USA, Canada, Russia, Italy, Korea, Norway, Malaysia, Lithuania and United Arab Emirates.

Who's who?

Miriam Quevedo, founder and MD.
Nayton Cutiño, commercial director.
Celia Perdios, communications and marketing director.

15 Years of Excellence

neoQi[®]

NeoQi is a manufacturer of innovative equipment for modern SPA centres, hotels, beauty salons, medical institutions and rehabilitation centres, as well as for home use. An atmosphere that is created in the NeoQi energy cocoons contributes to emotional recovery, rejuvenation and stress relieve.

All NeoQi devices are independent and multifunctional SPA-complexes that enables us to offer customers maximum number of individual programs within a single room.



www.neoqi.com

NeoQi AS

Piirimäe 15, Tänasilma küla, Saku vald 76406,
Harju maakond, Estonia

Tel: +372 688 91 00

Email: info@neoqi.com

www.neoqi.com



Vitali Fiodarau, CEO

Background

NeoQi AS is an international company with vast experience in offering innovative spa equipment. Established in 2001 in Estonia, NeoQi offers a variety of conceptual solutions for physical therapy, aesthetic medicine, wellness and spa industries, hardware cosmetology and design. Our products are used in 56 countries and have won two ADEX Platinum Awards for design excellence.

Main products and services

NeoQi offers a quick return on investment and a stable income for businesses. Having an energy cocoon in an aesthetic, fitness and medical centre allows the operator to carry out a wide variety of treatments within the space of just one room.

With 15 years of experience and qualified staff, we have successfully developed 16 unique physiotherapy systems, which are divided into three categories – for business, for home and for medicine. Our products are used in rehabilitation facilities, in spas, beauty salons as well as in health and fitness centres and hotels.

The combination of classical spa rituals and the functionality of the energy cocoon allows you to perform the most wanted and beneficial body care treatments for



The energy cocoon is widely used in spas

rejuvenation, invigoration, rehabilitation, slimming and relaxation.

USPs

NeoQi products include a combination of traditional spa rituals and the newest technologies and have been developed after studying the needs of our customers and using the skills and know-how of our staff.

NeoQi energy cocoons have a number of functions and offer many health benefits, promote rejuvenation, longevity and all around wellbeing. The therapies are suitable for men and women and for all ages and

fitness levels. All manufactured devices undergo vigorous quality control and thorough tests. Spa-capsules and spa pool baths are made of durable and hygienic materials using European manufacturers.

Thanks to the quality and safety of our products, in the production of which the most advanced technological solutions are used, we were able to win the trust of even the most demanding customers.

Where in the world?

With its headquarters in Estonia, NeoQi products are widely used in medical, sports and aesthetic centres of more than 56 countries in the world.

Future plans

NeoQi products are aimed at responding to the demands of the constantly evolving market. As a manufacturer of spa and wellness equipment, NeoQi understands its role in protecting the environment – and has used sustainable resources for the past 15 years. After the years of work, NeoQi is constantly thriving towards improving and perfecting its production methods.

Who's who?

Vitali Fiodarau, CEO

Jevgeni Poprotski, head of sales

NIANCE®

 SWITZERLAND

The Anti-Aging Revolution!



Fairmont Le Montreux Palace (CH)



St. Regis Mardavall (ES)



Kempinski Hotel Bahia (ES)



Schloss Elmau (DE)



- For 10 years NIANCE is leading luxury skincare brand in 5 star SPAs
 - Compact assortment of anti-aging face and body care products
- NIANCE MEN products and treatments are revolutionising the market
 - Unique NIANCE multi-anti-aging provides extraordinary results
 - Luxury signature treatments face and body
 - Professional marketing and pr support
 - Extraordinary on-site training

WWW.NIANCE.CH

Niance (Swiss Mountain Cosmetics GmbH)

Sonnenbergstrasse 31, Gebertingen 8725 Switzerland

Tel: +41552845390 **Fax:** +41552845391

Email: info@swiss-mountain-cosmetics.ch

Instagram: nianceswitzerland

Facebook: Niance Switzerland @NianceSwitzerland

www.NIANCE.ch



Dr. Rainer Schmidt,
founder

NIANCE[®]
+ SWITZERLAND

Background

NIANCE was launched in 2007 by Swiss Mountain Cosmetics, a Switzerland-based company owned by Dr. Rainer Schmidt.

Main products and services

NIANCE is the expert in luxury anti-aging skincare – offering face and body products.

- For women and men
- Compact assortment due to the worldwide new philosophy
- Purest recipes with most active ingredients leads to unique NIANCE multi-anti-aging
- Luxury signature treatments for both face and body
- Turnkey ready treatment rooms
- High end professional line products
- Extraordinary trainings on site
- Professional training material
- Genuine swiss quality and expertise
- Worldwide new philosophy
- High end distribution
- Fast logistics
- Professional marketing material and support
- Strong presence in the media
- Cross-selling of women and men products
- Strong long term partnership
- Attractive margins
- Sales training for the staff
- Free business consulting to make the spa profitable or increase profitability



Niance offers luxury, signature treatments for the wellness sector

USPs

- Highest anti-aging power
- Working in all skin layers at once leads to tremendous anti-aging results
- Genuine swiss quality and expertise – guests no longer have to decide between luxury, compatibility or effectiveness
- NIANCE combines deep penetrating anti-aging effects with natural compatibility and luxurious experience
- NIANCE combines immediate face lifting effects with long lasting benefits
- The latest active ingredients in each product allows skin to activate its own anti-aging processes
- 100 per cent swiss made

Top clients

St. Regis Mardavall, Spain; Fairmont Montreux, Switzerland; Schloss Elmau,

Germany, Kempinski Estepona, Spain: Lido Palace, Italy; Villa Belrose, France.

Where in the world?

NIANCE supplies only the best 5 star spas in all countries.

Future plans

Focus will be on Gulf Region, UK and USA.

Who's who?

Anna Slienzak, director, business development
Juliana Schäfer, director, sales and training

What the clients say

“NIANCE products are anti-aging at its best and the team provides tremendous support, best training and outstanding service.”
Yasmin Razuk Neumann, Spa Manager, The St. Regis Mardavall Mallorca Resort

SPA ROOM

- FOOT-DREAM PEDICURE + HIBISCUS MANICURE TABLE
- ACACIA TROLLEY
- PIPE-FREE HYDROMASSAGE CHAIR
- NINFEA FACE + MESSAGE TABLE
- KIWI SINK-CABINET



BEAUTÉ ROOM

- SOPRANO 5-FUNCTIONS CHAIR
- ALOE STOOL
- GRISETTE MANICURE TABLE
- MIMI' CHAIR



GLAMOUR ROOM

- GLAMOUR 4-MOTORS CHAIR
- GREEN-HUG CHAIR
- STAR-NAIL MANICURE TABLE
- DOWNTOWN STOOL
- GALAXY TROLLEY
- SKYLINE SINK CABINET



AESTHETIC ROOM

- ALL-IN-ONE DAMASK 7-FUNCTIONS
- ALOE STOOL
- EUFEMIA CHAIR
- RODOLFO MIRROR

A JOURNEY
THROUGH
WELLNESS



Nilo SRL

Via Armani 1, Scandiano Re 42019 Italy

Tel: +39 0522 7631

Email: elena.maletti@malettigroup.com

www.nilo-beauty.com



Elena Maletti, chief executive officer

Background

Nilo is the wellness division of the Maletti Group, a family run business based in northern Italy, which has been producing salon equipment and furniture for 80 years. More than 30 years ago we expanded into the design and production of wellness and spa furniture and today we produce beauty and spa equipment used around the world.

Nilo is based at our head quarters in Scandiano, Italy (near to Milan and Bologna) where we have our production and a fully equipped showroom.

Main products and services

We offer a full range of wellness products and services.

Products: Wide range of massage and beauty beds, multi-functional treatment chairs and specialist service and relaxation furniture. Plus we have an extensive range of stools, trolleys and cabinets, as well as electrical equipment, sterilisers, accessories and decorative items.

Services: Nilo offers a full range of support services – from preliminary feasibility-studies, financing guidance and business plan development to interior planning and technical installation assistance.

Vision: We help our customers create visionary treatment spaces that reflect the



Nilo products include relaxation beds

mood and feel they want to convey, but always remain safe and practical.

Design & quality: Nilo offers a winning combination of practical and aesthetic design, quality materials and personalised colour and finish – choices that together deliver client and operator comfort in a bespoke beauty environment.

Speciality: Many of our products contain innovations aimed to improve comfort or enhance experience. These include chairs and beds with multiple motorised movements, thermic and memory foams, fire retardant and oil resistant upholsteries and innovative use of natural quality, crafted materials.

USPs

Every spa needs to have its unique character and personality, so if an operator wants something unavailable in our catalogue, we

can cooperate with his architect and consultant to create their custom made products. First class design and multi-function are at the heart of our wellness concept.

We offer treatment-couch, stool, trolley and cabinetry combinations that work together with the interior design to create an overriding sense of harmony.

Top clients

MSC Cruiseship Crocieres; Hotel Le Bristol, Paris; Spa Valmont pour Le Meurice, Paris; Académie L'Oreal, Holland; The Thief, Oslo; Chenot Palace, Azerbaijan; Hotel Mirage, Greece.

Where in the world?

We ship and supply beauty furniture to practically every country.

Future plans

We make product and services innovations every year and this year will be no different. Recently our R&D department has been working on planning new materials for mattresses which are both environmentally friendly and improve client comfort. We're hoping to launch these in the not too distant future.

Who's who?

Elena Maletti, CEO

A man and a woman are modeling black uniforms against a white background. The man is wearing a black short-sleeved polo shirt. The woman is wearing a black short-sleeved zip-up top with a silver zipper. The text "NOEL ASMAR UNIFORMS" is overlaid on the image.

NOEL ASMAR

UNIFORMS

STOCKED COLLECTIONS • PERSONALIZED CLIENT SUPPORT • WIDEST TUNIC SELECTION • MADE FOR THE WAY YOU MOVE • WORLDWIDE SHIPPING

NOELASMARUNIFORMS.COM

Noel Asmar Group Inc

306-2630 Croydon Drive, Surrey, British Columbia V3Z 6T3 Canada

Tel: +1 604 534 9667 **Fax:** +1 604 534 9668

Email: info@noelasmar.com

Twitter: @NAUniforms / @PedicureBowls

LinkedIn: www.linkedin.com/company/noel-asmar-group-of-companies

Facebook: www.facebook.com/NoelAsmarUniforms

www.noelasmaruniforms.com / www.pedicurebowls.com



NOEL ASMAR
UNIFORMS

Noel Asmar, CEO,
Founder, Creative Director

Background

The Noel Asmar Group of Companies is founded on the idea that a well-tailored garment will empower the wearer. Noel embarked on a personal design journey in 2002 that has grown her brand into a globally recognised leader in thoughtful designs that are made for the way you move.

Main products and services

Noel Asmar is a premium ready-to-wear uniform brand with a comprehensive design process that takes into account all aspects of the hospitality and wellness experience. Dedicated to providing expert craftsmanship and superior fit, Noel Asmar offers elegant and functional fitness uniforms, tunics, shirting, suiting, and mobile pedicure bowls with accessories for every department. Our dedicated and skilled team, built up of industry professionals, is devoted to supporting every need for the spa and hospitality world.

We provide personal consulting for facility openings, worldwide logistics and shipping to over 60 countries, along with a large ready to ship in-stock selection of styles that are known for their durability and longevity. We



Noel Asmar Jada tunic & hand-hammered stainless steel Pedicure Bowl

pride ourselves on helping you select the best look for your property and to help elevate your experience to the next level. Taking into consideration every aspect of the wellness and hospitality industry, our clients satisfaction is paramount to our ongoing success.

Where in the world?

We manage the logistics and ship worldwide to over 10,000 spas and resorts in over 60 countries.

Top clients

Four Seasons, Elizabeth Arden Red Door, Canyon Ranch, Woodhouse Day Spas, Ritz Carlton,

Fairmont Spa, Meadow Wood Spa, Starwood, Aria spa, Bellagio spa, Vdara spa, Umstead spa.

Future plans

We are excited to debut a highly anticipated new look for the spa and wellness world with a premium resort uniform collection landing later this year! Stay tuned for more details!

Who's who?

Noel Asmar – CEO/Founder/
Creative Director; Chris Canavan,
CRO; Geoff Robinson, CFO; Allison

Nassey, Client Relations Director; Brigitte Rhu, Sales Director; Kathryn Lees, Director of Marketing.

What the clients say

"I've used the Noel Asmar Collection in spa uniforms for more than a decade. As a massage therapist I found them to move with my body, allowing me to breathe while executing massage techniques. As a CEO I introduced her line to my business for the clean lined fashion forward sense of good looks and long term ability to wear while saving costs over time."

Michael G. Tompkins, Hutchinson Consulting



OAKWORKS[®] Spa

NEW

MASTERS' COLLECTION



ICON



TALISE

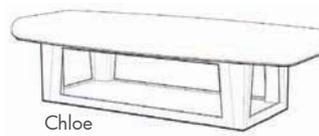


MAIA

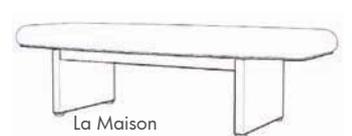
More table designs are coming soon!



Cosmo



Chloe



La Maison

STUDIO[™]
by
OAKWORKS[®] Spa

IMAGINE · DESIGN · CREATE

IGNITE YOUR IMAGINATION

STUDIO by Oakworks Spa is the first real time table configurator for spa directors, consultants, designers, and architects that allows you to configure and customize your table to reflect your needs and style.

Contact us and start designing your new table!
studio.spatables.com | MADE IN THE U.S.A.



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Oakworks Inc

923 East Wellspring Road, New Freedom, PA 17349, USA

Tel: +1 717 235 6807

Email: information@oakworks.com

Skype: Oakworks

Twitter: @oakworks

LinkedIn: Oakworks

Facebook: OakworksSpa

www.oakworks.com



Dafne Berlanga and Jessica Wadley

Background

Oakworks is a US-based manufacturer of spa, massage, and medical equipment. With 40 years' design and manufacturing experience in a state-of-the-art facility in Pennsylvania, Oakworks is known for design innovation and sophisticated engineering and continues to pursue a zero carbon footprint.

Main services and products

Oakworks offers world class spa and massage solutions.

- **Masters' Collection:** Designed by You, Built by Us allows the customer to choose from thousands of finish combinations. New features such as warming drawers and heated tops are now available
- Customers can design their own tables using our STUDIO online tool – a real-time table configurator
- **Signature Collection:** These award winning, innovative designs have a traditional look and feel. A variety of wood finishes are available using water based lacquers and stains. From manual to fully electric, we offer stationary tables for the most luxurious spa or the most cost conscious facilities which want to offer the best experience
- **Massage Collection:** Portable massage tables and accessories that compliment any spa and wellness facility



Design your table in STUDIO!

USPs

We don't think of ourselves as simply a table or furniture manufacturer – we provide solutions to all key players. Our value statement:

- **Style** – largest array of styles in the market with the inclusion of the new Masters' Collection
- **Ease** – design with the most innovative configuration tools
- **Warranty** – most comprehensive and best warranty in the market.
- **Peace of Mind** – new plug and play service approach and UL/ETL Standard
- **Manufacture to Order** – Manufactured in the USA. 15 day turn-around time. We can rush orders at any given time.

Where in the world?

Americas, Europe, Asia, Middle East, Africa and Australia

Top clients

Hyatt; Four Seasons; L'Occitane, St.Regis; ESPA; Hilton; Clarins; Mikimoto Cosmetics; Ritz Carlton; Massage Envy; Starwood; Peninsula

Tade shows exhibiting during 2017

SpaTec Fall; GSN Buyer's Conference; ISPA Conference; Live Love Spa; Global Wellness Summit; MEDICA; AMTA National

Future plans

We will release new tables into the Masters' Collection throughout 2017 and into 2018. These tables will all be compatible with our interactive table configurator, STUDIO.

Who's who?

International: Dafne Berlanga, vice president
USA: Jessica Wadley, vice president

What the clients say

"As a massage therapist for 27 years I recently enjoyed a visit to the Oakworks factory. Meeting the team, I was so impressed by the genuine care and love everyone had for the products. Folks there have been working at Oakworks for 20+ years. We need more companies like this who proudly have 'Made in America' on their products"
Christine Ann Clinton, CEO of Christine Clinton Cancer Care

PHYTOMER

FROM THE SEA TO THE SKIN



For nearly 50 years, PHYTOMER has been transforming the sea into skincare to reveal women's beauty at its best. Authentic beauty, natural and alive.

Our researchers are pioneers in marine biotechnology. They create eco-friendly formulas with the highest standards of quality, mastering each step: from the discovery of the active ingredient to the manufacturing of the final product.

In spas, salons and thalassotherapy centers throughout the world, the best professionals choose the PHYTOMER solution for the effectiveness of our products, the exceptional quality of our treatment menu and the reliability of our business partnership.

Phytomer

61 Rue du Commandant L'Herminier, Saint-Malo 35400 France

Tel: + 33 (0)2 23 18 31 63 **Fax:** + 33 (0)2 23 18 31 01

Email: t.lagarde@phytomer.com

Skype: tristan.lagarde

LinkedIn: tristan.lagarde

Facebook: www.facebook.com/Phytomer

e-connect: www.phytomer-econnect.com/en

www.phytomerpro.com



International sales
director, Tristan Lagarde

PHYTOMER

Background

Established in 1972, Phytomer is a skin care and wellness company fascinated by the sea and the power of its natural ingredients.

Phytomer remains an independent family business led by the founder's son, Antoine Gédouin. We count nearly 200 employees, at both our head office and production site, in Saint-Malo.

Main products and services

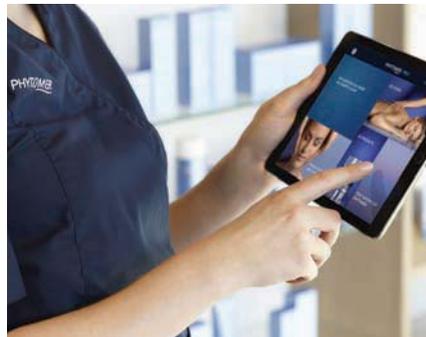
Phytomer is one of the only laboratories in the world that perfectly masters marine biotechnology to effectively produce genuinely natural ingredients.

Throughout the manufacturing process we aim to limit our impact on the environment. The result is delivering outstanding products using eco-friendly methods.

Used by therapists worldwide, Phytomer treatments combine targeted professional products with cutting-edge techniques, providing clients with a unique holistic experience.

Increasing the profits of our partners is a priority. Therefore, the cost of our treatments is, on average, 20 per cent more affordable than those of our competitors.

Phytomer deploys an ambitious digital strategy to enhance the brand's reputation, generating additional revenue. It also facilitates the training of the spa teams thanks to an on-line training web-site.



For more information about PHYTOMER APP, please contact Tristan Lagarde

USPs

Phytomer has been a pioneer in skincare for 40 years. It is the benchmark brand when it comes to marine biotechnology, with a unique catalogue of natural and high-performance ingredients.

In our laboratories, a team of skin biology experts invent the cosmetics of the future. These scientists develop environmentally-friendly formulas that are increasingly effective and delightful to use.

Phytomer is world-famous for the quality of its innovations and the outstanding proven quality of its professional and retail products.

In addition, Phytomer's professional know-how in creating original manual protocols

gives the brand a strong international reputation. It ensures our presence in many of the most prestigious salons, spas and hotel groups in the world.

Top clients

Four Seasons Hotel, Las Vegas, US;
Mykonos Grand Hotel, Mykonos, Greece;
Ararat Park Hyatt, Moscow, Russia;
Grosvenor House, Dubai, UAE.

Where in the world?

Phytomer has 10,000 points of sale in 80 countries, with 75 per cent of our business outside of France. Our top five markets are the US, Korea, Japan, Canada and Italy.

Future plans

TRÉSOR DES MERS: a delicious blend of marine and plant oils to enhance your natural beauty. RESUBSTANCE: a breakthrough anti-aging solution for mature skin. And major digital support for our partners: a free APP to guide you through the selling process, an e-learning platform to train your teams.

Who's who?

Antoine Gédouin, president; Tristan Lagarde, international sales director; Mathilde Gédouin-Lagarde, marketing and communication director.

PURE MASSAGE

SPA TRAINING METHOD®



Setting new standards in massage

Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, delivering a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

+44 0203 290 9070

info@puremassage.com

www.spatraining.global

Pure Massage Spa Training Method®

Tel: +44 (0)203 2909070

Email: info@puremassage.com

Skype: puremassage

LinkedIn: Beata Aleksandrowicz

www.spatraining.global

PURE MASSAGE
SPA TRAINING METHOD®



Beata Aleksandrowicz,
founder

Background

Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, providing a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

Main products and services

Pure Massage offers a thorough and revolutionary approach in training the most effective massage techniques and giving massage therapists an understanding of their role as health practitioners. Pure Massage Spa Training Method® is a guarantee of consistency offered by a team of therapists who are not only highly skilled in massage, but are also dedicated professionals, empowered towards what they do on an everyday basis.

Additional products

A complete massage menu for the spa. Specific massage oils for treatments. A unique training method including injury-free techniques, life-coaching and self-development modules addressing the challenges therapists are facing today, such as: how to



Pure Massage Spa Training Method® training in injury free techniques

prevent burnout, communicate powerfully, build a loyal customer base and staying committed and passionate.

Top clients

Amilla Fushi, Maldives; Dormy House Hotel, UK; Finolhu, Maldives; The Lanesborough, UK, Hufaven, Maldives

Where in the world?

Maldives, UK, accepting contracts worldwide.

Future plans

Signature treatments due to strong demand. Synchronised treatments with more than two

therapists which is at the moment unique in the world.

Who's who?

Beata Aleksandrowicz, founder;
Jean-Marc Delacourt, CEO

What the clients say

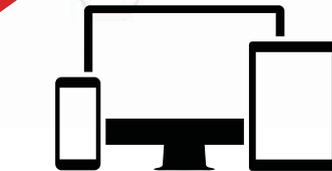
"Beata Aleksandrowicz's holistic approach to massage has elevated our touch therapies to a point of true excellence. Hotel guests, spa members and international journalists praise the standard of every massage we offer."

Andrew C. Grahame, CEO,
Dormy House Hotel & Spa

Guest

Experience

Management



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PMS SPA F&B CATERING CLUB GOLF SKI RETAIL WEB MOBILE CONNECT DASHBOARD SOCIAL OPS

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Tel: +1 416-259-0715 **Fax:** +1 416-352-5511

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Twitter: @resortsuite

LinkedIn: www.linkedin.com/company/resortsuite

Facebook: www.facebook.com/ResortSuite

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Frank Pitsikalas, CEO

ResortSuite
Know your Guest

Background

Founded in 2000 by Frank Pitsikalas, ResortSuite is a cutting-edge software company specialising in integrated hospitality management systems.

Main products and services

- ResortSuite SPA: software to manage and operate the most complex spa operations.
- ResortSuite PMS: software to manage operations and room reservations.
- ResortSuite CLUB: software to manage membership dues, renewals, access privileges and billing.
- ResortSuite GOLF: software to manage tee times, group bookings and courses.
- ResortSuite F&B: software to manage dining areas and venues.
- ResortSuite SKI: software to manage lift tickets, season passes, rentals and retail.
- ResortSuite WEB: online booking engine which allows guests to book spa services, classes, room reservations, view member statements, book tee times and purchase ski lift tickets and gift cards.
- ResortSuite CONNECT: email automation and e-marketing tool.
- ResortSuite MOBILE: branded mobile app allowing guests to book spa services, classes, activities, golf tee times, check member statements, purchase gift cards and ski lift tickets.

- ResortSuite SOCIAL: Facebook app allowing your guests to book all amenities.
- ResortSuite DASHBOARD: monitor KPIs across all operations to drive business decisions.
- ResortSuite OPS: Tablet-based applications for spa/activity check-in, a staff portal, food and beverage ordering and PMS check-in.

USPs

ResortSuite offers a uniquely integrated solution. Destination spas running multiple solutions across various amenities (spa, dining, activities, golf, etc.) are common. However, these silos of guest information scattered across your various operations fragments your offer. With ResortSuite's integrated design, you have a full, clear picture of every guest across the property. Whether a property is looking to replace all systems, or already has standard systems in place like Opera or HMS for Property Management, ResortSuite can still provide seamless integration across the property's operation by offering robust interfaces between systems. Extended architecture including WEB and MOBILE allows guests to book their entire experience online in real-time.

Top clients

Omni Hotels & Resorts, Montage Hotels & Resorts, The Breakers, Glen Ivy Spa, US; Champneys, The Savoy, Fairmont, UK; Jumeirah,

worldwide; Rancho la Puerta, Mexico; Niagara Fallsview Casino Resort, Aveda, Canada.

Where in the world?

United States, Canada, Mexico, UK, Europe, Middle East, Central America, India.

Future plans

Future plans: ResortSuite MOBILE 2.0 is a newly designed property-branded customized mobile app for guests to download and book services, activities, classes, check member statements, and even book dining reservations at your property in real time.

Who's who?

Frank Pitsikalas, founder & CEO; Fauzi Zamir, CFO/COO; Stephan Karayannopoulos, VP product development.

What the clients say

"With a combination of our destination resorts and day spas operating under the Champneys luxury brand, we chose ResortSuite to provide a single, central system for our entire operation.

"We can now ensure a personalised guest experience at every interaction, be that in person, on the phone or online."

Alan Whiteley, group managing director, Champneys Resorts



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Email: n-kikushima@ij-g.jp

Facebook: facebook.com/riceforceglobal

www.riceforce.net/En



Nao Kikushima, manager
of international affairs

Background

RICE FORCE is a high-end, moisturising skin care line from Japan. The company was established in Kagawa prefecture and has been manufacturing since 2000 in Yushin sake brewery – which boasts a legacy of more than 150 years. The cutting edge, deep moisturising skin care we produce is recognised by millions of customers.

Main products and services

RICE FORCE offers a complete spa menu of customised body care treatments, advanced facial treatments – using ancient Japanese massage techniques and patented active ingredient Rice Power Extract – and a wide variety of treatment enhancements.

During facial treatments we focus on anti-ageing effects, relaxation and solving issues with problematic skin.

Body treatments offer maximal relaxation, tension relief and amazing skin results thanks to the Japanese white rice we use, which is believed to have a mysterious power to beautify the skin.

All of our bespoke treatments commence and complete with our signature opening and closing ritual. Our highly qualified RICE FORCE trainers will provide professional training and education to a spa's team of therapists. Customised signature rituals can



Rice Force offers a complete menu of treatments

be designed especially to cater to a spa's specific concept.

USPs

The beautifying power behind RICE FORCE skin care products lies with rice power extract, a natural ingredient high in amino acids gained by the fermentation process. Each extracted formula is numbered and categorised, and has different characteristics.

Rice Power Extract No.11 has a super-low molecular weight, so it absorbs deeper into the skin where it improves moisture retention capacity. This function was certified by the Japanese government in 2001.

In addition to very effective skin care products, RICE FORCE brings a new style of a service which embodies the traditional Omotenashi - decades of exclusive focus on luxury Japanese hospitality.

RICE FORCE is a perfect solution for spa operators who are looking for something new and special for their clients.

Top clients

Moana Lani Spa, A Westin Resort & Spa, Hawaii USA; Spa Burasari, Thailand; TH Hotel Esplanade Spa & Golf Resort, Czech Republic; Schnitzler Beauty Lounge at Breidenbacher Hof, Germany.

Future plans

We plan to approach spa businesses with our completely new spa menu and new products, designed especially for our treatments.

A number of new retail products will also be launched during 2017.

Who's who

Nao Kikushima, manager of international affairs section

What the clients say

"RICE FORCE has visible results that are gentle enough for all skin types."

Travis Kono, spa director of Moana Lani Spa



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Facebook: www.facebook.com/RKFluxurylinen

www.rkf.fr



Riadh Bouaziz, CEO

Background

RKF was born 17 years ago on the foundations of a century-old company. Today, RKF group consists of five branches with two production units.

Main products and services

RKF Luxury Linen provides a custom-made line for each brand: massage table covers, bath sheets & towels, oshiboris, gloves, bath mats, bathrobes, pareos, headbands, relaxing eye masks, waterproof pillows, pillow cases, duvet & duvet covers, slippers, etc.

RKF creates ranges in keeping with the identity of each brand through the colours and materials used, as well as careful attention to the finishing touches. The linen forms part of the overall decor.

USPs

The quality of its products is of paramount importance to RKF Luxury Linen. The French company develops a full process from the yarns to the final products through design and creation.

Its innovation philosophy enables the company to provide each client with a unique and customised line that combines originality, comfort, quality and elegance.

How many spas do you supply?

RKF Luxury Linen exports directly in 49



PHOTO BY J.G.SALES

Couture bathrobe by RKF : comfort & style

countries and through the luxury brands it works with in 96 countries.

Top clients

Bulgari (London), Guerlain (Moscow), Spa My Blend by Clarins (Maldives), Spa The Peninsula (Paris), B Attitude (Doha), Spa Sofitel (Mar-rakech), Shiseido (Milano), Liv Nordic (Dubai)

Future plans

RKF's focus on customer satisfaction is reflected in its innovative products. The patent pending fabric, Timeless by RKF, is an Innovative fabric for original bathrobes.

Launched in 2016, it has already received seven

awards for Innovation, design and fashion. Indeed, the company received three International Design Awards, the Golden A'Design Award, the European Design Award, the Special Jury Prize at ESPA Innovation Awards and the Special Jury Prize at Trophées Tech'n S.P.A.S.

Timeless by RKF was honoured because its eco-fabric has an absorption rate five times higher than traditional terry and a longer lifetime (17 times longer) than ordinary fabric. This is just one way in which RKF is continually innovating to provide creative solutions for customers.

Who's who?

Riadh Bouaziz, CEO; Fadhel Bouaziz, project coordinator; Mohamed Belkhodja, development director; Leïla Enjari, sales director; Christophe Dijoux, creative director

What the clients say

"I chose RKF because my products are the best, and I believe in the best quality. We can't have anything more than the best quality linen of RKF. In the treatments that my clients receive, RKF linen improves their experience." *Deborah Mitchell, CEO, Heaven*





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12-14, rue de l'Hôtel de Ville, BP 548 – 19107 Brive Cedex, France

Tél: 33 (0) 5 55 17 45 00

Email: sothysspa@sothys.net

Facebook: www.facebook.com/Sothysparis

www.sothys.com



Christian Mas,
chief executive

Background

Founded in 1946, Sothys is owned by the Mas family. Chief executive Christian Mas oversees the company internationally.

For more than 70 years, the brand has remained passionate about sharing global beauty concepts with both women and men by combining wellbeing and efficiency.

Main products and services

As the world's leading skincare solution specialists, Sothys aims to provide solutions to every skin problem, using methods that are effective, yet pleasurable for the customer, and in harmony with nature.

Sothys employs a dedicated team of professionals who have made many cosmetic breakthroughs. As a result, the company has become the market leader and industry innovator in producing synergistic beauty treatments, techniques and world-class high performance homecare products.

Additional products

Sothys' formulations stand the test of time by employing stringent pharmaceutical production teamed with sensorial pleasures.

The brand uses an exclusive method – Digi-Esthétique – which is an original technique specially developed to heighten the effectiveness of treatments and the assimilation of



Sothys supplies over 15,000 spas worldwide

active ingredients. By combining Eastern and Western acupressure methods and massage procedures, Sothys is able to achieve absolute wellbeing for the customer.

As well as our cosmeceutical formulas, we've focused on body and wellbeing with three new signature treatments and personalised massages – leading Sothys to become a complete service offering facials, body treatments, beauty and male products.

USPs

The brand complies with the strictest international regulations and adheres to the highest standards of production to create

formulas with minimum preservatives, and maximum tolerance and safety.

Sothys' international reputation and presence in prestigious spas around the world is testament to its legendary formulations, excellence in treatments and the quality of its products.

How many spas do you supply?

Sothys supplies over 15,000 spa and beauty locations worldwide.

Top clients

The Milestone, London; The Six Senses, Paris; Marriott Renaissance in Paris; Sofitel Hanoi; St Regis Osaka.

Where in the world?

Sothys is distributed worldwide and is currently available in 115 countries.

Who's who?

Christian Mas, chief executive.

What the clients say

"We've worked with Sothys for almost two years. The professionalism of the team is the strength of the company. They give advice and the customer service is reassuring." Justine Boquet, spa manager of The Burgundy Spa by Sothys

SpaSoft Springer-Miller International

8133 Warden Ave, Suite 501 Markham ON L6G 1B3

Tel: +1 (0) 905 752 1800 **Fax:** +1 (0) 905 752 1811

LinkedIn: www.linkedin.com/company/springer-miller-systems

Facebook: www.facebook.com/SpaSoft

Twitter: @spasoft

Blog: www.springermiller.com/category/spa-blog

www.spasoft.com



Robert Selwah, president

Background

SpaSoft has been a spa technology leader for more than 15 years. The company is part of Springer-Miller Systems which has been providing guest-centric hospitality technology solutions to luxury spas, hotels and resorts for over 25 years.

Main products

The SpaSoft Spa and Activity Management System allows spa operators to comprehensively manage spas and provide staff with a user-friendly system backed by the industry's best technology and operational knowledge.

SpaSoft streamlines resource management, activity scheduling, internet booking, group booking and business, and financial reporting and analysis systems. Use the SpaSoft Anywhere and Guest Wellness applications for mobile spa management. The software is built on a highly secure PA-DSS-validated platform.

USPs

SpaSoft interfaces with various systems, including hotel property management systems, credit card and gift card processors, back office systems, membership billing, and other hospitality technologies. This creates a seamless flow of guest-centric information.



The SpaSoft Spa and Activity Management System allows you to comprehensively manage your spa

Flexible and customisable, SpaSoft spa management software can streamline: mobile solutions for guests and staff; resource management; activity scheduling; internet booking; waitlist management and turnaway tracking; group booking; yield management, revenue management and forecasting; reporting across your spa enterprise and secure point-of-sale transactions.

Top clients

International chains using SpaSoft include Sofitel, Rosewood, Mandarin, Fairmont, Four Seasons, Dorchester Collection and Marriott International

Where in the world?

SpaSoft is installed in more than 800 spas across 60 countries worldwide.

Future plans

For 2017, SpaSoft's enterprise functionality and cloud-hosted services will allow us to continue to grow worldwide, helping spas maximise revenue opportunities and better manage their spa operations.

Who's who?

Robert Selwah, president of Springer-Miller Systems; Michelle Young, vice president, sales & marketing.

What the clients say

"The way SpaSoft Online Booking was designed and developed allows for so many possibilities. It's set up so any property can be successful. If it was complex, we wouldn't be where we are."
Kenneth Ryan, senior director of global operations for Marriott Spas

SpaVision

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Spa Vision

UK, Europe & Middle East Office: Sulis House at Box House,
Bath Road, Box, Wiltshire SN13 8AA UK

Tel: UK, Europe & Middle East: +44 (0) 1225 744450

Asia Pacific: +61 (0) 418 951 353

Email: info@spavision.com **LinkedIn:** Spa Vision

Twitter: @SpaVision **Facebook:** @SpaVisionLtd

www.spavision.com



Susan Auld, Colin Cameron and Neil Owen – directors

Background

Spa Vision was founded by Susan Auld and Neil Owen in 2006, with Colin Cameron joining as director in 2016 along with the acquisition of Spa Developments Consultancy. In 2016, we opened up our Asia Pacific office – in addition to an existing UK office – in response to increased global demand for our products and services.

Main products and services

We supply, procure and consult for the spa, health, beauty and wellness industries.

- **SUPPLY** Spa Vision is a leading supplier of equipment and furniture to the spa, health, beauty and wellness industries. Spa Vision's portfolio includes treatment tables, relaxation furniture, specialist thermal rooms, hydrotherapy, manicure and pedicure collections plus hair, barber and makeup kit.
- **PROCURE** Working alongside operators, contractors, interior designers and architects, our procurement service delivers professional, comprehensive and efficient solutions for clients worldwide.
- **CONSULT** Spa Vision has extensive global experience in delivering specialist spa operational and interior design consultancy services. Our consultancy team has a wide range of skills allowing us to work within both large international corporate frameworks or

privately owned properties, providing bespoke spa design and operational concepts.

USPs

We offer a full service offering specifically catering for the luxury spa and wellness market. We thoroughly understand the market with all directors having been industry operators in the past. Each client is dealt with on a personal level by the directors and developing long term business relationships is at the core of our company values.

Where in the world?

Globally with main focus in UK, Europe, Middle East and Asia Pacific.

Top clients

- **UK:** Bulgari Hotel, London; The Lanesborough, London; The Merchant Hotel, Belfast, Northern Ireland; ESPA Life at Corinthia, London; Gleneagles Hotel, Auchterarder; The Gainsborough, Bath.
- **Europe:** 132 Hotel, Vals, Switzerland; The Peninsula Paris Hotel, France; Radisson Blu Hotel, Latvia; Bliss Spa, W Barcelona, Spain; Cowshed Spa, Soho House, Barcelona, Spain
- **Rest of the world:** Leela Hotels, India; The Cosmopolitan, Las Vegas, US; ESPA at Fairmont Baku, Azerbaijan; Kanuhura Resort, Maldives; Sheraton Butami Hotel, Georgia

Future plans

The 17,000sq ft Spa at Ye Olde Bell in the UK will launch featuring 10 thermal rooms designed and supplied by Spa Vision including the world's first SnowBliss. We will also continue developing our business in Asia Pacific.

Who's who?

Susan Auld, director, UK, Europe & Middle East; Colin Cameron, director, UK, Europe & Middle East; Neil Owen, director – Asia Pacific

What the clients say

"Spa Vision has been incredibly passionate, professional and nothing has been too much trouble. We have made numerous changes, listened to their valuable advice and as a result we believe we will have one of the best spas in the country. Our fit out is exactly as we had imagined and Spa Vision has helped us bring our vision to life.

"Now that we are in the later stages of installation, we cannot fault the team who have been to site regularly to meet with us and ensure we are happy with the project and how it is progressing. They are very hardworking, efficient and organised and this has taken so much pressure off the build.

"We couldn't have done it without them."
Sadie Ardron-Levack, director, Ye Olde Bell



Sommerhuber GmbH

Resthofstr. 69, 4400 Steyr, Austria

Tel: +43 7252 893 0

Fax: +43 7252 893 210

Email: keramik@sommerhuber.com

www.sommerhuber.com



Christian Sommerhuber,
owner

Background

Owned by the Sommerhuber family, Sommerhuber Ceramic Manufactory combines the advantages of traditional tile manufacturing with modern living.

Following research and intensive technological developments, the company established a range of ceramics for spas beginning from 2006.

Main services

Sommerhuber specialises in the manufacturing of heat storing ceramics for private and public spas. Sommerhuber's product range includes seats and benches for wet and dry rooms, heated loungers, hamam tables, ceramic foot basins, healing clay spas and wall ceramics.

USPs

Sommerhuber's heat storing ceramics stand out from other ceramic materials because it transmits health-promoting, long-wave infrared ceramic warmth to the body.

Ceramic warmth acts in a comforting way on the vegetative nervous system, promotes blood circulation, relieves muscular tension



Sommerhuber's heated loungers in their most beautiful form

and thus positively influences relaxation and vitality. Large area ceramics ensure maximum hygiene as there are only a few joints, and the surface follows the contours of the body. The velvety-soft surface is pleasant to touch and thereby further promotes relaxation.

Sommerhuber's design concepts are unique within the spa market, offering multifunctional applications of the heat storing ceramics in steam rooms, tepidariums, for

aromatherapy sessions or simply in showers. Each project is made to order to match the individual needs of the customer and the area they have available.

New products

The new Floating Ceramic Benches combine the uniquely comforting effect of heat storing ceramics and latest architectural design for the Suite Spa / Home Spa. Redesigned heated Lounger Two Plus for superior relaxation.

Top clients

JW Marriott Venice Resort & Spa, Italy; The Venetian, Las Vegas, US; Ridding Park Hotel, Harrogate, UK; The Westin Dubai Al Habtoor City, UAE; Holmes Place, Berlin, Germany; Lion Rise Club House, Hong Kong; Fairmont Hotel Baku Flame Towers, Azerbaijan; and the Royal Caribbean's Oasis of the Seas and Allure of the Seas.

Where in the world?

Europe, USA, UAE and Asia.

Who's who?

Christian Sommerhuber, owner.

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MONTREUX



Monika Kolakowska, CEO

Background

In 1978 a Swiss philanthropist and his team of scientists revolutionized Cellular Therapy by developing the first Cellular Cosmetic Line based on animal cells. 30 years later, his son took as a heritage his passion and discovered the perfect vegetal cells. Swiss Perfection with Cellular Active IRISA® was born.

Main products and services

Swiss Perfection is a result oriented high tech niche cosmetic brand that stands out through its unique savoir-faire and technology offering the most advanced Anti-Aging solutions. All Swiss Perfection retail and Professional products include an exclusive compound Cellular Active Irisa®, obtained by a unique extraction process of the Iris Germanica root that accelerates the regeneration of skin cells, increases the tissue-oxygenation, provides optimal hydration stimulating the cell metabolism and enhancing the skin's natural renewal process. Our principal focus is to offer the most targeted treatments by proposing a complete Cellular experience combining intensive formulas, high technology and specific manual methods offering a true luxurious indulgence.



USPs

Based on the Cellular Therapy, Swiss Perfection is the first brand 100% cellular. A significant synergy exists between our products thanks to our Cellular Signature ingredient that ensures an immediate and long lasting visible result. A close collaboration in Sales and Operational activities as well as result orientated Training solutions ensure on-going success and high profitability. The satisfaction of our partners and of a traveled, multicultural and demanding clientele looking for innovative anti-aging and rejuvenating solutions is our recognition.

Top clients

Four Seasons Hotel George V Paris; Bulgari Hotel & Residences London; Four Seasons

Hotel Milano; Mandarin Oriental Tokyo; Four Seasons Hotel des Bergues Geneva; Clinique La Prairie Montreux; St Regis Hotel Dubai; Canyon Ranch Turkey; Hotel de Russie Rome; Millenium Hilton Seoul; Four Seasons Hotel Ritz Lisbon; Tokyo Bay Court Tokyo; Swiss Perfection Spa Jeju Island; Four Seasons Resort Seychelles; Four Seasons Hotel Abu Dhabi

Where in the world?

Swiss Perfection is present in the most luxurious spas and at selected retails in 20 countries, mainly in Asia, Europe and Middle East. Our top 3 markets are South Korea, Japan and Switzerland. More than 40% of our sales online are made in USA.

Future plans

We aim to successfully continue new and innovative product developments in anti-aging prevention supported by outstanding Services to our partners. Our target is to continue to develop new collaborations worldwide with privileged luxury partners.

Who's who?

Monika Kolakowska, CEO
Sari Pinguet, Sales & Marketing
Elise Dupieux, Training & Sales

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Founder Farida Irani

Subtle Energies

80 Coonara Ave, West Pennant Hills, NSW 2125 Australia

Tel: +61 2 9634 1677 **Fax:** +61 2 9634 2914

Email: nick@subtleenergies.com.au

Twitter: @subtle_energies

Facebook: Subtle Energies Ayurveda Aromatherapy

www.subtleenergies.com.au

Subtle Energies®
AYURVEDA AROMATHERAPY



Background

Founded in 1993 by Farida Irani as a clinic of natural therapies this background underpins the cutting-edge clinical research and development of the Subtle Energies brand.

Main products and services

Subtle Energies creates results-based aromatherapy, natural skincare and wellness solutions founded on authentic ayurveda principles.

The range addresses multiple skin and body concerns, while delivering high performance results empowering one's physical, mental and emotional wellbeing.

Subtle Energies' Spa Concept provides treatment programmes which combine ancient sciences with holistic, modern techniques. All products are made in Australia following European standards of natural skincare, to create safe, ethical and effective products. The range has been certified by Cruelty Free International and does not contain parabens, mineral oils, silicones or artificial fragrances.

Additional products and services

The company offers a private label service for select clients using a range of rare ingredients to offer creations with specific intent and profound impact.

Subtle Energies' brand expertise is built on its education and practitioner-based

origins and treatments are created using the protocols of the Australian government-accredited Diploma in Ayurveda Aromatherapy.

Subtle Energies offers a bespoke service to its partners, encompassing primary, complimentary and retail-only offerings. It collaborates closely to provide intensive treatment and retail training programmes, in addition to marketing support.

USPs

Farida Irani is regarded as a pioneer in ayurveda aromatherapy with more than 20 years' clinical experience.

Subtle Energies has a history as a master blender in creating formulations that are different from traditional ayurveda oil decoctions and unlike western aromatherapy.

This background, coupled with the company's education and practitioner qualifications, equips Subtle Energies with the ability to create powerful blends and forward-thinking treatments, delivering authentic results-based holistic experiences.

How many spas do you supply?

80 Spas including private label partners.

Top clients

Jiva Spas by Taj Hotels, Resorts and Palaces; Six Senses; Gwinganna Lifestyle Retreat; and

The Peninsula Hotels; Lanserhof; Mandarin Oriental Tokyo

Future plans

We will launch new journeys and programme-based treatments, designed for both wellness destinations and urban environments and will enhance them with new prescription kits, which incorporate the clinical aspects of the product range to specifically address targeted concerns.

Who's who?

Farida Irani, founder; Nick Irani, director of operations and brand development.

What the clients say

"In 2003, after reading Farida's book on ayurveda aromatherapy, I was so impressed we collaborated to design signature spa blends. These are the best oils I've ever worked with and we're proud to have Subtle Energies across our spas."

Anna Bjurstam, vice president, spas, Six Senses

"Subtle Energies has worked with us to create a bespoke range of essential oil massage blends. Each has been perfectly blended to create a sense of wellbeing for guests."

Bina Patel, vice president, spa operations, Taj Hotels, Resorts and Palaces

Dive into a new software generation



Webshop



Web Booking



Digital Signage



Promotions



Facebook Booking App

TAC | The Assistant Company

Hartberg | Vienna | Hanover | Chicago

Since 2001 | 24/7 support | 1.200 customers | 54 countries | 18 languages

TAC | The Assistant Company

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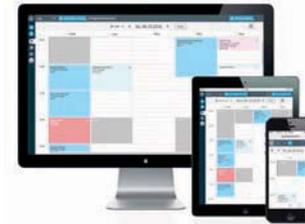
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Email: office@tac.eu.com

LinkedIn: www.linkedin.com/company/tac-gmbh

Facebook: www.facebook.com/reservationassistant

www.tac.eu.com



Thomas Roessler, MD

Background

Since 2001, TAC is an owner-managed company with more than 70 employees and four locations in Hartberg and Vienna, Austria; Hanover, Germany; and Chicago, US.

Main services

“Reservation Assistant - Spa & Activity Software” by TAC optimises and simplifies all processes of modern spa management; such as reservations, membership management, employee scheduling, table reservations, stock control, CRM and billing.

Reservation Assistant offers more than 160 interfaces to external systems such as PMS and access control, as well as reports and statistics for measuring performance and a dashboard providing a quick overview of a spa's economic performance.

Additional services

TAC's add-ons are innovative tools for maximising sales revenue and strengthening customer satisfaction.

In 2016, the all-new TAC Webshop won the international World Experience Award for the most user friendly web design. It integrates sales, appointment bookings, lounge or table reservation and much more. A uniform design and intuitive interfaces guarantee quick transactions via all channels.

Digital Signage – so-called online posters – put products and services in the forefront using screens in the foyer, spa or restaurant. Digital Signage represents targeted advertising on-site and a last-minute push of available services – without appearing pushy.

Hot Deals allow advertising of last-minute offers, online or on-site, with a fixed date. Hot Deals help fill empty schedule gaps, for instance in spas on hot summer days. Together with Promotion Codes, e.g. weekday discounts or birthday campaigns, Hot Deals round off the Promotion module by TAC.

Sense – TAC's touch-optimised software solution in responsive design – can be used from every available device such as smartphone, tablet, laptop or PC. It offers an advanced solution to manage reservations and runs on all operating systems without local installation.

USPs

TAC's credo “designed to simplify” is reflected in all products. TAC offers one platform for all activities.

The software is suitable for all areas of a modern spa and customers build their individual solution including those functions that best suit their business needs. A skilled support team is at customers' disposal 24/7 via phone, e-mail or Skype.

How many spas do you supply?

TAC has 1,200 customers in 54 countries.

Top clients

La Mamounia; Como Hotels; Rocco Forte Hotels; Swissotel; Kempinski Hotels & Resorts; Grand Resort Bad Ragaz; Nivea Spa; Radisson; Palace Gstaad; The Dolder Grand; Aspria; and Richmond Nua Wellness-Spa Sapanca.

Where in the world?

54 countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

Trade shows

MEET THE TOP, Spain; ITB Berlin; FIBO, Germany; SPA DAYS, Sweden; SPATEC, Spain; SPACAMP, Austria; Fitness Expo, Switzerland.

Who's who?

Thomas Roessler, managing director; Guenther Poellbauer, managing director; Gernot Tobisch, director of operations.

What the clients say

“Reservation Assistant helps us manage our resources efficiently and react flexibly to the needs of our guests.”

*Hakan Balcan, general manager,
Richmond Nua Wellness-Spa Sapanca*



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Stephan Helary, chief executive and co-founder

Background

Created by Dr Stephan Helary, Terres d'Afrique is a Johannesburg-based company that focuses on luxury skin and body care products created from sustainable botanicals.

Main products and services

Inspired by African ethnobotany, we aim to preserve and share traditional knowledge. We conceptualise and create opulent wellness experiences to delight and inspire discerning travelers. We are proud to work with some of the world's top hotel groups who offer our bespoke signature treatments and products.

All Terres d'Afrique products are created using sustainably sourced botanical ingredients. Each product aims to harness Africa's legendary botanical heritage, backed by thoroughly researched scientific formulations.

Our spa treatments can be experienced at the Four Seasons Hotel Dubai International Financial Centre, amongst other hotels.

Beyond our bespoke spa concepts, we are also relaunching our popular amenity range. We have also collaborated with African tea masters YSWARA to products a range of indulgent teas - a project we are particularly proud of.

USPs

We think of ourselves as a luxury experiential brand, bringing Africa's natural and

cultural heritage into the creation of unique wellness experiences.

Our state of the art organic formulations, rich in omegas and powerful antioxidants, help restructure and regenerate the skin. Our treatments are as original as they are effective in achieving wellness, making use of signature tools made of wood and crystals.

Our training aims to empower therapists, teaching them new techniques and elevating them on a spiritual level. The brand focuses on individualisation. This ensures that every guest has the best experience possible creating a sense of place.

Our marketing support includes videos of bespoke signature treatments we develop, which we make available to our clients.

Top clients

Four Seasons Resort Mauritius at Anahita; Four Season The Westcliff Johannesburg; Four Seasons Dubai International Financial Centre; Six Senses Zil Pasyon in the Seychelles; The Silo Hotel, Cape Town.

Where in the world

Africa, Middle East and Europe.

Future plans

Relaunching of the amenity range with the creation of a luxury ceramic bottle to meet

the sustainability requirements of our clients. Expanding our distribution to France, Belgium and Luxembourg.

Trade shows

Spatec, Abu Dhabi.

Who's who

Stephan Helary, CEO and co-founder; Greg Cameron, creative director; Almari Venter, brand custodian and head trainer.

What the clients say

"From the creative genuineness to the hand crafted products to the training and support dimension that Stephan and his team offer, Terres D'Afrique is a product line that is one to watch. The philosophy of this brand and the genuine love for each product, each client and each guest is energetically special."

Elizabeth Regan

Director of spa & recreation

Viceroy Palm Jumeirah Dubai

"Discovering Terres d'Afrique products and its unique ingredients is a journey on its own. Attractive unisex packaging and travel-friendly sizes made them instant bestsellers at Six Senses Spa." *Gabriela Zoltakova*
Spa & wellness manager
Six Senses Zil Pasyon, Seychelles

THALION

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2. combine exclusive techniques with authentic formulas
3. develop patented exclusive active ingredients

THALION Laboratories

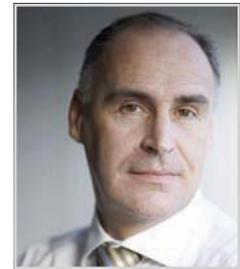
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Email: contact@thalion.com

www.thalion.com



André Prigent, CEO

Background

For more than 25 years, THALION Laboratories has developed its unique expertise of being a harvester-producer. The family-owned company is managed by CEO André Prigent, known for his knowledge in the beauty and professional cosmetics sector.

Main products and services

THALION offers face, body, men and thalasso products and protocols, together with a full range of spa and retail products, including THALISENS, an innovative spa ritual concept.

THALION is based in Brittany, France, by the Iroise Sea, which is known as the best harvesting location for seaweed.

The company benefits from unique know-how: THALION Laboratories controls the whole process, from the harvesting of the raw materials to the production of the finished products. THALION selects the richest seaweeds and preserves their original qualities to develop highly efficient treatments, which offer some of the best price/quality ratios on the market. As a pioneer in marine cosmetics field, the company commits to create new concepts, constantly looks for new active ingredients and creates all new treatment experiences.

Dealing with THALION means having a partner working alongside you, providing a

complete solution with excellent results for the client and optimum revenue for the spa.

Additional products

THALION is committed to its partners' success. The company's sales managers and trainers work closely with partners and also organise meetings during the year to explore and implement new ways of growing business. The company also offers guaranteed training on protocols and products and sales-oriented sessions to boost development.

THALION also helps with the commercial and marketing side of spas. The aim is to offer a wide range of sales tools for agents and their clients. THALION also provides busy beauticians with a turnkey service website supporting them in communicating on the internet. In addition, THALION offers spas the opportunity to create treatment menus which include a range of tailor-made rituals.

How many spas do you supply?

Products are distributed in 51 countries worldwide; the strongest markets are France, Russia, Japan, Saudi Arabia and Europe.

Top clients

Radisson Blu Thermes Marins de Cannes, France; Aldemar Hotels & Spa, Greece; Mardan Palace, Turkey; Mövenpick Hotel

Riyadh, Saudi Arabia; Sheraton Tunis Hotel, Tunisia; Kempinski Hotel Adriatic, Croatia and Boscolo Exedra Roma, Italy

Future plans

Proposing cutting-edge cosmetics from the sea, THALION introduced Ocean Secrets. This extraordinary anti-ageing retail range combines precious materials and three patented active ingredients. During the professional facial, as true technological innovation, precious marine pearls are delicately applied to the skin – with tailor-made specific techniques – to deliver their benefits deep within each wrinkle.

Being on the lookout of new trends, THALION also introduced a revolutionary liquid care, genuine biomimetic mineral recharge. This powerful shot of energy & hydration is a real "thalassotherapy for face". It combines the texture of a lotion, the strengths of a serum and the comfort of a cream.

Trade shows

Spatec (Spain), Beauty World (Dubai) and Cosmoprof (Hong Kong), and major trade fairs all over the world.

Who's who?

Ulla-Pia Dyrlund-Lagadec, sales director
Rodolphe Gagnepain, export manager

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**Brenda Elliott, CEO and
Marti Morenings, founder**

Background

Universal Companies has served the spa industry since Marti Morenings and her father, Dr. G.H. Morenings, founded it in 1982 as Universal Health Products.

In 1999, the company expanded its offerings and became Universal Companies, providing spa professionals with a one-source spa solution. In 2015, with customers' needs in mind, the company opened the Wellness and Beauty Learning Center in Torrance, California to provide advanced education and training to industry professionals. Also, that same year, with the acquisition of A la Mode and SpaEquip, Universal Companies yet again expanded its offerings gaining a retail division and robust equipment partner.

Main products and services

Universal Companies is a leading international distributor of products, equipment, retail, and supplies to spas, skincare professionals, and resort and destination properties. In addition, advanced education, CEUs, and training are core components of the Universal service offering.

USPs

Universal Companies' mission has always been to deliver innovative spa solutions and excellent customer service to maximise



**Universal provides advanced education at its
Wellness & Beauty Learning Center**

our customers' success. With more than 35 years of success, Universal helps clients build business and grow revenue. It also strives to give back through wellness, community, and sustainability initiatives.

In June 2017, spa professionals dedicated their time at a spring formal dance for those with special needs and their guests. Offering makeovers and spa treatments to those who otherwise might be unable to get to experience such things, it was the highlight of the year for employees.

The company also works with customers to implement green practices and encourage vendors to apply high environmental standards to their own products and processes.

Future plans

Universal Companies will continue to provide an excellent customer experience through

growing our proprietary brands, supplies, business accounts, and advanced education.

Plans for a new west coast distribution location are now well underway, and the launch of a new and improved ecommerce website is coming soon.

How many spas do you supply?

Universal Companies is the leading single-source supplier to more than 30,000 spa professionals in 47 countries.

Top clients

Viceroy Maldives, The Maldives; Loma de Vida Spa & Wellness/La Cantera Resort & Spa, San Antonio, Texas; Sugar Beach Viceroy Resort, St. Lucia; Canyon Ranch Spa Club/Venetian, Las Vegas.

Who's who?

Brenda Elliott, CEO; Barrett Cooke, VP finance; Karen Short, SVP sales and marketing; Manuel Lopez, SVP operations.

What the clients say

"Universal is a wonderful company. It will go the extra mile for you and help with your business in anyway it can.

"It will help you succeed and provide you with all you need to achieve your dreams."
Tina Mays, Universal Companies customer

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Twitter: @VOYAbeauty

LinkedIn: voya-organic-beauty

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www.voya.ie



Kira and Mark Walton

VOYA

Background

Founded on a 300-year old tradition and officially launched in 2006, VOYA is run by husband and wife duo Mark and Kira Walton, who are proud to have produced the world's first range of certified organic, seaweed-based skincare products.

Main products and services

All VOYA's retail and professional skincare products contain extracts from wild seaweed which is sustainably hand-harvested by the Walton family on the west coast of Ireland.

More than 100 skincare products combine the therapeutic properties of seaweed and contain a minimum of 70 per cent organic ingredients, specially chosen to complement the natural properties of seaweed.

VOYA's offering to clients includes retail and professional products, exclusive seaweed spa treatments and a full range of hotel bedroom and on-board flight amenities.

Additional services

Therapists are provided with training on a variety of treatments, as VOYA specialises in creating a unique spa experience using seaweed products. VOYA takes pride in supporting clients by offering bespoke staff incentive schemes, promotional events, marketing support and corporate gifting.

VOYA's training programme includes staff retail training, certified professional treatment training and refresher courses when necessary. VOYA, is the first spa product house worldwide to receive the 'Wellness for Cancer' accreditation.

Each VOYA Brand team trainer has completed their 'Train the Trainer' programme, which has equipped them with the knowledge, practical experience and confidence needed to perform these valuable treatments.

USPs

Licensed by the Soil Association, VOYA is a Certified Organic Spa offering unique, innovative treatments and product development. VOYA has a certified halal treatment and product range; authentic history in holistic wellbeing and a 300 year-old harvesting tradition. VOYA has strategically worked with reputable partners globally, ensuring brand integrity and protection from dilution.

How many spas do you supply?

VOYA has more than 290 accounts and distributes to 37 countries across Europe, USA, the Middle East and the far east.

Top clients

Jumeirah (Burj Al-Arab); Ritz Carlton; Mandarin Oriental; Woodhouse Day Spas;

Four Seasons (Baku); Queen Mary II; Canyon Ranch; St. Regis Hotels and Resorts; Grand Hyatt, Emirates Airlines.

Future plans

In 2016 VOYA launched the last of its skin-specific solution facial ranges (sensitive or normal skin types) which are out now. This year has seen the introduction of a new tranquil range including a luxury sugar scrub. Autumn 2017 will see a launch of a new range of scented candles and two facial kits.

Who's who?

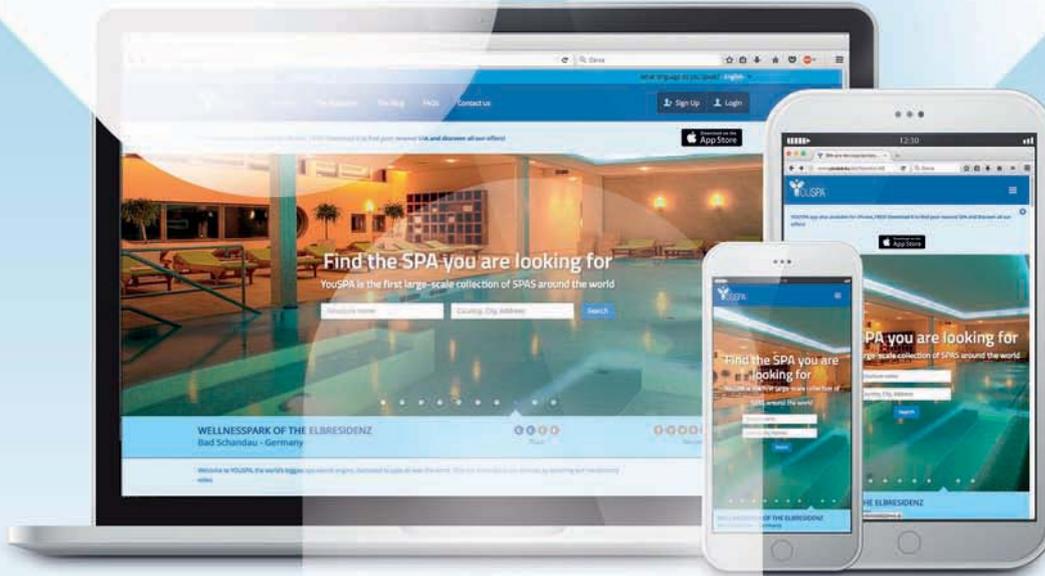
Mark Walton, MD and co-founder
Kira Walton, creative director and co-founder
Emma Roberts, head of sales and business development.

What the clients say

"As a proud stockiest of VOYA Organic Beauty, the Spa at Galgorm's approach to delivering world class spa treatments is truly enhanced by VOYA's five-star luxury treatment offering.

"Unrivalled training expertise, deeply therapeutic seaweed treatments and certified organic products combined makes working with this brand an unparalleled trustworthy and pleasurable experience."

*Louise Nicholl, spa revenue manager
Galgorm Resort and Spa, UK*



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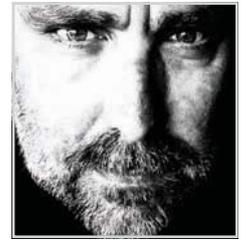
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Régis Boudon-Doris,
founder & CEO

Background

Conceived by spa industry specialist Régis Boudon-Doris in 2014, YouSPA is the first worldwide spa social platform that connects spas with spa guests from across the globe in just one click. With a collection of spas in categories such as luxury, hotel, resort, wellness, medical, and day spas, along with rich digital content and detailed search parameters, potential spa guests easily find spas, book services, and purchase gift certificates through one click on the YouSPA website or APP. Spas join YouSPA for free and have access to business services and a network of industry experts to increase bookings, revenue, and profit.

The concept was created with the intention of bringing a unique worldwide wellness technology to the market as a way to make it simple for guests to find and book spa services while providing an opportunity for spas to increase revenue.

Main products and services

YouSPA is the online social destination for spas around the world to connect with spa enthusiasts. Spas join YouSPA for free, complete a spa profile and may select optional memberships to gain visibility, connect with customers, enable booking of spa services, feature purchase of gift certificates, and

more. Spas gain insider access to business services to increase their profitability and client loyalty with exclusive opportunities.

USPs

The mission of YouSPA is to become the destination for spa guests and spas around the world. To do this, we build our offer around five key pillars:

- **YouSPA Profile**, giving spas full autonomy and control of features viewed by users
- **YouSPA Search Engine**, giving potential customers more than 100 search parameters to choose the spa that best meets their needs
- **YouSPA Magazine**, featuring spa and wellness articles for guests to gain insight and inspiration for health and wellbeing
- **YouSPA Review**, which is the first worldwide spa social network for spa guests to review spa experiences, connect with spas, and engage with other spa enthusiasts
- **YouSPA App**, which greatly improves the customer experience for smart phone and tablet users and enables spas to quickly fill their available appointments and promote last minute treatment offers

Coming soon will be the sixth key pillar:

YouSPA Booking, the first worldwide online spa reservation service, connected in real time with your spa booking software system!

Where in the world?

With more than 3,000 spas in more than 50 countries and growing, YouSPA will continue worldwide market expansion along with the creation of YouSPA USA, with our American partners to launch in this strategic market.

Future plans

Much of our focus will concentrate on introducing YouSPA to new markets, and for spas to connect with a YouSPA Manager in their part of the world – who understands their specific needs.

Our innovative digital and social media strategies to promote spas will continue to ensure that consumers are fully engaged in all our social media and brand activity.

With the current platform available in more than four languages, YouSPA plans to double the portal languages.

Throughout the next year we will launch new services and features to continue our tech revolution for worldwide spas.

Who's who?

Europe Manager: Jean-François de Briac

Asia Manager: Rita Bonucchi

America Manager: Crystal Prescuitti

Africa and Middle East Manager:

Hubert de Nievre.

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Email: export@zimmer.de

Skype: rainer.bolsinger

Facebook: www.facebook.com/icelab110/

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Rainer Bolsinger and Frank Brenner

Background

With experience in technical medicine since 1969, Zimmer MedizinSysteme has become one of the leading European manufacturers for physiotherapy systems.

Innovative cardiology, diagnostic, aesthetics products and software also enhance our product lines. Zimmer MedizinSysteme is the leading firm in cryo solutions, offering Cryo 6, Z-Lipo and Cold Sauna icelab -110 °C.

Main products and services

The unique Cold Sauna icelab -110 °C is applied for up to three minutes whole body cryotherapy. The treatment can either be offered pure, combined in spa menu packages, within fitness, sports and leisure packages, and even be part of medical spa offers.

Ultra-dry cold air causes a tickling stimulation all over the body's skin, while warmth exchange takes place mainly via convection. You will be surprised how different it feels compared to a cold water immersion exchanging warmth via conduction.

Z-Lipo and Z-Wave from our Aesthetic Division are used together to aid slimming, while Z-Wave can also be used to treat cellulitis.

USPs

For over 20 years not a single Cold Sauna icelab -110 °C has been reported faulty



Zimmer MedizinSysteme's Cold Sauna icelab -110 °C

for technical reasons. Unique software for telemaintenance, best parts and state of the art product set-up assure the highest reliability. HRS supports your swimming pool heating.

The payback of the initial investment for your cold sauna can be seen within the first few years, as operation costs are low. No nitrogen, liquid air or other gases are consumed.

Z-Lipo works with three different applicator sizes of which two can be used at the same time. Cold and vacuum level can be adjusted for an optimal result. The combination with Z-Wave makes the treatment even more effective.

Top clients

Chenot; Thermes Marins Monte Carlo;

Sparkling Hill Resort; Carlsbad Clinic of Carlsbad Plaza; Roland Garros; FC Bayern; FC Porto; FFR; Nad Al Sheba Club.

Where in the world?

We work worldwide.

Future plans

Continue to outperform the growth we have experienced in the past few years.

Who's who?

For Cold Sauna icelab -110 °C, sales manager icelab Division Rainer Bolsinger. For Z-Lipo and Z-Wave, sales manager Aesthetic Division Frank Brenner.

spa-kit.net

The search engine for spa buyers

For full company and contact details of any of the products, equipment and services featured here, please visit www.spa-kit.net



Gharieni launches revolutionary massage table

Gharieni has introduced the MLW Transform, a sofa that easily converts to a massage table, offering new possibilities for the spa industry.

The MLW Transform is height-adjustable and has an integrated heating system, movable headrest and a built-in battery. There are a number of upholstery options available including custom designs.

The couch can be used in situations that would normally require a portable bed – at the office, in a hotel suite, or even in a fitness area.

KEYWORD: GHARIENI

Elemis introduces new Life Elixirs range

Elemis Life Elixirs are a range of bath and shower oils, perfume rollers and scented candles, available in five aromatics.

They're designed to complement the brand's skincare lines in a holistic way, providing long-lasting and multi-layered scents. Life Elixirs use blends of essential oils designed to target a specific need, and are available in Calm, Clarity, Fortitude, Embrace and Sleep.

KEYWORD: ELEMIS



Phytomer addresses menopause concerns

Phytomer has launched the Resubstance Skin Resilience Rich Cream, a dual-action cream formulated to treat common skin concerns caused by a deficit of lipids in the skin following menopause.

It contains concentrated brown algae and marine-origin corneogel, ingredients designed to target each layer of the skin for a re-cushioning effect.

KEYWORD: PHYTOMER



Astara masks a hit with millennial audience

Astara Skin Care's collection of face masks has proven popular with 'selfie-obsessed' millennial consumers. The six-piece collection consists of the Activated Sea Mineral mask, the Blue Flame Purification mask, the Golden Flame Hydration mask, the Green Papaya Nutrient mask, the Nourishing Vitamin mask and the Violet Flame Enzyme mask.

The masks have vibrant pigments made from natural ingredients, and are a hit with the selfie generation due to the 'multi-masking' trend and its appeal on social media. Multi-masking uses different masks – and therefore different pigments – on different parts of the face, creating a colourful collage.

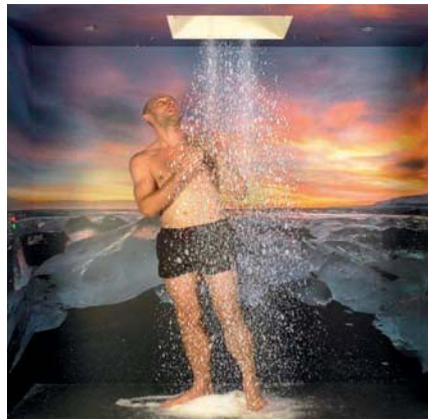
KEYWORD: ASTARA

Haslauer concept combines wellness and extreme snow

Haslauer's SnowBliss is a snowfall shower designed to bring the 'power of nature' into the spa experience. A fully customisable sensory experience that can be integrated into any wellness area, it lets guests choose between two settings: snowfall and snowstorm.

Snowfall features a gentle sprinkling of snow, while snowstorm boasts thunder, lightning, and swirling snowflakes.

KEYWORD: HASLAUER



Clarins launches Youth Synergy treatment

Clarins has debuted its newest innovation, Youth Synergy, which combines traditional methods with technology, creating personalised beauty regimes designed to help renew cells, plump the skin, drain toxins and puffiness and restore skin elasticity. The My Blend Youth Synergy Facial begins with a lifestyle consultation, followed by a skin diagnosis and a customised blend of moisturisers and boosters.

KEYWORD: CLARINS

Lemi and Camylle collaborate on new aromatherapy table



Lemi has partnered with scent experts Camylle to create an aromatherapy table.

Designed to provide a 'wow' experience, the table incorporates the latest scent technology by Camylle – the Perles de Parfum – which are set inside a diffuser within the table. The experience can be customised for the client to be energising, relaxing or detoxifying.

KEYWORD: LEMI





TAC launches Sense

Spa software firm The Assistant Company (TAC) has created Sense, a mobile spa management app to be used with handheld devices.

Developed with a responsive design, touch-optimised operation, intuitive features and clear presentation, Sense lets spa managers carry out key tasks – including booking and scheduling – while they're on the go.

KEYWORD: TAC

Architect Robert Henry designs furniture for TouchAmerica

Architect Robert Henry has partnered with TouchAmerica for the Robert Henry Design by TouchAmerica, a collection of convertible, portable spa furniture and equipment. Henry designed three core pieces: the Masquerade, a hospitality day bed/massage table; the Concierge, a roaming spa cart; and Zero-G, a light-weight zero-gravity lounger that features stretch bands to evenly distribute weight.

KEYWORD: TOUCHAMERICA



New teas, tinctures and honeys from Naturopathica

Naturopathica has introduced 13 teas, tinctures and fortified honeys, the first time the company has ventured into ingestibles. Remedy Teas include Muscle & Joint Tea, Skin Tea, Stress Tea and Vitality Tea. The honeys are made from raw, organic wildflower honey sourced in upstate New York, and tinctures are concentrated liquid herbal extracts.

KEYWORD: NATUROPATHICA

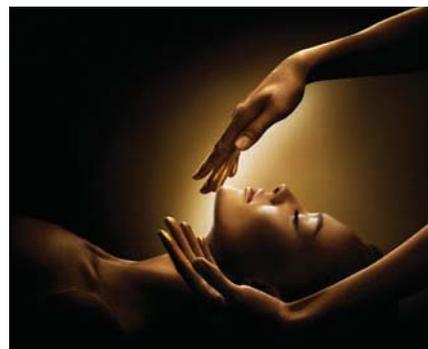
Chico Shigeta creates new treatment for Decléor

Decléor has debuted Facial Pilates, a new facial massage technique that claims to visibly lift, remodel and re-densify the skin. Created by Decléor massage development specialist Chico Shigeta, Facial Pilates is designed to stimulate the core muscles in the face and claims to deliver exceptional results.

The facial uses movements inspired by Pilates and features four types of facial

massage. It starts with a 'warm-up,' where pressure is applied to the face to warm the skin, increase circulation and prompt drainage. The face is then given a 'workout,' where the core muscles are stretched to redefine facial contours and firm the skin. The ritual uses Decléor's OrExcellence skincare range, including the Energy Youth Concentrate Mask.

KEYWORD: DECLÉOR





Comfort Zone launches the Tranquillity Pro-Sleep Massage

ComfortZone's Pro-Sleep Massage combines touch, sound and aromatherapy and is based on advanced studies on stress and sleep. The Pro-Sleep Massage acts on the recently discovered C-tactile skin fibres. Activated through gentle touch, these fibres are directly connected to the area of the brain that generates feelings of wellbeing.

KEYWORD: COMFORT ZONE



Comphy extends offering with luxury throws

Comphy has debuted a luxury range of knitted throws for spas, which are made from an anti-bacterial, stain-resistant fabric designed to not pill, shrink or lose its shape. Comphy has also launched a range of towels, made from organic cotton and bamboo, and made up of five mini collections: Bamboo, Essential, Simply Organic, Serenity and Opulent.

KEYWORD: COMPHY



Orly collaborates with MuslimGirl for new collection

Orly has partnered with MuslimGirl to create an exclusive collection of halal-certified nail polishes, using 100 per cent halal ingredients. The nail polishes feature Orly's Breathable formula, that is permeable to water and oxygen, and allows nails to breathe.

Practicing Muslim women have previously had to avoid wearing nail polish as it creates a barrier, which causes issues during wudu, an Islamic purification ritual where parts of the body, including the hands and nails, are cleansed with sacred water before prayer. The breathable formula allows water to pass through the layer of polish, making it less of a barrier to wudu.

The capsule collection features five coloured polishes, in nude, berry, red, rose-gold and white.

KEYWORD: ORLY

Thalion's Mineral Booster has 'shot of marine energy'

Marine skincare brand Thalion has released the Mineral Booster, a new liquid care facial treatment, designed to provide a 'shot of marine energy' to the skin, for a smooth, plumped and radiant complexion.

The booster is formulated with active water along with trace mineral elements that are designed to moisturise and re-energise fatigued skin.

KEYWORD: THALION





Sothys' La Creme 128

As part of its 70th birthday celebrations, Sothys launched La Crème 128 Secrets de Sothys premium cream, supported by a two-and-a-half hour, 11-stage face and body treatment. The cream is formulated with stem cells from the Bernard Mas Sothys Rose.

"We hope to provide spas with unique products and offers that will make them stand out and be unique as well," says chief executive Christian Mas. "This treatment is state-of-the-art, with instant results in terms of anti-ageing."

Sothys will limit the distribution of La Crème 128, only making it available in selected spas.

KEYWORD: SOTHYS

Customise with Oakworks

Oakworks has launched the Master's Collection, a range of massage tables designed to offer stylish and functional solutions for spa operators. Each table is compatible with the Studio by Oakworks Spa, an interactive online tool that lets clients create their own massage tables – choosing from thousands of styles, materials, finishes and features to complement a range of decor.

KEYWORD: OAKWORKS



Dornbracht debuts LifeSpa shower concept

Dornbracht has launched a modular water treatment concept, the LifeSpa, which is designed to integrate adaptable 'health-enhancing' water applications into bathrooms. It includes the Aquapressure vertical shower and WaterFan and WaterCurve jets. Treatments with the LifeSpa include affusions, horizontal showers and water massages.

KEYWORD: DORNBRACHT

Eastern Vibration unveils new launches

Eastern Vibration has added a range of Ocean Drums designed to be used in sound therapy. Created by a Nepalese percussionist, the drums are made from goatskin and feature a double-sided frame and small steel pellets that simulate the sound of the ocean.

The company also added an Ayr Kasa massage tool for the face and body.

KEYWORD: EASTERN VIBRATION





Anne Semonin Precious Pearl facial lifts and firms

French beauty brand Anne Semonin has launched the Precious Pearl Ultra Lift facial, an 85-minute, multi-step facial designed to promote radiance.

The facial combines Anne Semonin products, including the Precious Pearl Youth Radiance Elixir, with a lifting massage and drainage technique to firm the skin and reduce puffiness.

KEYWORD: ANNE SEMONIN

Starpool debuts flotation bed and meditation app

Italian wellness consultancy Starpool has launched a new multi-platform solution that combines wellness, technology and neuroscience.

Zerobody is a dry flotation bed designed to give the user a feeling of weightlessness without the use of water, and is supplied with Nu Réflex, an app created in collaboration with brain wellness consultancy Neocognita that features six guided meditation paths for total relaxation.

KEYWORD: STARPOOL

Siminetti creates sustainable mother-of-pearl mosaic tiles



UK-based luxury tile company Siminetti has supplied the W Hotel and Residences in Dubai with 500 sq m (1640 sq ft) of its Anthracite mother-of-pearl mosaic tiles.

The tiles are derived from eco-friendly, sustainable sources and are sealed with resin, making them suitable for both indoor and outdoor use. They can also be used as either wall or floor surfaces.

KEYWORD: SIMINETTI



Precious ingredients star in AMRA men's range

Luxury skincare brand AMRA has launched AMRA for Men, a line of high-performance skincare products for men. The products are formulated with precious ingredients, including platinum, volcanic rock and meteorite powder, designed to deliver youthful and radiant skin. The range also features Celluactiv8, designed to regenerate the skin.

KEYWORD: AMRA SKINCARE

Contact Book

This section shows the basic contact details for global spa equipment, product and service suppliers while full company details can be found online at www.spa-kit.net. For a breakdown of particular pieces of equipment, products and services that these companies provide please turn to our Product Selector on p323. The Product Selector outlines products and services by types and categories

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Tel: +1 202 607 4575
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Email: gmail@ahava.co.il
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Akhassa

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www.akhassausa.com

AKRON

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Email: sales@akronproducts.co.uk
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Alacer

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Alban Muller International

Tel: +33 1 48 08 81 00
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Alchimie Forever LLC

Tel: +1 202 530 3930
Email: customerservice@alchimie-forever.com
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Allure Africa

Tel: +233 302 782 651
Email: info@allureafrica.com
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Tel: +43 5412 64 128
Email: info@alpienne.at
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Alqvimia SL

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Tel: +1 888 425 8376
Email: admin@alternahaircare.com
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Altro Ltd

Tel: +44 1462 707 600
Email: info@altro.com
www.altro.com

Amala Inc

Email: info@amalabeauty.com
Tel: +1 877 262 5208
www.amalabeauty.com

CONTACT BOOK

Amber Products Co

Tel: +1 724 695 1882
Email: education@amberproducts.com
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Tel: +44 1294 316 200
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Email: cs@morgancollection.com
www.morgancollection.com

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www.angelofwater.com

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Tel: +86 551 6235 5467
Email: sales@chinasauna.com
www.chinasauna.com

Anna Lotan Ltd

Tel: +972 4 626 4243
Email: info@annalotan.com
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Anne Semonin

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Email: info@spa-aqualike.fr
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Email: info@aquamentalspa.com
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Email: rohun@aslc-leisure.com
www.aslc-leisure.com

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www.asquithlondon.com

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CONTACT BOOK

Balineum

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Email: info@brennardtextiles.co.uk
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Email: info@bsweden.com
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Bursali Towels (UK) Ltd

Tel: +44 1443 844 011
www.bursali.co.uk

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Tel: +1 919 998 5200
www.burtsbees.com

Buttercups Collection

Tel: +353 1 2190 215
Email: info@buttercupsuniforms.com
www.buttercupsuniforms.com

BUZ Design Consultants Ltd

Tel: +852 2899 2357
Email: jrofkind@buzdesign.biz
www.buzdesign.biz

Cabiola

Tel: +33 1 48 78 00 00
www.cabiola.com

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Tel: +44 20 8731 5676
Email: info@caci-international.co.uk
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Email: contact@caldera-products.com
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CONTACT BOOK

Invotech Ltd

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Email: contact@themadisoncollection.com

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MagnaPool

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Email: info@magnapool.com

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Email: help@majesticinternational.com

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Email: info@maliekauai.com

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Malin+Goetz

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Manduka LLC

Tel: +1 310 426 1495

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Manfred Ronstedt

Tel: +49 511 9055 544

Email: info@ronstedt-hotelconcepts.de

www.ronstedt-hotelconcepts.de

Manosa & Company

Tel: +632 842 7499

Email: mail@manosa.com

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Tel: +44 20 7371 0900

Email: yogi@manukalife.com

www.manukalife.com

Maps Design

Tel: +65 6 297 6166

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Margaret Dabbs London

Tel: +44 20 7637 9450

Email: margaret.dabbs@margaretdabbs.co.uk

www.margaretdabbs.co.uk

Marie Veronique Organics

Tel: +1 510 655 1543

Email: info@mvorganics.com

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Marie W

Tel: +49 2052 92 78 490

Email: info@marie-w.de

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Marine Beauty Care Ltd

Tel: +44 1707 257 548

Email: sales@marinebeautycare.co.uk

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Email: france@matis-paris.com

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Email: info@matrixfitness.co.uk

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Email: info@medxonline.de
www.medxonline.co.uk

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Email: info@mf-sport.de
www.mf-sport.de

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www.mirashand.com.au

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Email: info@monique-mathieu.us
www.monique-mathieu.com

CONTACT BOOK

Moor Spa International Ltd

Tel: +44 1825 762 658
Email: info@moorspa.co.uk
www.moorspa.co.uk

Morjana

Tel: +33 2 96 92 91 30
Email: contact@morjana.fr
www.morjana.fr

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Email: info@moroccanoil.com
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Email: dave.courteen@mosaicgroup.co.uk
www.mosaicgroup.co.uk

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Tel: +66 2 3656000
Email: infothailand@minornet.com
www.mspa-international.com

Multisensory Fitness Inc

Tel: +1 805 483 7258
Email: international.solutions@multisensory-fitness.com
www.multisensoryfitness.com

Murad

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Email: muradspa@murad.com
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Email: customerservice@narscosmetics.com
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Natalie Roche Ltd

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Email: landcare@usda.gov
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Natura Bissé Internacional SA

Tel: +34 93 591 02 30
Email: naturabisse@naturabisse.es
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Email: contact@nrspa.com
www.nrspa.com

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Tel: +44 1308 488 955
Email: steve@ns-solutions.com
www.naturalskincareolutions.org

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Email: info@naturalaser.com
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Email: service@naturopathica.com
www.naturopathica.com

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Email: enquiries@nautilus.com
www.nautilusinc.com

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Email: info@neaumorinc.com
www.neaumorinc.com

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Email: breathe@neumabeauty.com
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Email: sales@newseasons.co.uk
www.newseasons.co.uk

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Email: newport@narchitects.com
www.narchitects.com

Next2Skin

Tel: +61 2 6495 4841
Email: next2skin@opusnet.com.au
www.next2skin.com.au

Nickel Spa London

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Email: info@nickelspalondon.co.uk
www.nickelspalondon.co.uk

Nika Consulting

Tel: +1 866 833 6452
Email: info@nikaconsulting.ca
www.nikaconsulting.ca

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Email: info@nilo-beauty.com
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Tel: +27 11 036 9600
www.nimueskin.com

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Tel: +971 4 361 7969
Email: info@ninedegreespa.com
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Nohem

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Email: n.degoys@ethic-creation.com
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Email: info@noelasmar.com
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Nola 7

Tel: +359 2 962 9910
Email: rdimitrova@nola7.com
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Nordic Sauna and Leisure Ltd

Tel: +44 1342 333 999
Email: info@nordic.co.uk
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Email: info@nousdesign.co.uk
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Email: info@nouveaulashes.co.uk
www.nouveaulashes.co.uk

Nu Skin

Tel: +1 801 345 1000
Email: contactus@nuskin.com
www.nuskin.com

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Email: hello@nudeskincare.com
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Email: information@oakworks.com
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Email: inquiries@obagi.com
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Tel: +390 559 180 643
Email: info@officinadetornabuoni.com
www.officinadetornabuoni.com

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Tel: +34 943 748 484
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www.ojmar.es

Oka-B

Tel: +1 678 730 5320
www.oka-b.com

CONTACT BOOK

Okabashi Brands

Tel: +1 770 945 1330
Email: customerservice@okabashi.com
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Olavie

Tel: +1 212 316 9828
Email: info@olavie.com
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Email: info@omdanne.com
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Email: info@omnicogroup.com
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Email: lpierotti@omnisens.fr
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Orienka Paris

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Tel: +33 645983058

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OSEA International

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Tel: +1 210 829 7003
Email: peopleandprojects@overlandpartners.com
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www.p49deesign.com

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Email: paengineering@paengineeringltd.com
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Email: info@pa-wellness.com
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Email: info@panattasport.it
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Email: info@payot.fr
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Email: bruno.rebibou@pbifrance.com,
www.probeauticinstitut.com

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Email: info@peakpilates.com
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Email: tori.snowball@pebbleandco.co.uk
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Tel: +61 2 9241 2010
www.petermuller.org

Peter Thomas Roth

Tel: +1 212 581 5800
www.peterthomasroth.com

Pevonia International LLC

Tel: +1 386 254 1967
Email: pevonia@pevonia.com
www.pevonia.com

Physical Company Ltd

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Email: info@piscinelaghetto.com
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www.pinksboutique.com

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Email: info@plankdesigns.com
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Email: y.moshref@premedion.de
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Email: info@pulsefitness.com
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Email: sales@purskin.co.uk
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Email: info@purefiji.com.fj
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Email: info@purus.se
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Email: info@qmsmedicosmetics.com
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Email: gareth.robinson@quinyx.com
www.quinyx.com

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Email: info@ramer.ltd.uk
www.ramersponges.com

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www.rareteacompany.com

Rock the Spa LLC

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www.rockthespa.com

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Email: realmusic@realmusic.com
www.realmusic.com

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Tel: +1 800 976 6280
Email: sean@realryder.com
www.realryder.com

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Tel: +1 818 284 7455
Email: info@redcashew.com
www.redcashew.com

Red Flower

Tel: +1 212 966 5301
Email: shop@redflower.com
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Email: enquiries@reefgrove.co.uk
www.reefgrove.co.uk

REM UK Ltd

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Email: sales@rem.co.uk
www.rem.co.uk

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Tel: +44 20 7724 2900
Email: info@renskincare.com
www.renskincare.com

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www.repechage.com

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www.revolutiontea.com

Rice Force

Tel: +81 3 5493 7065
Email: world@riceforce.com
www.riceforce.net/en

Richard Haworth & Co Ltd

Tel: +44 1204 702 300
Email: info@richardhaworth.co.uk
www.richardhaworth.co.uk

CONTACT BOOK

Richardson Sadeki

Tel: +1 212 366 4118
www.rsdnyc.com

Ridgeway

Tel: +44 1525 384 298
Email: sales@ridgewayfm.com
www.ridgewayfm.com

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Tel: +1 414 747 4001
Email: websales@rishi-tea.com
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Rizzato Spa Consulting

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Tel: +33 3 84 90 08 56
Email: rkf@rkf.fr
www.rkf.fr

Robert Buelteman Studio

Tel: +1 615 728 1010
Email: info@buelteman.com
www.buelteman.com

Robert D Henry Architects

Tel: +1 212 533 4145
Email: info@rdh-architects.com
www.rdh-architects.com

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Tel: +390 438 933 022
Email: info@robertirattan.com
www.robertirattan.com

The Robeworks Inc

Tel: +1 213 748 1471
Email: therobeworks@therobeworks.com
www.robeworks.com

Rodial Ltd

Tel: +44 20 7351 1720
Email: info@rodial.co.uk
www.rodial.co.uk

Roja Dove

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www.rojadove.com

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Tel: +44 1726 981 123
Email: hello@rugged-interactive.co.uk
www.rugged-interactive.com

Russie Blanche

Tel: +33 1 40 70 16 49
Email: jlemigova@russieblanche.com
www.russieblanche.com

Rythms by Design

Tel: +44 7975 584 753
info@rythmsbydesign.com

Saach Organics

Email: info@saachorganics.com
www.saachorganics.com

Saakalya Collection

Tel: +65 6698 6637
Email: info@saakalya.com
www.saakalya.com

Sacred Currents

Tel: +1 212 410 1832
Email: judith@sacredcurrents.com
www.sacredcurrents.com

SafeTIC

Tel: +1800 33 68 42
www.safetic.ie

Salamander Lifestyle Pte Ltd

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Email: farida@salamanderspa.net
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Salon Ambience

Tel: +390 522 276 755
Email: internationalsales@salonambience.com
www.salonambience.com

Salon System

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Email: professional@originaladditions.com
www.salonsystem.com

SalonBiz

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Email: info@salonweardirect.co.uk
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Salt Chamber

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Email: info@saltchamberinc.com
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Salt of the Earth

Tel: +1 801 294 3101
Email: info@saltearthspa.com
www.saltearthspa.com

Saltability

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Email: ann@saltability.com
www.saltability.com

Salus Group

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Email: salusgroup@salusgroup.pl
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Email: info@samuel-heath.com
www.samuel-heath.co.uk

Sandalei

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Email: info@sandalei.com
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Sanipex Group

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Email: info@sanipexdubai.com
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Email: info@sanitas-skincare.com
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Email: info@saunasella.fi
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Saunex

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Email: info@saunex.com
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www.scandlecandle.com

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Email: info@scentcompany.it
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Scentered

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Scentys Fragrance Systems

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Email: commercia@presensia.com
www.scentys.com

Scifit

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Email: info@scifit.com
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Email: info@selfoptima.com
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Email: maldives@serenaspa.com
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Email: service@serene-house.com
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Tel: +1 305 651 9200
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Email: info@isjal.com
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Starvac Group

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Stas Doyer Hydrotherapie

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Email: info@stas-doyer.com
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Steiner Spa Consulting

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Email: info@stottpilates.com

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Email: dtrieste@strategicspa.com

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www.soundwavetherapy.co.uk

Stretch Ceilings Ltd

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Email: sales@stretchceilings.co.uk

www.stretchceilings.co.uk

Studio Noach

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Email: info@studionoach.nl

www.studionoach.com

Studio RHE

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Email: architect@rhe.uk.com

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Subtle Energies

Tel: +61 2 9634 1677

Email: nick@subtleenergies.com.au

www.subtleenergies.com.au

The Sufferfest Pte

Email: theminions@thesufferfest.com

www.thesufferfest.com

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Email: info@suissessences.ch

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Sundari

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www.sundari.com

Sunlighten Saunas

Tel: +1 913 754 0831

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Suntech Group Ab

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Swan/Svanen

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www.svanen.se

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Swiss Perfection

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Sybaritic Inc

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Email: spad@sylviaspa.com

www.sylviaspa.com

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Email: info@syneron-candela.co.uk

www.syneron-candela.co.uk

Synovia Technologies

Tel: +972 8 940 1718

www.synoiatech.com

System4 Technologies GmbH

Tel: +49 421 9601 330

Email: mail@human-regenerator.com

www.human-regenerator.com

TAC – The Assistant Company

Tel: +43 3332 6005 990

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www.tanamera.com.my

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Email: info@taofreedom.com
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TAP Technology Co Ltd

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Email: sales@tisserand.com
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Totally UK

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TouchAmerica

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CONTACT BOOK

The Ultimate Sauna Company Ltd

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Email: service@theultimatesauna.co.uk

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www.lessensdemarrakech.com

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Comfort Zone
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CND (Creative Nail Design)
www.cnd.com

Daniel Sandler Ltd
www.danielsandler.com

Darphin
www.darphin.com

Ecrú New York
www.ecrunewyork.com

Ella Baché
www.ellabache.fr

Environ Skin Care Pty Ltd
www.environ.co.za

Esse Cosmetic
www.essecosmetic.com

Essential Wholesale
www.essentialwholesale.com

Essie Cosmetics
www.essie.com

Gemology Cosmetics
www.gemology.fr

Gerrard International
www.gerrardinternational.com

Germaine de Capuccini
www.germaine-de-capuccini.com

Harley Street Cosmetic Ltd
www.harleystreetcosmetic.com

Hawley International
www.hawley.net.au

Horst Kirchberger MakeUp Studio
www.horst-kirchberger.de

Iredale Mineral Cosmetics
www.janeiredale.com

Jessica Cosmetics International
www.jessicacosmetics.com

Kanebo Cosmetics Inc
www.kanebo-international.com

Kenneth Green Associates
www.kennethgreenassociates.co.uk

Klapp Cosmetics GmbH
www.klapp-cosmetics.com

Kroma
www.kromamakeup.com

KuuSh Pty Ltd
www.kuush.com.au

La Biosthétique
www.labiosthetique.com

Laboratoires Ingrid Millet SA
www.ingridmillet.com

Laboratoires La Prairie SA
www.laprairie.com

Laboratori Royal
www.movie-cosmetics.it

Ligne St Barth
www.lignestbarth.com

LPG Systems
www.lpgsystems.com

Madara Cosmetics Ltd
www.madara-cosmetics.lv

Marie W
www.marie-w.de

Mavala International SA
www.mavala.com

Maystar
www.maystar.com

MCCM Medical Spa
www.mccmmedicals spa.com

MD Formulations
www.mdformulations.com

Mei Kuai Cosmetics Co Ltd
www.meikuai.com.tw

Miriam Quevedo SL
www.miriamquevedo.com

Nannic Int
www.nannic.com

Nars Cosmetics Inc
www.narscosmetics.com

Natura Bissé Internacional SA
www.naturabisse.es

Nouveau Beauty Group
www.nouveaulashes.co.uk

OPI Products Inc
www.opi.com

Orly International Inc
www.orlybeauty.com

Parfums Givenchy
www.parfumsgivenchy.com

Phytomer
www.phytomerpro.com

Phyt's
www.phyts.com

Proto-col
www.proto-col.com

Rice Force
www.riceforce.net/en

Russie Blanche
www.russieblanche.com

QMS Medicosmetics
www.qmsmedicosmetics.com

Qosmedix
www.qosmedix.com

Ramer Sponges
www.ramersponges.com

REN Skincare
www.renskincare.co

Repêchage Ltd
www.repechage.com

Shiseido Spa Dept
www.shiseidospa.com

Sothys
www.sothys.com

Swiss Mountain Cosmetics GmbH
www.niance.ch

U International Ltd
www.men-u.co.uk

PRODUCTS & SERVICES

COSMETICS/MAKE-UP

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Vagheggi Phytocosmetics

www.vagheggi.com

VitaMan Pty Ltd

www.vitaman.com.au

Wisdom of Africa

www.wisdomcosmetics.com

Yvonne Gray Cosmetics

www.yvonne-gray.co.uk

Z.Bigatti

www.zbigatti.com

DENTAL DEVICES

Electro Medical Systems (EMS)

www.ems-company.com

Foreo AB

www.foreo.com

DISTRIBUTORS

Ellisons

www.ellisons.co.uk

Beauty Express

www.beautyexpress.co.uk

Gerrard International

www.gerrardinternational.com

Louella Belle

www.louellabelle.co.uk

Natalie Roche Ltd

www.natalieroche.com

PBI Spa Solutions

www.probeauticinstitut.com

Spa Advocates

www.spaadvocates.com

Spa Vision

www.spavision.com

SpaEquip Inc

www.spaequip.com

Totally UK

www.totallyuk.com

Universal Companies Inc

www.universalcompanies.com

DRINKS

Africology

www.africology-sa.com

Camellia's Tea House

www.camelliasteahouse.com

Conscious Water

www.consciouswater.com

Dragonfly Teas

www.dragonfly-teas.com

Emeyu

www.emeyu.com

Ikaati

www.ikaati.com

Labiomer

www.labiomer.com

LaGaiA Hydraceuticals

www.lagaia.com.au

Mighty Leaf Tea Company

www.mightleaf.com

Premchit Prateap Na Thalang Ltd

www.experiencepremchit.com

Rare Tea Company Ltd

www.rareteacompany.com

Revolution Tea

www.revolutiontea.com

Rishi Tea

www.rishi-tea.com

Skinade

www.skinade.com

Spa Universe

www.spauniverse.com.au/web/guest

Tea Forte

www.teaforste.com

Teapigs

www.teapigs.co.uk

Teatulia

www.teatulia.com

Thalgo

www.thalgo.com

Thann-Oryza

www.thann.info

Voya

www.voya.ie

Water-to-Go Ltd

www.watertogo.eu

Wellmondo

www.wellmondo.de

Yemaya

www.yemaya.the.com

Yves Rocher

www.yves-rocher.co.uk

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4SeasonsSpa

www.4seasonsspa.com

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

GeoSpa GmbH

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HydroCo

www.hydroco.com

Hydroconcept

www.hydro-concept-spa.com

HydroMassage

www.hydromassage.com

Iso Italia Group

www.isoitalia.com

Kurland/Haslauer GmbH

www.kurland.de

Lemi Group

www.lemi.it

Neoqi AS

www.neoqi.com

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www.nilo-beauty.com

Stas Doyer Hydrotherapie

www.stas-doyer.com

Technodesign SRL

www.nuvolaitalia.it

Trautwein GmbH

www.trautwein-gmbh.com

Unbescheiden GmbH

www.unbescheiden.com

ENERGY MANAGEMENT / ENVIRONMENTAL SERVICES

Australian Conservation Foundation

www.acfonline.org.au

The Carbon Trust

www.carbontrust.co.uk

Centre for Alternative Technology

www.cat.org.uk

Earth 911 for Business

www.earth911.com

EC3 Global

www.ec3global.com

Eco Directory

www.ecodirectory.com.au

Ecocert

www.ecocert.com

Ecotrans

www.ecotrans.de

EMAS

www.ec.europa.eu/environment/emas

Emirates Environmental Group

www.eeg-uae.org

Energy Star

www.energystar.gov

European Platform on Life Cycle Assessment

lct.jrc.ec.europa.eu

Global Footprint Network

www.footprintnetwork.org

Green Biz

www.greenbiz.com

The Green Guide

www.thegreenguide.com

Green Lodging News

www.greenlodgingnews.com

Green Pages

www.eco-web.com

Green Spa Network

www.greenspanetwork.org

Green Washing Index

www.greenwashingindex.com

GreenBlue

www.greenblue.org

International Organization for Standardization

www.iso.org

Leadership in Energy and Environmental Design (LEED)

www.usgbc.org

LOHAS

www.lohas.com

National Resources Conservation Service

www.nrcs.usda.gov

Responsible Purchasing Network

www.responsiblepurchasing.org

Swan/Svanen

www.svanen.se

TCO Development

www.tcodevelopment.com

Total Environment Centre

www.tec.com.au

Tropical Science Center

www.cct.or.cr

Water Footprint Network

www.waterfootprint.org

World Business Council for Sustainable Development

www.wbcsd.org

World Green Building Council

www.worldgbc.org

World Resources Institute

www.wri.org

FITNESS EQUIPMENT

Absolo Fitness Inc

www.absolo.com

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www.amersports.com

Balance Master UK Ltd

www.balancemaster.co.uk

Balanced Body®

www.balancedbody.com

Cardio Infrared Technologies

www.biofit.com

Ciclotte

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Concept2 Ltd

www.concept2.co.uk

CrossFit Inc

www.crossfit.com

Cybex International Inc

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www.exf-fitness.com

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Embedded Fitness BV

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www.ergo-fit.de

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Fitbug Holdings PLC

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Flexi-Sports UK

www.flexi-bar.co.uk

FreeMotion Fitness

www.freemotionfitness.com

Gaiam Inc

www.gaiam.com

Gervasport

www.gervasport.es

Hur

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Hydro Physio

www.hydrophysio.com

Indoor Cycling Group

www.teamicg.com

Instyle Fitness

www.instylefitness.co.uk

Johnson Health Tech UK Ltd

www.jhtuk.co.uk

Jordan Fitness

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www.levelaqua.com

Les Mills International

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MFsport GmbH Schloss Holte

www.mf-sport.de

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www.myzone.org

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Panatta Sport

www.panattasport.com

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www.paramountfitness.com

Precor

www.precor.com

Pulse Fitness Solutions

www.pulsefitness.com

RealRyder International

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www.rugged-interactive.com

Scifit

www.scifit.com

Shapemaster Toning Systems

www.shapemaster.co.uk

SportsArt Worldwide

www.sportsartfitness.com

Star Trac

www.startrac.com

The Sufferfest Pte

www.thesufferfest.com

Technogym

www.technogym.com

Teeter Hang Ups

www.inversioninternational.com

Trixter Europe Ltd

www.trixter.net

True Fitness Technology

www.truefitness.com

Vasper

www.vasper.com

VersaClimber USA

www.versaclimber.com

WaterRower UK

www.waterrower.co.uk

Webracing

www.webracing.co.uk

Woodway GmbH

www.woodway.de

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www.4seasonsspa.com

Barr + Wray

www.barrandwray.com

Bonasystems Europe Ltd

www.bonasystems.com

Cheshire Wellness UK

www.cheshirewellness.co.uk

Finders International

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I-sopod

www.i-sopod.com

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www.nola7.com

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Stas Doyer Hydrotherapie

www.stas-doyer.com

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www.nuvolaitalia.it

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www.apavisa.com

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Contract Tile Consultants

www.ctc-tiles.co.uk

Digital Ceramic Systems

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Floor Gres Ceramiche

www.floorgres.it

GMT Spas

www.gmtspas.co

Hamberger Flooring GmbH & Co KG

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Imagine Tile Inc

www.imagnetile.com

Kinele Group SL

www.kinele.com

Trend Group

www.trend-group.com

FOOTWEAR

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www.bcsoftwear.co.uk

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www.bluleisure.co.uk

Kashwére LLC

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Majestic International

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Majestic Towels

www.majestictowels.co.uk

Oka-B

www.oka-b.com

Puretoes

www.puretoes.com

Saakalya Collection

www.saakalya.com

Samtosa Clothing

www.phrcanada.com

Under the Canopy

www.underthecanopy.com

Yeah Baby

www.yeahbabypl.com

Zendals

www.zendals.com

FRAGRANCES AND DIFFUSERS

Amala Inc

www.amalabeauty.com

AromaJet

www.aromajet.com

AromaWorks

www.aroma-works.com

Atmosphère Diffusion

www.atmospherediffusion.fr

Clarins

www.clarins.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Kemitron

www.kemitron.com

Laboratoires Camylle

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Laboratory of Flowers

www.labofflowers.com

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Pasture Naturals Ltd

www.pasturenaturals.com

Roja Dove

www.rojadove.com

Scent Company

www.scentcompany.com

Scentys Fragrance Systems

www.scentys.com

Serene House International

www.serene-house.com

Teo Cabanel

www.teo-cabanel.com

Tru Fragrance

www.trufragrance.com

FURNITURE AND FURNISHINGS

Abbey Furnishings

www.abbey-furnishings.co.uk

AKRON

www.akronproducts.co.uk

Andrew Morgan Collection

www.morgancollection.com

Athlegen Pty Ltd

www.athlegen.com.au

Avalon Couches

www.avalon-couches.co.uk

BD Barcelona Design

www.bdbarcelona.com

Beautelle Therapy Equipment Ltd

www.beautelle.co.uk

Blenheim Carpet Company Ltd

www.blenheim-carpets.com

Boden Furnishings

www.bodenfurnishings.com

Bonacina Vittorio design s.r.l.

www.bonacinavittorio.com

Bretherton Therapy Products

www.bretherton.co.uk

Cheshire Wellness UK

www.cheshirewellness.co.uk

Chill Out Design Evolution

www.chillout-design.com

Coco-Mat

www.coco-mat.com

Dedon

www.dedon.de

Aloys F Dornbracht GmbH & Co Kg

www.dornbracht.com

Eastward Ltd

www.eastward.co.uk

Eco Furniture International Ltd

www.avconservatoryfurniture.co.uk

Effegibi

www.eggibi.it/en

Eldmakaren Ab

www.eldmakaren.se

Ergomotion Inc

www.ergomotion.us

Fabio Alemanno Design

www.fa-design.co.uk

Gallotti & Radice SRL

www.gallottiradice.it

Gandia Blasco SA

www.gandiablasco.com

Gharieni Group Germany

www.gharieni.com

Gloster Furniture Ltd

www.gloster.com

Grupo Kettal

www.kettalgroup.com

Healing Co Ltd

www.healing-relax.com

ITW Waterbeds

www.wasserbetten.at

Kashwére LLC

www.kashwereathome.com

Kurland/Haslauer GmbH

www.kurland.de

LadyPillo

www.ladypillo.com

Lenox Pedicure Spa

www.lenoxpedicurechair.com

Living Earth Crafts

www.livingearthcrafts.com

Nilo SRL

www.nilo-beauty.com

Nola 7

www.nola7.com

Oakworks Inc

www.oakworks.com

Parmar and Parmar

www.parmarandparmar.com

Planika Fires

www.planikafires.com

Plinth 2000

www.plinth2000.com

REM UK Ltd

www.rem.co.uk

Roberti Rattan srl

www.robertirattan.com

Saakalya Collection

www.saakalya.com

Salon Ambience

www.salonambience.com

Sandalei

www.sandalei.com

Saunasella Oy

www.saunasella.fi

Serralunga SRL

www.serralunga.com

Sha Holdings GmbH

www.sha-art.com

Silhouet-Tone Corporation

www.silhouettone.com

Sommerhuber GmbH

www.sommerhuber.com

Takara Belmont USA

www.takarabelmont.com

Tonon & C SpA

www.tononitalia.com

HAIRCARE

Agadir International LLC

www.agadirint.com

Alterna

www.alternahaircare.com

Attirance

www.attirance.com

Aveda

www.aveda.com

Cosmetic Horizons

www.cosmetic-horizons.com

Davines

www.davines.com

Hammamii

www.hammamii.com

Josiane Laure

www.josiane-laure.com

Leonor Greyl

www.leonorgreyl.com

Kérastase

www.kerastase.com

La Biosthétique

www.labiosthetique.com

Laboratory of Flowers

www.labofflowers.com

LaNatura

www.lanatura.com

L'anza

www.lanza.com

Luxsit Organic Care

www.luxsit.se

Madara Cosmetics

www.madaracosmetics.com

Mira's Hand

www.mirashand.com.au

Miriam Quevedo SL

www.miriamquevedo.com

Moroccan Oil

www.moroccanoil.com

Neuma Beauty

www.neumabeauty.com

Peter Thomas Roth

www.peterthomasroth.com

Saach Organics

www.saachorganics.com

Thann-Oryza

www.thann.info

Unite Eurotherapy

www.uniteeurotherapy.com

Yves Rocher

www.yves-rocher.co.uk

HAY-BATH EQUIPMENT

Hobe Pergh SRL

www.hobepergh.it

HEAT EXPERIENCES

4SeasonsSpa

www.4seasonsspa.com

Aegean Master Spas

www.aegeanspas.co.uk

Anapos

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Anhui Saunaking Co Ltd

www.chinasauna.com

Aqae

www.aqae.eu

Balnea GmbH & Co Kg

www.balnea.de

Barr + Wray

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Bradford Products LLC

www.bradfordproducts.com

Bretherton Therapy Products

www.bremed.co.uk

Carmenta srl

www.carmentasrl.com/en

Cheshire Wellness UK

www.cheshirewellness.co.uk

Dalesauna Ltd

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Design for Leisure Ltd

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Di Vapor Ltd

www.divapor.com

Drom UK Ltd

www.dromuk.com

Effegibi

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Esadore International

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ETE Wellness Engineering

www.ete.es

Fabio Alemanno Design

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SF Finimex Oy

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GeoSpa GmbH

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Hamman Consultants

www.hammamconsultants.com

Happy Sauna

www.happysauna.it

Heaven Health & Beauty

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Helo Germany

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Hydroconcept

www.hydro-concept.spa.com

Hydrotherm Ltd

www.hydrothermspa.com

HygroMatik

www.hydromatik.de

Inner Balance

www.ib-wellness.co.uk

Innovag AG

www.innovag.de

Iyashi Dome

www.iyashidome.com

Klafts GmbH & Co Kg

www.klafts.com

KRD Science &

Technology Co Ltd

www.krdsauna.com

Kurland/Haslauer GmbH

www.kurland.de

Lux Elements GmbH & Co Kg

www.luxelements.com

Milk Leisure Ltd

www.milkleisure.co.uk

Nola 7

www.nola7.com

Nordic Sauna and Leisure Ltd

www.nordic.co.uk

P&A Engineering Ltd

www.paengineeringltd.com

Penguin Pools

www.penguinpools.co.uk

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Physiotherm GmbH Thaur
www.physiotherm.com

Promet Spa Design & Build
www.promet.com.tr

Reefgrove Ltd
www.reefgrove.co.uk

Saunex
www.saunex.com

Sommerhuber GmbH
www.sommerhuber.com

Sopro Bauchemie GmbH
www.sopro.com

Starpool srl
www.starpool.com

Sunlighten Saunas
www.sunlighten.com

TechnoAlpin SpA
www.technoalpin.com

**Thermarium SPA-
Anlagenbau GmbH**
www.thermarium.com

Tylö Ab
www.tylo.com

The Ultimate Sauna Company Ltd
www.theultimatesauna.co.uk

Vi Spa Experience Rooms
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Zimmer MedizinSysteme
www.zimmer.de

Zoki UK
www.zokiuk.co.uk

HYDROTHERAPY EQUIPMENT

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**Aloys F. Dornbracht
GmbH & Co. KG**
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Anapos
www.anapos.co.uk

Aquademy
www.aquademy.eu

Aqualike
www.spa-aqualike.fr/lang=en

Balnea GmbH & Co Kg
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Barr + Wray
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Biosysco Inc
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Carmenta srl
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Dalesauna Ltd
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Design for Leisure Ltd
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Di Vapor Ltd
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Esadore International
www.esadore.com

Finders International
www.shopforspatrade.com

GeoSpa GmbH
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Hansgrohe Ag
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Happy Sauna
www.happysauna.it

HydroCo
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Hydroconcept
www.hydro-concept-spa.com

HydroMassage
www.hydromassage.com

Hydrotherm Ltd
www.hydrothermspa.com

Klafs GmbH & Co Kg
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Kurland/Haslauer GmbH
www.kurland.de

Lemi Group
www.lemi.it

Neoqi AS
www.neoqi.com

Nola 7
www.nola7.com

Penguin Pools
www.penguinpools.co.uk

Portcrl Spas
www.portcrl.com

Promet Spa Design & Build
www.promet.com.tr

Simulated Environment Concepts
www.spacapsule.com

Sommerhuber GmbH
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Starpool srl
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Stas Doyer Hydrotherapie
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**Thermarium SPA-
Anlagenbau GmbH**
www.thermarium.com

Trautwein GmbH
www.trautwein-gmbh.com

Unbescheiden GmbH
www.unbescheiden.com

HYDROTHERAPY POOLS

Barr + Wray
www.barrandwray.com

Cheshire Wellness UK
www.cheshirewellness.co.uk

Bradford Products LLC
www.bradfordproducts.com

Dalesauna Ltd
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Nola 7
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Penguin Pools
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Portcrl Spas
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Yogamasti
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www.almalasers.com

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Body Health
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Caci International
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Chromogenex Technologies
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Clinogen Ltd

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Iso Italia Group

www.isoitalia.com

JK-International GmbH

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L Raphael

www.lraphael.com

Lightstim International Inc

www.lightstim.com

Lumenis Ltd

www.lumenis.com

Lynton Lasers

www.lynton.co.uk

Mycoocoon

www.mycoocoon.com

Naturalaser

www.naturalaser.com

Pollogen Ltd

www.pollogen.com

ProLight Aesthetics International

www.prolightaesthetics.com

Skin for Life

www.skinforlife.com

Somadome

www.somadome.com

Sorisa

www.sorisa.com

Suntech Group Ab

www.suntechgroup.se

Syneron-Candela Ltd

www.candelalaser.co.uk

Synoa Technologies

www.synoiatech.com

Viora Inc

www.vioramed.com

Zimmer Aesthetics

www.zimmer-aesthetics.de

LIGHTING

BSweden

www.bsweden.com

Effegibi

www.eggibi.it/en

Fitzgerald Lighting Ltd

www.fitzlight.co.uk

Lighting Design International Ltd

www.lightingdesigninternational.com

Lumina Italia SRL

www.lumina.it

Saakalya Collection

www.saakalya.com

LINEN

Andrew Morgan Collection

www.morgancollection.com

Balineum

www.balineum.co.uk

BC Softwear

www.bcsoftwear.co.uk

Boca Terry

www.bocaterry.com

Brennard Textiles Ltd

www.brennardtextiles.co.uk

Bursali Towels (UK) Ltd

www.bursali.co.uk

Christy Towels

www.christy-towels.com

Comphy Co.

www.comphy.com

Coyuchi Inc

www.coyuchi.com

Decotex

www.decotex.co.uk

The Madison Collection

www.themadisoncollection.com

Majestic International

www.majesticinternational.com

Majestic Towels

www.majestictowels.co.uk

Mitre Linen

www.mitrelinen.com

Monarch Cypress

www.monarchrobe.com

Noel Asmar Group

www.noelasmaruniforms.com

Novelastic

www.novelastic.com

Richard Haworth & Co Ltd

www.richardhaworth.co.uk

RKF Luxury Linen

www.rkf.fr

Sirona

www.sironaspa.com

Sparenity

www.sparenity.co.uk

Under the Canopy

www.underthecanopy.com

Yeah Baby

www.yeahbabypl.com

LOCKERS

CodeLocks

www.codelocks.co.uk

Craftsman Quality Lockers

www.craftsman-quality-lockers.co.uk

Crown Sports Lockers

www.crownsportslockers.co.uk

Gantner Electronic GmbH

www.gantner.com

Helmsman

www.helmsman.co.uk

Ojmar AS

www.ojmar.es

Keyless Security

www.keyless.co

Ridgeway

www.ridgewayfm.com

MASSAGE CHAIRS

Avalon Couches

www.avaloncouches.co.uk

Beautelle Therapy Equipment Ltd

www.beautelle.co.uk

Boden Furnishings

www.bodenfurnishings.com

Clap Tzu

www.claptzu.de

Design for Leisure Ltd

www.designforleisure.com

Gharieni Group Germany

www.gharieni.com

Healing Co Ltd

www.healing-relax.com

Human Touch

www.humantouch.com

Inada Massage Chairs

www.inadausa.com

Inner Balance

www.ib-wellness.co.uk

IONTO Health & Beauty

www.ionto.de

Iso Italia Group

www.isoitalia.com

Keyton

www.keyton.com

Lemi Group

www.lemi.it

Living Earth Crafts

www.livingearthcrafts.com

Nilo SRL

www.nilo-beauty.com

Oakworks Inc

www.oakworks.com

Plinth 2000

www.plinth2000.com

REM UK Ltd

www.rem.co.uk

Sasaki International Ltd

www.sasaki.co.uk

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www.spacapsule.com

TouchAmerica
www.touchamerica.com

MASSAGE OILS

Absolute Aromas
www.absolute-aromas.com

Africology
www.africology-sa.com

Alqvimia SL
www.alqvimia.com

Amber Products Co
www.amberproducts.com

Amrit Organic
www.redcherrygroup.com

Anakiri BioEnergetic Skin Care
www.anakiri.com

Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Aromatica
www.aromatica.fi

AromaWorks
www.aroma-works.com

Aveda
www.aveda.com

Biodroga Cosmetic GmbH
www.biodroga.com

Biossentials Ltd
www.biossentials.com

Charme d'Orient
www.charmedorient.com

Cinq Mondes
www.cinqmondes.com

Clarins
www.clarins.com

Comfort Zone
www.comfortzone.it

Daniele de Winter
www.danieledewinter.com

Darphin
www.darphin.com

Decléor
www.decleor.com

Delicious!
www.delicious-skin.com

Dermalogica
www.dermalogica.com

Deserving Thyme Inc
www.deservingthyme.com

Earth Matters Apothecary
www.earthmattersapothecary.com

Elemental Herbology
www.elementalherbology.com

Elemis Ltd
www.elemis.com

ESPA
www.espaskincare.com

Evo2lution France
www.evo2lution.com

FisioSphere
www.fisiosphere.it

Germaine de Capuccini
www.germaine-de-capuccini.com

Guinot
www.guinot.com

Harnn
www.harnn.com

Healing Earth
www.healingearth.co.za

Heritage Healers
www.heritagehealers.com

Jamu Asian Spa Rituals
www.jamuspa.com

I plus Q
www.iplusq.com

Jurlique
www.jurlique.com.au

Kemitron GmbH
www.kemitron.com

Kerstin Florian
www.kerstinflorian.com

Klapp Cosmetics GmbH
www.klapp-cosmetics.com

Kneipp-Werke
www.kneipp.de

Kurland/Haslauer GmbH
www.kurland.de

La Sultane de Saba
www.lasultanedesaba.com

Laboratoires Camylle
www.camylle.com

Laboratory of Flowers
www.labofflowers.com

Les Sens de Marrakech
www.lessensdemarrakech.com

Ligne St Barth
www.lignestbarth.com

Li'Tya
www.litya.com

L'Occitane
www.spa.loccitane.com

Moroccan Oil
www.moroccanoil.com

Neom Luxury Organics
www.neomorganics.com

**OmVeda Ayurvedic
Skin & Hair Care**
www.omveda.com.au

Osmium For Men
www.osmiumformen.com

Pevonia International LLC
www.pevonia.com

Phyt's
www.phyts.com

Pinks Boutique
www.pinksboutique.com

Pino GmbH
www.pinoshop.de

Premchit Prateap Na Thalang Ltd
www.experienceprechit.com

Primavera
www.primavera.co.uk

Primavera Life GmbH
www.primaveralife.com

**Pure Massage Spa
Training Method®**
www.spatraining.global

The Sanctuary Group
www.thesanctuarygroup.co.za

Shiseido Spa Dept
www.shiseidospas.com

Sothys
www.sothys.com

SpaDunya
www.spadunya.com

Tanamera Tropical Spa Products
www.tanamera.com.my

Temple Spa Ltd
www.templespa.com

Terraké
www.terrake.com

Terres D'Afrique
www.terres-dafrique.com

Thalgo
www.thalgo.com

Thallon Laboratories
www.thalion.com

Themae
www.themae.fr

Tisserand
www.tisserand.com

Tri-Dosha Ltd
www.tri-dosha.co.uk

Wild Earth Pvt Ltd
www.wildearthnepal.com

Wisdom of Africa
www.wisdomcosmetics.com

Yon-Ka
www.yonka.com

Ytsara
www.ytsara.com

MEDI SPA

Airnergy AG
www.airnergy.com

Alma Lasers Ltd
www.almalasers.com

The Angel of Water
www.angelofwater.com

BHC International Ltd
www.bhc-international.com

Biosysco Inc

www.biosysco.com

Body Health

www.bodyhealthgroup.com

Bretherton Therapy Products

www.bremed.co.uk

Caci International

www.caci-international.co.uk

Callegari Spa

www.callegari1930.com

Canfield Scientific Inc

www.canfieldsci.com

Carlton Beauty & Spa Ltd

www.thecarltongroup.co.uk

Chromogenex Technologies

www.chromogenex.com

Clinogen Ltd

www.clinogen.com

Cosmed SRL

www.cosmed.it

Courage + Khazaka Electronics

www.courage-khazaka.de

Crystal Clear Skincare

www.crystalclear.co.uk

Cynosure Inc

www.cynosure.com

DTS MG Co Ltd

www.dtsmg.com

Ecolite IPL

www.ecoliteipl.com

EF Medispa

www.efmedispa.consulting

Energist Medical Group

www.energistgroup.com

EV-Med Ltd

www.evlaseruk.co.uk

FisioSphere

www.fisiosphere.it

Global Halotherapy Solutions

www.halotherapysolutions.com

Hydrfacial Company, The

www.hydrfacial.com

I-Lupo

www.mylipo.com

Icoone

www.icoone.com

Invasix

www.invasix.com

IPulse

www.ipulse.com.au

L Raphael

www.lraphael.com

Lightstim International Inc

www.lightstim.com

LPG Systems

www.lpgsystems.com

Lumenis Ltd

www.lumenis.com

Lynton Lasers

www.lynton.co.uk

Maya Beauty Engineering

www.mayabeauty.it

MCCM Medical Spa

www.mccmmedicalspa.com

Medical Technology SRL

www.medicaltec.it

Medik8 Dermaceuticals

www.medik8.com

Nannic Int

www.nannic.com

Naturalaser

www.naturalaser.com

Nola 7

www.nola7.com

Physiotherapie Generale France

www.gtoellutec.com

ProLight Aesthetics International

www.prolightaesthetics.com

Qetre

www.qetre.com

Skin for Life

www.skinforlife.com

Solta Medical Inc

www.solta.com

Sorisa

www.sorisa.com

Storz Medical Ag

www.storzmedical.ch

Suntech Group Ab

www.suntechgroup.se

Sybaritic Inc

www.sybaritic.com

Syneron-Candela Ltd

www.candelalaser.co.uk

Synoaia Technologies

www.synoiatech.com

System4 Technologies GmbH

www.human-regenerator.com

TavTech Ltd

www.tav-tech.com

Viora Inc

www.vioramed.com

Zimmer Aesthetics

www.zimmer-aesthetics.de

Zimmer Medizin Systeme

www.zimmer.de

MUD

Balaton Spa

www.balaton-spa.co.uk

Blue Spa & Leisure Consultants

www.bluespaandleisure.co.uk

Finders International

www.shopforspatrade.com

Gazelli International

www.gzelliskincare.com

Hungarian Wellness Mud

www.hungarianwellnessmud.com

Hungarymud

www.hungarymud.com

Kurland/Haslauer GmbH

www.kurland.de

Moor Spa International Ltd

www.moorspa.co.uk

Nols 7

www.nola7.com

Ógra Skincare

www.ograskincare.com

Pevonia International LLC

www.pevonia.com

Stone Forest

www.stone-forest.co.uk

MULTI-SENSORY

Aquamental Spa

www.aquamentalspa.com

Boombang Inc

www.boombang.com/aura

Aloys F Dornbracht GmbH & Co Kg

www.dornbracht.com

LivingGlobe

www.livinglobe.com

Motion Waves

www.motion-waves.com

Moving Art

www.movingart.com

Mycoocoon

www.mycoocoon.com

Sha Holdings GmbH

www.sha-art.com

Somadome

www.somadome.com

Zen-Sations

www.zen-sations.com

MUSIC

Buddha-bar

www.buddha-bar.com

Gaiam Inc

www.gaiam.com

Gap MuSic

www.gapmusic.co.uk

Motion Waves

www.motion-waves.com

Private Label Music

www.privatelabelmusic.com

Real Music

www.realmusic.com

So Sound Solutions

www.sosoundsolutions.com

Spa Sounds

www.spasounds.com.au

Spirit Music Group

www.spiritmusicgroup.com

PRODUCTS & SERVICES

NAILCARE

BGA Corp

www.bastiengonzalez.com

Clarins

www.clarins.com

CND (Creative Nail Design)

www.cnd.com

Deborah Lippmann

www.deborahlippmann.com

Essie Cosmetics

www.essie.com

Horst Kirchberger Makeup Studio

www.horst-kirchberger.de

Jessica Cosmetics International

www.jessicacosmetics.com

LCN Spa

www.wilde-cosmetics.com

Leighton Denny Expert Nails

www.leightondennyexpertnails.com

Margaret Dabbs London

www.margaretdabbs.co.uk

Mavala International SA

www.mavala.com

Mira's Hand

www.mirashand.com.au

OPI Products Inc

www.opi.com

The Organic Pharmacy

www.organicpharmacy.com

Orly International Inc

www.orlybeauty.com

Salon System

www.salonsystem.com

Spa Ritual

www.spiritual.com

Zoya

www.zoya.com

NUTRITION/SUPPLEMENTS

Baranova Monaco

www.baranovamonaco.com

Bliss

www.blissworld.com

Dr Burgener

www.drburgener.com

Evo2lution France

www.evo2lution.com

Intelligent Nutrients

www.intelligentnutrients.com

Labiomer

www.labiomer.com

Laboratoires Reunis Junglinster

www.labo.lu

MCCM Medical Spa

www.mccmmedicalspa.com

Officina de' Tornabuoni

www.officinadetornabuoni.com

On Group

www.on-group.co.uk

The Organic Pharmacy

www.theorganicpharmacy.com

Proto-col

www.proto-col.com

QMS Medicosmetics

www.qmsmedicosmetics.com

Sanitas Skincare

www.sanitas-skincare.com

Skin Authority

www.skinauthority.com

Thalgo

www.thalgo.com

Weil Lifestyle LLC

www.drweil.com

Yves Rocher

www.yves-rocher.co.uk

ORGANIC/NATURAL PRODUCTS

90210 Organics

www.90210organics.com

Africology

www.africology-sa.com

Alpienne

www.alpienne.at

Alqvimia SL

www.alqvimia.com

Amala Inc

www.amalabeauty.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Attirance

www.attirance.com

Aveda

www.aveda.com

B2Beauty Products

www.b2beautyproducts.com

Babor GmbH & Co Kg

www.babor.com

Biola Organic Cosmetics

www.biola-organics.com

Biossentials Ltd

www.biossentials.com

Bliss

www.blissworld.com

Body Bistro

www.bodybistro.com

Botanicals Ltd

www.botanicals.co.uk

Burt's Bees

www.burtsbees.com

Caribbean Essentials

www.caribbeanessentials.com

Caudalie

www.caudalie.com

Christina

www.christina-cosmeceuticals.com

Christopher Drummond Beauty

www.christopherdrummond.com

Cinq Mondes

www.cinqmondes.com

Closer Consulting

Wessel & Matalia

www.closer-consulting.de

Cosmetic Horizons

www.cosmetic-horizons.com

CSHE Australia Pty

www.clinicalpro.com.au

Daniele de Winter

www.danieledewinter.com

Decléor

www.decleor.com

Delicious!

www.delicious-skin.com

Deserving Thyme Inc

www.deservingthyme.com

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Dr Hauschka

www.wala.de

Earth Matters Apothecary

www.earthmattersapothecary.com

Elemental Herbology

www.elementalherbology.com

Éminence Organic Skin Care

www.eminenceorganics.com

ES Skincare

www.esskincare.co.uk

Essential Care

www.essential-care.co.uk

Eve Taylor (London) Ltd

www.eve-taylor.com

Evo2lution France

www.evo2lution.com

Giffarine Skyline Laboratory

www.giffarinefactory.com

Harnn

www.harnn.com

Healing Earth

www.healingearth.co.za

Heritage Healers

www.heritagehealers.com

Hobe Pergh SRL

www.hobepergh.it

Hora Sexta

www.horasexta.it

I plus Q

www.iplusq.com

IKou

www.ikou.com.au

Ila - Spa Ltd

www.ila-spa.com

Intelligent Nutrients
www.intelligentnutrients.com

Jamu Asian Spa Rituals
www.jamuspa.com

Jindilli
www.jindilli.com

Jurlique
www.jurlique.com.au

Kimia Skincare Ltd
www.kimia.co.uk

Kneipp-Werke
www.kneipp.de

Kos Paris
www.kos-paris.com

Kroma
www.kromamakeup.com

KuuSh Pty Ltd
www.kuush.com.au

Laboratory of Flowers
www.labofflowers.com

LaNatura
www.lanatura.com

Ligne St Barth
www.lignestbarth.com

LiTYa
www.litya.com

L'Occitane
www.spa.loccitane.com/

Luxsit Organic Care
www.luxsit.se

Madara Cosmetics
www.madaracosmetics.com

Malie Inc
www.malie.com

Marie Veronique Organics
www.mvorganics.com

Marie W
www.marie-w.de

Melvita
www.melvita.com

Naturopathica
www.naturopathica.com

Neom Luxury Organics
www.neomorganics.com

Nohem
www.nohem.com

Nude
www.nudeskincare.com

Officina de' Tornabuoni
www.officinadetornabuoni.com

Ógra Skincare
www.ograskincare.com

Omnisens Paris
www.omnisens.fr

Omorovicza
www.omorovicza.com

**OmVeda Ayurvedic
Skin & Hair Care**
www.omveda.com.au

On Group
www.on-group.co.uk

The Organic Pharmacy
www.theorganicpharmacy.com

The Organic Spa
www.theorganicspa.eu

Orienka Paris
amani@orienka.fr

OSEA International
www.oseamalibu.com

Pai Skincare
www.paiskincare.com

Pasture Naturals Ltd
www.pasturenaturals.com

Pevonia International LLC
www.pevonia.com

Phyt's
www.phyts.com

Pinks Boutique
www.pinksboutique.com

Pino GmbH
www.pinoshop.de

Pollogen Ltd
www.pollogen.com

Premchit Prateap Na Thalang Ltd
www.experienceprechit.com

Pur Natural Skincare
www.purskincare.co.uk

Red Flower
www.redflower.com

Ren Skincare
www.renskincare.com

Rythms by Design
info@rythmsbydesign.com

Saach Organics
www.saachorganics.com

Salt of the Earth
www.saltearthspa.com

Sanitas Skincare
www.sanitas-skincare.com

Sasy n Savy Pty Ltd
www.sasynsavy.com.au

Scentered
www.scentered.me

Shea Terra Organics
www.sheaterraorganics.com

Skin 2 Skin Care
www.skin2skincare.com

Smiths of Jersey
www.smithsofjersey.com

Sodashi Pty Ltd
www.sodashi.com

Spa Technologies
www.spatechnologies.com

SpaDunya
www.spadunya.com

Spiezia Organics Ltd
www.madeforlifeorganics.com

Subtle Energies
www.subtleenergies.com.au

Tanamera Tropical Spa Products
www.tanamera.com.my

Terraké
www.terrake.com

Terres D'Afrique
www.terres-dafrique.com

Thann-Oryza
www.thann.info

The Divine Company
www.thedivinecompany.com

Tiossan
www.tiossan.com

Tisserand
www.tisserand.com

Under the Canopy
www.underthecanopy.com

Victoria Moore Ltd
www.victoria-moore.eu

Voya
www.voya.ie

Wala Heilmittel GmbH
www.wala.de

Weleda International
www.weleda.com

Wild Earth Pvt Ltd
www.wildearthnepal.com

Ytsara
www.ytsara.com

Yum Skin Care Inc
www.yumskincare.com

PHOTOGRAPHY

Daniel Aubry Studio
www.aubryphoto.com

Linda Troeller
www.lindatroeller.com

Robert Buelteman Studio
www.robertbuelteman.com

Zen-Sations
www.zen-sations.com

PILATES/YOGA

Agoy Ltd
www.agoy.com

Airex Ag
www.bebalanced.net

Armacell UK Ltd
www.armacell.com

Asquith London
www.asquithlondon.com

Balanced Body®
www.balancedbody.com

Body Control Pilates
www.bodycontrol.co.uk

Daisy Roots (UK) Ltd
www.pilatesshoes.co.uk

PRODUCTS & SERVICES

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www.ecoyoga.co.uk

Fitness-Mad

www.fitness-mad.com

Gaiam Inc

www.gaiam.com

Gravity UK Ltd

www.gravityuk.net

JadeYoga

www.jadeyoga.com

JKL Clothing

www.jklclothing.co.uk

Manduka LLC

www.manduka.com

Manuka Tree Ltd

www.manukalife.com

My Spirit

www.myspirit.se

Noel Asmar Group

www.noelasmaruniforms.com

Peak Pilates

www.peakpilates.com

Physical Company Ltd

www.physicalcompany.co.uk

Pilates Foundation

www.pilatesfoundation.com

Pilates Training Solutions

www.pilatestrainingsolutions.co.uk

Plank

www.plankdesigns.com

Puretoes

www.puretoes.com

Stott Pilates

www.stotpilates.com

Yamarama

www.yamarama.com

Yoga Professionals

www.yogaprofessionals.net

Yogamasti

www.yogamasti.com

Zensei

www.zensei.com

PLANETARIUMS / LARGE FORMAT FILM

Sky-Skan Europe GmbH

www.skyskan.com

Vidarium by LivinGlobe

www.livinglobe.com

PLUNGE POOLS

Barr + Wray

www.barrandwray.com

Cheshire Wellness UK

www.cheshirewellness.co.uk

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

GMT Spas

www.gmtspas.com

Hydroconcept

www.hydro-concept-spa.com

Nola 7

www.nola7.com

PRIVATE LABEL MANUFACTURING

Alban Muller International

www.albanmuller.com

Pebble & Co

www.pebbleandco.co.uk

Groupe GM

www.groupegpm.com

I plus Q

www.iplusq.com

Kos Paris

www.kos-paris.com

Natural Skincare Solutions

www.naturalskincareolutions.org

Neumorinc

www.neumorinc.com

New Seasons Natural Products

www.newseasons.co.uk

Pôle Cosmétique

www.pole-cosmetique.fr

Primavera

www.primavera.co.uk

Spa Factory Bali

www.spafactorybali.com

Spa Technologies

www.spatechnologies.com

Visage Pro USA

www.visageprousa.com

Zeal Cosmetics Inc

www.zlc.jp/en/index.html

RECRUITMENT

Bond Recruitment

www.bondrecruitment.com

Hutchinson Consulting

www.hutchinsonconsulting.com

Spa Connectors

www.spaconnectors.com

Spa Opportunities

www.spaopportunities.com

RELAXATION BEDS

Aequum Ltd

www.aequum.com

Anapos

www.anapos.co.uk

Avalon Couches

www.avaloncouches.co.uk

Balnea GmbH & Co Kg

www.balnea.de

Boden Furnishings

www.bodenfurnishings.com

Boombang Inc

www.boombang.com/aura

Bradford Products LLC

www.bradfordproducts.com

Cheshire Wellness UK

www.cheshirewellness.co.uk

Clap Tzu

www.claptzu.de

Coco-Mat

www.coco-mat.com

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

Effegibi

www.affegibi.it/en

Ergomotion Inc

www.ergomotion.us

Fabio Alemanno Design

www.fa-design.com

Gharieni Group Germany

www.gharieni.com

Happy Sauna

www.happysauna.it

Healing Co Ltd

www.healing-relax.com

Hydroconcept

www.hydro-concept-spa.com

HydroMassage

www.hydromassage.com

Hydrotherm Ltd

www.hydrothermspa.com

IONTO Health & Beauty

www.ionto.de

Iso Italia Group

www.isoitalia.com

Klafs GmbH & Co Kg

www.klafs.com

Kurland/Haslauer GmbH

www.kurland.de

Lemi Group

www.lemi.it

Living Earth Crafts

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Mycocoon

www.mycocoon.com

Nilo SRL

www.nilo-beauty.com

Nola 7

www.nola7.com

Oakworks Inc

www.oakworks.com

Penguin Pools

www.penguinpools.co.uk

Promet Spa Design & Build

www.promet.com.tr

Sha Holdings GmbH
www.sha-art.com

Somadome
www.somadome.com

Sommerhuber GmbH
www.sommerhuber.com

Stas Doyer Hydrotherapie
www.stas-doyer.com

**Thermarium SPA-
Anlagenbau GmbH**
www.thermarium.com

Trautwein GmbH
www.trautwein-gmbh.com

SALON EQUIPMENT

Amber Products Co
www.amberproducts.com

BeautyPro Ltd
www.beautypro.com

Bretherton Therapy Products
www.bremed.co.uk

Caci International
www.caci-international.co.uk

Caldera
www.caldera-products.com

Callegari SpA
www.callegari1930.com

Canfield Scientific Inc
www.canfieldsci.com

Carlton Beauty & Spa Ltd
www.thecarltongroup.co.uk

Clarisonic
www.clarisonic.com

Clinogen Ltd
www.clinogen.com

Continuum Footspas
www.salonpedicurespas.com

Cosmed SRL
www.cosmed.it

Cosmopro
www.cosmopro.com

Courage + Khazaka Electronics
www.courage-khazaka.de

Crystal Clear Skincare
www.crystalclear.co.uk

Dermatude
www.dermatude.com

Finders International
www.shopforspatrade.com

FisioSphere
www.fisiosphere.it

Foreo AB
www.foreo.com

Gharieni Group Germany
www.gharieni.com

Hydrfacial Company, The
www.hydrfacial.com

Invasix
www.invasix.com

IONTO Health & Beauty
www.ionto.de

Iskra Medical
www.iskramedical.eu

Iyashi Dome
www.iyashidome.com

L Raphael
www.lraphael.com

LadyPillo
www.ladypillo.com

Lemi Group
www.lemi.it

Lenox Pedicure Spa
www.lenoxpedicurechair.com

Living Earth Crafts
www.livingearthcrafts.com

LPG Systems
www.lpgsystems.com

Medical Technology SRL
www.medicaltec.it

Nannic Int
www.nannic.com

Naturalaser
www.naturalaser.com

Nola 7
www.nola7.com

Oakworks Inc
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Pedicure Bowls
www.pedicurebowls.com

Physiotherapie Generale France
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Pino GmbH
www.pinoshop.de

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www.plinth2000.com

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www.purex.co.uk

Qetre
www.qetre.com

REM UK Ltd
www.rem.co.uk

Rock the Spa LLC
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SafeTIC
www.safetic.ie

Salon Ambience
www.salonambience.com

Saltability
www.saltability.com

Seyo
www.seyo.de

Silhouet-Tone Corporation
www.silhouettone.com

Skin for Life
www.skinforlife.com

Slim Images Ltd
www.slimimages.co.uk

Solta Medical Inc
www.solta.com

Sorisa
www.sorisa.com

Spa Revolutions
www.sparevolutions.com

Sparcana Ltd
www.spapliance.com

Starvac Group
www.starvac-group.com

Storz Medical Ag
www.storzmedical.ch

Sybaritic Inc
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www.takarabelmont.com

TavTech Ltd
www.tav-tech.com

TouchAmerica
www.touchamerica.com

Tumiturbi
www.tumiturbi.it

Vulsini
www.vulsini.net

Zimmer Aesthetics
www.zimmer-aesthetics.de

SALT THERAPY

Barr + Wray
www.barrandwray.com

Changeland
www.changeland.com

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

GeoSpa GmbH
www.geospa.de

Global Halotherapy Solutions
www.halotherapysolutions.com

Halomed UAB
www.halomed.com

Hydroconcept
www.hydro-concept-spa.com

Klafs GmbH & Co Kg
www.klafs.com

Kurland/Haslauer GmbH
www.kurland.de

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Saltability
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www.franke.com

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www.geospa.de

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www.hansgrohe.com

Happy Sauna

www.happysauna.it

Hoesch Design GmbH

www.hoesch.de

Hughes Safety Showers

www.hughes-safety-showers.co.uk

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www.hydrothermspa.com

Industrias Cosmic SAU

www.icosmic.com

Klaf's GmbH & Co Kg

www.klaf's.com

Kohler Mira

www.radacontrols.com

Kurland/Haslauer GmbH

www.kurland.de

Lux Elements GmbH & Co Kg

www.luxelements.com

Nola 7

www.nola7.com

P&A Engineering Ltd

www.paengineeringltd.com

Penguin Pools

www.penguinpools.co.uk

Promet Spa Design & Build

www.promet.com.tr

Quench Solutions Pty Ltd

www.quenchshowers.com

Samuel Heath & Sons PLC

www.samuel-heath.co.uk

Zucchetti Rubinetteria SpA

www.zucchettirub.it

SKIN ANALYSIS

BeautyPro Ltd

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www.callegari1930.com

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Courage + Khazaka Electronics

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MCCM Medical Spa

www.mccmmedicalspsa.com

SKINCARE - MEN

Academie Scientifique de Beaute

www.skinacademie.com

Ahava

www.ahava.com

Alchimie Forever LLC

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Allure Africa

www.allureafrica.com

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Caribbean Essentials

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Clarins

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Comfort Zone

www.comfortzone.it

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www.ddfskincare.com

Decléor

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Dermalogica

www.dermalogica.com

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Dr Burgener

www.drburgener.com

Elemis Ltd

www.elemis.com

EmerginC

www.emerginc.com

Environ Skin Care Pty Ltd

www.environ.co.za

ESPA

www.espaskincare.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Flint Edge

www.flintedge.com

Gentlemen's Tonic

www.gentlemenstonic.co.uk

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Hammamii

www.hammamii.com

Heaven Health & Beauty

www.heavenbydeborahmitchell.co.uk

Hommage

www.hommage.com

Ilcsi Beautifying Herbs

www.ilcsi.com

Institut Esthederm

www.esthederm.com

IONTO Health & Beauty

www.ionto.de

Julisis

www.julisis.com

Kenmen

www.kenmen.net

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www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

KuuSh Pty Ltd

www.kuush.com.au

La Biosthétique

www.labiosthetique.com

La Sultane de Saba

www.lasultanedesaba.com

Labiomer

www.labiomer.com

Laboratoires Didier Rase

www.didier-rase.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Ligne St Barth

www.lignestbarth.com

Li'Tya

www.litya.com

LPG Systems

www.lpgsystems.com

Lubatti

www.lubatti.co.uk

Malin+Goetz

www.malinandgoetz.com

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MBR Cosmetics

www.mbr-cosmetics.com

MCCM Medical Spa

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Medik8 Dermaceuticals

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Mens Space

www.mensspace.com

Miriam Quevedo SL

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Natura Bissé International SA

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Neom Luxury Organics

www.neomorganics.com

Neumorinc

www.neumorinc.com

Nickel Spa London

www.nickelspalondon.co.uk

Obagi Medical Products Inc

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L'Occitane

www.spa.loccitane.com/

Ógra Skincare

www.ograskincare.com

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Only Yourx

www.onlyyourx.com

Organic Male OM4

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www.payot.com

Pevonia International LLC

www.pevonia.com

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Phyt's

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Pure Fiji

www.purefiji.com

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Shiseido Spa Dept

www.shiseidospas.com

Skin 2 Skin Care

www.skin2skincare.com

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www.skinceuticals.com

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www.niance.ch

Terraké

www.terrake.com

Terres D'Afrique

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www.themae.fr

Tisserand

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www.vagheggi.com

VitaMan Pty Ltd

www.vitaman.com.au

Voya

www.voya.ie

Weleda International

www.weleda.com

Wisdom of Africa

www.wisdomcosmetics.com

Yon-Ka

www.yonka.com

Ytsara

www.ytsara.com

Yum Skin Care Inc

www.yumskincare.com

Yves Rocher

www.yves-rocher.co.uk

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www.skinacademie.com

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Akhassa

www.akhassausa.com

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www.alpha-h.com

Alqvimia SL

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www.amalabeauty.com

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Amrit Organic

www.redcherrygroup.com

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Anne Semonin

www.annesemonin.com

Apot.Care

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ARK

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Aromapothecary

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www.aromatica.fi

AromaWorks

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Attirance

www.attirance.com

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www.babor.com

Balaton Spa

www.balaton-spa.co.uk

Bamford Ltd

www.bamford.co.uk.

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www.beautylab.co.uk

Bellitas Ltd

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www.chanticaïlle.com

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Comfort Zone

www.comfortzone.it

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www.cosmetic-horizons.com

CSHE Australia Pty

www.clinicalpro.com

Cures by Avance

www.curesbyavance.com

C'watre

www.cwatre.com

Daniela Steiner

www.steinerocosmetics.com

Daniele de Winter

www.danieledewinter.com

Darphin

www.darphin.com

DDF Skincare

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Decléor

www.decleor.com

Delicious!

www.delicious-skin.com

Dermalogica

www.dermalogica.com

Dermaquest Skin Therapy

www.dermaquestlnccom

Dermotechnology

www.dermotechnology.com

Deserving Thyme Inc

www.deservingthyme.com

Dibi Milano

www.dibimilano.it

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Dr Hauschka

www.wala.de

DRV Phytolab

www.drsva.com

Earth Matters Apothecary

www.earthmattersapothecary.com

Electric Body Europe

www.electricbody.eu

Elemental Herbology

www.elementalherbology.com

Elemis Ltd

www.elemis.com

Ella Baché

www.ellabache.fr

EmerginC

www.emerginc.com

Éminence Organic Skin Care

www.eminenceorganics.com

Environ Skin Care Pty Ltd

www.environ.co.za

Epicuren Discovery

www.epicuren.com

Ericson Laboratoire

www.ericson-laboratoire.com

ES Skincare

www.esskincare.co.uk

ESPA

www.espaskincare.com

Essential Care

www.essential-care.co.uk

Eve Lom Ltd

www.evelom.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Finders International

www.shopforspatrade.com

FisioSphere

www.fisiosphere.it

Forest Secrets Skincare

www.forestsecretsskincare.com

Forlle'd Inc

www.forlled.com

Futuresse Spa GmbH

www.futuresse.de

Gatineau

www.gatineau-paris.com

Gazelli International

www.gazelliskincare.com

Gemology Cosmetics

www.gemology.fr

Germaine de Capuccini

www.germaine-de-capuccini.com

Giffarine Skyline Laboratory

www.giffarinefactory.com

Guinot

www.guinot.com

Hammamii

www.hammamii.com

Harnn

www.harnn.com

Hawaiian Body Products LLC

www.hawaiianbodyproducts.com

Healing Earth

www.healingearth.co.za

Heaven Health & Beauty

www.heavenbydeborahmitchell.co.uk

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HydroPeptide

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Ilcsi Beautifying Herbs

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Image Skincare

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Institut Esthederm

www.esthederm.com

Intelligent Nutrients

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Intraceuticals

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Jamu Asian Spa Rituals

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Jindilli

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Josiane Laure

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Julisis

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Jurlique

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Kerstin Florian

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www.labiosthetique.com

La Mer Corporate

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La Sultane de Saba

www.lasultanedesaba.co

Labiomer

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Laboratoires Ingrid Millet SA

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Laboratoires La Prairie SA

www.laprairie.com

Laboratory of Flowers

www.labofflowers.com

LaGaia Hydraceutical

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www.lanatura.com

LCN Spa

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Ling Skincare!

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Lira Clinical

www.liraclinical.com

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www.lpgsystems.com

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Omnisens Paris

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Omorovicza

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OmVeda Ayurvedic

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Skin & Hair Care

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On Group

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Primavera Life GmbH

www.primaveralife.com

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Pur Natural Skincare

www.purskincare.co.uk

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www.pure-altitude.com

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QMS Medicosmetics

www.qmsmedicosmetics.com

Red Flower

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PRODUCTS & SERVICES

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Saach Organics

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Salt of the Earth

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Shiseido Spa Dept

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Själ Skincare

www.sjalskincare.com

Skin 2 Skin Care

www.skin2skincare.com

Skin Authority

www.skinauthority.com

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www.skinceuticals.com

Smiths of Jersey

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Spiezia Organics Ltd

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Subtle Energies

www.subtleenergies.com.au

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Sundari

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Swiss Mountain Cosmetics GmbH

www.niance.ch

Swiss Perfection

www.swissperfection.com

Tanamera Tropical Spa Products

www.tanamera.com.my

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Terraké

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Terres D'Afrique

www.terres-dafrique.com

Thallon Laboratories

www.thalion.com

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www.thann.info

The Divine Company

www.thedivinecompany.com

Themae

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www.theranaka.co.za

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www.spaproducts.co.za

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www.tri-dosha.co.uk

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Voya

www.voya.ie

Wala Heilmittel GmbH

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Yum Skin Care Inc

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Yves Rocher

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Stress & Motivation UK Ltd

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Aquademy

www.aquademy.eu

Balnea GmbH & Co Kg

www.balnea.de

Barr + Wray

www.barrandwray.com

Catalina Spas

www.catalinaspas.co.uk

Cheshire Wellness UK

www.cheshirewellness.co.uk

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

Di Vapor Ltd

www.divapor.com

Ezarri Mosaico

www.ezarri.com

GeoSpa GmbH

www.geospa.de

Hansgrohe Ag

www.hansgrohe.com

Happy Sauna

www.happysauna

HydroCo

www.hydroco.com

Hydroconcept

www.hydro-concept-spa.com

Hydrotherm Ltd

www.hydrothermspa.com

uwe JetStream GmbH

www.uwe.de

Klafs GmbH & Co Kg

www.klafs.com

Neoqi AS

www.neoqi.com

Nola 7

www.nola7.com

Penguin Pools

www.penguinpools.co.uk

Portcrl Spas

www.portcrl.com

Promet Spa Design & Build

www.promet.com.tr

Teuco Guzzini S.p.A.

www.teuco.com

Thermarium SPA-Anlagenbau GmbH

www.thermarium.com

Trautwein GmbH

www.trautwein-gmbh.com

Unbescheiden GmbH

www.unbescheiden.com

SPA DESIGN/ARCHITECTS

1Life

www.1life.co.uk

3d Leisure

www.3dleisure.com

360° Spa Solutions

www.360spasolutions.com

5 Spa Consulting LLC
www.5spaconsulting.com

AB Concept
www.abconcept.net

Absolute Design
www.absolutedesign.co.uk

Adache Group Architects Inc
www.adache.com

Aedas Architects
www.aedas.com

AFLS&P
www.aflsp.com

Agnes Bourgeon
www.agnesbourgeon.com

Anapos
www.anapos.co.uk

Aqae
www.aqae.eu

Aquamental Spa
www.aquamentalspa.com

**Architrave Design &
Planning Co Ltd**
www.banyantree.com

Asfour Guzy Architects
www.asfourguzy.com

ASPA
www.a-spa.com

Aspen Resorts International
www.aspenresortsinternational.com

Aspen Spa Management
www.aspenspamanagement.com

Atelier Landauer Ltd
www.atelier-landauer.com

Atlam Design Worldwide
www.atlamdesignworldwide.com

Atmosphere Spa Design
www.atmospherespadesign.com

AW Lake Wellness USA, LLC
www.awlakedesign.com

Barr + Wray
www.barrandwray.com

BBSPA
www.beabusinessspa.com

Beauty Leaders LLC
www.beautyleaders.com

Bensley Design Studios
www.bensley.com

Black & White Hospitality
www.sanguinehospitality.com

Blu Spas Inc
www.bluspasinc.com

BUZ Design Consultants
www.buzdesign.biz

Cent Degres
www.centdegres.com

Champalimaud
www.champalimauddesign.com

Chantara Spa
www.chantaraspa.com

Clodagh
www.clodagh.com

Concept Saphyr
www.concept-saphyr.com

Conceptasia
www.conceptasia.net

Consonni
www.consonni.it

Core Essence
www.coreessence.ca

Curry Spa Consulting LLC
www.curryspaconsulting.com

Davide Macullo Architetto
www.macullo.com

Deep Nature
www.deepnature.fr

**Denniston International
Architects & Planners Ltd**
www.denniston.com.my

Didier Lefort Architectes Associes
www.dl2a.fr

DP Architects
www.dpa.com.sg

Drom UK Ltd
www.dromuk.com

Esadore International
www.esadore.com

ESPA
www.espa-consulting.com

Foster + Partners
www.fosterandpartners.com

Fox Linton
www.foxlinton.com

Francis & Alexander
www.francisandalexander.com

The Georgeson Group
www.georgesongroup.com

GeoSpa GmbH
www.geospa.de

Global Project & Spa Advisory
www.globalspaadvisory.com

GOCO Hospitality
www.gocohospitality.com

Group 70 International
www.group70int.com

Hammam Consultants
www.hammamconsultants.com

Happy Sauna
www.happysauna.it

Health Fitness Dynamics
www.hfdspa.com

Hepburn Wellness Group
www.hepburnwellness.com

HBA/Hirsch Bedner Associates
www.hba.com

HKS Architects Inc
www.hksinc.com

Hospitality & Leisure Concepts
www.hlconcepts.co.uk

Howard Spa Consulting
www.howardspaconsulting.com

HVS Spa and Leisure Services
www.hvs.com

IDP Design
www.idpdesign.com

Inbalans Group
www.inbalansgroup.com

Innovate Leisure
www.innovateleisure.com

International Leisure Consultants
www.ilc-world.com

Jaya International Design
www.jayainternational.com

JG Spa Consultancy
www.jgspadevelopment.com

Jon'Ric International
www.jonric.com

Kerry Hill Architects
www.kerryhillarchitects.com

Kilo Architects
www.kilospace.com

Klaifs GmbH & Co KG
www.klaifs.com

Kurland/Haslauer GmbH
www.kurland.de

La Paz Group
www.lapazgroup.com

Lane Pettigrew
www.lanepettigrew.com

Linser Hospitality GmbH
www.linserhospitality.com

LivUnLtd
www.livunltd.com

Manfred Ronstedt
www.ronstedt-hotelconcepts.de

Manosa & Company
www.manosa.com

Maps Design
www.mapsdesign.com

MASS Designers
www.massdesigners.com

Melt Design Hub
www.meltdesignhub.com

Mestre & Mestre Spa Consulting
www.mestre-spa-mestre.com

Milk Leisure Ltd
www.milkleisure.co.uk

Mosaic Group
www.mosaicgroup.co.uk

MSPA International
www.mspa-international.com

Mycoocoon
www.mycoocoon.com

Natural Resources Spa Consulting
www.nrispa.com

Newport Collaborative Architects
www.ncarchitects.com

PRODUCTS & SERVICES

SPA DESIGN/ ARCHITECTS *continued*

Nika Consulting

www.nikaconsulting.ca

Nine Degrees

www.ninedegreeesspa.com

Nola 7

www.nola7.com

Nous Design

www.nousdesign.co.uk

Omdanne

www.omdanne.com.au

Orms Architecture Design

www.orms.co.uk

Overland Partners

www.overlandpartners.com

P49 Deesign & Associates Co Ltd

www.p49deesign.com

PA Wellness Consultancy

www.pa-wellness.com

Peter Muller

www.petermuller.org

Premedion

www.premedion.de

Promet Spa Design & Build

www.promet.com.tr

Raison d'Etre

www.raisondetrespas.com

Red Cashew

www.redcashew.com

Resense Spa

www.resensespa.com

Resources for Leisure Assets

www.resourcesforleisureassets.com

Richardson Sadeki

www.rsdnyc.com

Rizzato Spa Consulting

www.spa-consulting.com

Robert D Henry Architects

www.rdh-architects.com

Sacred Currents

www.sacredcurrents.com

Salamander Lifestyle Pte Ltd

www.salamanderspa.net

Sanipex Group

www.sanipexdubai.com

Sanitas Spa & Wellness

www.thesanitas.com

Saturn Projects Ltd

www.saturnprojects.com

SB Architects

www.sb-architects.com

Sedona Resorts

www.sedona-resorts.com

Serena Spa

www.serenaspa.com

Shenkha

www.spaconsultants.ae

Softouch International

www.softouchspa.com

Soul Spa Concepts

www.soulhouse.ro

Spa & Club Ideations, LLC

www.spaclubideations.com

Spa Advocates

www.spaadvocates.com

Spabulous

www.spabulous.com

Spa Concepts International

www.spaconcepts.com

The Spa Consultants

www.thespaconsultants.co.za

Spa Creators Ltd

www.spacreators.co.uk

Le Spa Francais

erwanmadec@lespafrancais.com

Spa Guide-n-Light

www.spagidenlight.com

Spa Innovations

www.spa-innovations.com

Spa Management Solutions

www.spamanagementsolutions.com

Spa Origins Co Ltd

www.spaorigins.com

Spa Profits Consulting Inc

www.spaprofits.com

Spa Sessions

www.spasessions.com

Spa Solutions Training & Management Consultancy

www.spatm.net

Spa Strategy

www.spastrategy.net

Spa Success Consultants

www.spasuccess.com

Spa Vision

www.spavision.com

SPAd

www.sylviaplanninganddesign.com

SpALIGN Concepts

www.spalign.com

Spalogique Consulting

www.spalogique.com

SpaLution

www.spalution.com

Sparcstudio

www.sparcstudio.co.uk

Starpool srl

www.starpool.com

Steiner Leisure Ltd

www.steinerleisure.com

Steiner Spa Consulting

www.steinerspaconsulting.com

Steve Kass Consulting

www.stevekassconsulting.com

Steve Leung Designers Ltd

www.steveleung.com

Stolle Service Ltd

www.stolle.com

Strategic Spa Solutions

www.strategicspa.com

Stretch Ceilings Ltd

www.strechceilings.co.uk

Studio Noach

www.studioeach.com

Studio RHE

www.rhe.uk.com

Sylvia Planning And design Inc (SPAd)

www.sylviaspa.com

Thalgo Spa Management

www.thalgospa.com

Thermarium SPA-Anlagenbau GmbH

www.thermarium.com

Tip Touch International

www.tiptouch.com

Topaz Consulting

www.topazconsulting.net

Toskanaworld

www.toskanaworld.com

Trilogy Spa Ventures

www.trilogyspaventures.com

Under a Tree Health & Wellness Consulting

www.underatree.com

Vera Iconica

www.veraiconicaarchitecture.com

Voelker Gray Design

www.voelkergraydesign.com

Wellness Arena Corporation

www.warena.net

The Wellness Technical Services Co LLC

www.thwellness.ae

Wheway Lifestyle International

www.whewaylifestyle.com

Wimberly Allison Tong & Goo

www.watg.com

WTS International

www.wtsinternational.com

Yoo

www.yoo.com/designers/yoo-studio

Zdravoros Eco Spa

www.zdravoros.ru

Zynk Design

www.zynkdesign.com

SPA MARKETING

Groupon

www.groupon.com

Spabreaks

www.spabreaks.com

SpaFinder Wellness

www.spafinder.com

Treatwell

www.treatwell.com

Youspa Srl
www.youspa.eu

SUNCARE

Coola Suncare
www.coolasuncare.com

Decleor
www.decleor.com

JK-International GmbH
www.ergoline.de

Soleil Organique
www.soleilorganique.com

Supergoop
www.supergoop.com

Xen-Tan
www.xen-tan.co.uk

Yves Rocher
www.yves-rocher.co.uk

TANNING/SUNBEDS

Be Bronze
www.shopbebronze.com

Beau Bronz
www.beaubronz.co.uk

California Tan
www.californiatan.com

Elemis Ltd
www.elemis.com

Fake Bake
www.fakebake.com

Finders International
www.shopforspatrade.com

Gerrard International
www.gerrardinternational.com

He-Shi Enterprises Ltd
www.he-shi.eu

I plus Q
www.iplusq.com

InfinitySun
www.infinitysun.com

Iredale Mineral Cosmetics
www.janeiredale.com

Iso Italia Group
www.isoitalia.com

JK-International GmbH
www.ergoline.de

Karora Cosmetics
www.karoracosmetics.com

LDN : SKINS
www.ldnskins.com

Nannic Int
www.nannic.com

On Group
www.on-group.co.uk

REM UK Ltd
www.rem.co.uk

Soltron
www.soltron.us

St Tropez
www.st-tropez.com

Supergoop
www.supergoop.com

Ultrasun International BV
www.ultrasun.nl

Vani-T Pty Ltd
www.vani-t.com

Vita Liberata
www.vitaliberata.com

Xen-Tan
www.xen-tan.co.uk

THALASSO/MARINE

Ahava
www.ahava.com

Babor GmbH & Co Kg
www.babor.com

Biodroga Cosmetic GmbH
www.biodroga.com

Blue Spa & Leisure Consultants
www.bluespaandleisure.co.uk

Collin
fr.collinparis.com

Cor LLC
www.corsilver.com

C'watre
www.cwatre.com

Earth Matters Apothecary
www.earthmattersapothecary.com

Elemis Ltd
www.elemis.com

Ella Baché
www.ellabache.fr

Finders International
www.shopforspatrade.com

FisioSphere
www.fisiosphere.it

Gatineau
www.gatineau-paris.com

Germaine de Capuccini
www.germaine-de-capuccini.com

Kerstin Florian
www.kerstinflorian.com

Klapp Cosmetics GmbH
www.klapp-cosmetics.com

Kurland/Haslauer GmbH
www.kurland.de

Labiomer
www.labiomer.com

Laboratoires Ingrid Millet SA
www.ingridmillet.com

Laboratoires La Prairie SA
www.laprairie.com

LaNatura
www.lanatura.com

Macon Meerescosmetic
www.maconmeerescosmetic.de

Morjana
www.morjana.fr

Nannic Int
www.nannic.com

Omorovicza
www.omorovicza.com

Pevonia International LLC
www.pevonia.com

Phytomer
www.phytomerpro.com

Repêchage Ltd
www.repechage.com

Smiths of Jersey
www.smithsofjersey.com

Sothys
www.sothys.com

Terraké
www.terrake.com

Thalion Laboratories
www.thalion.com

Thalgo
www.thalgo.com

Voya
www.voya.ie

TREATMENT BEDS

4SeasonsSpa
www.4seasonsspa.com

Aequum Ltd
www.aequum.com

Athlegen Pty Ltd
www.athlegen.com.au

Avalon Couches
www.avaloncouches.co.uk

Beautelle Therapy Equipment Ltd
www.beautelle.co.uk

Boden Furnishings
www.bodenfurnishings.com

Chill Out Design Evolution
www.chillout-design.com

Clap Tzu
www.claptzu.de

Custom Craftworks
www.customcraftworks.com

Earthlite Massage Tables
www.earthlite.com

ETE Wellness Engineering
www.ete.es

Falkner Massagetische
www.massagetische.at

GeoSpa GmbH
www.geospa.de

Gharieni Group Germany
www.gharieni.com

Happy Sauna
www.happysauna.it

HydroCo
www.hydroco.com

Hydrotherm Ltd
www.hydrothermspa.com

PRODUCTS & SERVICES

TREATMENT BEDS *continued*

IONTO Health & Beauty
www.ionto.de

Kurland/Haslauer GmbH
www.kurland.de

Lemi Group
www.lemi.it

Living Earth Crafts
www.livingearthcrafts.com

Neoqi AS
www.neoqi.com

Nilo SRL
www.nilo-beauty.com

Nola 7
www.nola7.com

Oakworks Inc
www.oakworks.com

Pierantonio Bonacina
www.pierantoniobonacina.it

Pino GmbH
www.pinoshop.de

REM UK Ltd
www.rem.co.uk

Silhouet-Tone Corporation
www.silhouettone.com

**Thermarium SPA-
Anlagenbau GmbH**
www.thermarium.com

Trautwein GmbH
www.trautwein-gmbh.com

Unbescheiden GmbH
www.unbescheiden.com

UNIFORMS

ADM Leisure Wear
www.admdirect.co.uk

Asquith London
www.asquithlondon.com

Barco Uniforms
www.barco.com

Buttercups Collection
www.buttercupsuniforms.co

Cabiola
www.cabiola.com

Corporate Trends
www.corporatetrends.co.uk

Diamond Designs
www.diamondddesigns.ie

Fashion At Work (UK) Ltd
www.fashionatwork.co.uk

Fashionizer Spa
www.fashionizerspa.com

Florence Roby Ltd
www.uniformcollection.com

Harveys
www.harveys.co.uk

Inline London
www.inlinelondon.co.uk

Jermyn Street Design
www.jsd.co.uk

Monique Mathieu
www.monique-mathieu.com

Noel Asmar Group
www.noelasmaruniforms.com

Novelistic
www.novelistic.com

Salonwear Direct
www.salonweardirect.co.uk

Simon Jersey
www.simonjersey.com

Tao Freedom LLC
www.taofreedom.com

Tempus Clothing
www.tempusclothing.com

Yeah Baby
www.yeahbabypl.com

VIBRATION THERAPY

Body Coach
www.bodycoach.net

Bretherton Therapy Products
www.bremed.co.uk

Eastern Vibration LLC
www.easternvibration.com

Fitvibe
www.fitvibe.com

Power Plate
www.powerplate.co.uk

ProVib International
www.provib.com

Sasaki International Ltd
www.sasaki.co.uk

Sismo Fitness International
www.sismofitness.com

Vibrogym UK
www.vibrogym.com

WASHROOMS

Abacus Manufacturing Group
www.abacusdirectlimited.com

Airdri Ltd
www.airdri.com

Armitage Shanks
www.armitage-shanks.co.uk

Bristan Group
www.specifybristan.com

Aloys F Dornbracht GmbH & Co Kg
www.dornbracht.com

Dyson Airblade
www.dysonairblade.co.uk

Franke Aquarotter GmbH
www.www.franke.com

Graff
www.graff-faucets.com

Hansa Metallwerkge Ag
www.hansa.com

Hansgrohe Ag
www.hansgrohe.com

Kimberly-Clark Professional
www.kcprofessional.com

Pasture Naturals Ltd
www.pasturenaturals.com

Ridgeway
www.ridgewayfm.com

Simply Washrooms
www.simplywashrooms.co.uk

Vendor International BV
www.vendorinternational.com

Washroom Washroom Ltd
www.washroom.co.uk

WATER TREATMENT

Barr + Wray
www.barrandwray.com

Bio Water Technology
www.biowatertech.co.uk

Clear Water Revival Ltd
www.clear-water-revival.com

Complete Pool Controls
www.cpc-chemicals.co.uk

Evoqua Water Technologies
www.evoqua.com

Hydrotech Handels GmbH
www.hydrotecberlin.de

Kemitron GmbH
www.kemitron.com

Laboratoires Camylle
www.camylle.com

Magnapool
www.magnapool.com

Midas Pool & Fountain Products
www.midas-gmbh.de

Nola7
www.nola7.com

**Werner Dosiertechnik
GmbH & Co KG**
www.werner-dosiertechnik.de

Xeros Ltd
www.xeroscleaning.com

WAXING

Outback Organics
www.outbackorganics.co.uk

Pandhy's
www.pandhys.com

Perron Rigot
www.perron-rigot.co.uk

Salon System
www.salonsystem.co

spa business

2017 - 2018 HANDBOOK



LISTINGS

Spa Training Directory	p350
Spa Course Selector	p362
Trade Associations	p374
Events Calendar.....	p382

Spa Training Directory

First launched online in 2006, the Spa Training Directory lists contact details for more than 800 spa training providers. We've given a snapshot here, while full details can be found at www.spaopportunities.com/training. For a breakdown of courses these organisations offer, our Spa Course Selector on p362 which outlines training by type and curriculum

Academy Canada Career College

2 University Drive, Corner Brook,
NL A2H 5G4, Canada

Tel: +1 709 637 2100

www.academycanada.com

Advance Beauty College

10121 Westminster Avenue Garden
Grove, California, CA 92843, USA

Tel: +1 714 530 2131

www.advancebeautycollege.com

The Advanced Spa Therapy Education Certification Council

4550 PGA Boulevard, Suite 201, Palm
Beach Gardens, FL 33418, USA

Tel: +1 561 802 3855

Email: info@astecc.com

www.astecc.com

Al Akhawayn University

PO Box 104, Hassan II Avenue,
Ifrane, 53000, Morocco

Tel: +212 535 862 000

Email: admissions@au.ma

www.aui.ma

Alexander School of Natural Therapeutics

4026 Pacific Avenue, Tacoma,
WA 98418, USA

Tel: +1 877 472 1142

Email: alexand1@nwlink.com

www.secretsofisis.com

Algonquin College of Applied Arts and Technology

1385 Woodroffe Avenue, Ottawa,
ON K2G 1V8, Canada

Tel: +613 727 4723

Email: askus@algonquincollege.com

www.algonquincollege.com

Alison Caroline Institute (ACI)

Muthaiga Shopping Centre, PO Box
63101, Limuru Road, Nairobi, Kenya

Tel: +254 20 404 3360

Email: info@acicollege.com

www.acicollege.com

Alpine Center

Chilcherlistr. 1, Alpnach Dorf,
6065, Switzerland

Tel: +41 41 671 0303

Email: admissions@swissalpinecenter.com

www.swissalpinecenter.com/en/

American Hotel & Lodging Educational Institute

800 N. Magnolia Avenue, Suite
300, Orlando, FL 32803, USA

Tel: +1 407 999 8100

Email: info@ahlei.org

www.ahlei.org

Ananda Spa Institute ASI

Road No 7, Opp. Continental Hospital,
IT Park Nanakramguda, Gachi Bowli,
Hyderabad, 500019, India

Tel: +91 880 102 8444

Email: info@anandaspainstitute.com

www.anandaspainstitute.com

Arizona Center for Integrative Medicine

PO Box 245153, Tucson, AZ
85724-5153, USA

Tel: +1 520 626 6417

www.integrativemedicine.arizona.edu

Aroma Akademija

Ustanova Aromara Centar, Ivana Perkovca
19, Harmica, Senkovec 10292, Croatia

Tel: +385 1 33 96 914

Email: centar@aromara.com

www.aromaakademija.hr

Asheville-Buncombe Technical Community College

340 Victoria Road, Asheville,
NC 28801, USA

Tel: +1 828 398 7900

Email: info@abtech.edu

www.abtech.edu

Atelier Esthétique Institute

386 Park Avenue South, New
York City, NY 10016, USA

Tel: +1 800 626 1242

www.aeinstitute.net

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

Australian Academy of Beauty & Spa Therapy

24-32 Lexington Drive, Norwest Business Park, Bella Vista, NSW 2153, Australia
Tel: +61 1 300 277 785
www.australianacademyofbeautytherapy.com

Australian College of Beauty Therapy

2nd Floor, 60 Stirling Street, Perth, WA 6000, Australia
Tel: +61 8 9228 4611
Email: enquiries@acbt.com.au
www.acbt.com.au

Australian College of Natural Therapies ACNT

235 Pyrmont Street, Pyrmont, Sydney, NSW 2009, Australia
Tel: +61 1 300 017 267
www.acnt.edu.au

AUT University

55 Wellesley Street East, Auckland City, New Zealand 1010
Tel: +64 9 921 9999
www.aut.ac.nz

Axelsons Spa School

Tulegatan 24, 113 53 Stockholm, Sweden
Tel: +46 8 612 21 55
Email: info@axelsonsspaschool.se
www.axelsons.se

Bali International Spa Academy

57A Jalan Sekuta Sanur, Bali, Indonesia
Tel: +62 0361 281 289
www.ballibisa.com

Barnet and Southgate College

Wood Street, Barnet, Greater London EN5 4AZ, UK
Tel: +44 20 8266 4000
Email: info@barnetsouthgate.ac.uk
www.barnetsouthgate.ac.uk

Barnfield College

New Bedford Road Centre, Luton, Bedfordshire LU2 7BF, UK
Tel: +44 1582 569 569
www.barnfield.ac.uk

Beaubelle Academy of Cosmetology & Management

31-1 to 31-5, Block D1, Jalan PJU 1/41, Dataran Prima, 47301 Petaling Jaya, Selangor, Malaysia
Tel: +60 3 7880 8118
Email: service@beaubelle.com
www.beaubelle.com

Beautiko College

848 Duncan Street, Corner Jan Schoba and Anderson Street, Brooklyn, Pretoria, South Africa
Tel: +27 12 362 6571
Email: beautiko@beautiko.co.za
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy

Head Office, Shop 13B, Arcadia Centre, 87 Umhlanga Rocks Drive, Durban North, 4051, South Africa
www.beautyspecialists.co.za

Bellevue Beauty Training Academy

Unit 5/78, Logan Road, Woolloongabba, QLD 4102, Australia
Tel: +61 7 3891 5696
Email: info@bellevuebeauty.qld.edu.au
www.bellevuebeauty.qld.edu.au

Bellus Academy

The Academy of Beauty & Spa, 13266 Poway Road, Poway, CA 92064, USA
Tel: +1 858 748 1490
www.bellusacademy.edu

BKF University of Applied Sciences

Nagy Lajos Kiraly utja 1-9, 1148 Budapest, Hungary
Tel: +36 1 766 53 97
Email: international@bkf.hu
www.bkf.hu/en

Boca Beauty Academy LLC

7820 Glades Road, Boca Raton, FL 33434, USA
Tel: +1 561 487 1191
www.bocabeautyacademy.com

Brueckner Group/Spassion

7676 Woodbine Unit 2, Markham, ON L3R 2N2, Canada
Tel: +1 905 479 2121
Email: info@spassion.com
www.spassion.com

Bryan College of Applied Health and Business Sciences

North York Campus, 1200 Lawrence Avenue West, North York, Toronto, ON M6A 1E3, Canada
Tel: +1 416 630 6300
Email: admissions@bryancollege.com
www.bryancollege.com

Burton College

Lichfield Street, Burton upon Trent, Staffordshire DE14 3RL, UK
Tel: +44 1283 494 400
Email: enquiries@bsdc.ac.uk
www.bsdc.ac.uk

Camelot International

7 11th Avenue, Corner 7th Street, Houghton, Johannesburg, South Africa
Tel: +27 86 111 4075
Email: info@camelotothealth.co.za
www.camelotint.co.za

Canadian College of Shiatsu Therapy

142 Lonsdale Avenue, North
Vancouver, BC V7M 2E8, Canada
Tel: +1 604 904 4187
Email: school@oyayubi.com
www.shiatsuvancouver.ca

Canadian Tourism College

#300-530 Hornby Street, Vancouver,
BC V6J 4S5, Canada
Tel: +1 604 736 8000
Email: admissionsrep@tourismcollege.com
www.tourismcollege.com

Centennial College

PO Box 631, Station A, Toronto,
ON M1K 5E9, Canada
Tel: +1 416 289 5000
Email: admissions@centennialcollege.ca
www.centennialcollege.ca

Center for Neuroacoustic Research (CNR)

2382 Faraday Avenue, Suite 250,
Carlsbad, CA 92008, USA
Tel: +1 760 931 5333
Email: cnr@neuroacoustic.com
www.neuroacoustic.com

Chinese University of Hong Kong

Shatin, New Territories, Hong Kong
SAR, The People's Republic of China
Tel: +852 3943 7000
Email: ugadm@cuhk.edu.hk
www.cuhk.edu.hk/english/

Chiva-Som International Academy

Ground Floor, Modern Town Building, 87/104
Sukhumvit Soi 63, Bangkok 10110, Thailand
Tel: +66 2 711 5270
Email: info@chivasomacademy.com
www.chivasomacademy.com

CIDESCO

Waidstrasse 4A, 8037 Zurich, Switzerland
Tel: +41 44 448 22 00
Email: info@cidesco.com
www.cidesco.com

City & Guilds

1 Giltspur Street, London, EC1A 9DD, UK
Tel: +44 20 7294 2800
www.cityandguilds.com

City College Plymouth

Kings Road Centre, Devonport,
Plymouth, Devon PL1 5QG, UK
Tel: +44 1752 305 300
Email: info@cityplym.ac.uk
www.cityplym.ac.uk

Colegiatura Colombiana de Cosmetología y Cosmiatría

Carrera 77, No. 48B 07 Sector Estudio,
Medellin, Antioquia, Colombia
Tel: +57 4 448 4168

Confederation of International Beauty Therapy and Cosmetology CIBTAC

Ambrose House, Meteor Court, Barnett Way,
Gloucester, Gloucestershire GL4 3GG, UK
Tel: +44 1452 623 114
Email: enquiries@cibtac.com
www.cibtac.com

Cornell University School of Hotel Management

189 Statler Hall, Ithaca, NY
14853-6902, USA
Tel: +1 607 255 8702
Email: ha-communications@cornell.edu
www.hotelschool.cornell.edu

Creative Spa Concepts

5150 Stilesboro Road, Suite 100,
Kennesaw, GA 30152, USA
Tel: +1 678 213 3080
Email: info@creativespaconcepts.com
www.creativespaconcepts.com

deonThai School Thai Yoga Massage

12245 Topa Lane, Santa
Paula, CA 93060, USA
Tel: +1 323 610 6000
Email: info@deonthaiyoga.com
www.deonthaiyoga.com

DermaFX by Evie Adams

409 High Road, Woodford
Green, Essex IG8 0XG, UK
Tel: +44 870 300 2078
Email: info@dermafx.com
www.evieadams.com

Difference Escuela de Cosmetología y Alta Peluquería

Laureles 204 entre Calle Primera y, V.
Emilio Estrada, Guayaquil, Ecuador
Tel: +593 4 288 7451
www.escueladifference.com.ec

Ecole des Spas et des Instituts ESI

24 Rue de Montmorency,
75003 Paris, France
Tel: +33 1 42 88 71 67
Email: info@esi-paris.com
www.esi-paris.com

Ecole hôtelière de Lausanne

Route de Cojonnex 18, 1000
Lausanne 25, Switzerland
Tel: +41 21 785 11 11
www.ehl.edu

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

EIE MediSpa & Laser Training Centre

6724-75 Street, Edmonton,
AB T6E 6T9, Canada
Tel: +1 780 466 5271
Email: info@dreamcareer.ca
www.dreamcareer.ca

ELCES Escuela Latinoamericana de Capacitación en Estética Superior

Laprida 973, Bd Observatorio,
Cordoba, Argentina
Tel: +54 351 422 4404
Email: info@elcesedu.com
www.elcesedu.com

Elégance Gontard International School

47 Rue Hôtel des Postes,
Nice 06000, France
Tel: +33 4 9388 1292
Email: contact@elegance-fr.net
www.elegance-fr.net

Elite International School of Beauty and Spa Therapy

40 Triton Drive, Albany,
Auckland, New Zealand
Tel: +64 9477 3548
www.elitebeautyschool.co.nz

Elly Lukas Beauty Therapy College

345 Flinders Street, Melbourne
3000, Australia
Tel: +61 3 9923 8888
Email: study@ellylukas.edu.au
www.ellylukas.edu.au

The Emirates Academy of Hospitality Management

PO Box 29662, Umm Suqeim 3, Al Saqool
Street, Building 69, Opposite Burj Al
Arab, Dubai, United Arab Emirates
Tel: +971 4 315 5555
www.emiratesacademy.edu

Empire Medical Training

2720 East Oakland Park Boulevard, Suite
102, Fort Lauderdale, FL 33063, USA
Tel: +1 954 525 4273
www.empiremedicaltraining.com

Endicott College

376 Hale Street, Beverly, MA 01915, USA
Tel: +1 978 927 0585
Email: admissions@endicott.edu
www.endicott.edu

Esalen Institute

55000 Highway 1, Big Sur, CA 93920, USA
Email: info@esalen.org
www.esalen.org

ESSEC Business School

Groupe ESSEC, BP50105 Cergy, F-95021,
Cergy-Pontoise Cedex, France
www.essec.edu

European College of Bowen Studies

126b London Road West, Bath,
Somerset BA1 7DD, UK
Tel: +44 1373 461 812
Email: info@thebowentechnique.com
www.thebowentechnique.com

Evolution School of Beauty & Massage

115 Lower Cameron Street, Whangarei,
Northland, New Zealand
Tel: +64 9 438 6583
Email: info@evolutionschool.co.nz
www.evolutionschool.co.nz

EWI GmbH

Wellness, Gesundheit & Sport im Sparda-
Bank Hessen-Stadion, Waldemar-Klein-Platz
1, Offenbach am Main, 63071, Germany
Tel: +49 61 929 778 180
www.e-w-i.eu/en/

Federation of Holistic Therapists (FHT)

18 Shakespeare Business Park, Hathaway
Close, Eastleigh, Hampshire SO50 4SR, UK
Tel: +44 23 8062 4350
Email: info@fht.org.uk
www.fht.org.uk

FH Joanneum University of Applied Sciences

Alte Poststrasse 147-154, Eggenberger
Allee 9-13, 8020 Graz, Austria
Tel: +43 316 5453 0
Email: info@fh-joanneum.at
www.fh-joanneum.at/hsm

Florida Gulf Coast University (FGCU)

10501 FGCU Boulevard South, Fort
Myers, FL 33965-6565, USA
Tel: +1 239 590 1000
www.fgcu.edu

Frederique Academy

7/F Wilson House, 19-27 Wyndham
Street, Central, Hong Kong
Tel: +852 2522 2526
www.frederiqueacademy.com.hk

Friseur- & Kosmetik-Innung Chemnitz

Waldenburger Strasse 23,
09116 Chemnitz, Germany
Tel: +49 371 67 13 98
Email: info@friseurinnung-chemnitz.de
www.friseurinnung-chemnitz.de

George Mason University

4400 University Drive, Fairfax,
VA 22030, USA
Tel: +1 703 993 1000
Email: masongrade@gmu.edu
www.gmu.edu

The Giving Touch

2501 Blichman Avenue #116, Grand Junction, CO 81504, USA

Tel: +1 970 640 7682

Email: rob@himalayanhealers.org

www.himalayanhealers.org

Glion Institute of Higher Education

Route de Glion 111, 1823 Glion sur Montreux, Switzerland

Tel: +41 21 966 3535

www.glion.edu

Global Mentorship Pilot Program

C/o Tip Touch International, Avenue Louise 136, 1050 Brussels, Belgium

Tel: +32 26 44 27 44

Email: jean-guy@tiptouch.com

www.mentorshipevidence.com

Government Ayurveda College

MG Road, Thiruvananthapuram 695001, Kerala, India

Tel: +91 471 246 0190

Email: ayurvedacollegevm@yahoo.co.in

www.govtayurvedacollegevm.nic.in

Great Bay Community College

320 Corporate Drive, Portsmouth, NH 03801, USA

Tel: +1 603 427 7600

Email: askgreatbay@ccsnh.edu

www.greatbay.edu

The GW Institute for Spirituality & Health

2030 M Street, NW Suite 4014, Washington, DC 20036, USA

Tel: +1 202 994 6220

Email: caring@gwish.org

www.gwish.org

Headmasters Academy Pty Ltd

Level 2, 185 Spring Street, Melbourne, VIC 3000, Australia

Tel: +61 3 9945 9522

Email: info@headmasters.com.au

www.headmasters.com.au

Healing Hands International Massage Academy

Saxby Avenue, Eldoraigine, Centurion, South Africa

Tel: +27 81 008 8663

Email: info@healinghands.co.za

www.healinghands.co.za

HealthCert

PO Box 789, Sanctuary Cove, QLD 4212, Australia

Tel: +61 7 3137 1399

Email: info@healthcert.com

www.healthcert.com.au

Heat Spa Kur Therapy Development Inc

1435 Elder Avenue Apartment North, San Diego, CA 92154, USA

Tel: +1 619 498 1968

Email: drb@h-e-a-t.com

www.h-e-a-t.com

Hill College

112 Lamar, Hillsboro, TX 76645, USA

Tel: +1 254 659 7500

www.hillcollege.edu

HKU School of Professional and Continuing Education (SPACE)

Room 304, 3/F, T. T. Tsui Building, The University of Hong Kong, Pokfulam Road, Hong Kong

Tel: +852 3762 6262

www.hkuspace.hku.hk

Hong Kong Polytechnic University

Hung Hom, Kowloon, Hong Kong

Tel: +852 2766 5111

Email: asdept@polyu.edu.hk

www.polyu.edu.hk

Houston School of Massage

10600 Northwest Freeway, Suite 202, Houston, TX 77092, USA

Tel: +1 713 681 5275

www.houstonschoolofmassage.com

Humber College

205 Humber College Boulevard, Toronto, ON M9W 5L7, Canada

Tel: +1 416 675 3111

Email: enquiry@humber.ca

www.humber.ca

HZ University of Applied Sciences

International Office, Edisonweg 4, 4382 NW Vlissingen, The Netherlands

Tel: +31 118 489 000

Email: study@hz.nl

www.hz.nl

International Association for Physicians in Aesthetic Medicine (IAPAM)

848 North Rainbow Boulevard, #713 Las Vegas, NV 89107, USA

Tel: +1 800 219 5108

www.iapam.com

International Federation of Aromatherapists (IFA)

20A The Mall, Ealing, London W5 2PJ, UK

Tel: +44 20 8567 2243

www.ifaroma.org

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

International Institute for Anti-Ageing (IIAA)

12 Priestley Way, London, NW2 7AP, UK
Tel: +44 20 8450 2020
Email: admin@iiaa.eu
www.iiaa.eu

IISRM

Kochar Road, Jagathy, Thycadu PO,
Trivandrum, Kerala, India 695014
Tel: +91 471 232 2320
Email: info@iisrm.org
www.iisrm.org

ILIS

Turku University of Applied Sciences, Faculty
of Well-being Services, Lemminkäisenkatu
30, 20520 Turku, Finland
Tel: +358 50 5985 343
Email: susanna.saari@turkuamk.fi
www.turkuamk.fi

IMC University of Applied Sciences Krems

International Campus Piaristengasse,
Piaristengasse 1, A-3500 Krems, Austria
Tel: +43 2732 802
Email: information@fh-krems.ac.at
www.fh-krems.ac.at

The International Medical Spa Institute (IMSI)

4-13-17-A Jingumae, Shibuya,
Tokyo 150-0001, Japan
Tel: +81 3 5770 6818
Email: info@imsi.co.jp
www.imsi.co.jp

Institut de Management Hotelier International (IMHI)

ESSEC Business School, Avenue
Bernard Hirsch, B.P. 50105, 95021
Cergy-Pointoise Cedex, France
Tel: +33 1 34 43 30 00
Email: essecinfo@essec.fr
www.essec.ed

Intercollege Nicosia

8 Markou Drakou Street, Engomi,
2409 Nicosia, Cyprus
Tel: +357 22 842 500
Email: info@intercollege.ac.cy
www.intercollege.ac.cy

International Academy of Ayurveda (IAA)

Vedansh Ayurved and Panchakarma
Clinic, 17 & 18 Mohite Twin Towers,
Anand Nagar, Sinhagad Road, Pune
411051, Maharashtra, India
Tel: +91 94 2232 1955
Email: iaa.sec@gmail.com
www.ayurved-int.com

International Academy of Spa Esthetics

Kamchatskaya 8-2-14, Moscow
107065, Russia
Tel: +7 495 226 4289
Email: info@russiaspas.ru
eng.russiaspas.ru

International Beauty & Holistic Academy

26 Station Road, Gloucester,
Gloucestershire GL1 1EW, UK
Tel: +44 1452 414 770
Email: info@ibha.co.uk
www.ibha.co.uk

International Board of Massage and Spa (CIMS)

Protasio Tagle # 47 INT. H; Col.
San Miguel de Chapultepec; Del.
Miguel Hidalgo, CP 11800
México DF
Tel: +52 55 6607 8429
Email: informes@cims.com.mx
www.cims.com.mx

International Hotel Management Institute – IMI University Centre

Seeacherweg 1, 6047 Kastanienbaum
- Luzern CH, Switzerland
Tel: +41 41 349 64 00
Email: imi-info@imi-luzern.com
www.imi-luzern.com

International Institute of Wellness Studies

Plot No. F-6, Sector BZP, Greater Noida
201306, Uttar Pradesh, India
Tel: +91 120 245 9744
Email: mail.manavdhingra@gmail.com
www.iiws.co.in/campus.html

International School of Beauty Therapy

Suite 2, 5 Norfolk Street,
Fremantle, WA 6160, Australia
Tel: +61 8 9433 6669
Email: study@internationalbeauty.com.au
www.internationalbeauty.com.au

International School of Beauty Therapy

Villa Portobello, Triq Galanton
Vassallo, St Venera 1902, Malta
Tel: +356 2144 0424
Email: sharon@beautysuppliesmalta.com
www.isbtmalta.com

International Spa and Beauty College (ISBC)

Unit 801-5, 8/F Miramar Tower, 132-134 Nathan Road, Tsim Sha Tsui, Kowloon, Hong Kong
 Tel: +852 2526 8818
 Email: info@isbc.com.hk
www.isbc.com.hk

International Training Massage School

59/9 Chang Puek Road Soi 4, T. Sri Phum, A. Muang, Chiang Mai, 50200, Thailand
 Tel: +66 53 218 632
 Email: itm@itmthaimassage.com
www.itmthaimassage.com

Isa Carstens Academy

PO Box 149, Stellenbosch, 7599, South Africa
 Tel: +27 21 883 9777
 Email: info@isacarstens.co.za
www.isacarstens.co.za

Issamay School of Beauty

25-1 & 25-3 & 21A-4, Jalan PJU 1/37, Dataran Prima, Petaling Jaya, Selangor 47301, Malaysia
 Tel: +603 7880 0555
 Email: issamayschool@gmail.com
www.issamay.com

IST-Hochschule fur Management

Erkrather Strasse 220 a-c, 40233 Düsseldorf, Germany
 Tel: +49 211 866 68-0
 Email: info@ist.de
www.ist-hochschule.de

IST-Studieninstitut GmbH

Erkrather Strasse 220 a-c, 40233 Dusseldorf, Germany
 Tel: +49 211 866 68-0
 Email: info@ist.de
www.ist.de

Istanbul University/Istanbul Üniversitesi

Merkez Kampüsü, Beyazıt/Fatih, İstanbul 34452, Turkey
 Tel: +90 212 440 00 00
 Email: iubilgi@istanbul.edu.tr
www.istanbul.edu.tr

International College of Tourism & Management (ITM)

Johann Strauss Strasse 2, 2540 Bad Vöslau, Austria
 Tel: +43 2252 790 260
 Email: office@itm-college.eu
www.itm-college.eu

International Therapy Examination Council (ITEC)

2nd Floor, Chiswick Gate, 598-608 Chiswick High Road, London, W4 5RT, UK
 Tel: +44 20 8994 4141
 Email: info@itecworld.co.uk
www.itecworld.co.uk

Jamu Spa School

Jalan Raya Siligita I, No. 1, Nusa Dua, Bali 80361, Indonesia
 Tel: +62 361 772 955
 Email: info@jamuspaschool.com
www.jamuspaschool.com

Jari Jari Spa Training Academy

Tanjung Aru Plaza, 1, Jalan Mat. Salleh, Tanjung Aru, 88100 Kota Kinabalu, Sabah, Malaysia
 Tel: +60 88 272 606
 Email: sales@jarijari.com.my
www.jarijari.com.my

Jari Menari

Jln. Raya Basangkasa 47, Seminyak, Bali, Indonesia
 Tel: +62 361 736 740
 Email: jarimenari@jarimenari.com
www.jarimenari.com

Kes College School of Beauty Therapy

5 Kallipolis Avenue, Nicosia 1055, Cyprus
 Tel: +357 22 875 737
 Email: info@kes.ac.cy
www.kes.ac.cy

Kore Therapy

Head Office, 2a Leach Lane, Lytham St Annes, Lancashire FY8 3AP, UK
 Tel: +44 1253 728 035
 Email: info@koretherapy.com
www.koretherapy.com

Kosmetae

#3-32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada
 Tel: +1 604 850 5777
www.kosmetae.com

LaStone Therapy Inc

6761 N. Harran Drive, Suite 158-154, Tucson, AZ 85704, USA
 Tel: +1 520 319 6414
www.lastonetherapy.com

Les Roches International School of Hotel Management

Bluche, Valais CH 3975, Switzerland
 Tel: +41 27 485 96 00
www.les-roches.edu

Lincoln College of New England

2279 Mount Vernon Road, Southington, CT 06489, USA
 Tel: +1 800 327 1158
www.lincolncollegene.edu

London College of Beauty Therapy (LCBT)

47 Great Marlborough Street, London W1F 7JP, UK
 Tel: +44 20 7208 1300
 Email: info@lcbt.co.uk
www.lcbt.co.uk

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

London College of Fashion

20 John Prince's Street,
London W1G 0BJ, UK
Tel: +44 20 7514 7400
www.arts.ac.uk/fashion

London Therapists Ltd

49 Breamwater Gardens, Richmond,
Surrey TW10 7SF, UK
Tel: +44 20 8123 7527
Email: massagecourses@gmail.com
www.london-therapists.com

Loyalist College

Wallbridge Loyalist Road, PO Box 4200,
Belleville, ON K8N 5B9, Canada
Tel: +1 613 969 1913
Email: info@loyalistcollege.com
www.loyalistcollege.com

Lyceum of the Philippines University

Muralla Street, Intramuros, Manila,
1002 Metro Manila, Philippines
Tel: +63 2 527 8251
Email: tourismandhospitality@lpu.edu.ph
www.lpu.edu.ph/

Mahidol University International College

999 Phutthamonthon 4 Road, Salaya,
Nakhon Pathom 73170, Thailand
Tel: +66 2441 5090
Email: icwww@mahidol.ac.th
www.muic.mahidol.ac.th

Marant Cosmética Científica

Mariano Otero # 1180-2, Col. Jardines del
Bosque CP 44520, Guadalajara, Jal. México
Tel: +52 1 3124 0058
Email: info@marant.com.mx
www.marant.com.mx

Mary Reid International Spa Academy

43 North Castle Street,
Edinburgh, EH2 3BG, UK
Tel: +44 131 225 2087
Email: enquiries@beautyschool.co.uk
www.maryreidspaacademy.com

Mindful Awareness Research Center

UCLA Semel Institute for Neuroscience and
Human Behavior, 760 Westwood Plaza,
Room C8-237, Los Angeles, CA 90095, USA
Tel: +1 310 206 7503
Email: marcinfo@ucla.edu
www.marc.ucla.edu

Mountain Yoga

2071 Antioch Ct., #100, Montclair
Village, Oakland, CA 94611, USA
Tel: +1 510 339 6421
Email: info@m-yoga.org
www.m-yoga.org

The National College of Naturopathic Medicine

049 SW Porter Street, Portland,
OR 97201, USA
Tel: +1 503 522 1555
www.ncnm.edu

National University of Health Sciences

2200 East Roosevelt Road,
Lombard, IL 60148, USA
Tel: +1 800 826 6285
Email: admissions@nuhs.edu
www.nuhs.edu

New River Community College

5251 College Driv, Dublin, VA 24084, USA
Tel: +1 540 674 3600
Email: dkennedy@nr.edu
www.nr.vccs.edu

Newcastle College

Rye Hill Campus, Scotswood Road,
Newcastle upon Tyne, NE4 7SA, UK
Tel: +44 191 200 4000
Email: enquiries@ncl-coll.ac.uk
www.ncl-coll.ac.uk

Next Step Nail and Beauty

Totally Beauty Limited, Aldercarr
Hall, Attleborough Road, Great
Ellingham, Norfolk NR17 1LQ, UK
Tel: +44 20 3627 7165
www.nextstepbeauty.co.uk

Niagara University

5795 Lewiston Road, Niagara
University, NY 14109, USA
Tel: +1 716 285 1212
Email: admissions@niagara.edu
www.niagara.edu

Nippon Spa College (NISPAC)

Second Wada Building 7F, 5-12-6 Minami
Aoyama, Minato-ku, Tokyo 107-0062, Japan
Tel: +81 3 3406 2489
Email: info@nispac.jp
www.nispac.jp

Northeast Alabama Community College

PO Box 159, Rainsville, AL 35986, USA
Tel: +1 256 638 4418
Email: harveya@nacc.edu
www.nacc.edu

The Northern College of Acupuncture

61 Micklegate, York, North
Yorkshire YO1 6LJ, UK
Tel: +44 1904 343 309
Email: info@chinese-medicine.co.uk
www.chinese-medicine.co.uk

Oncology Training International

PO Box 751, Balgonie, SK SOG OE0, Canada

Tel: +1 306 771 2307

Email: info@oncologyesthetics.com**www.oti-oncologytraining.com****Orient Spa Academy**

SP-36B RIICO Industrial Area, Delhi-

Jaipur Highway, Kukas, Jaipur

303101, Rajasthan, India

Tel: +91 990 9953 921

Email: info@orientspaacademy.com**www.orientspaacademy.com****Parnu College, University of Tartu**

Ulikooli 18, 50090 Parnu, Estonia

Tel: +372 737 5440

Email: info@ut.ee**www.pc.ut.ee/en****PBHC Clinic & School of
Holistic Therapies Inc**

St. Thomas, Barbados

Tel: +1 246 424 1127

Email: pbhcschool@gmail.com**www.itecworld.co.uk****Perth College of Beauty Therapy**

PO Box 501, Victoria Park,

WA 6979, Australia

Tel: +61 8 9361 3111

Email: enquiries@perthcollege.com.au**www.perthcollege.com.au****PHAB Standard Ltd**

PO Box 47290, London W7 9AX, UK

Tel: +44 20 8840 9070

Email: info@phabstandard.com**www.phabstandard.com****Pure Massage Spa Training Method***

Tel: +44 20 3290 9070

Email: info@puremassage.com**www.spatraining.global****Puretouch Spa Academy**

Manjooran House LFC Road, Netaji

Line, Kaloor, Near North Railway

Station, Ernakulam Dt., Kerala, India

Tel: +91 944 792 3631

Email: puretouchspa@gmail.com**www.studyspa.com****Raison d'Etire**

Grevgatan 15, Stockholm 114 53, Sweden

Tel: +46 8 756 00 56

Email: info@raisondetrespas.com**www.raisondetrespas.com****Republic Polytechnic**

9 Woodlands Avenue, Singapore

738964, Singapore

Tel: +65 6510 3000

Email: one-stop@rp.edu.sg**www.rp.edu.sg****RMIT University**

GPO Box 2476, Melbourne,

VIC 3001, Australia

Tel: +61 3 9925 2000

www.rmit.edu.au**Russian State University
of Management**

Ryazansky Prospect 99,

Moscow 109542, Russia

Tel: +7 495 377 89 14

Email: inf@guu.ru**www.guu.ru****Sandhills Community College**

3395 Airport Road, Pinehurst,

NC 28374, USA

Tel: +1 910 692 6185

www.sandhills.edu**Sandy Roy Beauty Therapy Institute**

1st Floor, Upper East Side, Pickwick

Street, Salt River 7921, South Africa

Tel: +27 21 404 0556

Email: admin@beautytherapyinstitute.co.za**www.beautytherapyinstitute.co.za****Santi Development Programmes**

Melbourne, Australia

Tel: +61 3 9686 1360

Email: susie@santi-santi.com**www.santi-santi.com****Satya Ayurveda**

Dr. Claudia Welch, PO Box 76,

Calais, VT 05648, USA

www.satyaayurveda.org**Saxion University of Applied Sciences**

International Office, PO Box 70.000,

7500 KB Enschede, the Netherlands

Tel: +31 570 603 789

Email: internationaloffice@saxion.nl**www.saxion.edu****Scottsdale Community College**

9000 East Chaparral Road,

Scottsdale, AZ 85256-2626, USA

Tel: +1 480 423 6000

Email: admissions@sccmail.maricopa.edu**www.scottsdalecc.edu****Serena Spa**

Mount Pleasant, SL Mathias Road,

Mangalore, Karnataka 575 002, India

Tel: +91 824 2432 358

Email: india@serenaspa.com**www.serenaspa.com****Seychelles Tourism Academy**

Chemin La Misere, La Misere, Seychelles

Tel: +248 4 388 600

Email: sta@staseychelles.com**www.seychellestourismacademy.edu.scr**

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

Shang Shung Institute of America

PO Box 278, 18 Schoolhouse Road,
Conway, MA 01341, USA
Tel: +1 413 369 4928
Email: secretary@shangshung.com
www.shangshung.org

The Shiatsu School

280 River Valley Road, 2nd Level,
Singapore 238321, Singapore
Tel: +65 6836 1231
Email: terryliew@theshiatusschool.com
www.theshiatusschool.com

Society of Dermatology SkinCare Specialists (SDSS)

484 Spring Avenue, Ridgewood,
NJ 07450-4624, USA
Tel: +1 201 670 4100
Email: sdssorg@aol.com
www.sdss.tv

The South Pacific Academy of Beauty Therapy

Queens Road, Nakavu, Nadi, Fiji Islands
Tel: +679 672 5280
Email: admin@spabth.com
www.fijisenikaispas.com

Southwest Institute of Healing Arts (SWIHA)

1100 E. Apache Boulevard,
Tempe, AZ 85281, USA
Tel: +1 480 994 9244
Email: info@swiha.net
www.swiha.edu

Spa Connectors

Tel: +62 (0) 0821 4400 0510
Email: info@spaconnectors.com
www.spaconnectors.com

Spa Innovations Pte Ltd

16 Kallang Place, #07-33339156, Singapore
Tel: +65 6341 7780
Email: course@spa-innovations.com
www.spa-innovations.com

Spa Vargas School of Massage Therapy

4051 East Main Street, St.
Charles, IL 60174, USA
Tel: +1 603 307 1100
Email: lvargas@vargasconsulting.com
www.spavargasuniversity.com

Spa Wellness Akademija

Setaliste Marsala Tita 19/2,
Lovran 51415, Croatia
Tel: +385 51 293 851
Email: info@wellness.hr
www.akademija.wellness.hr

SpaQuality LLC

1024 Oriente Avenue, Wilmington,
DE 19807, USA
Tel: +1 302 426 0274
Email: info@spaquality.com
www.spaquality.com

SPARK Spa and Wellness Academy

Room A, 8F, No. 150 Dunhua N.
Road, Songshan District, Taipei
City 105, Taiwan, ROC
Tel: +886 2 2715 5775
www.learninspark.com

Spas2b Inc

Breithaupt Park, Waterloo,
ON N2J 2C6, Canada
Tel: +1 519 585 0626
Email: llyon@spas2b.com
www.spas2b.com

Spotlight On Spa & Wellness

Dubai, UAE
Tel: +971 50 280 5929
Email: info@spotlightonspa-wellness.com
<http://spotlightonspa-wellness.com>

Steiner Education Group

Various sites across the USA
Steiner Leisure Limited, 770 S. Dixie
Highway, Coral Gables, FL 33146, USA
Tel: +1 305 359 9002
www.steinered.com

Steiner Training Academy

The Lodge, 92 Uxbridge Road,
Harrow, Middlesex HA3 6QD, UK
Tel: +44 20 8909 5000
Email: careers@theonboardspa.com
www.theonboardspa.com

Stoke On Trent College

Cauldon Campus, Stoke Road, Shelton,
Stoke-on-Trent, Staffordshire ST4 2DG, UK
Tel: +44 1782 208 208
Email: info@stokecoll.ac.uk
www.stokecoll.ac.uk

Success International Health and Skincare Academy

No. 4 Harpuis Avenue, Weltevredenpark,
Roodepoort, 1709, South Africa
Tel: +27 7286 13292
Email: info@successinternational.co.za
www.successinternational.co.za

Suffolk New College

Ipswich, Suffolk IP4 1LT, UK
Tel: +44 1473 382 200
Email: info@suffolk.ac.uk
www.suffolk.ac.uk

Summa Spa Institute

5 F/L Xin Cheng Commercial Building,
1 Chongwenmenwai Street, Chongwenmen
District, Beijing 100062, China
Tel: +86 10 6709 2118
Email: summaspa@hotmail.com
www.summaspa.com

Swiss Hotel Management School

Avenue des Alpes 27, Montreux
CH-1820, Switzerland
Tel: +41 21 965 40 20
www.shms.com

Sydney Beauty Dermal Institute

2/161-177 New South Head Road,
Edgecliff, NSW 2027, Australia
Tel: +61 2 9326 2211
Email: reception@sbdi.com.au
www.sbdi.com.au

Szolnok University College

H-5000 Szolnok, Tiszaligeti
sétány 14, Hungary
Tel: +36 56 510 300
Email: mondoka@szolf.hu
www.szolf.hu

TAFE NSW

Various sites across New South Wales
Sydney, NSW, Australia
www.tafensw.edu.au

TAFE Queensland South West

Various sites across South
West Queensland
QLD, Australia
Tel: +61 7 3817 3000
Email: southwest@tafe.qld.edu.au
www.tafesouthwest.edu.au

Temasek Polytechnic

21 Tampines Avenue 1, Singapore
529757, Singapore
Tel: +65 6788 2000
Email: enquiry@tp.edu.sg
www.tp.edu.sg

Thai Heritage Spa School

1124/5-7 Thai Heritage Spa Building, Soi
Ladprao 2, Phaholyothin Road, Jomphol,
Jatuchak, Bangkok 10900, Thailand
Tel: +62 2 513 7279
Email: thaispa2@sarah-org.com
www.thaiheritagespa.com

Tip Touch International

Avenue Louise 136, 1050 Brussels, Belgium
Tel: +32 2 644 27 44
Email: info@tiptouch.com
www.tiptouch.com

Touch Research Institute

Mailman Center for Child Development,
University of Miami, Miller School
of Medicine, 1601 NW 12th
Avenue, Miami, FL 33136, USA
Email: tfield@med.miami.edu
www.miami.edu/touch-research

Tri-Dosha

14 Popes Lane, Ealing, London W5 4NA, UK
Tel: +44 20 8566 1498
Email: info@tri-dosha.co.uk
www.tri-dosha.co.uk

Truro and Penwith College

Higher Education Admissions, Truro
College, Truro, Cornwall TR1 3XX, UK
Tel: +44 1872 267 122
Email: heinfo@truro-penwith.ac.uk
www.truro-penwith.ac.uk

Ultimate Medical Academy LLC

9309 N. Florida Avenue,
Tampa, FL 33612, USA
Tel: +1 888 213 4473
www.ultimatemedical.edu

Universidad Del Zulia

Avenida 16 (Guajira) on 67th Street
(extension Cecilio Acosta), New
Rector Headquarters Building, 10th
Floor, Maracaibo, Venezuela
Tel: +58 261 412 4125
Email: web@dgc.luz.edu.ve
www.luz.edu.ve

Universitas Gadjah Mada

Bulaksumur, Yogyakarta 55281, Indonesia
Tel: +62 274 649 2599
Email: humas@ugm.ac.id
www.ugm.ac.id/en

Universite de Bordeaux Segalen

146 Rue Leo Saignat, 33000
Bordeaux, France
Tel: +33 5 57 57 10 10
www.u-bordeaux.com

Universite Mohammed V de Rabat

Avenue des Nations Unies, Agdal,
Rabat, Morocco
Tel: +212 537 27 27 50
Email: presidence@um5.ac.ma
www.um5.ac.ma

University College Birmingham

Summer Row, Birmingham, B3 1JB, UK
Tel: +44 121 604 1000
Email: marketing@ucb.ac.uk
www.ucb.ac.uk

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p362

University of Bedfordshire

University Square, Luton,
Bedfordshire LU1 3JU, UK
Tel: +44 1234 400 400
Email: international@beds.ac.uk
www.beds.ac.uk

University of California, Irvine

Irvine, CA 92697, USA
Tel: +1 949 824 5011
<https://uci.edu/>

University of Derby

Kedleston Road, Derby,
Derbyshire DE22 1GB, UK
Tel: +44 1332 590 500
Email: askadmissions@derby.ac.uk
www.derby.ac.uk

University of Houston

Conrad N. Hilton College, 4450 University
Drive, Houston, TX 77204-3028, USA
Tel: +1 713 743 2255
www.uh.edu/hilton-college/

University of Malaga

Avda. Cervantes 2, Malaga 29071, Spain
Tel: +34 952 13 10 00
Email: infouma@uma.es
www.uma.es

University of Minnesota Crookston

2900 University Avenue,
Crookston, MN 56716, USA
Tel: +1 800 862 6466
www.crk1.umn.edu

University of Southern California

University Park Campus, Los
Angeles, CA 90089, USA
Tel: +1 213 740 2311
www.usc.edu

University of the Ryukyus

1 Senbaru, Nishihara-cho, Nakagami-
gun, Okinawa 903-0213, Japan
Tel: +81 98 895 2221
www.u-ryukyu.ac.jp/en/

University of West Florida

11000 University Parkway,
Pensacola, FL 32514, USA
Tel: +1 850 474 2000
Email: admissions@uwf.edu
www.uwf.edu

Vimal Institute for Human Resource Development

Vrbik 20, Zagreb, Hrvatska 10000, Croatia
Tel: +385 98 279 509
Email: vimal@vimal.hr
www.vimal.hr

Vio Malherbe

Ecole Internationale D'Esthetique
Et De Cosmetologie, Rue De Bourg
11, Lausanne 1003, Switzerland
Tel: +41 21 312 38 01
Email: info@viomalherbe.ch
www.viomalherbe.ch

VTCT

Aspire House, Annealing Close,
Eastleigh, Hampshire SO50 9PX, UK
Tel: +44 2380 684 500
Email: customersupport@vtct.org.uk
www.vtct.org.uk

Warwickshire College Group

Warwick New Road, Royal Leamington
Spa, Warwickshire CV32 5JE, UK
Tel: +44 300 456 0047
Email: info@warwickshire.ac.uk
www.warwickshire.ac.uk

Watpo Thai Traditional Medical School

392/33-34 Maharach Road,
Prabarommaharajawang, Pranakorn
Bangkok 10200, Thailand
Tel: +66 2 622 3551
Email: watpo.ttm@gmail.com
www.watpomassage.com

Wellness for Cancer

POB 4911 Eagle, CO 81631, USA
Tel: +1 970 376 6220
www.wellnessforcancer.com

WFP-Berufsfachschulen Bad Sulza

Wunderwaldstr 2, 99518
Bad Sulza, Germany
Tel: +49 3 64 61 20933
Email: info@schulewfp.de
www.schulewfp.de

William Angliss Institute

555 La Trobe Street, Melbourne,
Victoria 3000, Australia
Tel: +613 9606 2111
Email: info@angliss.edu.au
www.angliss.edu.au

Wynne Business

10 Guernsey Road, Swarthmore,
PA 19081, USA
Tel: +1 610 368 6660
Email: seminars@wynnebusiness.com
www.wynnebusiness.com

Younique College

5 Monaghan Court, 26
Monaghan Street, Newry,
County Down BT35 6AA, UK
Tel: +44 2830 256 254
Email: training@younique.ie
www.younique.ie

Spa Course Selector

Choose the training course you need and you'll find the relevant organisations that provide it, along with their key contact details. Complete details, including address, phone, email and website can be found in the Spa Training Directory section on p350, and at www.spaopportunities.com/training

Alternative Therapy Courses

ACUPRESSURE

The National College of Naturopathic Medicine
www.ncnm.edu

The Northern College of Acupuncture
www.chinese-medicine.co.uk

AROMATHERAPY

Alexander School of Natural Therapeutics
www.secretsofisis.com

Arizona Center for Integrative Medicine
integrativemedicine.arizona.edu

Aroma Akademija
www.aromaakademija.hr

Atelier Esthétique Institute
www.aeinstitute.net

Australian College of Beauty Therapy
www.acbt.com.au

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

IISRM
www.iisrm.org

International Federation of Aromatherapists (IFA)
www.ifaroma.org

The International Medical Spa Institute (IMSI)
www.imsi.co.jp

RMIT University
www.rmit.edu.au

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

SPARK Spa and Wellness Academy
www.learninspark.com

Watpo Thai Traditional Medical School
www.watpomassage.com

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

AYURVEDA

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Arizona Center for Integrative Medicine
www.integrativemedicine.arizona.edu

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Government Ayurveda College
www.govtayurvedacollegevm.nic.in

International Academy of Ayurved (IAA)
www.ayurved-int.com

International Academy of Spa Esthetics
www.russiaspas.ru

Orient Spa Academy
www.orientspaacademy.com

Puretouch Spa Academy
www.studyspa.com

Satya Ayurveda Trust
www.satyaayurveda.org

Spa Innovations Pte Ltd
www.spa-innovations.com

Tri Dasha
www.tri-dosha.co.uk

BOWEN TECHNIQUES

European College of Bowen Studies
www.thebowentechnique.com

HERBAL MEDICINE

The National College of Naturopathic Medicine
www.ncnm.edu

Shang-Shung Institute of America
www.shangshung.org

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

For full contact details, turn to the Spa Training Directory which starts on p350

HOLISTIC THERAPY

Alison Caroline Institute (ACI)
www.acicollege.com

Bali International Spa Academy
www.balibisa.com

Camelot International
www.camelotint.co.za

Center for Neuroacoustic
Research (CNR)
www.neuroacoustic.com

Federation of Holistic
Therapists (FHT)
www.fht.org.uk

Frederique Academy
www.frederiqueacademy.com.hk

International Academy
of Spa Esthetics
eng.russiaspas.ru

International Beauty &
Holistic Academy
www.ibha.co.uk

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Orient Spa Academy
www.orientspaacademy.com

PBHC Clinic & School of
Holistic Therapies Inc
www.itecworld.co.uk

Puretouch Spa Academy
www.studyspa.com

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Stoke On Trent College
www.stokecoll.ac.uk

Younique College
www.younique.ie

HOT STONE MASSAGE

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Bali International Spa Academy
www.balibisa.com

Healing Hands International
Massage Academy
www.healinghands.co.za

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

TAFE Queensland South West
www.tafesouthwest.edu.au

Tip Touch International
www.tiptouch.com

INDIAN HEAD MASSAGE

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Australian College of
Beauty Therapy
www.acbt.com.au

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Truro and Penwith College
www.truro-penwith.ac.uk

INTEGRATIVE MEDICINE

Arizona Center for
Integrative Medicine
www.integrativemedicine.arizona.edu

Istanbul University/
Istanbul Üniversitesi
www.istanbul.edu.tr

KINESIOLOGY

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

University of Houston
www.uh.edu/hilton-college/

University of Southern California
www.usc.edu

LYMPHATIC DRAINAGE

Heat Spa Kur Therapy
Development Inc
www.h-e-a-t.com

Vio Malherbe
www.viomalherbe.ch

NATUROPATHY

Australian College of
Natural Therapies (ACNT)
www.acnt.edu.au

National University of
Health Sciences
www.nuhs.edu

REFLEXOLOGY

Alison Caroline Institute (ACI)
www.acicollege.com

Australian College of
Beauty Therapy
www.acbt.com.au

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Camelot International
www.camelotint.co.za

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Healing Hands International
Massage Academy
www.healinghands.co.za

The International Medical
Spa Institute (IMSI)
www.imsi.co.jp

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

TAFE Queensland South West
www.tafesouthwest.edu.au

Tip Touch International
www.tiptouch.com

REIKI

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

SHIATSUI

Canadian College of
Shiatsu Therapy
www.shiatsuvancouver.ca

Ecole des Spas et
des Instituts ESI
www.esi-paris.com

The Shiatsu School
www.theshiatusschool.com

YOGA

Axelsons Spa School
[www.axelsons.se/kontakt/
axelsons-spa-school](http://www.axelsons.se/kontakt/axelsons-spa-school)

deonThai School Thai
Yoga Massage
www.deonthaiyoga.com

IISRM
www.iisrm.org

Mountain Yoga
www.m-yoga.org

Puretouch Spa Academy
www.studyspa.com

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

General Spa Courses**AESTHETICS**

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

The Advanced Spa Therapy
Education Certification Council
www.astecc.com

Alison Caroline Institute (ACI)
www.acicollege.com

Atelier Esthétique Institute
www.aeinstitute.net

Bali International Spa Academy
www.balibisa.com

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Brueckner Group/Spassion
www.spassion.com

Bryan College of Applied Health
and Business Sciences
www.bryancollege.ca

Difference Escuela de
Cosmetología y Alta Peluquería
www.escueladifference.com.ec

Ecole des Spas et
des Instituts ESI
www.esi-paris.com

EIE MediSpa & Laser
Training Centre
www.dreamcareer.ca

ELCES Escuela Latinoamericana de
Capacitación en Estética Superior
www.elcesedu.com

Elégance Gontard
International School
www.elegance-fr.net

Empire Medical Training
www.empiremedicaltraining.com

International Association
for Physicians in Aesthetic
Medicine (IAPAM)
www.iapam.com

International Institute
for Anti-Ageing (IIAA)
www.iaa.eu

The International Medical
Spa Institute (IMSI)
www.imsi.co.jp

Kosmetae
www.kosmetae.com

Loyalist College
www.loyalistcollege.com

Oncology Training International
www.oti-oncologytraining.com

Orient Spa Academy
www.orientspaacademy.com

Society of Dermatology
SkinCare Specialists (SDSS)
www.sdss.tv

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Steiner Education Group
www.steinered.com

Vio Malherbe
www.viomalherbe.ch

ANATOMY & PHYSIOLOGY

Alexander School of
Natural Therapeutics
www.secretsofosis.com

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Bali International Spa Academy
www.balibisa.com

Camelot International
www.camelotint.co.za

Confederation of International Beauty
Therapy & Cosmetology CIBTAC
www.cibtac.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Evolution School of Beauty
www.evolutionschool.co.nz

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

Isa Carstens Academy
www.isacarstens.co.za

For full contact details, turn to the Spa Training Directory which starts on p350

Jamu Spa School
www.jamuspaschool.com

London Therapists Ltd
www.london-therapists.com

Pure Massage Spa
Training Method®
www.spatraining.global

Seychelles Tourism Academy
seychellestourismacademy.edu.sc

Wellness for Cancer
www.wellnessforcancer.com

WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de

BEAUTY THERAPY

Australian Academy of
Beauty & Spa Therapy
[www.australianacademy
ofbeautytherapy.com](http://www.australianacademy
ofbeautytherapy.com)

Australian College of Beauty Therapy
www.acbt.com.au

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

Beaubelle Academy of
Cosmetology & Management
www.beaubelle.com

Beautiko College
www.beautiko.co.za

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Bellevue Beauty Training Academy
www.bellevuebeauty.com.au

Burton College
www.burton-college.ac.uk

Chiva-Som International Academy
www.chivasomacademy.com

CIDESCO
www.cidesco.com

City & Guilds
www.cityandguilds.com

City College Plymouth
www.cityplym.ac.uk

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

DermaFX by Evie Adams
www.evieadams.com

Elite International School
of Beauty & Spa Therapy
www.elitebeautyschool.co.uk

Elly Lukas Beauty
Therapy College
www.ellylukas.edu.au

Evolution School of
Beauty & Massage
www.evolutionschool.co.nz

Frederique Academy
www.frederiqueacademy.com.hk

IISRM
www.iisrm.org

International Beauty &
Holistic Academy
www.ibha.co.uk

International Institute
of Wellness Studies
www.iiws.co.in/campus.html

International School of
Beauty Therapy Australia
www.internationalbeauty.com.au

International School of
Beauty Therapy Malta
www.isbtmalta.com

International Spa and
Beauty College (ISBC)
www.isbc.com

International Therapy
Examination Council (ITEC)
www.itecworld.co.uk

Issamay School of Beauty
www.issamay.com

Jamu Spa School
www.jamuspaschool.com

Kes College School of
Beauty Therapy
www.kes.ac.cy

London College of Beauty
Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Mary Reid International
Spa Academy
www.maryreidspaacademy.com

Newcastle College
www.ncl-coll.ac.uk

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Perth College of Beauty Therapy
www.perthcollege.com.au

PHAB Standard Ltd
www.phabstandard.com

Sandy Roy Beauty
Therapy Institute
www.beautytherapyinstitute.co.za

The South Pacific Academy
of Beauty Therapy
www.fijisenikaispas.com

Stoke on Trent College
www.stokecoll.ac.uk

Suffolk New College
www.suffolk.ac.uk

Summa Spa Institute
www.summaspa.com

Sydney Beauty Dermal Institute
www.sbdi.com.au

TAFE NSW
www.tafensw.edu.au

TAFE Queensland South West
www.tafesouthwest.edu.au

Truro and Penwith College
www.truro-penwith.ac.uk

University College Birmingham
www.ucb.ac.uk/home.aspx

University of Bedfordshire
www.beds.ac.uk

Vio Malherbe
www.viomalherbe.ch

Warwickshire College Group
www.warwickshire.ac.uk

BEAUTY THERAPY

continued

William Angliss Institute
www.angliss.edu.au

Younique College
www.younique.ie

BODY THERAPY

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Headmasters Academy Pty Ltd
www.headmasters.com.au

HealthCert
www.healthcert.com.au

Kore Therapy
www.koretherapy.com

LaStone Therapy Inc
www.lastonetherapy.com

Pure Massage Spa
Training Method®
www.spatraining.global

Seychelles Tourism Academy
seychellestourismacademy.edu.sc

Steiner Training Academy
www.theonboardspa.com

Wellness for Cancer
www.wellnessforcancer.com

WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de

HYDROTHERAPY

The Advanced Spa Therapy
Education Certification Council
www.astecc.com

Alexander School of
Natural Therapeutics
www.secretsofosis.com

Bru Eckner Group/Spassion
www.spassion.com

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de

LIFESTYLE COACHING

The GW Institute for
Spirituality & Health
www.gwish.org

Mindful Awareness
Research Center
www.marc.ucla.edu

RMIT University
www.rmit.edu.au

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Spa Innovations Pte Ltd
www.spa-innovations.com

NUTRITION

Algonquin College of Applied
Arts and Technology
www.algonquincollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Arizona Center for
Integrative Medicine
www.integrativemedicine.arizona.edu

Australian College of
Natural Therapies ACNT
www.acnt.edu.au

Centennial College
www.centennialcollege.ca

Chinese University of Hong Kong
www.cuhk.edu.hk/english/

Esalen Institute
www.esalen.org

George Mason University
www.gmu.edu

International Institute
for Anti-Ageing (IIAA)
www.iaa.eu

Isa Carstens Academy
www.isacarstens.co.za

Lincoln College of New England
www.lincolncollegene.edu

Mahidol University
International College
www.muic.mahidol.ac.th

Nippon Spa College (NISPAC)
www.nispac.jp

RMIT University
www.rmit.edu.au

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Success International Health
and Skincare Academy
www.successinternational.co.za

ONCOLOGY MASSAGE

Wellness for Cancer
www.wellnessforcancer.com

SPA MANAGEMENT

Academy Canada Career College
www.academycanada.com

Al Akhawayn University
www.aui.ma

Alexander School of
Natural Therapeutics
www.secretsofosis.com

Algonquin College of Applied
Arts and Technology
www.algonquincollege.com

Alpine Center
www.swissalpinecenter.com/en/

American Hotel & Lodging
Educational Institute
www.ahlei.org

Atelier Esthétique Institute
www.aeinstitutione.net

For full contact details, turn to the Spa Training Directory which starts on p350

AUT University www.aut.ac.nz	Endicott College www.endicott.edu	ILIS www.turkuamk.fi	Newcastle College www.ncl-coll.ac.uk
Bali International Spa Academy www.balibisa.com	ESSEC Business School www.essec.edu	IMC University of Applied Sciences Krems www.fh-krems.ac.at	Niagara University www.niagara.edu
Barnfield College www.barnfield.ac.uk	EWI GmbH www.e-w-i.eu/en/	Institut de Management Hotelier International (IMHI) www.essec.edu	Nippon Spa College (NISPAC) www.nispac.jp
BKF University of Applied Sciences www.bkf.hu/en	FH Joanneum University of Applied Sciences www.fh-joanneum.at/hsm	Intercollege Nicosia www.intercollege.ac.cy	Northeast Alabama Community College www.nacc.edu
Brueckner Group/Spassion www.spassion.com	Florida Gulf Coast University (FGCU) www.fgcu.com	International College of Tourism & Management (ITM) www.itm-college.eu	Orient Spa Academy www.orientspaacademy.com
Canadian Tourism College www.tourismcollege.com	George Mason University www.gmu.edu	Isa Carstens Academy www.isacarstens.co.za	Parnu College, University of Tartu www.pc.ut.ee/en
Chiva-Som Academy www.chivasomacademy.com	Glion Institute of Higher Education www.glionhotelschool-switzerland.com	IST-Hochschule für Management www.ist-hochschule.de	PHAB Standard Ltd www.phabstandard.com
CIDESCO www.cidesco.com	Global Mentorship Pilot Program www.mentorshipevidence.com	IST-Studieninstitut www.ist.de	Puretouch Spa Academy www.studyspa.com
City College Plymouth www.cityplym.ac.uk	Great Bay Community College www.greatbay.edu	Les Roches International School of Hotel Management www.lesroches.edu	Raison d'Etre www.raisondetrespas.com
Cornell University School of Hotel Management www.hotelschool.cornell.edu	Hill College www.hillcollege.edu	Lincoln College of New England www.lincolncollegene.edu	Republic Polytechnic www.rp.edu.sg
Creative Spa Concepts www.creativespaconcepts.com	HKU School of Professional and Continuing Education (SPACE) www.hkuspace.hku.hk	Loyalist College www.loyalistcollege.com	RMIT University www.rmit.edu.au
Ecole des Spas et des Instituts E.S.I. www.esi-paris.com	Hong Kong Polytechnic University www.polyu.edu.hk	Lyceum of the Philippines University www.lpu.edu.ph	Russian State University of Management www.guu.ru
Ecole hôtelière de Lausanne www.ehl.edu	Humber College www.humber.ca	Mahidol University International College www.mahidol.ac.th	Sandhills Community College www.sandhills.edu
Elegance Gontard International School www.elegance-fr.net	HZ University of Applied Sciences www.hz.nl/hz/en/	New River Community College www.nr.vccs.edu	Santi Development Programmes www.santi-santi.com
The Emirates Academy of Hospitality Management www.emiratesacademy.edu	IISRM www.iisrm.org		Saxion University of Applied Science www.saxion.edu

SPA MANAGEMENT

continued

Scottsdale Community College www.scottsdalecc.edu	TAFE Queensland South West www.tafesouthwest.edu.au	University of Southern California www.usc.edu	Boca Beauty Academy LLC www.bocabeautyacademy.com
Southwest Institute of Healing Arts (SWIHA) www.swiha.edu	Temasek Polytechnic www.tp.edu.sg	University of the Ryukyus www.u-ryukyu.ac.jp/en/	Elite International School of Beauty & Spa Therapy www.elitebeautyschool.co.nz
Spa Connectors www.spaconnectors.com	Tip Touch International www.tiptouch.com	University of West Florida www.uwf.edu	Elly Lukas Beauty Therapy College www.ellylukas.edu.au
Spa Innovations Pte Ltd www.spa-innovations.com	Ultimate Medical Academy LLC www.ultimatemedical.edu	Vimal Institute for Human Resource Development www.vimal.hr	Healing Hands International www.healinghands.co.za
Spa Wellness Akademija www.akademija.wellness.hr	Universidad del Zulia www.luz.edu.ve	Warwickshire College Group www.warwickshire.ac.uk	IISRM www.iisrm.org
SpaQuality LLC www.spaquality.com	Universitas Gadjah Mada www.ugm.ac.id/en	William Angliss Institute www.angliss.edu.au	International Academy of Spa Esthetics eng.russiaspas.ru
SPARK Spa and Wellness Academy www.learninspark.com	Universite de Bordeaux Segalen www.u-bordeaux.fr	Wynne Business www.wynnebusiness.com	International Institute of Wellness Studies www.iiws.co.in/campus.html
Spas2b Inc www.spas2b.com	Universite Mohammed V de Rabat www.um5.ac.ma	SPA THERAPY	International Spa and Beauty College (ISBC) www.isbc.com.hk
Spotlight On Spa & Wellness www.spotlightonspa-wellness.com	University College Birmingham www.ucb.ac.uk/home.aspx	Alison Caroline Institute (ACI) www.acicollege.com	Isa Carstens Health and Skin Care Academy www.isacarstens.co.za
Stoke on Trent College www.stokecoll.ac.uk	University of Bedfordshire www.beds.ac.uk	Ananda Spa Institute (ASI) www.anandaspainstitute.com	Mary Reid International Spa Academy www.maryreidspaacademy.com
Success International Health and Skincare Academy www.successinternational.co.za	University of California, Irvine https://uci.edu	Aroma Akademija www.aromaakademija.hr	Nippon Spa College (NISPAAC) www.nispac.jp
Swiss Hotel Management School www.shms.com	University of Derby www.derby.ac.uk	Australian Academy of Beauty & Spa Therapy www.australianacademyofbeautytherapy.com	Orient Spa Academy www.orientspaacademy.com
Szolnok University College www.international.szolfportal.hu	University of Houston www.uh.edu/hilton-college	Axelsons Spa School www.axelsons.se/kontakt/axelsons-spa-school	
	University of Malaga www.uma.es	Barnet and Southgate Collehe www.barnetsouthgate.ac.uk	
	University of Minnesota, Crookston www1.crk.umn.edu		

For full contact details, turn to the Spa Training Directory which starts on p350

Pure Massage Spa
Training Method®
www.spatraining.global

Puretouch Spa Academy
www.studyspa.com

Serena Spa
www.serenaspa.com

The South Pacific Academy
of Beauty Therapy
www.fijisenikaispas.com

Spa Connectors
www.spaconnectors.com

Spa Innovations Pte Ltd
www.spa-innovations.com

SPARK Spa & Wellness Academy
www.learninspark.com

Success International Health
and Skincare Academy
www.successinternational.co.za

Summa Spa Institute
www.summaspa.com

Sydney Beauty Dermal Institute
www.sbdi.com.au

VTCT
www.vtct.org.uk

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

Hair/Beauty & Nails

COSMETOLOGY

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinstitut.net

Australian College of
Beauty Therapy
www.acbt.com.au

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Colegiatura Colombiana de
Cosmetología y Cosmiatría
Tel: +57 4 448 4168

Difference Escuela de
Cosmetología y Alta Peluquería
www.escueladifference.com.ec

ELCES Escuela Latinoamericana
de Capacitación en
Estética Superior
www.elcesedu.com

Elégance Gontard
International School
www.elegance-fr.net

EWI GmbH
www.e-w-i.eu/en/

Friseur- & Kosmetik-
Innung Chemnitz
www.friseurinnung-chemnitz.de

IAPAM International
Association for Physicians
In Aesthetic Medicine
www.iapam.com

International Academy
of Spa Esthetics
www.russiaspas.ru

Jamu Spa School
www.jamuspaschool.com

Northeast Alabama
Community College
www.nacc.edu

ELECTROLYSIS

Academy Canada Career College
www.academycanada.com

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

EPILATION

CIDESCO
www.cidesco.com

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Vio Malherbe
www.viomalherbe.ch

LASER HAIR REMOVAL

Australian Academy of
Beauty & Spa Therapy
www.australianacademyofbeautytherapy.com

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

MAKE-UP

Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Axelsons Spa School
www.axelsons.se/kontakt/axelsons-spa-school

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Bellevue Beauty
Training Academy
www.bellevuebeauty.com.au

MAKE-UP*continued*

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

Difference Escuela de Cosmetología y Alta Peluquería
www.escueladifference.com.ec

ELCES Escuela Latinoamericana de Capacitación en Estética Superior
www.elcesedu.com

Elly Lukas Beauty Therapy College
www.ellylukas.edu.au

Frederique Academy
www.frederiqueacademy.com.hk

Headmasters Academy Pty Ltd
www.headmasters.com.au

International Institute for Anti-Ageing (IIAA)
www.iaa.eu

International Institute of Wellness Studies
www.iivs.co.in/campus.html

Kosmetae
www.kosmetae.com

London College of Beauty Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Marant Cosmética Científica
www.marant.com.mx

Perth College of Beauty Therapy
www.perthcollege.com.au

Seychelles Tourism Academy
www.seychellestourismacademy.edu.sc

Stoke On Trent College
www.stokecoll.ac.uk

Success International Health and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Vio Malherbe
www.viomalherbe.be

VTCT
www.vtct.org.uk

Warwickshire College Group
www.warwickshire.ac.uk

MICRODERMABRASION

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinstitute.net

Boca Beauty Academy LLC
www.bocabeautyacademy.com

EIE MediSpa & Laser Training Centre
www.dreamcareer.ca

NAIL TECHNOLOGY

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Aroma Akademija
www.aromaakademija.hr

Asheville-Buncombe Technical Community College
www.abtech.edu

Bali International Spa Academy
www.balibisa.com

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Bryan College of Applied Health and Business Sciences
www.bryancollege.ca

Camelot International
www.camelotint.co.za

City College Plymouth
www.cityplym.ac.uk

Confederation of International Beauty and Cosmetology CIBTAC
www.cibtac.com

EIE MediSpa & Laser Training Centre
www.dreamcareer.ca

ELCES Escuela Latinoamericana de Capacitación en Estética Superior
www.elcesedu.com

Frederique Academy
www.frederiqueacademy.com.hk

Kosmetae
www.kosmetae.com

London College of Beauty Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

For full contact details, turn to the Spa Training Directory which starts on p350

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Perth College of Beauty Therapy
www.perthcollege.com.au

PHAB Standard Ltd
www.phabstandard.com

Seychelles Tourism Academy
seychellestourismacademy.edu.sc

Spa Innovations Pte Ltd
www.spa-innovations.com

Steiner Training Academy
www.theonboardspa.com

Success International Health
and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

Watpo Thai Traditional
Medical School
www.watpomassage.com

PERMANENT COSMETICS

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Friseur- & Kosmetik-
Innung Chemnitz
www.friseurinnung-chemnitz.de

WAXING

Advance Beauty College
www.advancebeautycollege.com

Australian College of
Beauty Therapy
www.acbt.com.au

Bali International Spa Academy
www.balibisa.com

Barnet and Southgate College
www.barnetsouthgate.ac.uk

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Jamu Spa School
www.jamuspaschool.com

Success International Health
and Skincare Academy
www.successinternational.co.za

Truro and Penwith College
www.truro-penwith.ac.uk

Massage Courses

DEEP TISSUE MASSAGE

Pure Massage Spa
Training Method®
www.spatraining.global

Tip Touch International
www.tiptouch.com

Vio Malherbe
www.viomalherbe.ch

HOLISTIC MASSAGE

International Medical-Spa Institute
www.imsi.co.jp

London Therapists Ltd
www.london-therapists.com

Pure Massage Spa
Training Method®
www.spatraining.global

REMEDIAL MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Australian College of
Natural Therapies (ACNT)
www.acnt.edu.au

SPORTS MASSAGE

Bali International Spa Academy
www.balibisa.com

Vio Malherbe
www.viomalherbe.ch

VTCT
www.vtct.org.uk

SWEDISH MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Alexander School of
Natural Therapeutics
www.secretsofisis.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Bali International Spa Academyt
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Evolution School of
Beauty & Massage
www.evolutionschool.co.nz

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

Jamu Spa School
www.jamuspaschool.com

Jari Jari Spa Training Academy
www.jarijari.com.my

THAI MASSAGE

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

International Training
Massage School
www.itmthaimassage.com

Spa Innovations Pte Ltd
www.spa-innovations.com

Thai Heritage Spa School
www.thaiheritagespa.com

Watpo Thai Traditional
Medical School
www.watpomassage.com

THAI YOGA MASSAGE

deonThai School Yoga Massage
www.deonthaiyoga.com

THERAPEUTIC MASSAGE

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

The Advanced Spa Therapy
Education Certification Council
www.astecc.com

Algonquin College of Applied
Arts and Technology
www.algonquincollege.com

Asheville-Buncombe Technical
Community College
www.abtech.edu

Australian College of
Natural Therapies (ACNT)
www.acnt.edu.au

Axelsons Spa School
www.axelsons.se

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Bryan College of Applied Health
and Business Sciences
www.bryancollege.ca

Camelot International
www.camelotint.co.za

Centennial College
www.centennialcollage.ca

Chiva-Som International Academy
www.chivasomacademy.com

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

deonThai School Thai
Yoga Massage
www.deonthaiyoga.com

Ecole des Spas et
des Instituts ESI
www.esi-paris.com

Elly Lukas Beauty
Therapy College
www.ellylukas.edu.au

Esalen Institute
www.esalen.org

The Giving Touch
www.himalayanhealers.org

Healing Hands International
Massage Academy
www.healinghands.co.za

Houston School of Massage
www.houstonschoolofmassage.com

International Academy
of Spa Esthetics
www.russiaspas.ru

Jamu Spa School
www.jamuspaschool.com

Jari Menari
www.jarimenari.com

National University of
Health Sciences
www.nuhs.edu

Northeast Alabama
Community College
www.nacc.edu

Pure Massage Spa
Training Method®
www.spatraining.global

Sandhills Community College
www.sandhills.edu

The Shiatsu School
www.theshiatusschool.com

The South Pacific Academy
of Beauty Therapy
www.fijisenikaspas.com

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Spa Vargas School of
Massage Therapy
www.spavargasuniversity.com

Steiner Education Group (SEG)
www.steinered.com

Success International Health
and Skincare Academy
www.successinternational.co.za

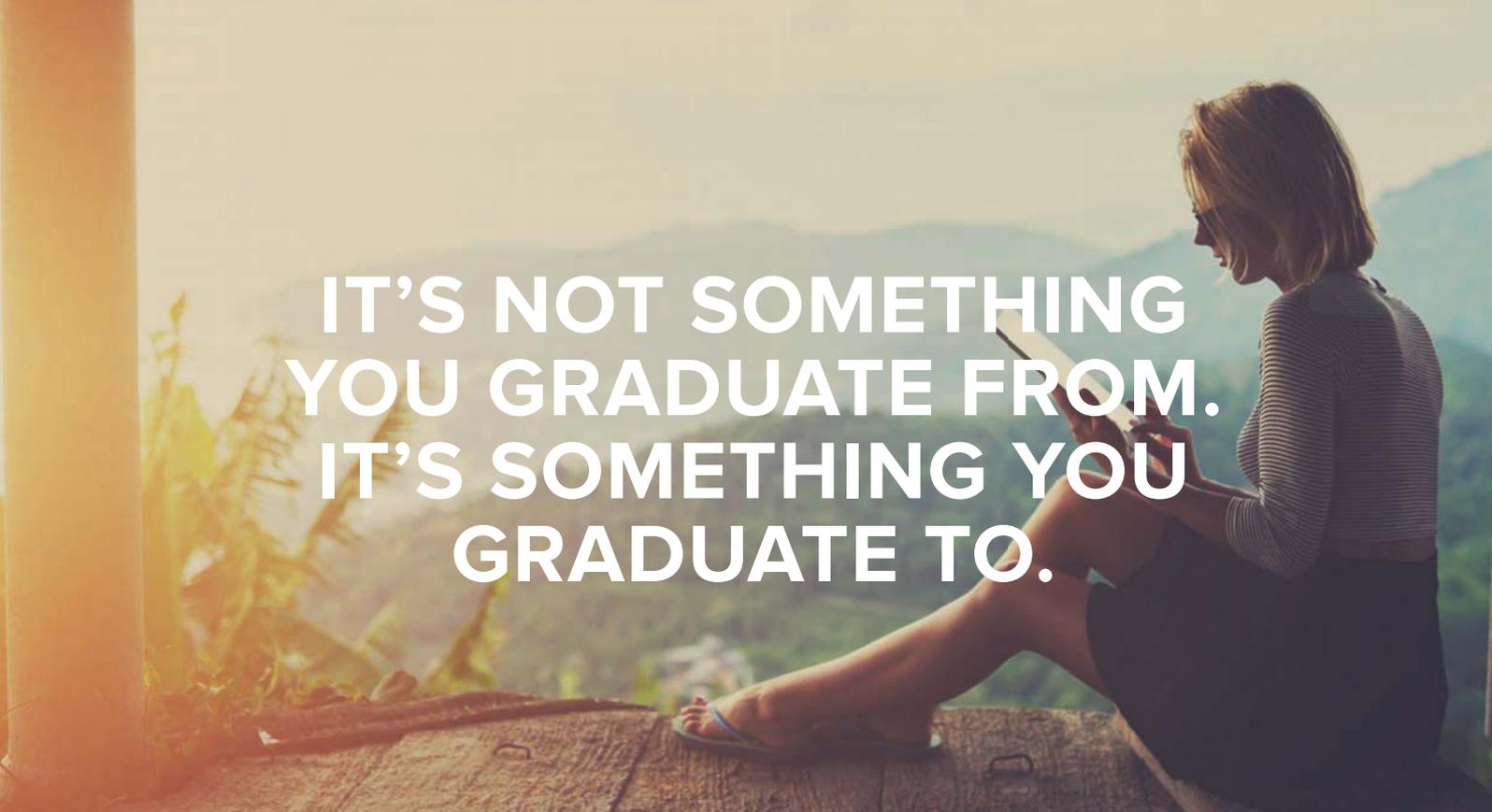
Suffolk New College
www.suffolk.ac.uk

TAFE Queensland South West
www.tafesouthwest.edu.au

Touch Research Institute
www.miami.edu/touch-research

Truro and Penwith College
www.truro-penwith.ac.uk

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de



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YOU GRADUATE FROM.
IT'S SOMETHING YOU
GRADUATE TO.



ISPA Academy was built to provide next-level business education, research, and resources to help spa professionals make the most well-informed business decisions possible. Join the International SPA Association and take full advantage of the ISPA Academy and other great member benefits.

experienceispa.com/ispa-academy

Trade Associations

Our Trade Associations section gives up-to-date details of national spa associations and organisations around the world. We've split them up into global regions and countries for ease of reference, with those representing spas across the world appearing at the end

AFRICA

Spa & Wellness Association of Africa (SWAA)

www.swaafrika.org

Region represented: Africa

Works with national and regional tourism boards, educational institutions and operators to set quality standards and encourage education and preventative health measures in the industry in Africa. It's goal is to represent all spa trade associations on the continent.

MOROCCO

Moroccan Spa Association (A-SPA-MAROC)

Email: aspamaroc@gmail.com

Country represented: Morocco

Represents Moroccan spa operators, architects and product vendors on matters related to government legislation and tourism. Provides a platform for professional discussion.

SOUTH AFRICA

South African Spa Association

www.saspaassociation.co.za

Country represented: South Africa

Established to build consumer confidence in spa therapies with its certification system and to introduce other programmes, such as benchmarking schemes, to support industry growth.

ASIA-PACIFIC & AUSTRALASIA

AUSTRALIA

Australasian Wellness Association (AsWell)

www.australasianwellnessassociation.com

Region represented: Australasia

With a fresh board headed by Professor Marc Cohen, AsWell is a key industry association in Australasia. It aims to create connections and foster wellness in the region by providing an integration platform for a diverse sector ranging from practitioners and businesses to disease advocacy and support groups and government organisations.

Australian Association of Massage Therapists (AAMT)

www.aamt.com.au

Region represented: Australasia

Upholds, promotes and educates about best practice in the field of massage therapy. Represents over 7,500 massage therapists and also maintains a register of qualified member practitioners.

BALI

Bali Spa & Wellness Association

www.balispawellness-association.org

Region represented: Bali

Develops and promotes Bali's spa offerings via education, growth initiatives and regular spa professional gatherings.

CHINA

China Spa Association

www.chinaspaassociation.com

Country represented: China

Develops and promotes the spa, health and aesthetics industries in China. Members benefit from educational workshops, newsletters with industry updates, regular meetings and events, as well as the chance to network with members of other international spa bodies.

INDIA

Indian Spa and Wellness Association (ISWA)

www.iswa.co.in

Country represented: India

Addresses concerns on standardisation, training and education. Also champions traditional healing systems such as ayurveda and yoga. Its goal is to be recognised as the sole voice representing the industry in government bodies, the media and other organisations.

Spa Association of India (SAI)

www.spaassociationofindia.in

Country represented: India

Key goal is to set up a system of training accreditation in India, along with developing and maintaining overall standards. Works with tourism boards, operators, manufacturers and distributors to set quality standards and encourage education.

Spa & Wellness Association of India (SWAI)

www.spaandwellnessassociation.com

Country represented: India

Serves the industry through a number of core competencies: the preservation and protection of India's traditional therapies; education; government advocacy; tourism promotion; commerce activities; research/statistics; and media relations.

■ JAPAN

The Federation for Japanese Spa Associates

www.j-spa.jp

Country represented: Japan

Aims to contribute to the development of its members and the industry in general.

Japan Ryokan Association

www.ryokan.or.jp

Country represented: Japan

Oversees facility members – comprising 1,200 top ryokans – to ensure safe and reliable accommodation.

Nippon Spa Association (NSPA)

www.n-spa.org

Country represented: Japan

Formed in 2002 to represent all types of spas in Japan. Main purpose is to promote the benefits of spas and treatments to the public. Also has a Spa Advisor Test to help raise spa and therapist standards.

■ KOREA

Korean Spa Society (KORSPA)

cafe.naver.com/korspa

Country represented: Korea

Community of spa professionals in Korea which serves as an instrument for the exchange of ideas and to connect members.

■ MALAYSIA

Association of Malaysian Spas (AMSPA)

www.amspa.org.my

Country represented: Malaysia

AMSPA's mission to become a 'voice of wellness' and act as a central body for the area's up and coming spa industry. Works with the country's tourism ministry on a national spa rating system.

Malaysian Association Of Wellness & Spa

www.mawspa.org

Regions represented: Malaysia and south-east Asia

A non-profit organisation, established to promote and to develop the spa and wellness industry in Malaysia through public educational seminars, the distribution of printed materials, and other interactive events.

■ THE PHILIPPINES

Spa & Wellness Association of Cebu (SWAC)

<http://lei.sr?a=G8h4g>

City represented: Cebu

Wellness industry body recognised by the business community and government in Cebu. Its goal is to analyse sector growth and to help it realise its full potential.

■ SINGAPORE

Spa Association Singapore

www.spaassociation.org.sg

Country represented: Singapore

Represents spa operators across Singapore. Works closely with the country's tourism, licensing and economic bodies with a view to helping member spas develop their businesses.

Spa & Wellness Association of Singapore (SWAS)

www.spaandwellness.org

Regions represented: Singapore and Asia

Creates growth opportunities for members via monthly networking sessions, trade shows and educational programmes.

■ TAIWAN

Taiwan Spa Association

Country represented: Taiwan

www.tspa.tw

■ THAILAND

Phuket Spa Association (PSPA)

www.spaphuket.org

Region represented: Phuket

PSPA represents members of the spa and wellness industries in Phuket to promote growth, professionalism and awareness to the industry and the community.

Samui Spa Association

www.samuispaassociation.com

Region represented: Samui

Samui Spa Association has been founded as a non-profit organisation to promote, support, develop and create liaison between Samui's spas.

Thai Lanna Spa Association

www.thailannaspaassociation.com

Thai Spa Association (TSPA)

www.thaispaassociation.com

Country represented: Thailand

One of the top spa industry associations in Asia. Commissions annual research, organises the World Spa & Well-being Convention and sets up many other networking and educational for its members on a regular basis. ▶

TRADE ASSOCIATIONS

CENTRAL & SOUTH AMERICA

■ ARGENTINA

Association of Argentinian Spas (AAS)

www.asociacionspa.org

Country represented: Argentina

Represents spa operators, professionals and suppliers. Provides training and promote the benefits of a spa experience.

■ BRAZIL

Association of Brazilian Clinics & Spas (ABC Spas)

www.abcs spas.com.br

Country represented: Brazil

Puts on events, attracts investors and fosters local spa developments for the greater good of the Brazilian spa market.

Brazilian Wellness Association (ABQV)

www.abqv.com.br

Country represented: Brazil

Main objective is champion corporate wellness programmes and develop partnerships and agreements with important entities in Brazil.

■ THE CARIBBEAN

Caribbean Spa Association (CSPA)

www.caribbeanspaa.com

Region represented: the Caribbean

New association comprising an expanding group of business professionals dedicated to growing the sector.

Caribbean Spa & Wellness Association (C-SWA)

www.caribbeanspawellness.com

Region represented: the Caribbean

Promotes the growth of the industry in the region through training and education.

EUROPE

European Spas Association (ESPA)

www.espa-ehv.com

Countries represented: 20 across Europe

Umbrella body for 20 national spa bodies in Europe. Has a certification system and quality standards guide for medical spa and wellness providers across the continent.

European Historic Thermal Towns Association (EHTTA)

www.ehtta.eu

Countries represented: 11 across Europe

Aims to protect and enhance the thermal, artistic and cultural heritage in Europe.

■ BULGARIA

Bulgarian Union of Balneology and Spa Tourism (BUBSPA)

www.bubspa.org

Country represented: Bulgaria

Presents and promotes Bulgaria as a modern spa and wellness destination.

National Association for Spa & Wellness Tourism (NAST), Bulgaria

Email: nast.bulgaria@mail.bg

Country represented: Bulgaria

Works to protect the use of natural resources in spas across Bulgaria and promote spa tourism. Members comprise high-end spa facilities and suppliers.

International Spa & Tourism Association (ISPAT)

www.ispam.biz

■ CROATIA

Wellness & Fitness Association of Croatia (WUH)

www.wuh.hr

■ CYPRUS

Cyprus Spa Association

www.cyprusspaassociation.com

Country represented: Cyprus

Works with Cyprus' spa industry to protect and develop the reputation of the country as a spa destination.

■ THE CZECH REPUBLIC

Association of Czech Spas

www.jedemedolazni.cz/en/

Country represented: Czech Republic

Represents spa towns and municipalities in the Czech Republic.

Czech Association of Wellness

www.spa-wellness.cz

Country represented: Czech Republic

Promotes wellness by publications and shows; monitors certification bodies; and creates training courses.

Czech Healing Spa Association

www.lecebne-lazne.cz/en

Country represented: Czech Republic

Members include over 40 health spas which must meet strict quality criteria.

■ ESTONIA

Estonian Spa Association (ESPAL)

www.estonianspas.eu

■ FRANCE

National Council of Thermal Operators (CNETH)

www.medicinethermale.fr

Country represented: France

Represents almost all thermal spa facilities in France and works with the government to improve the recognition of thermal medicine.

Thermal and Climate Federation of France (FTCF)

www.federationthermale.org

Country represented: France

Its role is to unite hydrotherapy stakeholders in France, including thermal spa operators and regional thermal federations.

French Spa Association (Spa-A)

www.spa-a.com

Country represented: France

Ethics, quality and professionalism is the main focus of Spa-A which comprises owners, experts and managers in the French spa and wellbeing sector. It launched a Spa Quality Charter, which covers hygiene, staff and infrastructure standards across 50 criterion, six years ago. Forty-two facilities are certified under the charter to date.

■ GERMANY

German Spa Association (DHV)

www.deutscher-heilbaederverband.de

Country represented: Germany

Comprises federal state spa associations, the Association of German Spa Doctors and the Academy of Balneology and Climatology. Represents the shared interests of its members at national, European and international level, promoting science, research and training in the spa industry and health tourism and creating and monitoring quality and certification standards across Germany.

German Wellness Association (DWV)

www.wellnessverband.de

Country represented: Germany

DWV serves both spa-goers and operators. In cooperation with German Wellness Inc, it develops quality, recognised standards.

www.spahandbook.com

■ GRAN CANARIA

Gran Canaria Spa, Wellness & Health

www.grancanariawellness.com

Region represented: Gran Canaria

Aims to position the island as a major wellness tourism destination by highlighting the quality of its natural resources, products and establishments. Backed by the local tourist board.

■ GREECE

Hellenic Association of Municipalities with Thermal Springs

www.thermalsprings.gr

Country represented: Greece

Association to support and aid the development of its members in the field of spa-medical tourism.

Spa Managers Club of Greece (SMCG)

www.spamanagers.gr

Country represented: Greece

Showcases the high standards of quality and service in Greek spas and provides education and professional development opportunities for members.

■ HUNGARY

Budapest Spas Inc

www.spasbudapest.com

City represented: Budapest

Organisation which draws attention to the numerous thermal baths located in Hungary's capital city.

Hungarian Baths Association

www.furdoszovetseg.hu

Country represented: Hungary

Group of economic organisations and managers responsible for operating bath facilities. It has 186 members.

Hungarian Marketing Association for Health Tourism

www.meme.hu

Country represented: Hungary

The association promotes the country's thermal and wellness bath facilities, hotels and related services to domestic and international markets.

■ ICELAND

The Iceland Spa Association

www.visitspas.eu/iceland

■ IRELAND

Ireland Active

www.irelandactive.ie

Country represented: Ireland

Government-funded body representing leisure managers – including those overseeing spa facilities – in Ireland.

■ ITALY

Federterme

www.federterme.it

Country represented: Italy

Italian federation of the curative thermal and mineral water industries, serves as a hub for sector news and research.

■ LITHUANIA

National Spa Association of Lithuania

www.spalietuva.lt

Country represented: Lithuania

Regulates marketing and sets treatment standards across the country's spa sector, and educates the public about the spa philosophy as a way of life. This year it opened its annual massage championship – previously limited to participants from Lithuania – to other European countries. ►

TRADE ASSOCIATIONS

■ MONTENEGRO

Medical Spa Association of Montenegro (MSPAA)

www.medicalspacg.blogspot.com

Country represented: Montenegro

Involved with the promotion and development of health, wellbeing and medical spa facilities in Montenegro.

■ THE NETHERLANDS

Dutch Spa & Wellness Association (DSWA)

www.dswa.nl

Country represented: the Netherlands

DSWA aims to support entrepreneurs in the spa and wellness sector with knowledge and to stimulate and contribute to its further development and professionalism. One of its major projects is to reposition the country's spas from curative to preventative wellness centres as it believes this is where the most consumer demand is.

■ POLAND

Association of Polish Spa Communities

www.sgurp.pl/en/

Country represented: Poland

Supports, educates and protects the Polish spa industry and champions its spa tourism offering in Europe.

European Spa Foundation, Poland

www.fundacjaspa.pl

Country represented: Poland

The main objective of the foundation is to provide spa professionals with reliable research and analysis that will not only help them understand the spa market but provide relevant business solutions. Also offers educational programmes and organises industry events.

■ PORTUGAL

Portuguese Spas Association (ATP)

www.termasdeportugal.pt

Country represented: Portugal

Has 38 associate members and seeks to develop the country's thermal water sources and spas technically, economically and socially. Celebrates its 20th anniversary in 2016.

■ ROMANIA

The Romanian Organisation of Spa Owners (OPTBR)

www.romanian-spas.ro

Country represented: Romania

Has 62 health resort members, representing most of Romania's spas, and works to promote the spa sector to domestic and international tourists.

■ RUSSIA

National Guild of Spa Experts

www.russiaspas.ru

Country represented: Russia

Has two committees, one to oversee and another to market its guild of spa experts and aesthetic academy.

Spa & Wellness International Council (SWIC)

www.1swic.ru

Regions represented: Russia and the CIS

Promotes the concept of a healthy lifestyle to assist the development of the spa sector in Russia and the CIS. Headed by spa consultant Elena Bogacheva, the council has been instrumental in getting the Russian government to drop its restrictive classification system in which beauty and spa treatments were considered medical procedures.

■ SERBIA

Serbian Spas Association

www.serbianspas.org

Country represented: Serbia

Oversees the improvement and preservation of the traditional mineral spa resorts known as banjas. Encourages research into the scientific application of Serbia's natural therapeutic resources.

■ SLOVAKIA

Slovakian Spas Association

www.balneotherma.sk

Country represented: Slovak Republic

Deals with business projects for spa resorts and clinics and provides personnel training. Offers expertise on the country's natural healing sources – waters, muds and climate; and audits medical spa departments. Also promotes Slovak spas to travel agencies in America, Canada and Europe.

■ SLOVENIA

Slovenian Spas Association/Skupnost Slovenskih Naravnih Zdravilišč (SSNZ)

www.slovenia-terme.si

Country represented: Slovenia

Tourism body marketing the country's 14 state-verified natural/thermal spas.

■ SPAIN

Asociación Nacional de Balnearios (ANBAL)

www.balnearios.org

Regions represented: Spain and the Balearic Islands

ANBAL currently has 60 public mineral spa members and its primary objective is to promote and defend the interests of the sector. ▶

■ SWEDEN

Swedish Spa Hotels

www.svenskaspahotell.se

Country represented: Sweden

Association members include high-quality spa facilities which meet its criteria. It focuses its attention on industry standards; staff development; employer issues and policies; benchmarking; networking and marketing.

■ SWITZERLAND

Spas and Spa Hotels Switzerland

www.kuren.ch

Country represented: Switzerland

Organisation representing the interests of rehabilitation clinics, spas, health spas and hotels across Switzerland.

■ UKRAINE

Ukrainian Spa Association

www.facebook.com/UASPA/notes

Country represented: Ukraine

National body created to increase the popularity of the Ukrainian spa industry. On a mission to raise the level of professional education; organise conferences and seminars; to serve as a platform for an exchange of ideas; and to conduct market research.

■ UNITED KINGDOM

British Association of Beauty & Cosmetology (BABTAC)

www.babtac.com

Countries represented: UK and Ireland

Organisation for professionals working in the beauty, hair, holistic and sports therapy industries in the UK. Has over 10,000 members and offers insurance.

Federation of Holistic Therapists (FHT)

www.fht.org.uk

Countries represented: UK and Ireland

Not-for-profit body for complementary, holistic beauty and sports therapists in the UK and Ireland. Offers a quarterly membership magazine covering a range of topics and provides access to seminars and workshops, a training congress and online learning.

Habia

www.habia.org

Country represented: UK

Habia is recognised by the UK government as the body which sets standards and qualifications for the hair and beauty sector. Any national funding for the industry comes via Habia. Importantly, it has developed a register for spa, nail and beauty qualifications.

UK Spa Association (UKSA)

www.spa-uk.org

Regions represented: UK and Ireland

Main organisation in the UK dedicated to spa facilities, suppliers and service providers. Arranges numerous networking events and has a nationwide benchmarking scheme (see p100).

MIDDLE EAST

■ TURKEY

Health & Natural Therapies Association

www.madoted.org

Country represented: Turkey

On a mission to highlight and improve the practice of natural health and natural therapies across Turkey by putting on a series of congresses, symposia, courses and seminars.

Turkish Spas Thalasso and Health Resorts Association (TURKSPA)

www.spa-turkey.com

Country represented: Turkey

Represents spa, thalassotherapy and other curative facilities across Turkey. Goals include protecting the common interests of these operators, as well as modernising and promoting new facilities.

NORTH AMERICA

■ CANADA

Association Québécoise des spas (AQS)

www.associationquebecoisedesspas.com

Region represented: Québec

Created in 2012 to mobilise and represent the spa industry in Quebec and its 21 tourist regions.

Leading Spas of Canada

www.leadingspasofcanada.com

Country represented: Canada

Provides support for the development of the Canadian spa industry and the promotion of Canada as a global spa destination. Represents all types of spas, schools and suppliers in the country

Ontario's Finest Spas

www.ontariosfinestinnns.com

Ontario's Premier Spas

www.ontariospremierpas.com

Spas Relais santé

www.spasrelaissante.com

Region represented: Québec

An alliance and marketing consortia of Québec spas. Members must meet a strict criteria for excellence which includes annual mystery shops. ►

TRADE ASSOCIATIONS

UNITED STATES OF AMERICA

American Massage Therapy Association (AMTA)

www.amtamassage.org

Country represented: USA

Has over 56,000 massage therapist, student and school members. Calls for fair licensing of massage in all US states, actively supports research on massage and offers networking opportunities.

The Arizona Spa & Wellness Association

www.azspawell.com

California Spa Association

www.californiaspaassociation.com

Dallas Fort Worth Spa Association

<http://lei.sr?a=i8T5V>

Hawaii Spa Association (Hi-Spa)

www.hi-spa.com

Las Vegas Spa Association (LVSA)

www.lvspas.com

New York Spa Alliance (NYSPA)

www.ny-spa.net

Salt Therapy Association (STA)

www.salttherapyassociation.org

Country represented: USA

Provides resources, research and standards to create awareness about salt therapy.

The Spa Association (SPAA)

www.thespaassociation.com

Country represented: USA

Provides information, resources and education in the US spa industry.

Washington Spa Alliance (WSPA)

www.washingtonspaalliance.com

WORLDWIDE

Comité International D'Esthétique et de Cosmétologie (CIDESCO)

www.cidesco.com

Regions represented: Countries worldwide

Recognised for its high-quality, international training standards and centres around the world.

Day Spa Association (DSA)

www.dayspaassociation.com

Regions represented: Countries worldwide

Serves as a business resource for spa industry professionals through its educational seminars, research studies and publications.

Global Wellness Institute (GWI)

www.globalwellnessinstitute.com

Regions represented: Countries worldwide

Umbrella organisation for the global spa and wellness arena formed to attract outside investment to support industry growth. Encompasses the sub-brands of the Global Wellness Summit, the Global Wellness Tourism Congress and research-focused platform wellnessevidence.com. Supports a number of initiatives (see p82) which are all focused on driving change and moving the sector forward.

Green Spa Network (GSN)

www.greenspanetwork.org

Regions represented: Countries worldwide

GSN's educational events and member greening tools support those in the health, wellness and beauty community on the road to planet friendly business operations. In 2015, it announced that it is to offer its spa greening resources to members of other regional spa associations across the US for free to help encourage eco-practices.

Hydrothermal Spa Forum

www.hydrothermal-spa-forum.com

Regions represented: Countries worldwide

An alliance of wet and heat experience firms which aims to develop technical quality standards. Responsible for the 2013 *Guide to Hydrothermal Spa Development Standards*.

International Health and Wellness Alliance (IHWA)

www.ihwa.co

Regions represented: Countries worldwide

Owners of top destination spas who are devoted to educating the world about wellness as a whole and the evidence-based approaches they offer.

International Medical Spa Association (IMSA)

www.dayspaassociation.com/imsa

Regions represented: Countries worldwide

Helps the industry with clinical education, practice management, workshops, legislative watch, malpractice insurance, risk management and legal support.

International Society of Medical Hydrology and Climatology (ISMH)

www.ismh-direct.net

International Spa Association (ISPA)

www.experienceispa.com

Regions represented: Countries worldwide

Global voice of the spa industry which helps foster spa professionalism and growth in a number of ways. Publishes research each year about the performance of the US spas (see p112) and its annual conference is a key event for industry leaders. Currently working with the GWS to develop standards for spa manager internships and a recognisable career path for therapists.

ELEVATE 2018 – Showcasing active health innovations

Elevate is the most cost-effective route to the UK physical activity market, estimated at over £4bn.

The 2017 State of the UK Fitness Industry Report announced that UK gym memberships grew by more than 5% to 9.7m.

This increase in demand and wide diversity in training techniques, has meant that it is now more important than ever for Spas and Wellness Centres to keep up with trends, in this sector.

In 2017 Elevate welcomed 4,187 attendees including senior spa owners and managers, wellness centre staff and health practitioners looking to source the latest products, network and attend a wide-range of free-to-attend seminars and debates focused on active health for all.

GO TO ELEVATEARENA.COM TO VIEW
THE VIDEO HIGHLIGHTS FROM 2017

SIGN UP ONLINE NOW TO REQUEST
MORE INFORMATION –

WWW.ELEVATEARENA.COM

6,000 ATTENDEES

200+ EXHIBITORS



“It was a fantastic place to get our product in front of decision makers from a lot of different sectors”

Tracy Morrell,
Company Director,
React Fitness

40 FREE-
TO-ATTEND
SEMINAR
SESSIONS



230+
SPEAKERS



Events calendar

Conferences, networking events and trade shows for spa and wellness professionals in the year ahead

SEPTEMBER 2017

7-9 SEPTEMBER 2017

Annual SWAA Conference

Heritage Le Telfair Resort, Mauritius

Annual conference for those interested in the spa and wellness industry in Africa.

www.spaassociationofafrica.com

10-13 SEPTEMBER 2017

SpaTec Fall North America

Estancia La Jolla Hotel & Spa, San Diego

An intimate, results-oriented setting bringing together key spa operators.

www.spatevents.com/northamerica-fall

14-16 SEPTEMBER 2017

SpaChina Summit & Awards

Fairmont Chengdu, China

Three days of speaker sessions and opportunities for networking at this Chinese spa event. Incorporates the SpaChina Awards which recognises regional leaders and innovators.

www.spachina.com

15-19 SEPTEMBER 2017

Cidesco World Congress

Taj Lands End, Mumbai, India

Interact and network with people – including manufacturers, distributors, products, salon chains, spa chains and brands – across the beauty industry at this annual international event.

www.cidescocongress2017.com



GWS co-chairs, chair and hosts announce the location of this year's Summit at The Breakers

18-19 SEPTEMBER 2017

Professional Beauty Mumbai

Bombay, India

An industry gathering featuring education, seminars, competitions, networking, product launches, demonstrations and more. Product focus includes sections on hair, nails, skin and spa.

www.professionalbeauty.in

20-23 SEPTEMBER 2017

Termatalia

Ourense, Galicia, Spain

The Termatalia exhibition, symposium, and international meeting focusing on thermal water, which includes a trade fair, conference and tour of area thermal sites.

www.termatalia.com

21-22 SEPTEMBER 2017

Spafest

Newquay, Cornwall, UK

Held for the first time this year, Spafest gathers international figures in the spa industry for a series of workshops and talks with a focus on corporate and social responsibility and the triple bottom line.

www.beyondbeautyasean.com

24-25 SEPTEMBER 2017

IESC Florida

Broward County Convention Center

Fort Lauderdale, Florida

Spa professionals can learn about the latest trends and newest techniques emerging in the market.

www.iesc.com/fl

OCTOBER 2017

1-2 OCTOBER 2017

[Olympia Beauty](#)

Grand Hall, Olympia, London, UK

UK beauty industry exhibition.

www.olympiabeauty.co.uk

9-11 OCTOBER 2017

[Global Wellness Summit](#)

The Breakers, Palm Beach, Florida

This key event gathers leaders and visionaries to shape the future of the global wellness industry. This year's theme, 'the business of living a well life', looks at how changing demographics and new business models will affect the industry. www.globalwellnesssummit.com

16-18 OCTOBER 2017

[ISPA Conference & Expo](#)

Mandalay Bay, Las Vegas, US

The International Spa Association's annual gathering offers three days of speaker presentations on a wide range of topics such as business strategy, customer service and management, plus an expo for spa and beauty suppliers. www.experienceispa.com

17-20 OCTOBER 2017

[Piscina & Wellness Barcelona](#)

Gran Via Centre, Barcelona, Spain

A trade show for wellness and swimming pools, which features a 740sq m on-site wellness spa experience.

www.piscinawellness.com

www.spahandbook.com

28-31 OCTOBER 2017

[Spatec Middle East](#)

Ritz-Carlton Abu Dhabi, UAE

Middle East spa operators meet with domestic and international suppliers for set one-to-one meetings.

www.spatecevents.com/middleeast

NOVEMBER 2017

6-8 NOVEMBER 2017

[Sustainable Cosmetics Conference](#)

Paris, France

Sustainable sourcing, green formulations, and social impacts.

www.sustainablecosmeticssummit.com

14-15 NOVEMBER 2017

[Spa Life UK](#)

Hilton Birmingham Metropole, UK

Spa event for the UK with a conference, supplier showcase, networking and the UK's Good Spa Guide award winners.

www.spa-life.co.uk

ISPA chair Todd Shaw at last year's event, which featured speakers and a trade show



14-17 NOVEMBER 2017

[Cosmoprof Asia](#)

Hong Kong Convention & Exhibition Centre

and AsiaWorld Expo, Hong Kong

Business-to-business show featuring cosmetics and toiletries, natural health, beauty salon, salon and nails. Brings together close to 2,700 exhibitors in a 98,000sq m exhibition area with 70,000 visitors from all over the world.

www.cosmoprof-asia.com

16 NOVEMBER 2017

[ENSPA \(European Natural Spas & Wellness Conference\)](#)

Radenci Spa & Health Resort

Radenci, Slovenia

One-day conference with a focus on the healing properties of thermal water.

www.en-spa.eu

17-19 NOVEMBER 2017

[SpaCE \(Spas of Central Europe\)](#)

Radenci Spa & Health Resort

Radenci, Slovenia

Featuring spas and wellness centres from Central European countries.

www.spa-ce.si

LISTINGS

23-24 NOVEMBER 2017

European Health Prevention Day

Wiesbaden, Germany

Being held for the first time in 2017. Experts from across Europe will share insights from the perspective of health insurance companies, tour operators, service providers and associations.
www.ehp-day.eu

27-29 NOVEMBER 2017

Saudi Health & Beauty

Al-Faisaliah Hotel, Riyadh, Saudi Arabia

Saudi Arabia's international health, beauty and wellness exhibition, which attracts distributors, wholesalers, retailers, salon owners, hair stylists, makeup artists and buyers.
www.saudihealthandbeauty.com

The World Spa & Wellness Convention includes an industry conference and trade show



JANUARY 2018

18-21 JANUARY 2018

Les Thermalies

Carrousel du Louvre, Paris, France

Water and wellness show with a focus on thermal spas and thalassotherapy.
www.thermalies.com

27-29 JANUARY 2018

International Salon and Spa Expo

Long Beach Convention Center, California

A cash-and-carry, professionals-only event from the Professional Beauty Association.
www.probeauty.org/isselb

30 JANUARY - 1 FEBRUARY 2018

Spatex

Ricoh Arena, Coventry, UK

UK exhibition for the wet leisure sector. Includes pool and heat experience firms.
www.spatex.co.uk

FEBRUARY 2018

5-6 FEBRUARY 2018

Professional Beauty GCC

The Meydan, Dubai

Brings together beauty, hair and spa brands in the Middle East.
www.professionalbeautygcc.com

8-10 FEBRUARY 2018

Intercharm Professional

ExpoForum, St Petersburg, Russia

International exhibition of cosmetics and beauty salon equipment in Russia.
www.intercharmspb.ru/en/

21-23 FEBRUARY 2018

ForumPiscine

Bologna Fiera, Bologna, Italy

Three-day congress focusing on pool systems – from large public facilities to those in spas. Runs alongside fitness industry event ForumClub.
www.forumpiscine.it

FEBRUARY 2018

BeautyAsia

Suntec Singapore, Singapore

Exhibition for beauty and wellness professionals showcasing cosmetic, fragrance, skin and haircare products, equipment and packaging.
www.beautyasia.com.sg

25-26 FEBRUARY 2018

World Spa & Wellness Convention

ExCeL, London, UK

International spa figures convene for two days of talks and networking, along with an industry conference.
www.worldspawellness.com



GLOBAL WELLNESS SUMMIT 2017

THE BREAKERS PALM BEACH, FL, USA | OCTOBER 9-11

Thought Leadership and Palm Trees

Be part of a unique gathering of industry experts
and be among the first to learn the latest global trends.

And do it under the swaying palm trees.

REGISTER AT
GLOBALWELLNESSSUMMIT.COM

LISTINGS

MARCH 2018

4-6 MARCH 2018

IECSC New York

Javits Convention Center, New York, USA

See products, trends and new techniques at this spa and beauty show.

www.iecsc.com/ny

5-6 MARCH 2018

Healing Summit

Berlin, Germany

Inspirational talks for like-hearted professionals organised by the Healing Hotels of the World consortia.

www.healinghotelsoftheworld.com

9-11 MARCH 2018

Beauty Düsseldorf

Messe, Düsseldorf, Germany

Beauty show with brands from around 40 countries, plus workshops and seminars.

www.beauty.de

11-14 MARCH 2018

Green Spa Congress

Carmel Valley Ranch, California, US

The 10th anniversary of this event that gathers eco-minded spa professionals to find out about the latest sustainability innovations and issues.

www.greenspanetwork.org

15-16 MARCH 2018

Asia Pacific Spa & Wellness Coalition Roundtable

Singapore

Presentations and roundtable organised by the regional nonprofit group.

www.apswc.org

15-18 MARCH 2018

Cosmoprof Worldwide

Bologna, Italy

One of the world's biggest beauty trade fairs. Features a two-day spa symposium.

www.cosmoprof.com

26 MARCH 2018

Washington Spa Alliance Symposium

Washington DC, USA

An interactive day-long event for national and international spa professionals.

www.washingtonspaalliance.com

APRIL 2018

12-14 APRIL 2018

Beauty Eurasia

Istanbul Expo Center, Istanbul, Turkey

Close to 300 beauty, cosmetic and hair exhibitors showcasing the latest developments in the beauty sector, attracting visitors from 100 countries.

www.beautyeurasia.com

22-25 APRIL 2018

Arabian Travel Market

Dubai International Convention and Exhibition Centre, Dubai, UAE

A leading global event for the Middle East travel industries with a wellness section.

www.arabiantravelmarket.wtm.com

25-27 APRIL 2018

Intercharm Professional

Crocus Expo, Moscow, Russia

Over 2,500 cosmetic and equipment suppliers exhibit at this trade show for the Russian beauty sector.

www.intercharmpro.ru

28-30 APRIL 2018

IECSC Chicago

McCormick Place, Chicago, US

The newest addition to the IECSC portfolio, co-located with America's Beauty Show. Industry professionals from the Midwestern region of the US gather for tradeshow and educational sessions.

www.iecsc.com/chicago



The Healing Summit features talks about the business of healing and a caring economy

30 APRIL-1 MAY 2018

ESI Toronto

Toronto, Canada

Spa, aesthetic and medical professionals visit this show and conference in Toronto.

www.spa-show.com

MAY 2018

8-10 MAY 2018

Beautyworld Middle East

Dubai, UAE

Trade show and networking event for beauty, wellbeing, haircare and fragrance professionals in the Middle East.

www.beautyworldme.com

14-16 MAY 2018

Beautyworld Japan Tokyo

Tokyo, Japan

Main show in the Beautyworld Japan series, gathering over 620 exhibitors and over 73,000 visitors. Boasts the latest beauty products, equipment, techniques and services from across the country.

www.beautyworldjapan.com

15-17 MAY 2018

Asia Pool & Spa Expo

Guangzhou, China

Industry trade fair for swimming pools, spas, saunas, baths, water features, and water parks, held at the Poly World Trade Center Expo.

www.poolspabathchina.com

14-16 MAY 2018

Spa Life International, Germany

Gesundheitresort Freiburg, Germany

The popular Spa Life programme expands to Germany with a two-day conference plus a buyer & supplier meetings forum.

www.spa-life.eu

www.spahandbook.com



The Forum Hotel & Spa brings together spa and hotel professionals for one day in Paris

MAY 2018

China Beauty Expo

Shanghai New International Expo Center
Shanghai, China

Platform for global cosmetic firms entering the Asian beauty market, celebrating its 22nd year in business. Features more than 250,000sq m of exhibition space and 3,000 exhibitors, including more than 1200 international brands. Some 350,000 trade visitors are expected.

www.chinabeautyexpo.com

MAY 2018

European Spa Congress

Domburg, The Netherlands

Spa conference with professional presentations and discussions within the frame of innovation for medical spas and health resorts in Europe. Brings together representative country organisations from across Europe for education sessions and networking.

www.europeanspas.eu

JUNE 2018

7 JUNE 2018

Forum Hotel & Spa

Paris, France

Panel discussions and educational sessions at this one-day forum bring together hotel and spa professionals. The winner of the Black Diamond Award for the best spa manager is also announced.

www.forumhotspa.com

9 JUNE 2018

Global Wellness Day

A worldwide health and wellness movement to encourage people to change one aspect of their lives for the better for that day and hopefully thereafter. Championed by ambassadors, the majority of who come from the spa industry, based in more than 100 countries.

www.globalwellnessday.org



Spatec Europe brings industry suppliers and buyers together for meetings and networking

17 JUNE 2018

Professional Beauty Belfast Belfast, Northern Ireland

Showcasing the latest innovations and unveiling the newest beauty trends, along with networking opportunities and educational sessions.

www.professionalbeauty.co.uk/belfast

23-35 JUNE 2018

IECSC Las Vegas

Las Vegas, Nevada

Industry professionals can purchase products, see the latest trends and learn the newest techniques emerging in the spa and wellness markets. Co-located with the International Beauty Show at the Las Vegas Convention Center.

www.iecsc.com

20-23 JUNE 2018

Spatec Europe

Venue to be announced

Face-to-face meetings for top European spa operators and domestic and international suppliers; plus speaker sessions.

www.spateceu.com

JULY 2018

JULY 2018

Cosmobeauté Asia

Putra World Trade Centre,
Kuala Lumpur, Malaysia

Exhibition and conference for the south-east Asian beauty and spa market.

www.cosmobeauteasia.com

JULY 2018

Les Nouvelles Esthétiques Spa Conference

The Maslow Hotel, Sandton,
Johannesburg, South Africa

Annual conference and awards for the South African spa industry, with a focus on building capacity, raising benchmarks and adding value to the spa industry.

www.lesnouvelles.co.za

29-31 JULY 2018

Cosmoprof North America

Mandalay Bay Convention Center,
Las Vegas, Nevada

Beauty exhibition attracting up to 30,000 spa buyers and professionals.

www.cosmoprofnorthamerica.com

AUGUST 2018

1-2 AUGUST 2018

Splash Pool & Spa Trade Show

Gold Coast Convention & Exhibition
Centre, Gold Coast, Australia

Australian trade show hosting more than 120 pool product and service companies. Attracts up to 2,500 visitors.

www.splashexpo.com.au

AUGUST 2018

Beauty Expo Australia

Sydney Exhibition Centre, Australia

Beauty, medi, wellness and spa trade event for the Australian market.

www.beautyexpoaustralia.com.au

AUGUST 2018

Face & Body Northern California

McEnergy Convention Center, California

Expo featuring hands-on treatments and the latest skincare and spa products.

www.faceandbody.com/california

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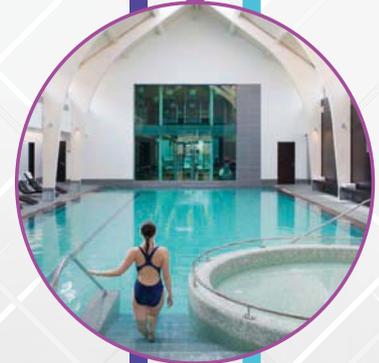
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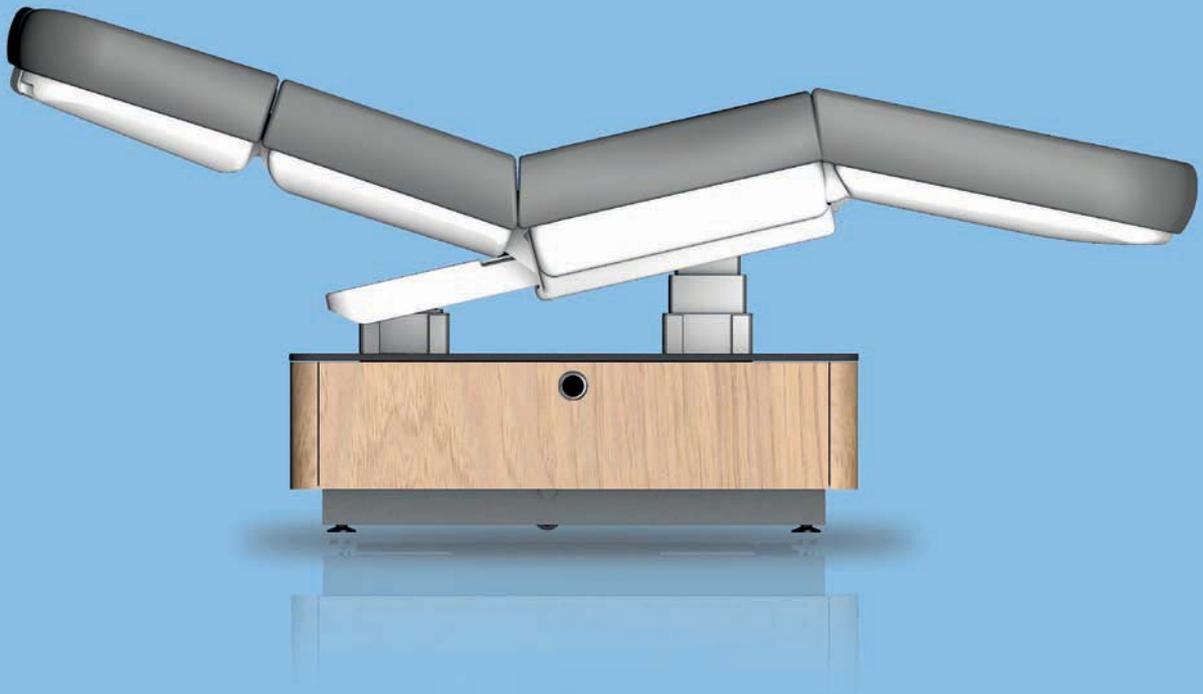
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Leisure Media, Portmill House, Portmill Lane,
Hitchin, Hertfordshire, SG5 1DJ, UK
Tel: +44 1462 431385 www.leisuremedia.com