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2019-2020 HANDBOOK

the global resource for spa professionals

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A woman with dark hair is lying on her back on a massage table, receiving a back massage. Her eyes are closed, and she has a relaxed expression. A therapist's hands are visible, one resting on her upper back and the other on her lower back. The setting appears to be a spa or wellness center, with a wooden frame around the table and a textured surface underneath. The lighting is warm and focused on the woman.

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TO THE
NEXT
LEVEL

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(RE)DISCOVER PARADISE

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Aroma Therapy



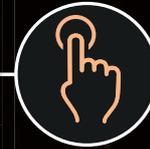
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Shifting Boundaries

Today's increasingly anxious, distracted consumers are looking to wellness for answers. That means the role of the spa industry must change with the times – or risk getting left behind

We are living in a time where wellness is fast becoming a part of more and more people's everyday lives – and our role in the spa industry is shifting and changing with the times. Today's increasingly distracted, anxious, technologically addled public is looking to wellness to help them feel better, and that means spas must look beyond the typical massage and facial menu they've relied on for so many years and get creative with their offerings for a new generation of consumers who want wellness everywhere.

From the influence of the 'experience generation' on spa design (see page 74) to the explosion of wellness rooms across some of the biggest hotel brands in the industry (see page 98), wellness is infiltrating areas that were once the domain of other segments of hospitality.

Spas are also shifting in scope and nature – mental wellness is becoming increasingly important to spas (see page 96), which are tackling things like loneliness and anxiety through breathwork classes, artistic workshops, and initiatives that foster social connections (see page 78).



Regionally, the spa industry is seeing changes as well; the US market is finally embracing large, co-ed hydrothermal facilities (see page 108), the Asia-Pacific spa industry is poised for rapid growth (see page 90), and in the Middle East, areas like Saudi Arabia and Oman are giving Dubai a run for the money (see page 122).

And as climate change looms ever-present on the horizon (see page 12), spas that put the environment first will find themselves at

the forefront of the industry, and will be popular with a new generation of environmentally enlightened spa-goers as they age into adulthood (see page 86). Meanwhile, we all seem to be longing for a bit of nature these days – outdoor spa gardens are popping up everywhere (see page 16), and forest bathing has taken on a life of its own (see page 20), as more and more of us seek the simplest, truest sense of wellness – a connection with the earth, with nature, and with ourselves.

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PHOTO: SHUTTERSTOCK/ND3000

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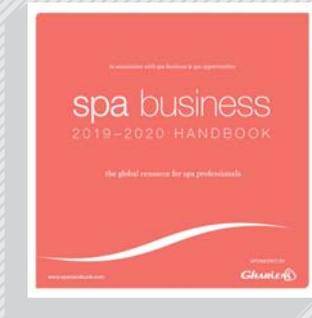
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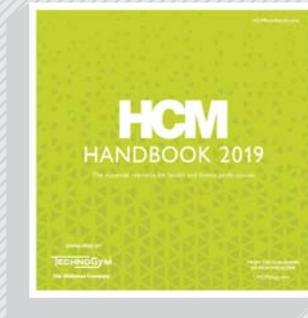
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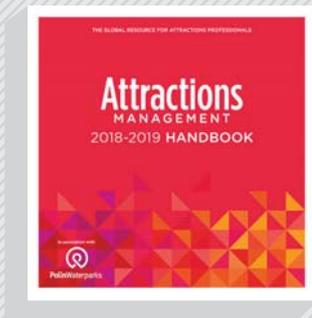
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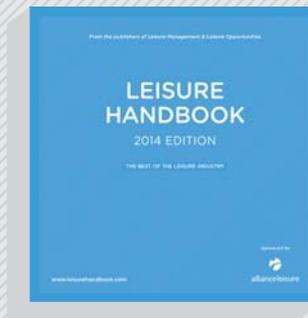
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Spa foresight™ 2020

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

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2 True North

3 Altitude Rooms

4 Olfactory Therapy

5 Gen Alpha

6 Swaddling

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PHOTO: SHUTTERSTOCK/BEN GINGELL

▲ We must establish where clean energy will come from before we decide what to build

STOP EARTH DEATH

1. CLIMATE EMERGENCY

With 200 species becoming extinct every day, the world is facing an existential crisis. Unless all parts of society and all nations take heed, we're heading for the sixth mass extinction, the breakdown of all natural environments and the end of our civilisation as we know it.

We've placed the Climate Emergency at the start of our Spa Foresight for this year, as all other trends, policies and opportunities must now be defined by it.

We must ensure energy is the first thing we consider before any new spa or wellness infrastructure is built, by creatively examining the options for generating clean power, establishing how much can be generated and only then considering what can be built with what we have.

The aim is to be carbon positive before governments force us to be. We must also cut back on waste, carbon-based materials and carbon-generating activity.

► There are expected to be 100m climate migrants by 2050 as parts of the planet become uninhabitable



POPULATION SHIFTS

2. TRUE NORTH (AND SOUTH)

As the world warms, parts of the planet will become uninhabitable. There are already areas of India, for example, that were previously fertile, but are now becoming unfit for human habitation.

Climate experts at the Massachusetts Institute of Technology (MIT) say even if we succeed in cutting carbon emissions,

parts of India will become so hot they will test the limits of human survivability.

As we enter this phase, people will move away from the equator, to places where water is more plentiful and the more extreme effects of climate change can be avoided. It's expected that there will be more than 100 million climate migrants across the world by 2050.

We believe that with accelerating climate change, longsighted investors will look to areas away from the equator where the climate is more stable, and

where there are plentiful, renewable energy sources and sustainable water supplies. Land in many of these places is currently less costly, so businesses taking a long-term view will look for natural settlement locations and purchase land banks in these locations to future-proof their businesses.

Investment in areas where volatile weather is causing havoc and the longer-term climate prognosis is poor will see investment shrinking as opportunities diminish and risk increases.

PHOTO: SHUTTERSTOCK/CHRISTIAN LATHOM-SHARP

HIGH EXPECTATIONS

3. ALTITUDE ROOMS

Altitude training has long been used by elite and professional athletes, but now this powerful amplifier is becoming more available to wider populations, and we expect the spa and wellness industry to embrace it going forward – for both exercise, acclimatisation and active recovery.

Training or recovering in an oxygen-depleted environment prompts the body to increase red blood cell count and improve performance.

Hotels with altitude rooms are being built for athletes, and we believe spa resorts can follow suit, offering altitude rooms at a premium, to enable guests to get fitter while they sleep.

MAKING SCENTS

4. OLFACTORY THERAPY

Spas have long tapped in to the senses for curative purposes, and we think a new olfactory diagnostic tool, being used at Borgo Engazia in Italy by aromatherapy expert and psychologist Luca Fontana, will start a trend.

Fontana has created four custom-blended oils and – in one-to-one guided sessions – uses these to evoke memories, which are then analysed. The results are used both for a personal lifestyle consultation and to prescribe wellbeing interventions.

Borgo Egnazia has developed a happiness retreat around this approach.



PHOTO: SHUTTERSTOCK/JIMENA ROQUERO

▲ Generation alpha will be 2 billion strong and have a focus on wellbeing

NEXT GENERATION

5. GEN ALPHA

We're watching trends in generational marketing and looking at how this will impact the spa and wellness industry.

The latest generation on the radar is gen alpha, which began in 2010.

More than 2.5 million members of this generation are currently being born each week, and when complete in 2025, gen alpha will number a staggering two billion people across the world and be the biggest-ever generation.

All evidence suggests that wellness will be a huge priority for members of gen alpha, who are following in the footsteps of gen Z – the first generation to prefer a green smoothie to a pint of beer and a pilates class to a night in front of the TV.

These children of the millennials are being raised by parents committed to healthy living who are passing these habits on to their kids, so we can expect the current boom in wellness to continue.



▲ Weighted blankets could be used for a heightened sense of calm in spa treatment or relaxation rooms

BLANKET APPROVAL

6. SWADDLING

Anyone who's seen how peacefully a baby sleeps when swaddled in a blanket knows being wrapped up tight can help instill a sense of calm and aid sleep.

Parents have used this technique for thousands of years, from the ancient Greeks and Romans to Native Americans, and scientific studies also prove the effectiveness of swaddling.

We believe there's something in this for spas – deep relaxation experiences after

treatments could take into account how customers are wrapped to enhance the sense of tranquility.

Weighted blankets deliver this experience. Not to be confused with thicker quilts, they're designed to spread an even pressure over the entire body.

Based on the principles of deep touch pressure stimulation, they're designed to relax the nervous system by simulating the feeling of being hugged, which in turn

increases serotonin and melatonin levels while reducing cortisol.

Once a tool of therapists and psychiatry clinics and used to treat everything from sensory disorders to PTSD, weighted blankets have gone mainstream – there's even one for dogs to wear in thunderstorms.

They're seen as a way to improve sleep, mood and relaxation and could be used in treatments or relaxation areas to create a heightened sense of reassurance. ▶

▶ THAT'S THE SWAY

7. ROCKING

Scientists from Switzerland are adding to evidence which shows that rocking improves our sleep quality.

Research by the University of Geneva shows people lying on a bed that rocked fell asleep more quickly and experienced less REM sleep, which is indicative of lighter sleep cycles. In additional tests, they also had better memory function in the morning.

We predict that more operators will look into this as evidence grows and the sleep health trend continues. Indeed, innovative suppliers such as Klafs, Living Earth Crafts and Clap Tzu already offer beds and loungers that sway.

TUNING IN

8. VIBRATION THERAPY

Vibration treatments have long been known to have powerful effects on bone density and muscle strength, with academic papers showing how they simulate exercise and impact.

With an ageing population and time-poor consumers, vibration therapy is increasingly being recognised as a powerful way to supplement workout regimes and wellness programmes.

We expect to see more spa and wellness operators offering vibration training and other vibration therapies and for research proving the efficacy of these interventions to be extended into new areas of wellbeing.



▲ The new sensory spa garden at Carden Park in the UK was created by Barr+Wray

GREEN GIANTS

9. OUTDOOR SPAS

In a recent study, researchers at Kings College London found that being outdoors, seeing trees, hearing birdsong, seeing the sky, and feeling in contact with nature are associated with higher levels of mental wellbeing.

As a result, we're seeing an increasing number of outdoor spa gardens being developed – even in places such as Scandinavia and the UK, where the weather isn't ideal for much of the year.

Combining thermal water with a tranquil, green space is a straightforward way for spas to expand, without breaking the bank by having to undertake expensive construction work to create indoor space.

Outdoor spas are also great for groups, and lend themselves to innovative programming, such as star-watching.

And those photos are great for marketing and social media – much more enticing than many treatment rooms.

PLAY AND WORK

10. CO-WORKING SPACES

The growth of startups and the gig economy have powered the development of co-working offices, where space is paid for by the 'seat' on rolling monthly contracts.

The sector is increasingly competitive, with operators offering ever better facilities to gain a competitive advantage.

Some, such as WeWork, with its Rise by We wellness concept and Industrious,

which has just done a deal to co-locate with fitness operator, Equinox, boast a range of spa, wellness and fitness spaces.

But just as co-working providers are adding wellness facilities, so we expect spa and wellness operators – especially those in urban areas – to start to add co-working offerings.

After all, what better place to work than

within a healthy and supportive wellness environment?

We think there will be a sharp rise in wellness-friendly co-working spaces – whether in spas or as standalone facilities, as the industry continues to look for new ways to sweat its assets, find new revenue streams and create more of a membership base. ▶



▶ Spas could take inspiration from co-working space operator Industrious and its working environments

SMART TREATMENTS

11. BRAIN OPTIMISATION

Medical facilities, such as New York's Blum Center, are starting to offer brain optimisation treatments, and we believe this innovative modality is ripe for integration into spa, wellness and medi spa operations.

Blum, for example, has partnered with Field, a firm that specialises in neuromodulation methods – such as magnetic stimulation, sound or visual signals, breathing and heart rate training – to help with stress reduction, improved executive functioning, greater creativity and more.

An initial in-depth analysis of a client's brain using multiple EEG tests costs US\$795 (€707, £635).



PHOTO: SHUTTERSTOCK/NATALI_MIS

The brain is the next frontier for treatments as part of the wellness revolution

THE NEW DETOX

12. STRESS PROGRAMMES

While detox programmes used to be seen as a major USP of spas, especially wellness destinations, we're seeing this need being superseded by retreats that address stress and burnout.

Whether it's executives, creative professionals struggling with life-work boundaries or parents juggling careers and children, more customers are visiting spas for stress-busting packages.



SHUTTERSTOCK/YPHOTO



▲ Catering for people with ambitions to train at a high level will open up new opportunities for spa and wellness operators

TAKING IT UP A GEAR

13. TRAIN LIKE AN ATHLETE

The explosion of social media, specialist TV and the growing professionalism of sport has given star athletes huge reach, enabling us to understand their training and nutrition programmes as never before and driving a trend we're calling 'Train like an Athlete'.

Ambitious spa and wellness consumers are starting to demand support in ramping up their training regimes to emulate their sporting icons.

The trend will be boosted by the growing expertise of personal trainers, exercise professionals and sports scientists who are building careers in the wellness industries, giving customers access to support with technique and motivation.

The trend will impact the wellness industry in areas such as the specification of exercise equipment, gym floor layout, programming, marketing and endorsements.

It will enable wellness operators to attract more sportspeople as customers and will bring some of the determination, stoicism, discipline and energy of sport into the industry.

We expect spa and wellness operators to increasingly offer Train like an Athlete retreats and to target sportspeople as customers. The 2019 Global Wellness Institute research topic is fitness, indicating the industry's increasing focus on this area. ▶



SHUTTERSTOCK/SZEFEI

▲ Spending mindful time in the forest has been shown to reduce blood pressure, lower cortisol levels and improve memory

SHINRIN-YOKU

14. FOREST BATHING

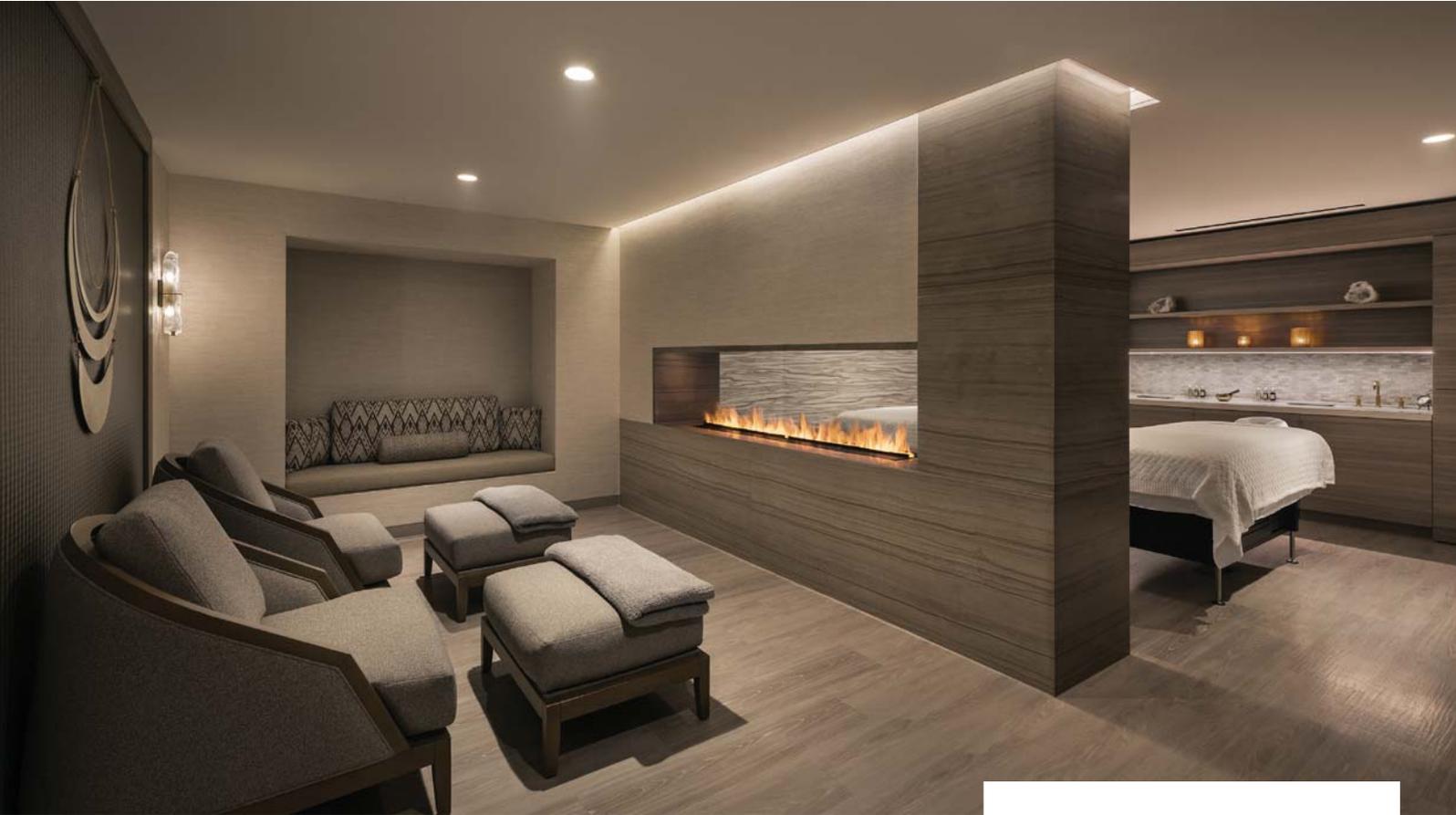
The Japanese have known for years that spending time in the forest is good for body and soul – the government introduced the practice of shinrin-yoku, or forest bathing, to the country's health programme in the 1980s as a way to help over-stressed workers, and an estimated five million people take part in the practice.

Studies have shown that spending mindful time in the forest, using all five senses, can reduce blood pressure, lower

cortisol levels and improve memory. Scientists also think phytoncides, a chemical released by trees and plants, helps boost the immune system.

Now the practice is gaining followers around the world – Kate, Duchess of Cambridge, revealed a garden design at this year's Chelsea Flower Show inspired by shinrin-yoku, and doctors are being urged to include forest bathing in a social prescribing initiative to treat stress.

So it's no wonder we're seeing more and more forest bathing experiences in the spa world – from Center Parcs' forest spa concept to Aromatherapy Associates' new Forest Therapy collection. Spas can easily embrace the idea, adding in programming that takes advantage of local woods or bamboo groves with the guidance of an expert, or incorporating the scents, sounds and elements of a forest in their design or treatment menu. ▶



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Our objective is to build value in your brand and to create wellness spas that realise your vision.

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-  design & technical service
-  pre-opening support
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-  brand development
-  management support.

MEMORY LANE

15. DEMENTIA

New studies have shown that frequent sauna bathing can reduce the risk of dementia and Alzheimer's. And other recent studies have found that a healthy lifestyle – including physical exercise, keeping fit and eating a balanced diet – can help offset a person's genetic risk of dementia by as much as 32 per cent, and help improve memory function and maintain a healthy brain as we age.

These are all things that spas can help to promote – and they're reasons why spas will be increasingly important in retirement communities and other healthy ageing initiatives. The baby boomers are getting older – and are looking for solutions.

BEATING TIME

16. AMPLIFIED WORKOUTS

A number of workout options are being driven by time-poor consumers looking for fast fitness solutions.

These include things such as electrical muscle stimulation (EMS) training, the cooling- and compression-based Vasper System of HIIT workouts and blood flow restriction (BFR) training.

All amplify the effects of exercise, so sessions are shorter and results faster. Some need supervision due to the stresses placed on the body.

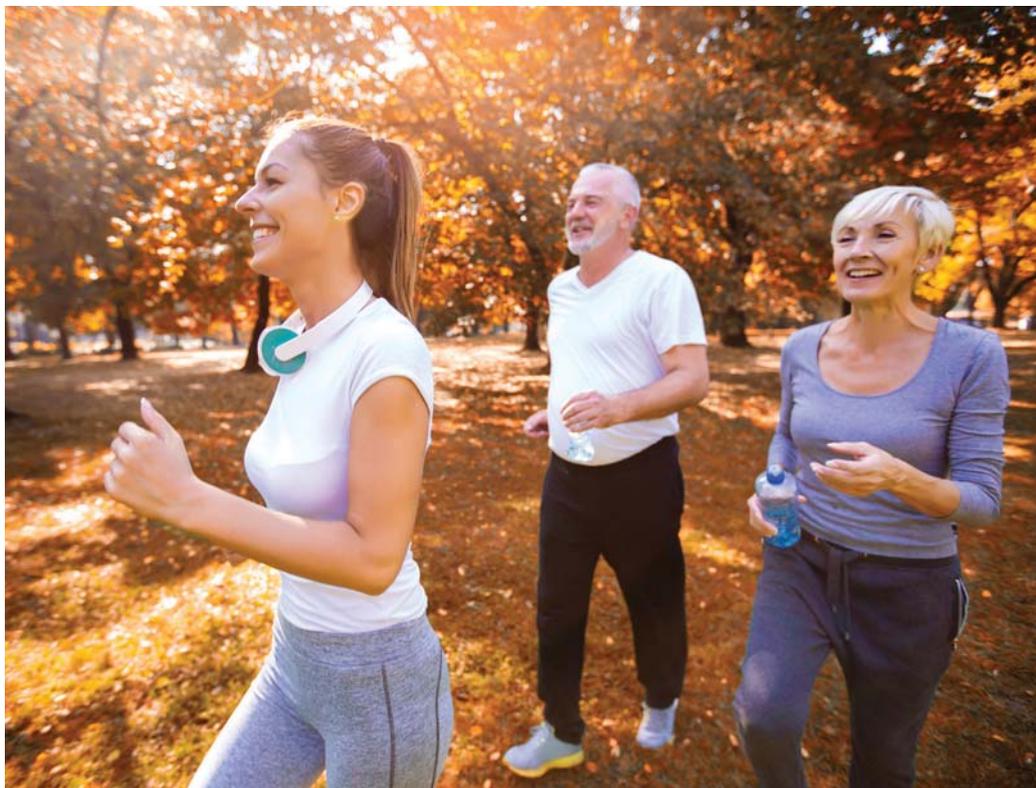


PHOTO: SHUTTERSTOCK/ADRIATICFOTO

▲ We expect huge interest in reverse-ageing programmes from consumers

LIVE YOUNGER

17. REVERSE AGEING

Although nothing can be done to stop the clock on our chronological age, we now know how to reverse biological ageing, so we can literally live in a younger body with the benefits that brings.

Work by Nobel Prize winner Dr Elizabeth Blackburn and health psychologist Dr Elissa Epel found telomeres – caps at the end of chromosomes, which protect them from deterioration – can be lengthened to reverse physical ageing with good lifestyle

– a plant-based diet, sleep and exercise.

We expect Reverse Ageing programmes to increasingly be offered by wellness businesses, to include testing and personalised programmes around nutrition, lifestyle, mind/body and recovery.

Testing to prove the efficacy of these interventions is becoming widely available due to the growth in wearables and well-tech, opening up new opportunities for working remotely with consumers.

PETAL POWER

18. EATING FLOWERS

As more people move to a plant-based diet, the spa and wellness sector is evolving new services and approaches to cater for the growing number of vegan and vegetarian customers.

Vegetable butchers, for example, are now working in a number of high-end food stores, preparing a wide range of vegetables in new and unusual ways and giving advice about the most tasty and nutritious ways to prepare them.

We believe this trend will continue and broaden and that there will be a new trend towards replicating the 'nose to tail' philosophy of meat butchers with a new interest in eating all edible parts of plants at all stages of their development, from the more traditional fare of seeds, roots and shoots to buds and flowers.

Eating flowers has a long history in certain culinary traditions, but we think this trend will become more mainstream. The range of foods available in the average supermarket is very limited when it comes to taste variety, so spas that can grow some of their own food have a huge advantage when it comes to providing a point of difference, both against competitors and in relation to people's average day-to-day lives and the foods that are available to them. Flowers have subtle nutritional value and energy, and bring fresh flavours and colours to food. ▶

▶ Everything from dandelions to roses and honeysuckle can be eaten to add taste variety and nutritional value to a wellness regime



▶ GETTING AROUND

19. SPA CIRCUITS

When Six Senses opened its Bhutan outpost this year, it consisted of not one resort, but five lodges spread across the remote Himalayan kingdom, each with their own design aesthetic – and their own spa. The idea is offer different experiences at each location as guests take part in a 'Six Senses Journey'.

Lefay Resorts in Italy, known for its destination spa on Lake Como, has a similar idea; it's added a mountain location in the Dolomites, and has its sites set on a third outpost in the countryside, so that guests can fully experience Italy by travelling between the resorts.

We predict we'll see more of this sort of thing. And while many spas may not have the budget for multiple outposts, creating a partnership with nearby spas, as the hot springs in Colorado have done, is an excellent way to pool marketing budgets and create a journey for guests.



▲ Six Senses Bhutan is a series of five lodges spread across the remote kingdom

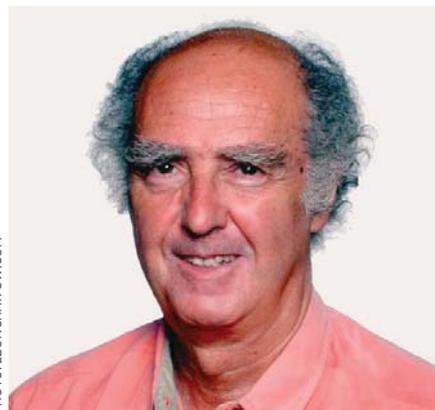


PHOTO: LEONCHAITOW.COM

▲ Leon Chaitow

OBITUARY

20. LEON CHAITOW

Massage/bodywork is the engine room of the spa and wellness industry, and in our final Spa Foresight item this year we pay tribute to guru Leon Chaitow, who died last September, leaving an incredible legacy for the wellness industry and healing arts.

Chaitow graduated from the British College of Osteopathic Medicine in 1960 and worked tirelessly all his life, both practicing and teaching at chiropractic, physiotherapy, osteopathic, naturopathic

and massage schools in Europe, the US, Canada and Australia.

Chaitow was the first naturopath/osteopath appointed as a consultant by the UK government to a medical practice and wrote or edited over 70 books.

We advocate his work and encourage spa and wellness operators to train their therapists in Chaitow's methods to raise standards across the industry and elevate therapists to a higher skill level.

Salt room at Jewel Grande Montego Bay Resort & Spa, Jamaica.

PHOTO CREDIT: JEWEL GRANDE



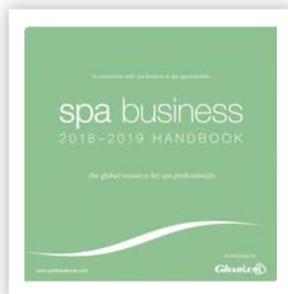
HIMALAYAN
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Custom salt panels, salt loungers, a complete halo therapy experience with halo generator machine for under \$10K, and more. As seen at...

- Langham New York
- The Biltmore Hotel
- Gaylord National (D.C)
- Jewel Grande

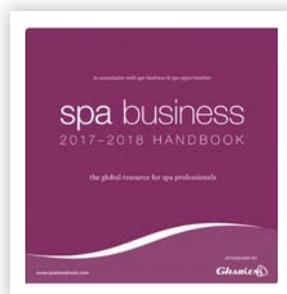
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This is our 11th year of publishing Spa Foresight™ in the Spa Business Handbook. Here, a look back at some of our previous predictions over the past ten years.



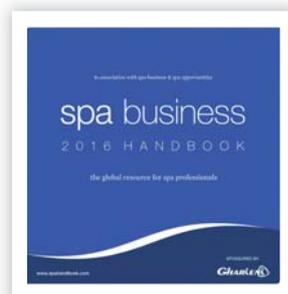
2018-2019

- Vegan spas
- Spa tribes
- Rage rooms
- Senior living
- Rewilding
- Cockroaches
- Plastic free
- Assisted stretching
- Blue light antidotes
- Home wellness
- Andropause
- Brain health
- Visual detox
- Diagnostics
- Hawaii
- Self-care
- Spa coaching
- Climbing
- Meaningful meetings
- Blockchain



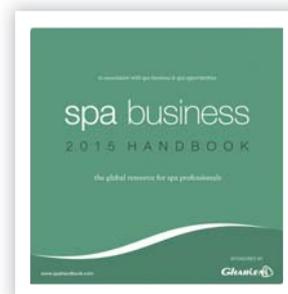
2017

- Tattoo detox
- Spa dentistry
- Grief interventions
- Simplicity
- Therapy animals
- Extreme bathing
- Skin microbiome
- Resilience
- Wellness communities
- mfDNA
- Global onsen
- Placebo effect
- ASMR
- Ketogenic exercise
- Menopause
- Body forensics
- Personal pollution sensors
- Nootropics
- Uzbekistan
- Nose to toe fascia release



2016

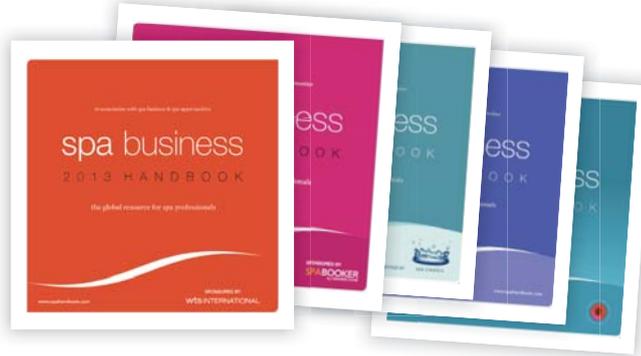
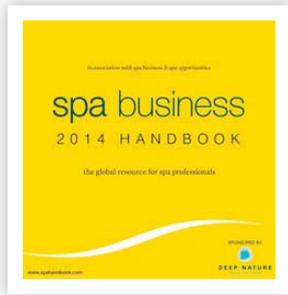
- Scalable wellness
- Iceland
- Breathing/elimination
- Spa planes
- Social good
- The virome
- Clean eating
- Dementia-friendly
- Meditation spaces
- Epigenetics
- Skin science
- Specialisation
- Singing
- Suspension massage
- Hot Spot: Haiti
- Walk-in spas
- Immune challenge
- Rest for recovery
- Floatation
- 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

SPA FORESIGHT™ THE ARCHIVE



2014

- Loneliness
- Oil, gas and solar
- Edible environments
- Living food
- Neuroplasticity
- Cellular health
- Robot therapists
- Hot spot: War zones
- New superfoods: fats & carbs
- 3D printed product
- 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

- Online reviews
- Wearable tech
- Death
- Glute massage
- Pop-up spas
- Home spa
- Childhood obesity
- Mobile biometrics
- Hot spot: Africa
- Variable pricing
- Hospital spas

2012

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

2011

- Express treatments
- Location-based marketing
- 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
- Yield management
- Online booking
- Diagnostic spas
- Organic certification
- RFID
- Olfactory marketing
- Wellness real estate
- Medical tourism
- Sustainability
- Spas for men
- Sleep health

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DEVELOPMENT PIPELINE

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

► AFRICA

Anantara Mauritius Resort

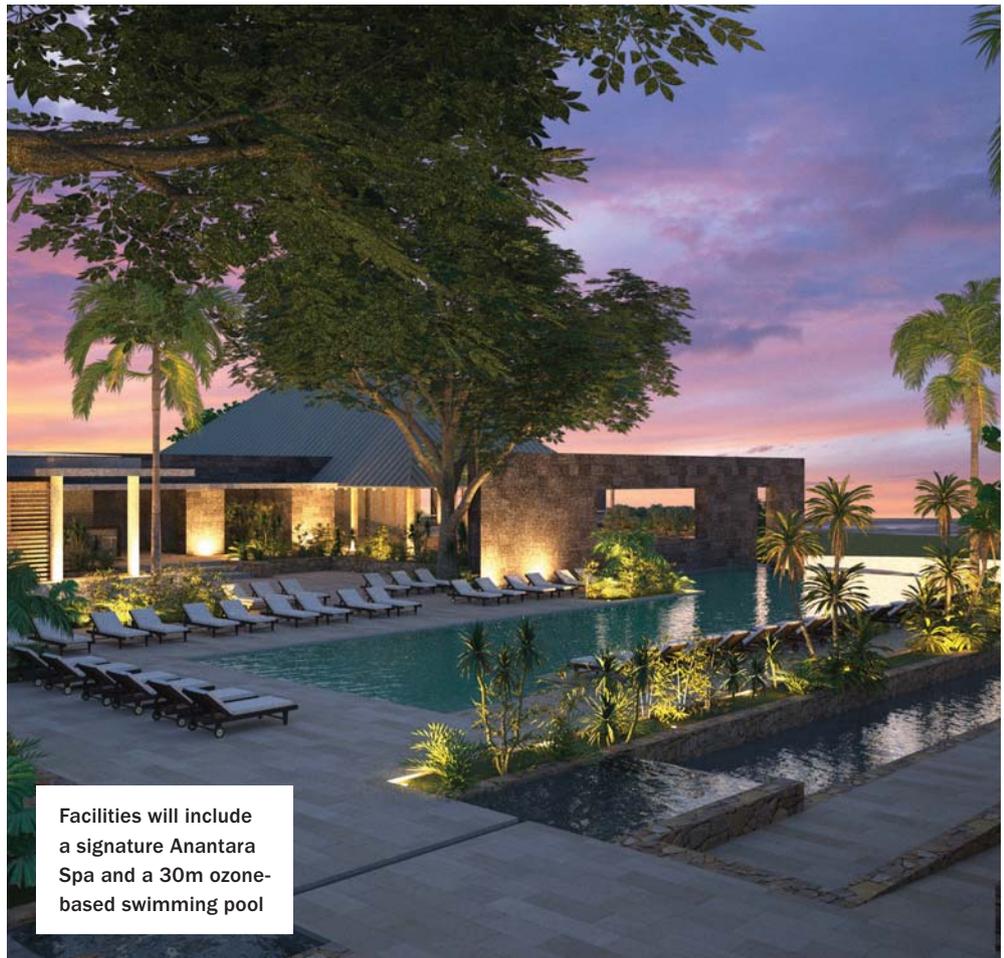
Mauritius

Opening: Q4 2019

Anantara Mauritius Resort will feature 164 guest rooms, with eight pool villas to be added in the first half of 2020. Facilities will include a signature Anantara Spa as well as a gym, 30m ozone-based swimming pool, a wellness-focused cafe and several other restaurants and bars.

The look and feel of the new resort have been created by Australia-based Ground Kent Architects, in collaboration with the Office of Global Architecture in Mauritius, alongside Abacus Design interior designers of Thailand. The design reflects the melting-pot history of the country, drawing influences from the rich architectural heritage seen in the capital Port Louis and around the island. Natural, locally sourced materials take precedence, anchoring the buildings in their natural setting. The resort will incorporate solar technology for water heating, and include other green initiatives, such as planting endemic flora within the hotel landscaping, reusing water for irrigation and cleaning and using recycled materials in the resort's décor.

■ http://lei.sr/F9T6m_B



Facilities will include a signature Anantara Spa and a 30m ozone-based swimming pool



One&Only Gorilla's Nest

Kingi, Rwanda

Opening: Q4 2019

One&Only Gorilla's Nest, part of the brand's new Nature Resorts, will be positioned on the foothills of the Virunga Volcano range and nestled amongst a forest of eucalyptus trees with views

of Rwandan hills and the slopes of the Volcanoes National Park. A sister property to the recently opened One&Only Nyungwe House, the main attraction at Gorilla's Nest is the chance for guests to take part in a Gorilla Trek and discover the habitat of the critically endangered Mountain Gorillas.

Bespoke accommodation will honour the location, and natural elements will be woven throughout to inform the design of

both the public and private spaces of the resort. Local African cuisine will surround a traditional Boma, where guests can enjoy fruit and vegetables from the resort's garden. The resort will also offer a One&Only Spa and Fitness Centre, honouring the inspired surrounds with treatments created by Terres d'Afrique using traditional African elements, as well as the latest state-of-the-art technology.

■ http://lei.sr/U7Y5F_B



The resort will include a spa with treatments from Terres d'Afrique



The resort will include a large Avani Spa

Avani Gammarth Tunis Resort and Spa

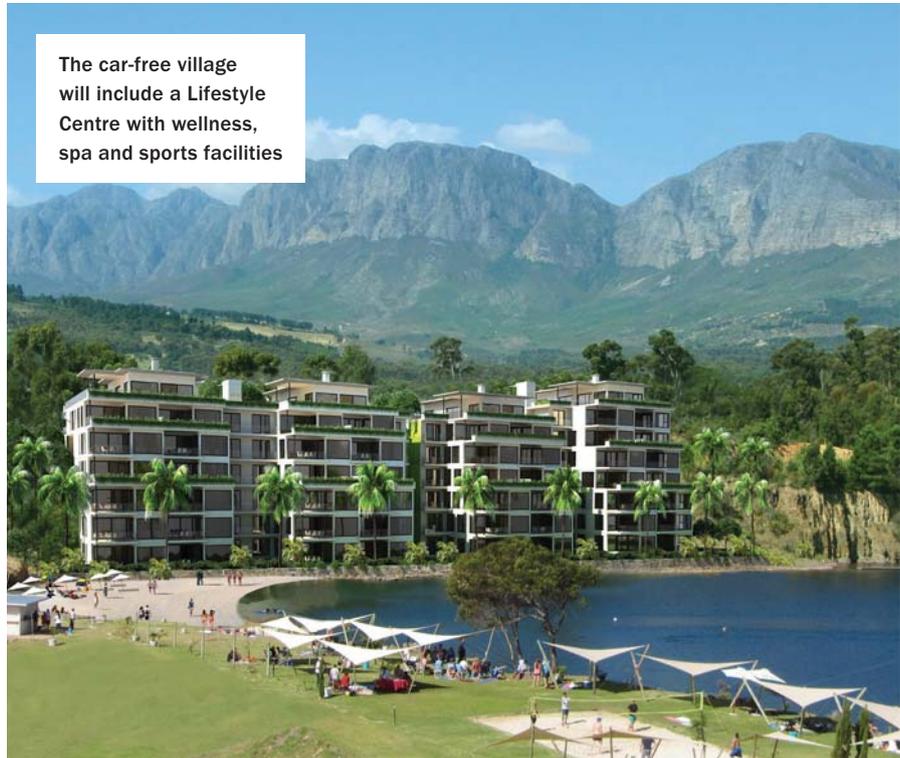
Gammarth, Tunisia

Opening: 2020

The 250-bedroom Avani Gammarth Tunis Resort and Spa will be marketed as a luxury spa resort, catering to a mix of leisure, government, corporate and MICE demand. The resort's unique selling point will be a large Avani Spa.

The Avani Spa concept, launched by parent company Minor Hotels in 2012, has been created as an upscale contemporary spa offering for those seeking tailor-made treatments with an attention to detail, in a contemporary, relaxed setting. The spas offer four "moods": Boost, Balance, Calm and Purify, and guests choose how they'd like to feel when they walk out the door.

■ http://lei.sr/D3v4X_B



The car-free village will include a Lifestyle Centre with wellness, spa and sports facilities

Blue Rock Village

Cape Town, South Africa

Opening: unconfirmed

Architecture and development practice Swisatec are planning a car-free village in Cape Town envisioned as "a pioneer for an exciting new standard of living." Wellness will be high on the agenda, with the outdoor design emphasising the planting of trees and greenery. Landscaped trails will encourage walking and hiking and various sports facilities are planned, including a gym, yoga centre and swimming pool. Therapeutic and

medical centres are also planned for residents. Roads will be limited and all parking space located underground in a bid to keep the village free of motor vehicles and inspire "a car-free lifestyle."

A seven-storey mixed-use Santa Luzia Lifestyle Centre will have a wellness, spa and sports venue with its own "beauty farm" – containing therapeutic centres, gym facilities, saunas, a steam room, roman bath, thermal pool, medical spa, dance and yoga studios and health bars. The centre will also host interactive events such as local produce markets, product launches and concerts and music festivals.

■ http://lei.sr?a=J9r5j_B



The resort's Willow Stream Spa will guide guests in self-discovery

Fairmont Taghazout Bay

Agadir, Morocco

Opening: Q4 2019

Architecture studio HKS along with Wimberly Interiors are designing the 155-bedroom Fairmont Taghazout Bay, a 615-hectare seaside resort on the coast of Morocco near Agadir, which draws inspiration from the semi-nomadic Imazighe people, known as the Berbers.

The resort's Willow Stream Spa aims to be the leading wellbeing facility in the region and reflects the brand's philosophy of a connection to nature's

elements of earth, air, fire, water and wood, inspired by the local culture. Willow Stream Taghazout is designed to inspire and guide guests towards a healthier lifestyle through the promotion of self-discovery. The spa will promote both physical and mental health through a wide variety of wellness experiences inspired by the merging of international and local traditions, as well as the latest research, technology and techniques. Cookery classes will teach healthy living, with yoga and fitness timetables complementing fitness membership and animating the guest resort journey. The spa will create an environment for beauty and classical treatments coupled with



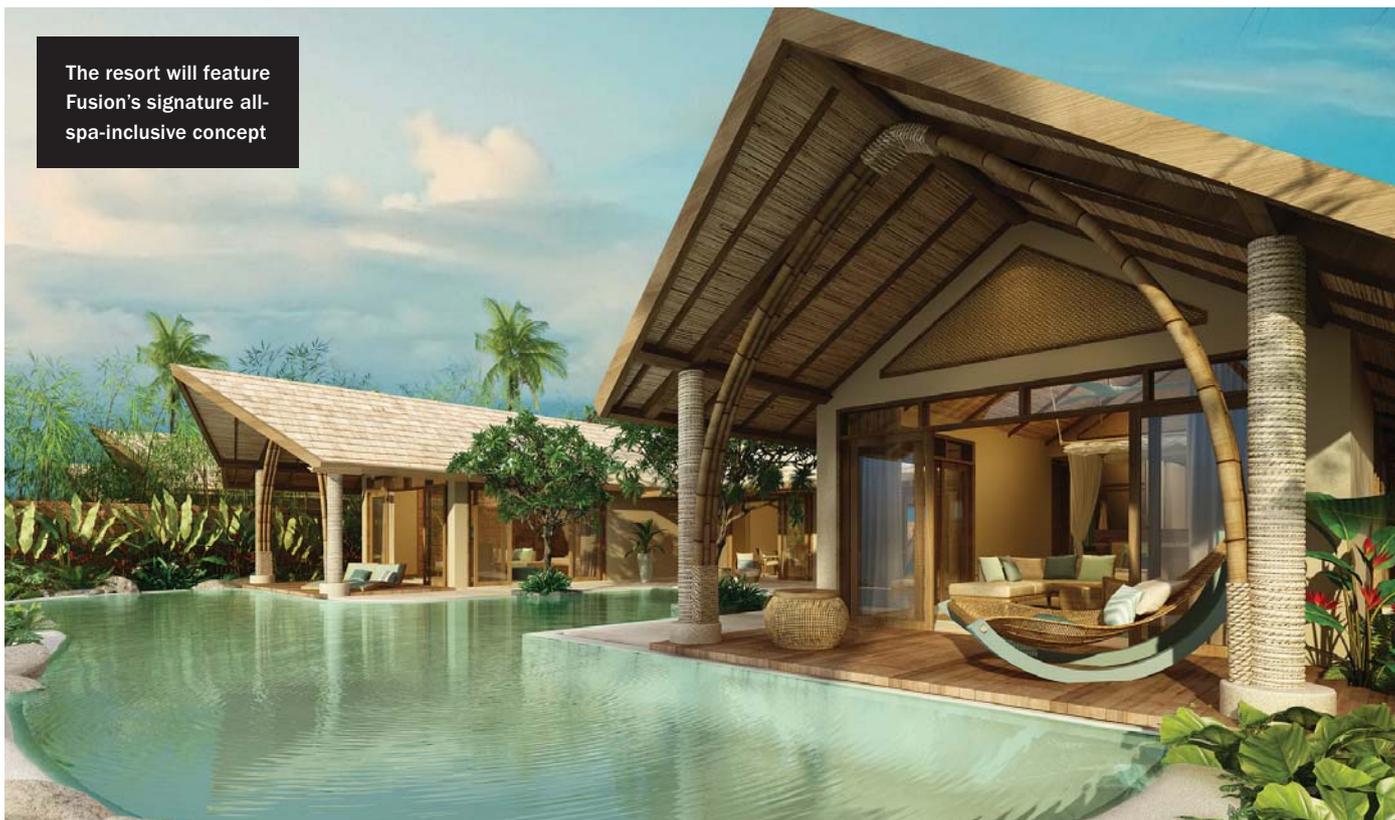
an authentic local hammam experience.

It will include eight single treatment rooms, two couples' treatment rooms, two single hammams and a couples' hammam, experiential wet thermal areas, a relaxation lounge, an outdoor wet circuit with a salt therapy pool, an outdoor garden with space for treatments.

■ http://lei.sr?a=C3d7f_B

▶ ASIA & AUSTRALASIA

The resort will feature Fusion's signature all-spa-inclusive concept



Fusion Resort Quang Binh

Dong Hoi, Vietnam

Opening: 2020

Located at the gateway to the UNESCO World Heritage Site of Phong Nha - Ke Bang National Park, the Fusion Resort Quang Binh will offer Fusion's all-spa inclusive service plus a range of wellbeing-oriented concepts and services.

Daily spa journeys are available at no extra cost in the spa's 10 double treatment rooms. The resort will also launch a new spa concept: Water & Earth, with a spa menu that will include massages, facials, manicures and pedicures, body scrubs, wraps, and a signature mud treatment. Complimentary wellness activities such as yoga and meditation will also be offered, plus hot steam and cold plunge experiences.

■ http://lei.sr/K7p6h_B



Cold plunge experiences will be offered



Aman Kyoto is set in 8 acres of gardens

Aman Kyoto

Kyoto, Japan

Opening: Q4 2019

Aman Kyoto will be the luxury hotel brand's third resort in Japan, and will include a spa concept themed around the property's natural spring water. Situated in a hidden garden close to Kinkaku-ji Temple, the resort, with 24 bedrooms and two two-bedroom villas, draws on the country's ryokan and onsen concepts.

Situated in a once-forgotten secret garden, Aman Kyoto is designed as a secluded retreat moments from the centre of Kyoto and hidden at the foot of the symbolic Mountain of Hidari Daimonji. The natural spring water that flows near Aman Kyoto will be central to the philosophy at the resort's Aman Spa.

Traditional onsen bathing facilities will deliver relaxation and healing, while a range of treatments tap into Japan's plentiful natural apothecary – including Kyoto green tea, Tanba kuromame, local saké, and coldpressed tsubaki (camellia) oil. The 80-acre Aman Kyoto site comprises 72 acres of permanent forest and eight acres of gardens.

■ http://lei.sr/x8j3V_B

www.spahandbook.com



Natural spring water will be central to the resort's Aman Spa

Kempinski Hotel 8 Conlay

Kuala Lumpur, Malaysia

Opening: 2022

International spa consultancy Resense has been commissioned to design the new spa at Kempinski Hotel 8 Conlay, Kuala Lumpur. Located on the 9th floor, the 1,200sq m (12,917sq ft) wellness space will offer four single and two double treatment rooms, one Vichy room, one foot massage room and a VIP suite. The spa will feature a wide variety of heat experiences through a thermal circuit, as well as a relaxation lounge and retail area.

Unique features from the spa will come in the form of advanced semi-medical skin care treatments and skin analysis technologies, as well as advanced cosmeceutical treatments, which will complete the offering. While the core treatment concept focuses on wellness and balance, the advanced treatment concept will combine all aspects of internal and external wellness, with advanced techniques and technologies designed to help guests look and feel younger.

■ http://lei.sr/K4q5H_B



Resense has designed the spa



Japanese architect Kengo Kuma has designed the resort, which 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 has been 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 roof top vitality and floating pools. There will also be several wellness suites with dedicated wellness corners near the spa, as well as private wet areas. The spa menu will feature treatments based on traditional Taiwanese healing, holistic anti-aging treatments, personalised wellness programmes tailored to modern-day concerns, visiting practitioner programmes and wellness activities.

■ http://lei.sr/G2K5n_B



Nunduk is designed to be an off-grid, self-sufficient six-star resort, and will use local hot springs



Nunduk Spa Retreat

Victoria, Australia

Opening: 2021

An AU\$100m luxury hot springs spa hotel and retreat is planned for Victoria, Australia. The project – called Nunduk (which translates into ‘the bark of a tree’ in the native Gonnai-Kurnai language) – will be located on a 2,480-hectare sheep farm on the banks of the Gippsland Lakes, and developer Seacombe West says it aims to become “the benchmark premier luxury resort and wellbeing spa

facility in Australia”. The project will have sustainability as a key focus, and will include a hot springs spa hotel and retreat powered by renewable energy, and with a focus on Aboriginal culture through art, songs and stories, along with Aboriginal medicinal experiences. It will include 36 luxury bedrooms in the hotel and 45 villa units, as well as restaurants, galleries, lounges and a deck alongside the hot springs spas. Thermal waters lie 1,300 metres below the surface of the location, which will provide a source for the thermal bathing pools.

The Nunduk Spa Retreat will be purpose-built to the principles of

regenerative design, with leading academics and industry experts guiding the process. It is the flagship design project with the Thrive Research Hub at the University of Melbourne, and is designed to be a six-star resort that is both off-grid and self-sufficient. Self-sufficient renewable energy options will include solar panels, biodiesel generators and integrated water cycle management. The main hotel will include a green roof to allow local animals to graze. Indigenous culture will be championed through a cultural centre and a “bush tucker trail”, which will highlight local medicine and food.

■ http://lei.sr/a6t4e_B



Chiva-Som opened its first destination wellness resort in 1995

Chiva-Som Bintan

Bintan, Indonesia

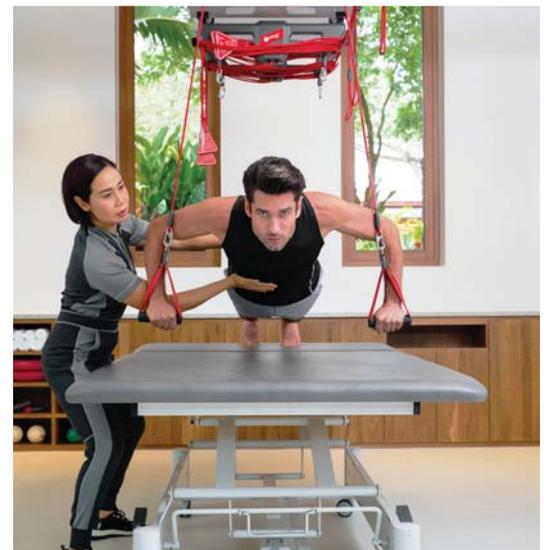
Opening: unconfirmed

Destination wellness resort Chiva-Som's first location outside of Thailand will be in Bintan, Indonesia. Located within the wider Treasure Bay Bintan development Chiva-Som Bintan will be about 25 hectares when completed. It will house a 70-bedroom wellness hotel, a wellness centre and 34 luxury villas ranging in size from one to five bedrooms. The residences will include access to the spa, 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 farm-to-table dining.

Chiva-Som's original location in Hua Hin, Thailand, first opened in 1995, is a 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



Chiva-Som Bintan will also include 34 luxury villas with access to the wellness facilities



The Forestias is a US\$2.8bn mixed-use green development focused on creating happiness

The Forestias

Bangkok, Thailand

Opening: 2022

Six Senses Hotels Resorts Spas will operate a 60-bedroom hotel at The Forestias, a THB90bn (US\$2.8bn), 119-acre green development at Bangna in Bangkok being developed by Magnolia Quality Development Corporation Limited (MQDC). The project is a mixed-use, multi-generational lifestyle project that will also incorporate a large forest ecosystem. The Forestias will include residential housing, retail buildings, office buildings, a health

centre, innovation centre, forest pavilion, community space, learning centre and an extensive natural ecosystem.

The Forestias is based on four core elements to create happiness: '50 Shades of Nature' – happiness from living amid nature; 'Connecting 4 Generations' – happiness from being with family members across four generations; 'Community of Dreams' – happiness from space and facilities that allow people to connect with each other; and 'Sustainnovation for Wellbeing' – innovations that drive sustainability and promote health and wellbeing.

■ http://lei.sr/f5G6t_B

Orient Express

Bangkok, Thailand

Opening: Q4 2019

The first Orient Express hotel will open in the King Power Mahanakhon Building in Bangkok, in a move parent company AccorHotels said is designed to bring some of the craftsmanship, dining, innovation and style of the historic Orient Express trains to the world of hotels. Orient Express Mahanakhon Bangkok will feature 154 bedrooms, including nine suites and two penthouses, as well as an entire floor devoted to wellness, including an outdoor pool and Jacuzzi, plus signature Orient Express Spa by Guerlain. Designer Tristan Auer has been tasked with reimagining the Art Deco stylings and plant motifs of the original Orient Express carriages into a modern skyscraper in the heart of Bangkok.

■ http://lei.sr/s8g3S_B



The hotel will include a Spa by Guerlain

Wai Ariki Hot Springs & Spa

Rotorua, New Zealand

Opening: Q4 2019

The Wai Ariki Hot Springs and Spa, a NZ\$30m (US\$22m, €18m, £16.5m) luxury spa and wellness centre in Rotorua, New Zealand, will incorporate Maori culture, with a focus on thermal water and a strong linkage to the tribe. Set on Rotorua's lakefront, it will be managed by Australian-based Belgravia Leisure.

Tgati Whakaue, Te Arawa and Maori culture will sit at the heart of Wai Ariki, with the 650-year history of the tribe and Rotorua's spa heritage forming an intrinsic part of the development. Wai Ariki means "chiefly waters," and is a reminder of the origin of Rotorua's thermal waters. The spa will have elements of Maori culture infused throughout, including the design of the building and its spa and wellness offerings. The brand has been developed by Ngati Whakaue local Inia Maxwell, of Ngati Whakaue and Ngati Rangiwewehi descent, who is known for his work on the Adidas campaign for the 1999 Rugby World Cup.

■ http://lei.sr/G2c8F_B



Maori culture will be infused throughout



Rosewood Ningbo will be the main anchor of the Ningbo New World Plaza, a green landmark

Rosewood Ningbo

Ningbo, China

Opening: 2024

Rosewood Ningbo adds to Rosewood's growing pipeline in China's megacities, including Guangzhou, Shanghai, Chengdu and Shenzhen, further expanding the brand's established presence in Beijing, Sanya and the recently opened Rosewood Hong Kong. The hotel will feature Sense, A Rosewood Spa, designed as an urban haven to unwind from the hustle and bustle of the city, on the 55th floor. An

indoor pool and a fitness centre will complete the wellness offerings.

Rosewood Ningbo will be the main anchor of the integrated property complex Ningbo New World Plaza, a CNY15 billion worth project encompassing 100,000 square meters, in the city's central business district. The area is designed to be a new green landmark for the city with Ningbo New World Plaza designed as an eco-friendly environment with key sustainable concepts, including a bio-retention pond, a rain-water garden, permeable pavements and ecological rooftops.

■ http://lei.sr/4F2B6_B

King's Mansion

Goa, India

Opening: 2019

A new luxury wellness destination with a focus on ayurvedic philosophies, state-of-the-art medical aesthetics and holistic wellbeing, King's Mansion will offer a range of personalised, results-focused wellness programmes, designed to help guests rejuvenate, reset and recover. Behind the project are Indian entrepreneur Sachin Joshi, chair of Viiking Ventures; spa consultancy Moss Wellness; and Rajiv Parekh, founder of Red Architects.

The defining experience of King's Mansion is one of mindfulness, transformation, recovery and wellbeing. Ayurvedic philosophies are the core principle of King's Mansion, while yogic education and guided meditation will play a key role in helping guests practice mindfulness, feel at peace, and move closer towards sustainable recovery. The on-site Ayurvedic Centre at King's Mansion will include 12 traditional ayurvedic treatment suites.

The spa at King's Mansion will include five luxury spa suites, a large hydrotherapy pool, and indoor and outdoor relaxation areas, and is designed to be a place where guests can discover a safe space to surrender, gain awareness and achieve conscious rest and peace. The menu will include international, relaxing, and physio-based massage therapies; experiential facial treatments using chemical-free, therapeutic grade essential oils; and European results-focused facial treatments,

■ http://lei.sr/a3a6Z_B



King's Mansion will focus on mindfulness, transformation, recovery and wellbeing





The spa will have an ayurveda programme

Six Senses Fort Barwara

Rajasthan, India

Opening: 2020

Historic Rajasthan is the setting for the 14th century fort that has been beautifully converted to become Six Senses Fort Barwara, a three-hour drive from Jaipur. Originally owned by the Rajasthani Royal Family, it sits directly opposite the temple, Chauth ka Barwara Mandir. The conservation effort has produced 48 suites and incorporates a palace and two temples within the walled site. A 30,000sq ft (2,800sq m) Six Senses Spa and fitness centre is located in the original women's palace, and will feature an extensive ayurveda programme, meditation and Six Senses Integrated Wellness programmes.

■ http://lei.sr/D3v4X_B



GOCO Hospitality worked on the spa at the 1 Hotel Haitang Bay

1 Hotel Haitang Bay

Sanya, China

Opening: 2020

Consultancy, development and management firm GOCO Hospitality has worked on the concept and technical design of the upcoming 2,138sq m (23,013sq ft) spa and wellness area of the 1 Hotel Haitang Bay in Sanya, China, the first Chinese development for 1 Hotels.

The wellness area will be prominently located just off the main reception and will include seven treatment rooms with views of the surrounding landscape, each with their own outdoor terrace relaxation areas. Two spa suites also feature private gardens and outdoor whirlpools. Significant indoor heat and water facilities include a women's bio sauna and herbal steam

room and a men's sweat lodge and salt steam room. An outdoor vitality pool will provide guests with various combinations of massage-jet settings, and a large, circular communal relaxation lounge acts as one of the main focus points of the wellness facilities, along with a wellness cafe and spacious gym. A dedicated wellness concierge will guide guests on all of the opportunities available, and an onsite farm will be run and managed by the property, providing organic fruits and vegetables for the 15,000sq ft (1,393sq m) of signature restaurants and lounges.

Designed by Hong Kong-based architects The Oval Partnership with interiors from Singapore-based FARM,, the whole resort is being created with a strong emphasis on sustainable design, and will employ natural materials and green spaces.

■ http://lei.sr?a=n2h9n_B

Resense

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Average result in
taking over operations

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CENTRAL & SOUTH AMERICA



Rosewood Half Moon Bay

Antigua

Opening: 2021

Rosewood Hotels & Resorts has been appointed by Canadian developer Replay Destinations to manage the newly christened Rosewood Half Moon Bay Antigua, which will be situated on 132 oceanfront acres along Half Moon Bay, on the site of an abandoned 1950s hotel that was a playground for the international jet set before 1995's Hurricane Luis destroyed much of the location.

The resort will include a Sense, a Rosewood Spa, which will offer locally

Rosewood Half Moon Bay will include a Sense, a Rosewood Spa with locally inspired treatments on the menu

inspired treatments in six signature treatment rooms. The property will also include a fitness centre, tennis courts and two pools – one for adults and one for families. An on-site organic farm will provide fresh ingredients for seasonal fare year-around. Located adjacent to a 27-acre national park, Rosewood Half Moon Bay Antigua will feature a curated selection of immersive activities and excursions, as well as biking and walking trails.

■ http://lei.sr?a=n9Z2H_B



Eden Rock - St Barths

St Barths

Opening: November 2019

A design collaboration led by the Eden Rock Design Group and Martin Brudnizki Design Studio will transform the iconic Eden Rock St Barths hotel in the Caribbean, including a new spa concept. The hotel, which is part of the Oetker Collection, is set to reopen on 20 November following an extensive two-year renovation.

The brand-new Eden Spa will take up residence inside the top of the Rock, where the legend began. The new yacht-on-land themed sitting room and three wellness cabins will invite guests to enjoy a Caribbean spa journey. In partnership with local brand Ligne St Barth, an extensive treatment menu will be available using natural and sundrenched products. All Ligne St Barth products are created on-island using ingredients of natural origin, including frangipani flower, melon, sugar cane and mango butter. Three beach cabanas are also available.

■ http://lei.sr/B9C5q_B

The Eden Rock has undergone an extensive two-year renovation



Cabrits Resort & Spa Kempinski Dominica

Dominica

Opening: Q4 2019

A Kempinski resort on the island of Dominica will feature a 1,750sq m spa designed and operated by Resense that takes full advantage of the Caribbean nation's local volcanic mud. The 160-bedroom Cabrits Resort Kempinski Dominica is the brand's first hotel project in Dominica, and The Kempinski The Spa at the resort will include nine treatment villas, a spa with indoor and outdoor thermal areas, and a mud treatment zone. Celebrating Dominica's unique landscape, the spa will be a primary element of the resort experience, with extensive facilities and wellness programmes and events combined with excursions into one of the Caribbean's most unspoilt destinations. The spa will include a local and organic treatment menu, gym, beauty area and indoor/outdoor relaxation area.

■ http://lei.sr/B2b5b_B



The Resense-designed and operated spa will include a mud treatment zone



Leonardo DiCaprio's private island resort will include a Deepak Chopra wellness facility

Blackadore Caye: a Restorative Island

Belize

Opening: 2020

Actor Leonardo DiCaprio is transforming a private island in Belize into a luxury green development. Blackadore Caye: a Restorative Island, is being developed by wellness real estate firm Delos and will contain a luxury hotel resort centered on health, wellness and sustainability; off-the-grid 'living homes' ; a research station on climate change and habitat impacts; and a Deepak Chopra wellness facility.

The resort has been designed by Jean-Michel Gathy of Denniston International

and environmental sustainability architect Jason McLennan, and the island's infrastructure has been designed under a conservation framework developed by biologists and ecologists, who have studied ways to preserve the island's habitat and biodiversity during construction.

The resort itself will feature 36 resort bungalows, 36 estate homes and a protected wildlife preserve that covers over half the island. All power used will be sourced from renewable energy and water will be provided through rainwater collection and onsite water treatment. McLennan has used geometrical concepts in his designs for the resort, with the proportions of buildings derived from mathematical proportions found in nature.

■ <http://lei.sr?a=B9z5s>

Six Senses Papagayo**Costa Rica**

Opening: 2021

Six Senses will bring its sustainable, luxury footprint to Central America as it teams up with The Canyon Group for the development of Six Senses Papagayo in Costa Rica. London-based architect John Heah – known for his sense of theatre and the ability to artfully harmonise design with nature in the style of Carlo Scarpa, Ed Tuttle and Frank Lloyd Wright – will design the resort, which will include 41 secluded pool villas and 31 residences. Heah's portfolio includes Four Seasons Resort Bali at Sayan and Amanera in the Dominican Republic.

The highlight of the resort will be Six Senses wellness programming along with a spa and fitness centre and myriad of activities and inactivities. There will be an organic farm located in the heart of the property including fruit, vegetable and herb gardens inspiring the chef's menus and signature spa treatments. Six Senses Papagayo is owned and under development by The Canyon Group based in Larkspur, California. Among the group's core portfolio are the Amangiri resort in Utah and Amangani resort in Wyoming.

■ http://lei.sr/r7R9e_B



The highlight of the resort will be Six Senses' wellness programming



An over-water spa suite will be included

Viceroy Bocas del Toro

Panama

Opening: 2021

Viceroy is set to open a resort and residences in Bocas del Toro, Panama, with dramatic overwater villas, three miles of private white sand beaches and a 1,80sq m (11,625sq ft) spa featuring private rejuvenation pools tucked in blossoming pockets of the rainforest.

The spa will include two double and four single treatment rooms plus an over-water spa suite and two treehouse treatment rooms. A rainforest outdoor bathing circuit, beauty salon, mind and body studio, spa cafe and gym complete the offerings.

The 42 overwater villas will each have their own private plunge pool and direct access to the ocean by deck. Viceroy Bocas del Toro will be an eco-friendly destination, and will only allow electric cars and sustainable technologies. Its outdoor design has been planned with indigenous plants and tropical specialties that will be used in preparing local cuisine for the restaurants.

■ http://lei.sr/P9T8z_B



A Six Senses Spa will overlook a nature reserve and include Caribbean healing traditions

Six Senses St Kitts

St Kitts

Opening: 2021

Six Senses will open a resort on the Caribbean island of St Kitts set on the site of a former sugar cane plantation. The resort will include 70 pool villas with private plunge pools and sea views, all created using sustainable and repurposed materials. A Six Senses Spa will overlook a nature reserve and include a menu of Six Senses speciality treatments as well as Caribbean healing traditions and rejuvenation journeys, Six Senses Integrative Wellness, detox, yoga and workshops.

An Alchemy Bar – first developed at Six Senses Spa Douro Valley in Portugal – will be an extension to spa personalisation. There will be a dedicated pavilion for yoga and a fully-equipped gym in addition to a spa boutique, which will offer products exclusively developed for Six Senses.

Guests will arrive at the resort through the old sugar cane plantation, passing the organic garden to the reception area before being transported by their GEM (Guest Experience Maker) to their villa by electric buggy. Food and beverage options will put an emphasis on fresh seafood from the Caribbean and ingredients harvested on-demand from the resort's organic fruit, vegetable and spice gardens and from local producers.

■ http://lei.sr/T6r9W_B



A Sunrise Sanctuary is designed as a space for focus, meditation and silent sports

Four Seasons Caye Chapel

Belize

Opening: 2021

Four Seasons is developing the private island of Caye Chapel in Belize into a luxury resort with a wellness sanctuary. Adjacent to the UNESCO World Heritage designated Belize Barrier Reef System, Four Seasons Caye Chapel will include a collection of overwater bungalows, as well as 35 private residences and 50 private estate lots.

A Sunrise Sanctuary, located on the farthest point of Caye Chapel, will be perched on the end of a modernist dock, and is designed as a space for focus, meditation and silent sports. It will feature retreats, workshops and daily classes with yoga, Pilates, fitness and meditation experts from around the world. The on-site Fabien Cousteau Nature and Conservation Institute and Adventure Center will be home to research and education initiatives that guests and residents can participate in, including a 3D coral reef printing programme.

■ http://lei.sr/z3s3v_B

Mandarin Oriental Grand Cayman

Cayman Islands

Opening: 2021

Mandarin Oriental Hotel Group will manage a 100-bedroom resort on the island of Grand Cayman, which will include a 1,300sq m spa with eight treatment rooms.

The resort will also feature a range of wellness options; in addition to the spa, it will also include a comprehensive fitness centre, several outdoor swimming pools and tennis courts. Landscaped walking and cycling trails will traverse the 67-acre site and a Beach Club will offer a variety of leisure and water sports activities. The development will also have its own farm, which will provide a 'farm-to-table' dining experience.

■ http://lei.sr/H8g8R_B



The resort will include a 1,300sq m spa with eight treatment rooms

EUROPE

Tyram Lakes Hotel and Spa

Yorkshire, England

Opening: 2021

Baca Architects is working on a £25m hotel and spa in Yorkshire, England, to be operated by Campbell Gray Hotels. The Tyram Lakes Hotel and Spa will be part of a wider eco development around a series of lakes located in a 165-acre woodland site. Fifty eco lodges, currently under construction, will float among reed beds at the side of the western lake and, when completed, the hotel and spa will serve lodge residents as well as their own guests.

The spa will feature a 20m pool, hot and cold plunge pools, sauna and steam facilities, six treatment rooms

and a fitness studio. From the curved form of the hotel, the spa area of the building emerges to form a “peninsula of tranquility”, boasting dual aspect views over the lakes. The internal swimming pool encourages a holistic feeling of inhabiting nature due to its continuous glass facade to the water’s edge and woodland beyond. The pool wing opens to the external natural pool, allowing people to submerge themselves further into their surroundings, stimulated by reflection and atmosphere. The hotel will have 104 bedrooms and will be designed to a high environmental standard (a minimum of BREEAM Very Good). The long-term vision for Tyram Lakes Resort is to develop a total of 100-plus lakeside and floating lodges, as well as lodges placed within the woodlands.

■ http://lei.sr/2R8b3_B



Fifty eco-lodges will float among reed beds at the lake's edge





The spa is designed as a 'peninsula of tranquility' in nature

Lanserhof Sylt

Sylt, Germany

Opening: 2020

With its natural landscape and temperate climate, the German island of Sylt – described as the Hamptons of Germany – will welcome Lanserhof Sylt in 2020. Lanserhof 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 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



Christoph Ingenhoven is the designer



The spa has been inspired by the the Mediterranean, in partnership with ESPA

The Corinthia Palace Hotel & Spa

Attard, Malta

Opening: Q4 2019

The new Athenaeum Spa marks the final phase of a significant refurbishment of the 147-bedroom Corinthia Palace Hotel, which began last year at the 50-year-old hotel. Created by interior designers Goddard Littlefair, the spa has been inspired by the relaxed charm of the Mediterranean. In partnership with skincare brand ESPA, the spa will offer products, treatments and expertise, guided by a holistic philosophy to enhance both physical and emotional wellbeing, and natural ingredients like salts, honey, oils and botanicals will be

used for a variety of therapies. The spa will join the other ESPA spas across the Corinthia portfolio – the flagship ESPA Life at Corinthia London, Royal Spa at Corinthia Budapest and The Spa at Corinthia Lisbon.

Facilities will include a hot area comprising vitality pool, sauna, steam room, experience showers and heated beds, which looks out onto a secret garden with citrus, herbs and lavender. The Athenaeum Spa sits within the gardens of the hotel's pool garden area and also features an indoor swimming pool with jacuzzi, seven treatment rooms, relaxation lounge and terrace, gym and studio. The vitality pool is both indoor and outdoor and the garden space features a plunge pool with relaxation deck and a pergola adorned with plants.

■ http://lei.sr/f4p9d_B

The resort is designed to be a hub for people passionate about nature, wellness and adventure



Six Senses Össurá Valley

Svínhólar, Iceland

Opening: 2022

Six Senses will open a new resort in the country of fire and ice: Six Senses Össurá Valley. Designed to be a hub for people passionate about nature, wellness and adventure, Six Senses Össurá Valley will be located on 4,000 acres (1,619 hectares) of privately-owned land in Svínhólar near Lóni.

The first phase of the project will see the opening of a 70-guestroom resort and private cottages built using renewable and locally sourced materials, and adhering to high standards of energy and water efficiency. The project's architect, John Brevard, has added another layer to the design brief to create a space that considers the implications of human bioenergy, electromagnetism, astrology, sacred geometries and the principles of Feng Shui. The goal is to align guests and residents with natural order and hyperdimensional realities so they



recharge and reconnect.

A Six Senses Spa will include a functional fitness centre, yoga studio and comprehensive wellness programming, and there will be a farmhouse with an organic garden and a cooking school.

■ http://lei.sr/Y4J6E_B

DEVELOPMENT PIPELINE: EUROPE

Kemeru Park Hotel

Jurmala, Latvia

Opening: 2022

Latvian wellness consultancy Inbalans Group is working with Moscow-based international development company Griffin Partners and Jurmala City Council to develop a substantial wellness community in Latvia's Kemeru National Park.

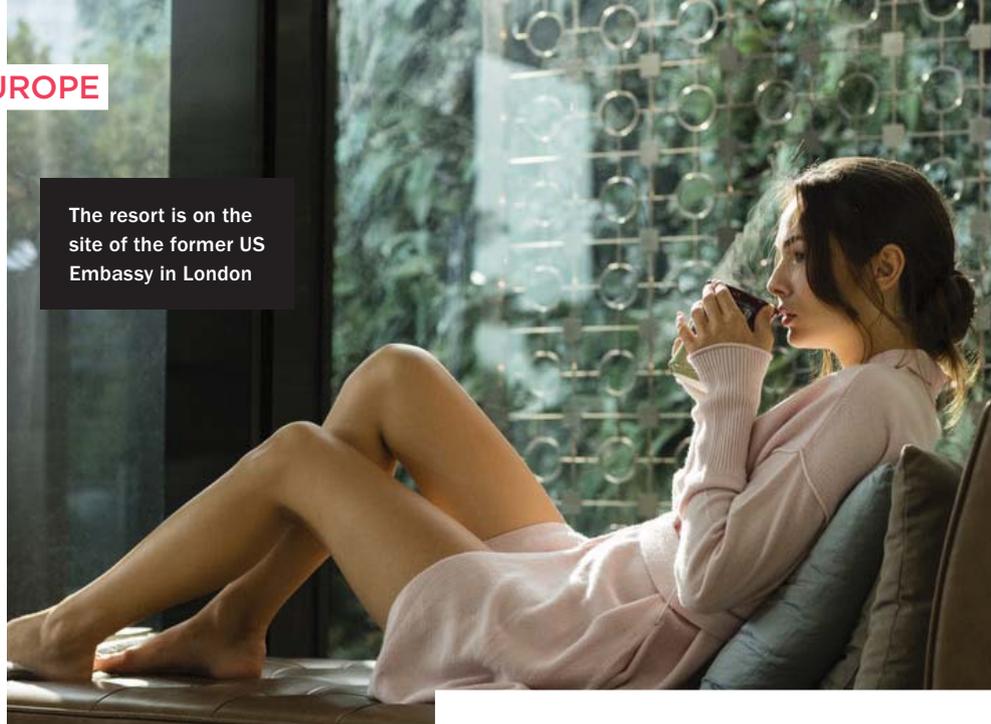
The wellness community, located just west of the capital of Riga, will include a five-star hotel with a 1,500sq m (16,146sq ft) spa, as well as a wellness clinic comprised of multiple historic buildings with a focus on balneotherapy treatments.

Kemeru 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 Eizens Laube as a symbol of Latvia's first independence.

■ http://lei.sr?a=C8h5R_B



The five-star hotel is in a 1936 resort originally built to celebrate independence



The resort is on the site of the former US Embassy in London

Rosewood Grosvenor Square

London, UK

Opening: 2023

David Chipperfield Architects and ReardonSmith are designing a new Rosewood hotel on 30 Grosvenor Square, the former site of the US Embassy in London and an iconic 60s-era piece of architecture.

Developed in collaboration with the Grosvenor Estate and Qatari Diar, the new hotel is expected to cost £1bn (US\$1.3bn, €1.1bn), and will comprise 137 bedrooms, five restaurants, six retail units and a spa. Rosewood has two spa concepts: Sense Spa and Asaya. The Sense Spa concept focuses on indigenous therapies in a luxury setting, and is well-established across Rosewood hotels. Asaya was introduced at the end of 2016, and is an integrative wellness concept that



fuses complementary therapies, lifestyle and nutrition coaching with educational wellness programming, fitness activities, and specialised healing, and includes social spaces, as well as space dedicated to relaxation, reflection and fitness. It has not been announced which concept the new London outpost will feature. Rosewood Edinburgh and Rosewood Vienna are also in development, and slated to open in 2020 and 2021.

■ http://lei.sr/s6E2w_B



PHOTOS © IKONIFORM

The spa is at the heart of the resort and will take guests on a journey of enlightenment



The Red Mountain Resort

Iceland

Opening: unconfirmed

Tales of trolls, elves, monsters and invisible men roaming Iceland's majestic volcanic landscape have inspired the design of a proposed spa and wellness retreat located next to a geothermal lagoon. Architecture practice Johannes Torpe Studio have drawn on the mysterious topography of caves, craters and moss-covered lava fields found in

the Snæfellsness peninsula to devise a spa that will be soaked in mythology, storytelling and nature.

The region is home to a 700,000-year-old glacier-capped stratovolcano, which famously starred in Jules Verne's 1864 science fiction classic *Journey to the Centre of the Earth* as the passageway into a subterranean world. It is also known from the Icelandic saga of Baroar Snæfellsas, a half-man-half-troll who left the chaotic world of men behind to live in solitude inside the glacier, leaving his human self behind. Now the volcano could provide the backdrop

for The Red Mountain Resort, an 800sq m spa retreat that will take guests on their own version of Baroar's journey towards enlightenment, albeit within the reassuring surrounds of a 150-bedroom hotel and spa. At the heart of the resort will be an extensive spa, in which guests will voyage through emotional stages – contemplation, exposure, confrontation, clarity and enlightenment – much like Baroar did. Each stage will be articulated through different expressions of nature, including wind tunnels, fire baths, rain curtains, ice pools and pitch black slides.

■ http://lei.sr/Q8E3q_B

DEVELOPMENT PIPELINE: EUROPE

Fun & Wellness - In & Out

Castro Caro, Italy

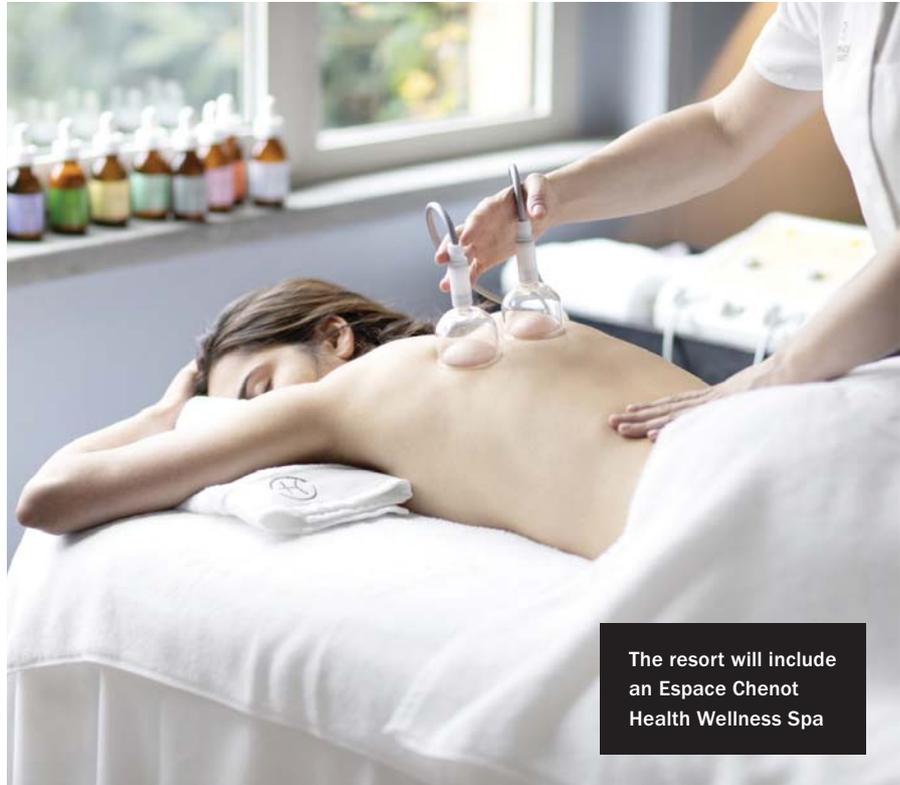
Opening: Q4 2019

Bbspa & Partners is working on a large thermal project in the Italian region of Castro Caro, in the Emilia Romana region of Italy – home to the country's Wellness Valley. The Fun & Wellness - In & Out Spa includes 5,000sq m (53,820sq ft) of external and 2,500sq m (26,910sq ft) of internal leisure space, and is set in a green space within a 100-year-old park. Designed in collaboration with Riverbera Architecture, the spa will include equipment from Starpool, and is due to open at the end of this year.

■ http://lei.sr/d2c3p_B



The spa includes 5,000sq m of outside space and a further 2,500sq m inside



The resort will include an Espace Chenot Health Wellness Spa

One&Only Portonovi

Montenegro

Opening: 2020

Positioned at the entrance to Boka Bay, One&Only Portonovi is described as “a consummate retreat for happiness and wellness between towering mountains and resplendent sea.” With approximately 140 rooms and villas, residences and a marina, this new One&Only Resort in Montenegro will be the brand's first resort in Europe, and will feature the first collaboration with leading health and

wellness brand Chenot and the debut of the Espace Chenot Health Wellness Spa at a One&Only resort.

The Espace Chenot concept will focus on the medical wellness concept of Chenot, where the Chenot Method will play an essential role for detoxing and resetting the body. From the initial stage of consultation and wellness screening by a Chenot trained specialist or medical doctor, guests will be offered bespoke programmes to tailored nutritional menus, fitness schedules, targeted spa treatments, stress-relieving activities, to cosmetic beautification, and more.

■ http://lei.sr/Z3S7v_B



The spa is designed for people suffering from sleep disorders

Amberton Green Spa Druskininkai

Lithuania

Opening: Q3 2019

Wellness consultants The E77 Company are working on a sleep wellness spa concept for the Amberton Green Spa Druskininkai hotel in southern Lithuania. Located about 130 km from the capital city of Vilnius and close to the borders of Belarus and Poland, the town of Druskininkai dates back as a spa resort to the 19th century.

The hotel will be primarily designed for people suffering from sleep disorders and chronic fatigue, and will offer diagnostic services, special rooms with smart mattresses for evaluation of sleep quality, physiotherapy treatments, a Hypoxico altitude training system, plus spa packages. The spa will include 15 treatment rooms, relaxation areas, an indoor pool with sauna, fitness area, restaurant and children's area.

Treatments for sleep problems and chronic fatigue syndrome will be offered, along with comprehensive diagnosis and monitoring, mindfulness-based stretch reduction therapy, the latest in health

and wellness technology innovations, and special treatments for cancer patients. Designed by architectural studio Arches, the spa aims to balance mental, physical, emotional and spiritual wellbeing. E77 has created the concept, prepared the business plan and marketing strategy, and created a list of equipment and suppliers. The hotel and spa will include RestBed smart mattresses, Nokia sleep sensors, a Hypoxico altitude training system, Gharieni treatment tables, EnergyPod napping chairs, Unbescheiden baths, Technogym training equipment, and skincare from Irish brand Voya.

■ http://lei.sr/J9c2k_B

Danish Water Culture Center

Copenhagen, Denmark

Opening: 2021

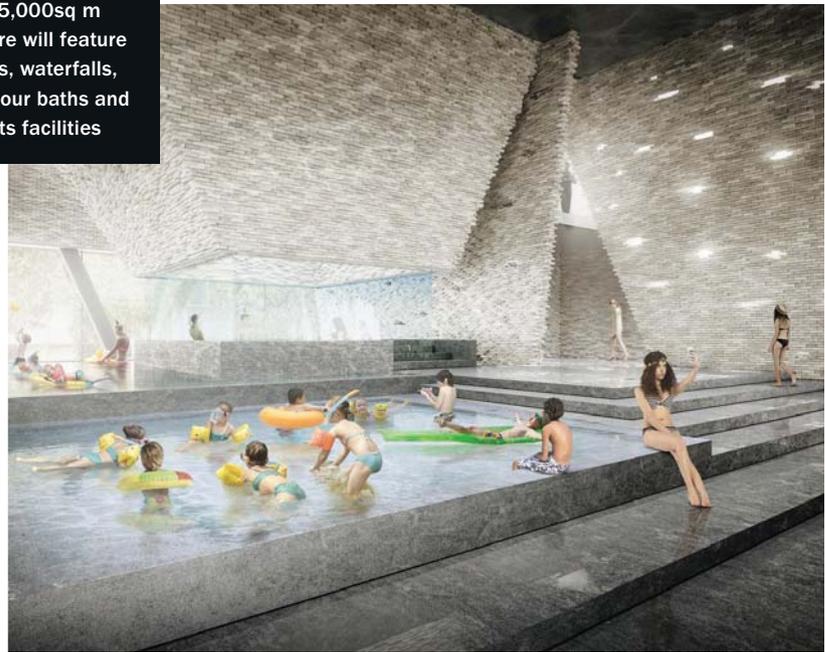
Kengo Kuma Associates is creating the new 5,000sq m (53,800sq ft) Danish Water Culture Center, which will feature outdoor and indoor pools, waterfalls, harbour baths and sports facilities. Kuma's design envisions the building as having a series of pyramid-shaped roofs, with an open-air pool passing through the gaps between them.

The project will be built on Christiansholm Island, one of the last undeveloped areas along the city's waterfront. It has been used over the past 50 years by the Danish press for newspaper storage, inspiring the nickname 'Paper Island'. The Danish Water Culture Center is part of a wider masterplan for Paper Island created by architecture firm COBE.

■ http://lei.sr/w5h4w_B



The 5,000sq m centre will feature pools, waterfalls, harbour baths and sports facilities



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MIDDLE EAST



Lux Al Zorah

Ajman, UAE

Opening: 2021

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

The 180-bedroom Lux* Hotel will feature a 1,500sq m (16,146sq ft) Lux

Me Wellness Center that will include an indoor pool, adults-only outdoor pool with private gazebos, 10 treatment rooms and a central multipurpose hammam that will cater to both men and women at alternate times. It will also include an 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 adults-only accommodation 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



Guests can take a 'wellbeing safari'



© SHUTTERSTOCK/TRIV MEDIA

One of the world's saltiest bodies of water, the Dead Sea was one of the first health resorts

Dead Sea Valley Complex

Israel

Opening: unconfirmed

The Israeli government is planning to expand and upgrade the neglected Dead Sea resort area into “one of the world’s top tourism destinations.” The plan will add up to 5,000 new hotel rooms on the shore of the Dead Sea, as well as a state-of-the-art spa, a visitor and information centre and promenade connecting the hotels, facilities and attractions. Nature, health and sustainability will be at the project’s core, and architect Moshe Safdie

is working to merge the new buildings into the unique landscape, and work with green and eco-friendly construction.

The extensive public development of the Dead Sea Valley includes the preservation of the nearby springs of Rom, Zohar and Bokek. The heart of the complex will be accessible by foot, bicycle or dedicated shuttle only, creating a vehicle-free zone with the new promenade serving as a lifeline with bicycle trails, shaded rest areas with green trees, and a restaurants and cafes. One of the world’s saltiest bodies of water, the Dead Sea was one of the world’s first health resorts, and has been attracting people for its health benefits for thousands of years.

■ http://lei.sr/h2Y5q_B

Six Senses Shaharut

Shaharut, Israel

Opening: Q4 2019

Located in the Negev Desert, Six Senses Shaharut will be nestled into a dramatic cliff with panoramic views of the desert. The resort will be located in the small community of Shaharut, and will include 58 suites and villas. A Six Senses Spa will offer a layered approach to wellness and will include the Six Senses Integrated Wellness programme, which is based on the preventative principles of Eastern medicine and results-oriented Western influences. The approach allows in-house experts to measure and analyse key physiological biomarkers in order to provide guests with lifestyle and nutritional advice as well as a personalised programme of spa treatments, fitness and wellness activities. Facilities will include a 262ft (18m) indoor swimming pool, 80ft (25m) outdoor lap pool, gym, yoga studio with desert views, alchemy bar, and a nail bar.

■ http://lei.sr/x7J4g_B



Six Senses Shaharut will be the brand’s first resort in Israel

Corinthia Meydan Beach

Dubai, UAE

Opening: 2020

Luxury hotel brand Corinthia will open its first hotel in the Middle East, the Corinthia Meydan Beach Dubai, which marks the beginning of ambitious expansion plans by the hotel group, and will feature the region's first ESPALife Spa. The flagship 5,000sq m (53,820sq ft) ESPALife Spa will have a concept that offers a holistic approach to mind, body and spirit. This will be represented by an array of therapies where ancient practices and technological advances work in harmony. As well as

luxurious treatments, the spa's ethos encompasses mindfulness, fitness and nutrition, to provide a well-rounded service to enrich and uplift lives.

The 55-storey Corinthia Meydan Beach is situated within Dubai Marina, and will include 360 bedrooms. American design professionals AE7 are designing the hotel to be a tribute to the region's tradition of architectural grandeur and cultural traditions.

The existing Corinthia portfolio features the flagship Corinthia London, as well as Corinthia Hotels in Budapest, Malta, St Petersburg, Prague, Lisbon, Khartoum and Tripoli, each connected by a strong Corinthia philosophy inspired by its Mediterranean, family-run heritage.

■ http://lei.sr/g9N5n_B

The hotel will feature the region's first ESPALife Spa



An extensive selection of wellness journeys will be available

Anantara Jeddah

Jeddah, Saudi Arabia

Opening: 2020

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.

An extensive selection of wellness journeys will be available as part of Anantara’s ‘Balance’ programme including detox, de-stress, weight management,

anti-aging and rejuvenation. Also on offer will be therapies such as ayurveda and reflexology. Guests can tuck into wellness cuisine and partake in healthy cooking classes and enjoy activities including yoga, pilates and tai chi. In addition, the resort will offer a regular programme of wellness-focused educational workshops and special events.

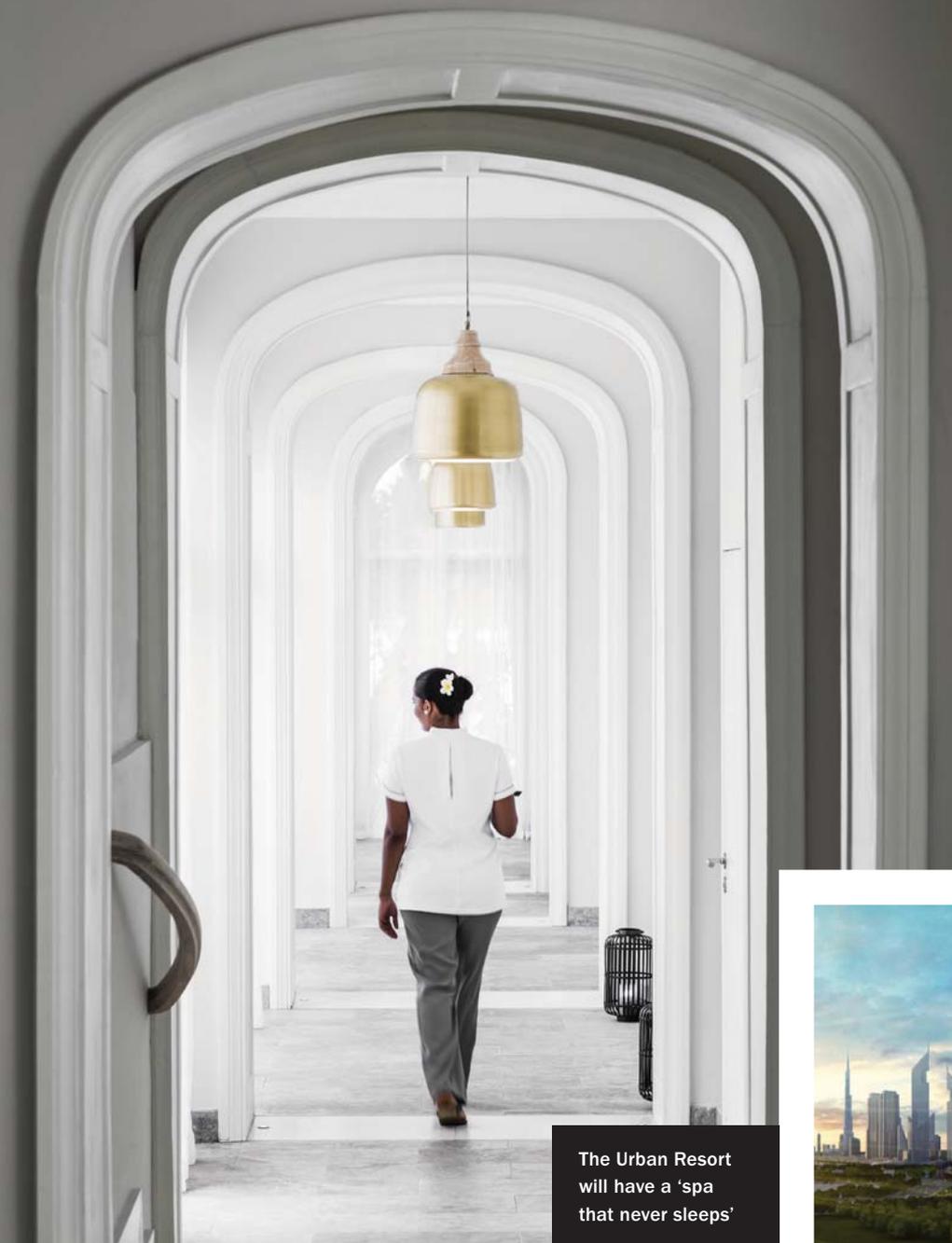
Owned by SAB Group, the 226-bedroom Anantara Jeddah Resort will be located on the waterfront in Obhur, an upmarket district that is undergoing a huge transformation, spearheaded by the 1km-high Kingdom Tower.

■ http://lei.sr?a=R7r8B_B



The resort is located on the waterfront in

► Obhur, an upmarket district



The Urban Resort will have a 'spa that never sleeps'

One&Only Za'abeel

Dubai, UAE

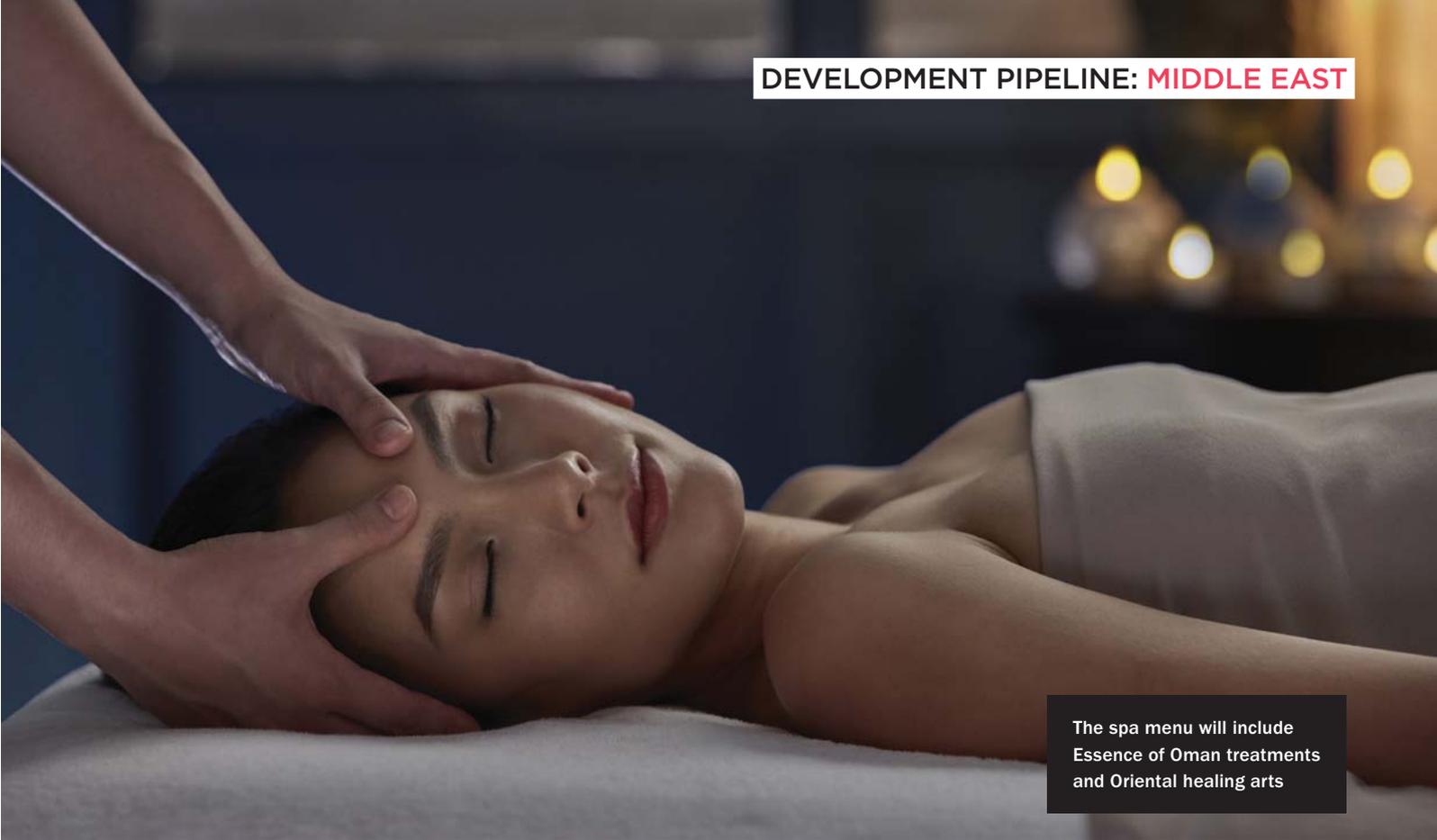
Opening: 2020

Kerzner International Holdings, the owner of One&Only Resorts, has plans to introduce a new line of One&Only Urban Resorts, the first of which will debut in Dubai. The One&Only Za'abeel will be set in the new One Za'abeel, a two-tower, high-rise, mixed-use development. Its panoramic sky concourse, The Linx, connects the two towers of One Za'abeel, and a statement swimming pool will be on the top of The Linx offering 360 views of Dubai, as well as a "spa that never sleeps".

One&Only Urban Resorts will retain a similar ethos to its Beach Resorts, offering intuitive design and a strong health and fitness offering. Urban Resorts will also offer green spaces designed to provide a serene sanctuary year-round, One&Only Gyms with views of the city, and One Cycle and One Yoga. One&Only Urban Resorts will be home to One&Only spas that are open around the clock to serve guests as and when they need.

■ http://lei.sr/h2Y5q_B





The spa menu will include Essence of Oman treatments and Oriental healing arts

Mandarin Oriental Muscat

Muscat, Oman

Opening: 2021

Mandarin Oriental Hotel Group will manage a new resort and branded residences in Muscat, with 150 guest rooms and suites, five restaurants and bars, a Spa at Mandarin Oriental and an outdoor swimming pool.

The spa will include eight treatment rooms: three single men's, three single women's, one couples room, and one signature Persian Hammam Suite. A hammam purification ritual will be offered

to all guests in the heat and water facilities and will include heat, steam, a complimentary body scrub by a spa therapist, a vitality pool and a cold deluge shower.

The resort will also feature an outdoor Oriental meditation garden for relaxing before and after spa experiences, which will include a small labyrinth for walking meditation.

The Persian hammam suite will be used for private hammam rituals and couples' experiences, along with the adjacent couples' treatment room. A variety of spa experiences will be offered in the Persian hammam suite, including social hammam activities, rasul clay treatments,

and steam treatments personalised with bespoke scents from the fragrances of the region. A Spa Studio with modern, advanced skincare and beauty treatments is also planned. The spa menu will include Essence of Oman treatments, which combine hammam rituals with local ingredients, including a line of treatments using rose essences.

Traditional Oriental healing arts, which encompass Mandarin's signature treatments derived from Traditional Chinese Medicine will also be offered, as well as therapeutic massage services in conjunction with the state-of-the-art fitness and wellness centre.

■ http://lei.sr?a=U5p8Z_B

NORTH AMERICA



First developed in the 1960s, the resort is known for its palm thatch roof 'hales'

Kona Village, A Rosewood Resort

Hawaii, US

Opening: 2022

The iconic Kona Village in Hawaii will reopen as a Rosewood Resort, after a complete renovation of the property. Located on the Kona Coast of the Big Island of Hawai'i, the Hawaiian retreat has laid dormant since 2011. Conceptualised and developed by explorer Johnno Jackson in the early 1960s, the original Kona Village Resort was best known for its free-standing, palm thatch roof 'hales'

and tranquil location. Spearheaded by Hawai'i-raised architect Greg Warner of Walker Warner Architects, each of the 150 renovated standalone guest 'hales' will offer a private I nai, outdoor shower and locally inspired decor.

Guests will have access to new leisure facilities including a Sense, A Rosewood Spa, a fitness centre, as well as multiple pools and tennis courts. Spanning 81 acres of geologic landscape, the resort will draw inspiration from the history of the site, local culture and natural elements to create a guest experience that complements the Hawaiian setting.

■ http://lei.sr/t5X7h_B





Nordik Spa's facilities include extensive outdoor thermal areas to be used year-round

Nordik Spa-Nature

Whitby, Ontario, Canada

Opening: 2020

Grupo Nordik is building an outdoor thermal spa in Whitby, Ontario, set over an area of 385,423sq ft and located 45 minutes from downtown Toronto. With a capacity of 700 guests, the spa defines itself as a multisensory relaxation experience in a soothing natural environment. It will be the company's third location, and is set to open in 2020.

With plans to develop 10 spas across North America by 2027, Grupo Nordik says it wants to push the industry to new heights and become a leader in wellness spas, and it also has its eyes set on international expansion. Nordik Spa-Nature's facilities propose several



ways to enjoy the thermal cycle in every season. Different sections allow guests to choose their preferred environment to maximise the benefits of their spa visit. Guests are invited to relax and disconnect in a silent zone or to chat and reconnect with friends in another more communal area. Massages, body treatments and

sauna rituals are also offered, and the spas include restaurants.

The company has also announced plans for its fourth nature spa in Canada on land in Parkland County, in proximity to Edmonton and the surrounding municipalities.

■ http://lei.sr/v9F4j_B

Six Senses New York

New York, US

Opening: 2020

Six Senses Hotels Resorts Spas will debut in the US in 2019 with its first urban location, Six Senses New York, a luxury hotel being developed by HFZ Capital Group in New York City 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. The overall project, named The Eleventh, features two soaring towers designed by architectural and design group BIG (Bjarke Ingels Group).

Six Senses Spa New York will offer a layered approach to wellness, with treatments that are a mix of science and human awareness, with a high-tech and high-touch approach that is crafted around the individual.

■ http://lei.sr?a=r6G9W_B



The towers are designed by BIG



The wellness community will include a wellness centre, medi-spa and fitness centre

GOCO Retreat Temescal Valley

California

Opening: 2022

GOCO Hospitality is spending more than US\$40m to create a wellness community next to Glen Ivy Hot Springs, which it acquired in 2016. 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 from three to 21 days 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.

■ http://lei.sr/9z6u3_B

Amanvari

Los Cabos, Mexico

Opening: 2020

Aman has chosen Los Cabos for its first Mexican resort, Amanvari, which takes its name from the Sanskrit words for 'peace' and 'water'. Set within Costa Palmas, a 1000-acre (400 hectare) private beachfront resort community in Baja's East Cape, Amanvari is being designed by architects Heah & Co., who have approached the design of Amanvari with the overriding objective of allowing the surreal landscape to take center stage. The resort design includes 20 bi-level hotel pavilions spread across the resort's bucolic landscape with floor to ceiling windows that open onto an outdoor terrace and wraparound sundeck, some with a cantilevered pool. The Aman Spa pavilion is planned to be steps from the main pavilion along a treed pathway, nestled at the heart of the site.

The Costa Palmas master plan also includes 18 acres of organic farms, a private members-only Costa Palmas Beach & Yacht Club, and a Four Seasons Resort.

■ http://lei.sr/Q5x3t_B



Amanvari will include an Aman Spa set in the heart of the site





The resort will include a 45,000sq ft spa

Lake Nona Resort

Lake Nona, Florida, US

Opening: 2020

A 'performance resort' and spa are coming to master-planned wellness community Lake Nona, outside of Orlando, Florida. The Lake Nona Resort will include a 45,000sq ft spa and fitness campus with in-depth indoor and outdoor programming. Designed by Miami-based Arquitectonica, the eight-storey Lake Nona Resort will be located along the shore of Lake Nona, within the community's growing sports and performance district and near the new USTA National Campus – one of the world's largest tennis campuses, with 100 courts.

Spa consultancy WTS International has worked on the market analysis, strategic planning, programming and financial analysis for the Lake Nona Spa. The resort has been inspired by Lake Nona's mission statement "to create the ideal place that inspires human potential through innovative collaboration", offering performance and healthy living in a resort setting.

■ http://lei.sr/R4w6d_B



The resort's spa will offer holistic rejuvenation with eight treatment rooms

Mandarin Oriental Honolulu

Honolulu, Hawaii, US

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-based Salem Partners. It will include a Spa at Mandarin Oriental that 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 Colorado-based [au] workshop, the hotel will include 125 bedrooms designed to reflect Hawaiian culture, together with features inspired by Mandarin Oriental's oriental heritage. The architects envision the design as a modern, vertical urban resort epitomising the Hawaiian tradition of the 'lanai,' with its seamless indoor-outdoor sense of place.

■ http://lei.sr?a=x3y3K_B



Spa consultant
Diana Mestre
has worked on
the spa concept

Auberge Susurros del Corazon

Punta de Mita, Mexico

Opening: 2021

Spa consultant Diana Mestre has created a spa concept for the upcoming Auberge Susurros del Corazon, which has been inspired by the ceremony and traditions of the local Huichol people. Susurros means 'whispers,' and for Auberge Susurros, the spa and wellness experience will draw inspiration from the



The spa takes inspiration from local culture

spiritual healing whispers and knowledge of the ancient Huichol ancestral community of the region of Nayarit.

The spa will include 11 treatment rooms, each of which will be accessed from the outside to create continuity with the landscape. The Huichol are known as a nation of shamans, and many live well past the age of 100, so longevity programmes will be a central part of the spa, and Mestre is creating a unique healing treatment menu that highlights the Huichol's culture and medicine.

■ http://lei.sr/M9n7J_B

World Spa

Brooklyn, New York, US

Opening: 2020

Design For Leisure (DFL) is designing the new 50,000sq ft (4,645sq m) World Spa, which will feature one of the largest coed hydrothermal bathing areas in New York. It will offer bathing practices from Europe, Russia, Turkey, Finland and Japan, including public and private Russian banyas, an event-size Finnish sauna, a traditional European bathing circuit with snow rooms, a Kneipp walk and salt inhalation room, multiple Turkish hamam areas and much more.

Developers RYBAK Development And BK Developers have joined forces for the project, tapping Feng Shui consultants alongside DFL. Natural wood and organic materials are being used to create a “homey” feel in the expansive establishment. World Spa will also include an East-West Bar & Grill with food and drinks, and a menu of European and Asian cuisine.

■ http://lei.sr/6Q6d5_B



The spa will be 50,000sq ft



Guests will stay in 'Human Cocoons' in order to connect with nature

Awakenings Sanctuary

San Manuel, Mexico

Opening: 2020

A new project in Mexico will be focused on a transformational travel experience designed to increase guests' level of consciousness and help them live a happier, healthier and more abundant life.

With a slogan of 'Sleep once and wake up forever,' Awakening Sanctuary will include a hotel designed by ARQMOV that follows the flow of nature's elements. The first phase of the opening in 2020 will offer guests a series of workshops, experiences, seminars and coaching focusing on personal development and the search for happiness.

Founders Adriana Chardi and Martin Loeffler hope that guests will find a reconnection with the whole: physical, intellectual, emotional, social and spiritual.

Guests will stay in 'Human Cocoons' that are designed allow inhabitants to fully experience the calming sound of the jungle and to connect with nature, while still enjoying a high-end eco-boutique hotel experience. Awakening is part of San Manuel, a small Mayan community in the heart of the Yucatan Peninsula. Its 152 hectares (365 acres) of jungle include seven cenotes, whose waters will be used in the hotel's programming.

■ http://lei.sr/v5r7X_B



The resort features seven cenotes



Amrit will feature a 100,000sq ft spa and a focus on a wellness lifestyle

Amrit

Palm Beach, Florida, US

Opening: 2020

Developer Dilip Barot, founder of Creative Choice Group, is building what he calls an “urban destination spa resort” on Singer Island in Palm Beach, Florida with a 100,000sq ft spa. Spread across seven acres on the Atlantic shoreline, the Amrit Ocean Resort & Residences will have a focus on wellness lifestyle, taking inspiration from Patanjali yoga and with a focus on mindful living, bringing Eastern traditions of inner science together with Western luxury.

Two towers – named Peace and Happiness – will house 150 hotel guest rooms, 359 residences, and a four-storey spa. Practitioners will focus on preventative maintenance and personalised wellness, and industry veteran Alison Howland – who was part of the original vision team – has been named vice president of wellness programs and resourcing for Amrit. Spa



consultants Amy McDonald of Under a Tree Health & Wellness Consulting and Martin Goldmann of ASPA International are also working on the project.

Tower P (Peace) will be a resort residential tower with features such as posture-supportive heat reflexology floors, mood-enhancing aromatherapy, vitamin C-infused showers, exterior sound-extrusion block, and dawn simulation that gently increases the amount of light in the bedroom at a customisable wake-up time. Tower H (Happiness) will offer a hotel/residential mix, and will house the spa, which will include both indoor and outdoor yoga studios, a meditation garden, whirlpool spa and private beach club.

■ http://lei.sr?a=U4Z8K_B

Aman New York

New York, US

Opening: 2020

Aman New York will be housed in the 1921 Crown Building on Fifth Avenue and 57th Street overlooking Central Park, and will include a three-storey, 2,000sq m (21,528sq ft) Aman Spa. The 1921, 26-storey Crown Building, one of the finest examples of Beaux-Arts architecture in New York, will be transformed by architect Jean-Michel Gathy of Denniston, into Aman New York, and will include a three-storey, 2,000sq m (21,528sq ft) Aman Spa.

The Aman Spa will be located on the 7th, 8th and 9th floors, and will be open to guests, residents and Aman Club members. The centrepiece of the spa will be a dramatic 25m (82ft) indoor swimming pool surrounded by fire pits and alcoves of double daybeds. Two Spa Houses will include comprehensive private facilities including a double treatment room, sauna and steam rooms complemented by hot and cold plunge pools, as well as an outdoor terrace.

■ http://lei.sr/3a4b4_B



A 2,000sq m spa will be on three floors

DEVELOPMENT PIPELINE: NORTH AMERICA



The Gran Roca Spa & Wellness will include Calistoga Mud Experiences



Four Seasons Napa Valley

California, US

Opening: Q1 2020

Designed by Napa's own Erin Martin and with just 85 accommodations, Four Seasons Napa Valley promises to be an intimate retreat that invites guests to explore the natural beauty that surrounds

it. The full-service Gran Roca Spa & Wellness will include Calistoga Mud Experiences inspired by the location's 150 years as a spa destination and using mineral-rich mud from the property. Guests can massage the wet earth into their skin, bathe in the sun in the outdoor mud garden, and let the mud draw toxins from the skin. Specialised seed-to-skin treatments will incorporate grape seeds and olive oils produced

from the century-old olive trees on the property, and advanced treatments and facials will use natural Napa ingredients. An outdoor relaxation garden is accessed from the changing rooms, and include outdoor steam pods for Native Steam Treatments. The communal area includes a heated whirlpool, space for the outdoor mud experiences, and the boulder that inspired the spa's name.

■ http://lei.sr/s7D3F_B

spa business

2019 – 2020 HANDBOOK



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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, editor, Spa Business Handbook

“For Nordic spas, going plastic-free isn’t enough; they strive to be green and organic in every way”

Josefin Roth, brand manager, LivNordic

The Nordic countries have long been seen as a role model in regard to the environment and climate, but more recently, this positioning has been raised higher with Swedish schoolgirl Greta Thunberg making global headlines as she protests about the need for immediate action. Greta has become a symbol for the young all over Europe – particularly for Millennials and Gen Z.

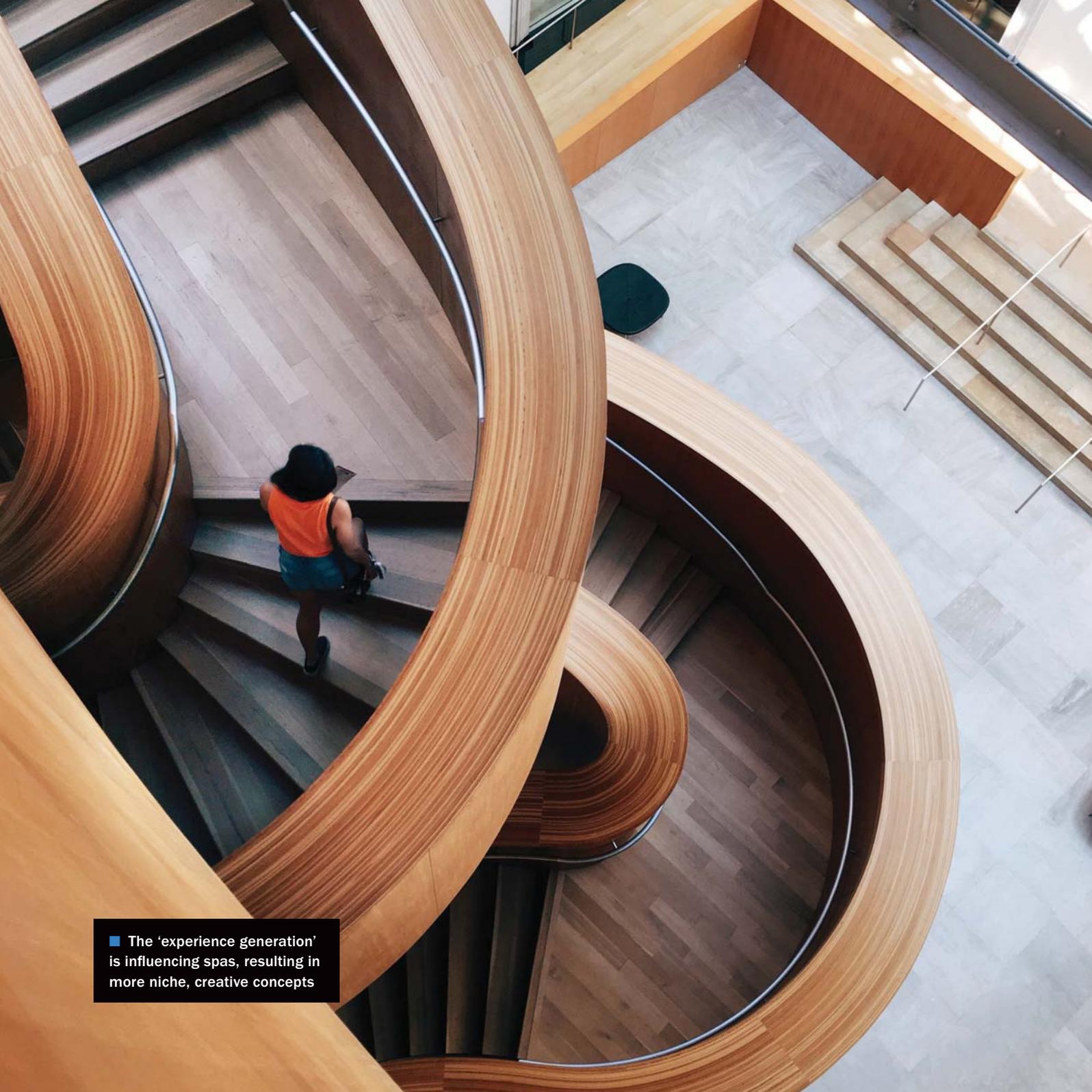


For Nordic spas, going plastic-free isn’t enough; they strive to be green and organic in every way. This extends to being a caring brand, one that is generous to customers, employees, social causes and the environment. This opens up opportunities to the more eco-conscious spa suppliers who share similar values, and extends beyond spa products to technology, food and services. From a design point of view, we see the influence of the experience generation. There

is a rise in more niche, creative spa concepts that double as social hangouts, including spas that invite guests to ‘write a new life story’ by offering a mix of music, aromas, food, warm baths, cold drinks and hot steam. Similarly, others are combining enjoyment and relaxation to create new concepts, whether this is an invitation to see a great movie in the pool, mix their own scrubs, or rethink spa music so you can both hear and feel it.



■ There is an opportunity for more eco-conscious spa suppliers



■ The 'experience generation' is influencing spas, resulting in more niche, creative concepts



■ Locally inspired healing often uses natural elements to nourish, balance, and facilitate a return to body-mind-spirit health

“Wellness getaways need to cultivate a meditative environment”

Dr. Kannan Nettath, director of spa and wellness,
Geo Spa at Four Seasons Resort Langkawi

As wellness-focused travel becomes increasingly popular, there is a rise in belief that destinations should channel the raw remedial power of nature, using her most ancient and purest sources of energy. Wellness getaways need to cultivate a meditative environment and nurture beyond the surface of the skin, and there are plenty of opportunities for that in Malaysia. Spa-centric holidays are going beyond physical pampering, and are now designed to boost the spirit, and to support emotional wellbeing.

To accommodate this, many hotel spas in Malaysia are incorporating locally inspired healing, some using traditional healers and priests for shamanic energy work, therapy and traditional healing sessions.



In Langkawi, the mountains, islands and beaches hold records of earth's story that date back over half a billion years. The ancient energies embedded in these natural elements nourish and balance the sacred essence of the individual. There is never a better time to visit a healer than when on vacation. At Four Seasons Resort Langkawi, visiting wellness experts offer nutritional and lifestyle consultations and can perform a variety of tailored healing rituals, from cupping, energy healing and therapeutic massage to fire stopping and Watsu in-pool relaxation. The Geo Spa's 'Elemental Balance' is designed to illuminate the concept of inner balance, helping identify personal imbalances, and facilitate a return to body-mind-spirit health and harmony. ▶



■ Traditional healers, experts and shamanic priests can offer a taste of local healing traditions

“The idea of social wellness will prompt a major change in the hotel industry, which will impact how we design our spa and fitness facilities”

Daniel Poulin, director, spa & fitness, North & Central America, Accor Hotels



SHUTTERSTOCK/ANTON GVOZDIKOV

■ Outdoor activities such as group hikes help facilitate interaction among guests

As reported earlier this year by the economist Thierry Malleret following a story from the *Financial Times*, “human beings are quintessentially social animals, and study after study shows that social connectedness is the absolute *sine qua non* of subjective wellbeing”.

Social wellness is a relatively new buzzword, and stems from vast amounts of data showing that social isolation in the “age of loneliness” and the rise of the “#MeOnly society” has a significant impact on our overall wellbeing.

I believe the idea of social wellness will prompt a major change in the hotel industry, which will impact how we design our spa and fitness facilities, as well as



the type of programmes we offer, as we aim to facilitate social interaction among our guests.

Expect to see a lot more co-ed lounges in spas, as well as group exercise studios, fitness classes, outdoor activities such as group hikes, running or biking clubs. Other social meeting places, such as communal juice bars, would easily fit well within the gym or spa space, and even things like co-working spaces could easily be set up in or near these areas.

We are seeing the return of the ‘club’ or ‘tribe’ mentality – a huge trend for millennials today – which is reflected in what I called “well-doing”: an active wellness concept towards the pursuit of happiness through physical and social activities.



“Japan is facing a severely ageing society, so healthy ageing is a crucial issue”

Tomonori Maruyama, chief research consultant & manager, Mitsui Knowledge Industry Co., Ltd, Japan

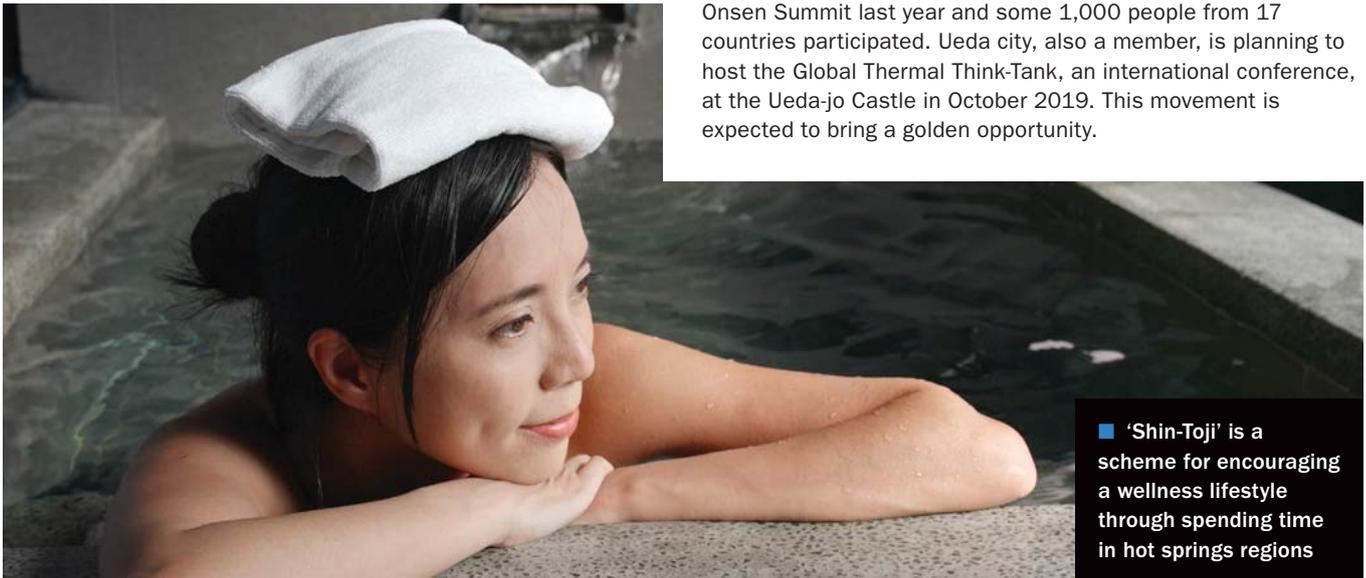
An emerging opportunity for the spa and wellness industry in Japan is “Shin-Toji”, a scheme for encouraging a wellness lifestyle by spending time at hot spring regions while at the same time enjoying local foods, cultural experiences, natural environments, picturesque scenery, beauty treatments and communication with local people.

Japan has a remarkable 2,983 hot springs regions with 27,297 springs. In 2017, there were 12,860 hot springs providing accommodations for over 130 million guests.

As Japan is facing a severely ageing society, “healthy ageing” is a crucial issue. Shin-Toji is expected to make people’s bodies and minds healthier. At the same time, the number of foreign tourist arrivals hit a record of over 30 million last year, and most of them have an interest in experiencing Japanese hot springs.

The Japanese Ministry of Environment launched Shin-Toji in April 2018, and 39 cities, 55 companies, 38 resort hotels, 26 tourism associations and 46 other organisations have already been participating as members now.

Beppu city, one of the members, hosted the International Onsen Summit last year and some 1,000 people from 17 countries participated. Ueda city, also a member, is planning to host the Global Thermal Think-Tank, an international conference, at the Ueda-jo Castle in October 2019. This movement is expected to bring a golden opportunity.



■ ‘Shin-Toji’ is a scheme for encouraging a wellness lifestyle through spending time in hot springs regions



“Lithuania’s wellness resorts are undergoing modernisation and opening up their little-known traditions to the world”

Eglė Rukšėnaitė, owner & founder, The E77 Company

The history of health prevention and medical spa towns dates back over two hundred years in Lithuania. Our mineral water and local mud have been researched and recognised for their curative properties, and spas have long used them both for both beauty and health treatments. The Vertical Bath treatment is a movement therapy that involves stretching in a deep, warm mineral water pool. This unique treatment has long traditions in Lithuania, and is regarded as an effective way to relieve spinal pain, and to treat hernia, radiculitis, osteochondrosis, neurological and heart diseases as well as respiratory diseases.

Birštonas, Druskininkai, Anykšiai and Palanga are all spa towns with abundant resources of mineral water and healing peat, while the seaside municipality of Neringa is under development, with at least three new spa hotels scheduled to open in the coming years. While many spas were once owned and operated by the state, an economic crisis in the 1990s meant existing infrastructure was acquired by private companies. Today, people are visiting these spa towns not just for rehabilitation, but also for health prevention and relaxation.

Lithuania’s wellness resorts are undergoing modernisation and opening up their little-known traditions to the world, combining centuries-old healing methods, natural curative resources and modernised medical spas with unspoilt nature, local ingredients and health procedures that are prescribed to each visitor by a medical doctor. Spas are focusing on treating contemporary ailments, such as chronic fatigue and insomnia, and many are also adapting their services to meet the needs of a younger generation, including families.

Average occupancy rate at spa hotels in Lithuania ranges from 45 to 70 per cent, and statistics show that seasonality does not have a significant impact on spa towns, which has led to rapidly increasing investments in the spa market.

In the next two years, another 13 spa hotels and wellness destinations are planned in Lithuania. The E77 consultants are collaborating in more than half – eight of them. According to our calculations, total investments should amount to €90.5m – a huge investment for a country with only three million citizens. We believe that in the next decade, Lithuania will become one of the most well-known European spa destinations, as well as a country with one of the best-developed spa business markets in Europe.



■ The Vertical Bath treatment involves stretching in warm mineral water



■ Hammams and Finnish saunas have given way to traditional Russian banyas

SHUTTERSTOCK/BIYAKOV FILIMONOV

“Authenticity and locality are sure to become leading trends for the Russian spa and wellness industry”

Elena Bogacheva,
president, Spa and Wellness
International Council (SWIC)

The modern spa and wellness industry in Russia has been facing a serious opposition from official healthcare institutions. Strict sanitary requirements and obligatory medical licenses for spa treatments, including massage, have impeded industry development, especially in the hotel and resort segment of the market. As a consequence, the majority of day spas operating under medical license have become medical spas.

On the other hand, former rehabilitation resorts (“sanatoria”), well equipped for and experienced in balneotherapy and hydrotherapy, have turned to modern spa and beauty treatments in order to attract new clientele. Many of these facilities possess thermal



or mineral sources, and have actually become destination spas. Traditional mineral springs resorts are becoming more attractive to both Russian and international investors. The day spa boom that we witnessed in the 90s is gradually shifting these days to the hospitality industry.

Exotic treatments, such as Thai massage and stone therapy, which have been popular with Russian spa-goers, are being replaced by evidence-based detox packages that are provided under medical supervision. Hammams and Finnish saunas have given way to Russian banyas. Authenticity and locality are sure to become leading trends for the Russian spa and wellness industry in the coming years. ▶

“Spas in Mexico are integrating the legacy of ancient rituals and healing practices, while supporting and promoting local traditions, healing methods, produce, crafts and skills”

Diana F. Mestre, owner, Mestre & Mestre Spa & Wellness Consulting

Pre-Hispanic healing traditions bring a deep sense of culture and rich heritage, which are inspiring a new trend for unique spa treatments and rituals in Mexico.

The Mayan, the Aztec, the Otomi and other Pre-Hispanic cultures are becoming a rich source of inspiration for some of the country’s most prestigious spas.

Curanderos (or medicine women), shamans and Mexican body artisans participate in unique rituals that keep Mexico’s soul alive. Traditions are passed down from generation to generation, and draw their inspiration from native methods of healing; ancient indigenous wisdom; and knowledge of the land and its people, traditions and values – which helps open a new dimension of wellness for the world.



We are seeing an increasing number of one-of-a-kind healing spaces, which combine ancient indigenous philosophy, rituals, medicine, herbalism, and healing methods. These practices can enrich the spa experience with offerings like Temazcal ceremonies, Manteada Maya, obsidian stone massages, copal cleansing, Mayan sound baths, and various Pre-Hispanic massages like the Kukulcan, Pericú, and Purépecha rituals.

Spas in Mexico are integrating the legacy of ancient rituals and healing practices, while supporting and promoting local traditions, healing methods, produce, crafts and skills. This influences the delicate balance and coexistence with nature’s resources, and reflects Mexico’s regional rituals, wealth and beauty – which are waiting to be discovered by the world. ▶



■ Curanderos (or medicine women) participate in unique rituals that keep Mexico’s soul alive

■ Spas in Mexico are increasingly creating healing spaces that use indigenous rituals





“China is one step closer to cruelty-free beauty, with an impending change in local regulation”

Samantha Arnold, founder and managing director, Spa Advocates



China is still one of the few countries that requires imported skincare products to be tested on animals. Given that the region makes up 20 per cent of the global cosmetics market and generates over US\$33bn in revenue, this is concerning for the majority of consumers who support cruelty-free beauty.

As a result of these regulations, our own Spa Advocates’ portfolio of product partners has stayed true to their ethos and have opted not to do business here, forgoing a large opportunity.

China is, however, one step closer to cruelty-free beauty, with an impending change in local regulation. Thanks to a new generation of Chinese consumers who demand a higher level of social responsibility, the government, which faces a balancing act on consumer safety, is slowly showing movement on the matter.

Cruelty Free International, an organisation dedicated to ending animal testing around the world,

■ A new generation of Chinese consumers is demanding a high level of social responsibility

has been working closely with companies that hold its Leaping Bunny certification and the relevant Chinese authorities. They’ve created a pilot programme designed to give certainty to brands wishing to access the Chinese market while maintaining their status. Ayurvedic skincare brand Subtle Energies is one of a handful of companies that has been using the pilot project to actively build trust and awareness in China in an effort to help influence wider regulatory change.



SHUTTERSTOCK/XIXINXING

■ Athleisure can easily fit into a spa's retail section

SHUTTERSTOCK/MARINA TATARENKO



“It’s important to extend the wellness experience through carefully chosen fashion offerings that reflect the spa’s point of view”

Jessica Jesse, founder, CEO and creative director, BuDhaGirl

The fashion industry is the world’s seventh largest economy, and spas should pay keen attention to how retail opportunities – specifically fashion within spas – can make an even more powerful experience for your client, while also positively affecting your bottom line.

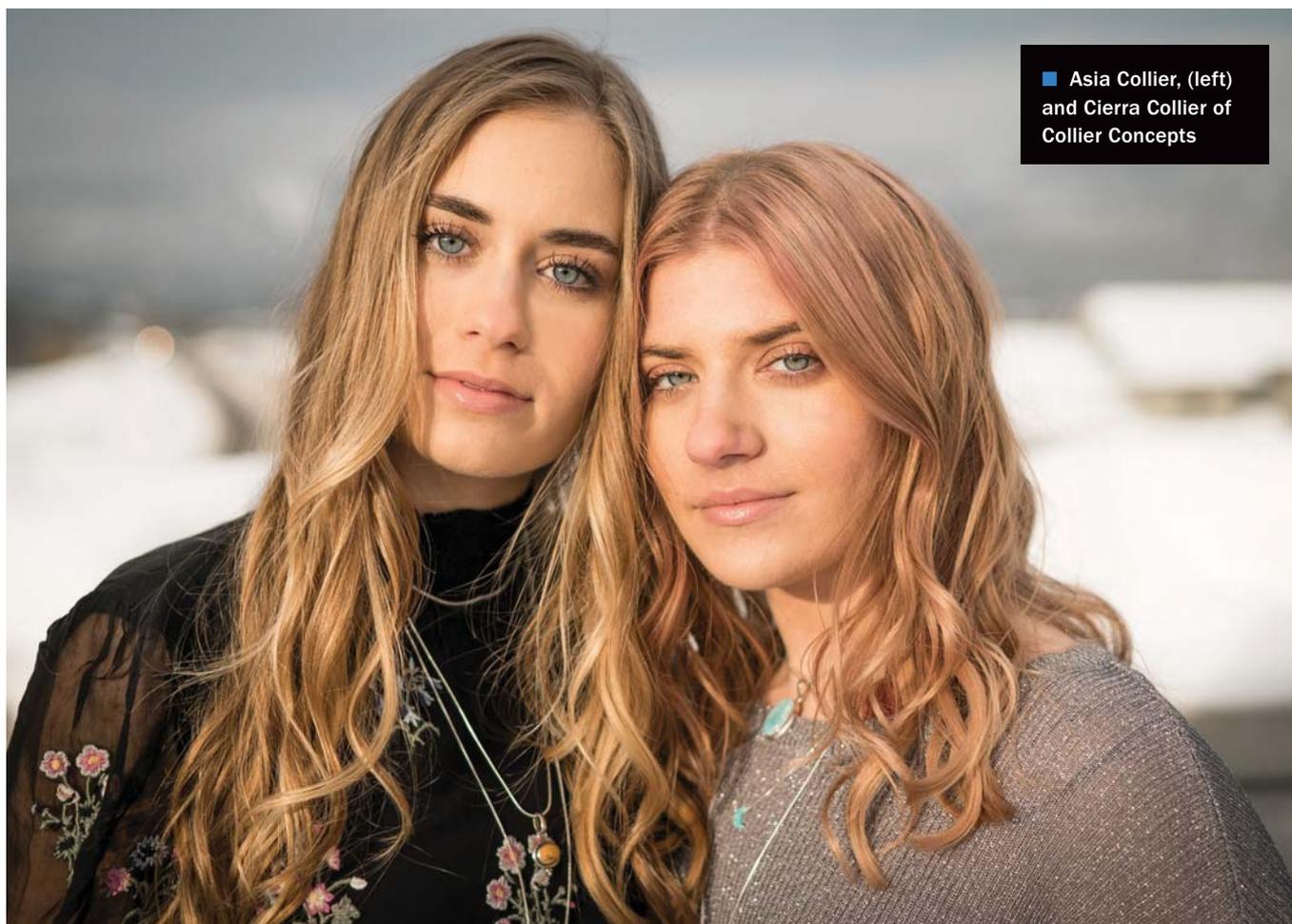
The choice of garments, shoes, hats, and jewelry that are organic, sustainable, eco-friendly, sun protective and artisanally made are found now at every major trade-show and online. In the spa environment, it is important to extend the wellness experience through carefully chosen fashion offerings that reflect the spa’s point of view. A fashion purchase that is beautiful and sustainable will be a great



marketing tool, as a testimonial for your spa from a happy client.

Some exciting trends to look for include athleisure wear, sandals and flip flops made from recycled plastic; jewelry that is waterproof and that can also be worn in any fitness activity, (as spa and fitness often appeal to the same client); robes and sleepwear made from bamboo; and swimsuits with UV protection.

A thoughtfully merchandised fashion presentation with a well-trained staff is integral to the modern spa experience. You already have a captive audience with disposable income...why not take the next step and introduce them to wellness fashion? ▶



“What Gen Z and millennials both strive for is inclusivity. Spas must accept this challenge and create wellness spaces where everybody feels welcome”

Asia and Cierra Collier, Collier Concepts



SHUTTERSTOCK/AKHENATION IMAGES

■ Millennials will spend time and money on meaningful memories and experiences

Gen Z is a generation blazing new trails for businesses. Instead of looking in a straight line, we see constellations of opportunity, creating at the speed we refresh our media.

Spas need to be a canvas for life: highly aesthetic, clean, inspiring and an opportunity for the perfect Instagram shot. Spas also need to be bold, for chances are you will always intrigue one type of group, and that's how trends develop. GenZ wants to be heard, be unique and be granted the option to individually place our mark on what we do. Therefore, allow transparency – let us give feedback, and with that growth will develop via communicating different situational opinions.

Authenticity is the new way of doing business. Nothing threatens the growth of a business more than its lack of originality. Be confident in providing a new face of health and wellness, one where GenZ may feel personable and fresh.

When I walk into a spa, the initial feeling I seek out is care and effort. It's important that wellness centres make it clear that they care to adapt to our forever-shifting creativity. Instead of observing GenZ, make optimal efforts to create with us. After all, voices are louder in pairs.

– Asia Collier, (age 19)

Millennials are into self care and “treating themselves.” Younger consumers are focusing on taking time to unwind with guilt-free relaxation. What Gen Z and millennials both also strive for is inclusivity. Spas must accept this challenge and create wellness spaces where everybody feels welcome.

Loosen boundaries between men and women's areas and create comfortable environments, hosted by open-minded individuals. Spas are safe spaces for people to come back to themselves and come together. Let us relax and have fun, so design with youth in mind, and maybe all spa goers will feel more young and fun too! Imagine: open-concept spaces with natural lighting, fresh music you choose, fun pops of colour, risks taken with regards to concept and design that create a fun/young/sophisticated vibe. Give guests the option to pick a (curated) playlist for your service, offer “no polish” priced MANicures to encourage basic self-care (for men too!), experiment with colourful lighting and colour therapy, create unique treatment experience spaces, be environmentally conscious, use eco-responsible products and have some great food and drinks to share! Millennials will spend time and money on meaningful memories and positive experiences that make a difference for everyone. -- Cierra Collier, (age 23)

ASIA

The future of global wellness tourism

Asia-Pacific is the fastest-growing market for wellness tourism. Catherine Feliciano-Chon highlights the consumer segments that are driving this unprecedented growth

The stats are overwhelming: According to a World Tourism Organization (UNWTO) report, outbound Asia-Pacific travellers now represent 37 per cent of the world's total, with international travel spending doubling in the last decade (APAC). Add China to these figures: outbound trips have grown 20-fold since 2000, the Chinese are the world's biggest travel spenders (US\$258bn annually, well ahead of the US at US\$135bn), Chinese travellers will represent 30 per cent of the entire international travel market by 2030, and China has been pegged to become the world's No.1 travel destination by 2030.

Asia-Pacific is also the fastest-growing wellness tourism market: Wellness trips jumped 33 per cent in the last two years (China, India, Malaysia, the Philippines, Vietnam and Indonesia all clocked 20+

LGBTQ+ travellers

Another area of enormous potential is the LGBTQ+ segment of Affluent New Agers. Acceptance for LGBTQ+ travellers has been growing in Asia, with recent changes in legislation in India, Australia, Thailand and Taiwan. Hong Kong is also hosting the 2022 Gay Games for the first time. According to a 2018 report by LGBT Capital, the estimated LGBTQ+ purchasing power per annum for Asia is US\$1.3tr. And LGBTQ+ Affluent New Agers are less likely to have children and would have a higher disposable income to pursue luxury travel. The tourism market is taking note with the UNWTO commissioning a global report on LGBTQ+ Tourism. The Tourism Authority of Thailand also launched #GoThaiBeFree in January 2019 to target these travellers. Why? Tourism revenue from the LGBTQ+ community contributes 1.15 per cent to Thailand's economy, the highest in the countries or regions surveyed by LGBT Capital, followed closely by Hong Kong at 1.11 per cent.



LGBTQ+ Affluent New Agers have a high disposable income to pursue wellness travel

per cent annual gains) and the market will essentially double from 2017–2022: from US\$137bn to US\$252bn.

In short, Asia is driving the global wellness tourism market.

To understand this fast-growing market, we conducted more than 50 one-on-one interviews with travellers, luxury tour operators, spa consultants, travel journalists, wellness destination resorts and hospitality brands who are based in Asia Pacific to arrive at three main consumer archetypes who will be driving the future of wellness tourism in Asia.

Female travellers

Women – travelling with other women or alone – are a force unto themselves, and will become the most important market segment driving the wellness tourism boom worldwide. When it comes to wellness tourism, the future is indeed

female. Although not exactly new, women-only vacations have soared in popularity in the last decade, with some tour companies reporting over 200 per cent growth in the last few years alone. Women in China, Hong Kong, Singapore, Philippines, Korea and Japan are making girlfriend getaways a regular part of their lifestyles, where wellness activities are at the heart of the experience.

Women's spending power is surging: From 2013-2023, the global incomes of women will grow from US\$13tr to US\$18tr. Marriage and fertility rates are declining in many of Asia's developed countries, and instead, women are investing in their own personal and professional growth and wealth portfolio.

As a market segment, female travellers present the highest customer lifetime value because they engage in wellness travel the longest. Because women are

more social by nature, women-only trips often start in their early 20s and continue for the rest of their lives. They travel to escape, rekindle friendships, celebrate milestones, and reward themselves.

More women are also putting solo trips on their bucket list. Solo, but in the company of others. With safety an overriding concern, female solo travellers are finding safe haven in healing resorts like Kamalaya in Koh Samui, where 65 per cent of guests are solo travellers, of which 65 per cent are female.

Women are increasingly walking (and talking) their way to wellness. There's been a boom in women's-only walking clubs in Australia and tours like Walk Japan as well as self-imposed hiking trail challenges.

And while yoga and detox are mainstays, new programmes like The Farm at San Benito's "Female

► Revitalization” are tackling hormonal imbalance and cellular ageing. Women who feel they’ve had to defer self-care and personal interests are now drawn to retreats that promise creative awakenings and self-improvement. Unleashing one’s creative goddess – whether through photography, writing, art, cooking – has become essential to wellbeing.

Affluent New Agers

Consider this: Hong Kong and Japan have the highest life expectancies according to the World Economic Forum. The United States didn’t even make it to the top 30. And according to Wealth-X, a global ultra-high-net-worth intelligence company, the fastest growth in wealth creation is in Asia, which posted an increase of ultra-wealth (individuals with a net worth of US\$30m or more) of 27 per cent in 2018, and is forecast to have the strongest growth by 2022. Hong Kong has also overtaken New York to become the world’s largest ultra-high net worth city.

What does this mean? There’s never been a better time to grow old in Asia. With the combined factors of longer life expectancy and having the means to pursue wellness at a young age, Asians who are approaching mid-life are recontextualizing ageing as aspirational. They’re not postponing living well until after retirement, but are embracing a life-well-lived mindset in their 40s, because they can afford it. These Affluent New Agers are younger and changing the notion of age from a chronological construct to biological and mental mindset.

Top 10 ‘bucket list’ destinations*

Uzbekistan
Kazakhstan
Turkmenistan
Kyrgyzstan
Egypt
Israel
Jordan
Camino de Santiago
Antarctica
Africa

**Sources: Luxury tour operators, interview responses*

These Affluent New Agers are Instagram or Wechat (if they are Chinese) addicts, pursue wellness for self-care and improving health, and are travel experts. They live very differently from previous generations and consider ‘middle age’ as the prime of their lives. It is the period when they have the resources and time to take on new adventures and explore the world. They are willing to spend on travel and wellness, with the goal of indulging in bucket-list activities while they can.

At Lightfoot Travel, Affluent New Agers are spending upwards of US\$200,000 per trip, and there’s been an increase year-on-year of 20 per cent in these bucket list activities. Affluent New

Agers’ idea of wellness isn’t just spa treatments, but physical activities such as hiking and trekking.

On the flip side of lengthening lifespans: Affluent New Agers have also become one of the key drivers of medical tourism, and Asian countries are also top destinations (see map).

Affluent New Agers are going overseas for medical treatments from health check-ups, to dental work and cosmetic surgery. This aligns with the latest data from Market Data Forecast that stated the Asia-Pacific Medical Tourism Market was worth US\$ 7.79bn in 2018 and estimated to be growing at a CAGR of 22.4 per cent, to reach US\$ 19.87bn by 2023. ►



Hong Kong
and Japan have
the highest life
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States didn't
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the top 30



Affluent New Agers have
the resources and time to
take on new adventures
and explore the world



Wellness is the new status symbol among the 400-million-strong Chinese millennials

► Chinese Millennial Millionaires

It is difficult to overstate the sheer force of this market segment, given that China's outbound travel market is expected to swell to over 400 million by 2030. As the middle class grows and incomes rise, producing more millionaires and billionaires at an exponential rate, so too does their appetite for travel and wellness experiences.

Chinese millennials are generally stereotyped as “Buddhist minded” (*fo xi*) for their laissez-faire approach to life and obsession with health and wellness. Yet they are also known for their “punk wellness” (*peng ke yang sheng*) practices, remedying the effects of their health-compromising lifestyle with (mostly skin-deep) body-nourishing rituals. This is seen when they add cancer-fighting goji berries to beer or have reflexology after partying all night. While their efforts to stay healthy while leading an unhealthy lifestyle is a reflection of this generation's live-for-the-moment, yet pragmatic, attitude, it also underscores the fact that wellness



Chinese millennials often remedy the effects of unhealthy lifestyles with wellness practices

is the new status symbol among the 400-million-strong Chinese millennials.

A recent survey by China Youth Daily showed that 80 per cent of the 1,800 millennials interviewed from first- to fourth-tier cities place personal health in high priority. Health-conscious behaviours that were once associated with the older generations are now embraced by millennials.

The growing importance of health in the lives of Chinese millennials is reflected in wellness tourism. To them, wellness has taken a broader and deeper meaning that goes beyond physical fitness and pampering spa treatments.

Mental health is a high priority; so is intellectual and social wellness, which are expressed through challenging oneself, developing self-confidence and empathy or making positive changes to become a “better me”.

For Chinese millennials, wellness travel often means stepping out of a comfort zone and pushing boundaries, and is perceived as a life-enriching experience. They seek out destinations not for the types of experiences they can gain, but for new knowledge or skills they can learn, and new challenges they can take on. This means holidays in which they can explore new cultures, engage in adventure sports,



Cupping is a popular Chinese therapy

Medical Tourism hotspots and popular treatments*

- 1 **China** Acupuncture, Cupping, Tuina massage, and Herbal Medicine
- 2 **Hong Kong** Fertility
- 3 **India** Cardiac, Transplants, Orthopaedics, Cosmetic, and Cancer
- 4 **Korea** Cosmetic
- 5 **Malaysia** End-to-End Solutions, Fertility
- 6 **Singapore** Oncology, Neurology, Cardiology, and Stem Cell Therapy
- 7 **Taiwan** Cardiac and Orthopedic
- 8 **Thailand** End-to-End Solutions

*Sources: International Medical Travel Journal, interview responses, Medical Tourism Magazine

immerse themselves in the wonders of wildlife, and sign up for a healthy cooking class or mindful living workshop.

With soaring national pride, more affluent millennials are taking a keen interest in returning to their roots, prompting a growing demand for traditional arts, cultural practices and philosophy in a bid to relieve stress and achieve emotional wellness. Temple getaways have been attracting an increasing number of pilgrims, who seek a short stay to cleanse their mind, body and soul by consuming vegetarian food, performing meditation, practicing the ancient art of calligraphy

(a form of meditation in the Buddhist culture) and engaging in philosophical exchanges with spiritual gurus.

Keen to detach from the daily grind of living in crowded, polluted and stressful cities, the Chinese millennial millionaires are going to places they have never been. Although they love the Maldives and Bali, the lesser-known islands in the Philippines, Sri Lanka and small mountain villages in Japan are capturing their hearts. They want to be insiders, social media recommendations from friends and digital media play an important role in helping them curate personalised and authentic experiences. ●

■ About the author:

Catherine Feliciano-Chon is the founder and managing partner of CatchOn – A Finn Partners Company. CatchOn is a brand and PR consultancy with offices in Hong Kong and Shanghai, and specialises in travel, hospitality and wellness. www.catchonco.com



MIND OVER MATTER

A new white paper reveals the scientific evidence behind numerous modalities and their impact on mental health. Editor Gerry Bodeker explains how spas can tap into this wealth of information

In October 2018, a 122-page white paper on mental wellness was unveiled to spa and wellness professionals at the Global Wellness Summit in Italy. It was created in response to an upsurge of interest in mental wellness from both industry members and the general public. As Dr Ranieri Guerra from the World Health Organization notes in its introduction: “Mental, neurological and substance use disorders affect one



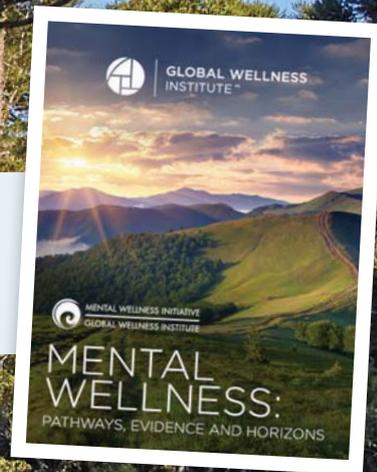
Gerry Bodeker

in four people over their lifetime and one in 10 at any given time, and thus affect billions of lives globally.”

The aim of *Mental Wellness: Pathways, Evidence and Horizons* is to identify the many complementary interventions which are scientifically proven to help enhance people’s mental wellbeing and happiness. There was a lot of existing research, and it’s taken the Mental Wellness Initiative – a Global Wellness Institute action group – a year and a half to pull everything together. But finally there’s a body of evidence on a wide range of modalities – from massage, aroma, sound and light therapy to movement and exercise, mindfulness and nutrition – and the benefits that these offer for mental wellbeing.

Many of the therapies are already available in spas, and the white paper now showcases evidence to support future innovation. Facilities have an opportunity to act as a safe entry point into these wellness modalities, which support mental wellbeing and happiness, and that may be unknown, and perhaps untrusted, outside of the spa setting.

Download a free copy of *Mental Wellness: Pathways, Evidence and Horizons* from the Global Wellness Institute website: globalwellnessinstitute.org



The evidence highlighted in the white paper can be shared with customers, published in articles and used in educational sessions

Proven modalities

Massage is one of the common spa services highlighted in the white paper for its proven effectiveness on anything from pain and cancer to headaches and infant care. Information was taken from the US National Center for Complementary and Integrative Health and a 2010 meta-analysis of 17 clinical trials, which concluded that massage therapy may also help to reduce depression.

The US National Association for Holistic Aromatherapy references a range of studies showing, among other effects, the stress-reducing properties of sage oil, immune-modifying effect of eucalyptus oil, the role of peppermint oil in counteracting neuralgia, and the combination of peppermint and caraway oil in enhancing the quality of life of people with dyspepsia.

Elsewhere, the *Journal of the American Medical Association* reports that since 1970, there have been 19,000 studies published conducted on various aspects of meditation and its benefits. We also identified many beneficial mental wellness pathways that are not typically

found in spas, but which have potential for innovation and rejuvenation of the spa experience. These include laughter yoga, art therapy, journaling and nature.

Social laughter seems to release endorphins associated with feelings of wellbeing and heightened mood. Oxford University researchers in the UK conducted a series of experiments and found that pain thresholds – an indicator for endorphin release – were significantly higher after laughter. They suggest that “laughter, through an endorphin-mediated opiate effect, may play a crucial role in social bonding”. Group support and social connectedness are also foundational in maintaining a state of mental wellness.

For spas in areas of rich cultural heritage, there’s an opportunity to partner with local experts to build new, culturally important offerings. All cultures have clear dietary, exercise and other health practices encoded in their ways of living. Uncovering these traditional wellness practices can transform our understanding of the way human physiology works and the energetic basis of wellbeing.

Researching the spa experience

In the second section of the white paper, we drill down into the spa experience itself, and find there’s an emerging body of science backing up claims that it benefits mental wellness.

In 2016, doctors Elissa Epel, Deepak Chopra and colleagues found highly significant changes resulting from an ayurvedic detox/rejuvenation programme known as panchakarma. These changes include a reduction in many metabolites, which are risk factors for metabolic disorders such as obesity, diabetes and heart disease. The study also found that a break of just six days sets off genetic changes that can boost the immune system, decrease symptoms of depression and dementia and reduce stress (see SB16/4 p91).

In Australia, RMIT professor Marc Cohen and his team’s study on 4,265 mostly female respondents using thermal bathing spas found that “relaxation”, “peace and tranquility”, “indulgence” and “escape” were the most important motivators for bathing. ▶



A Deepak Chopra study suggests that a six-day retreat can help with stress and depression

- ▶ Most respondents reported general health benefits (98 per cent) and better sleep (82 per cent) from thermal bathing. Significant benefits were also reported for those suffering from back pain, arthritis, stress/anxiety, depression and insomnia (see SB17/2 p56).

The Kuopio Ischaemic Heart Disease project in Finland examined 2,315 men aged 42-60 over a five-year period. It found that increased frequency of sauna bathing – four to seven times a week for 30 minutes at a time – is associated with a reduced risk of heart-related disease, death and all-cause mortality. A Finnish study has also linked sauna sessions to lower risks of Alzheimer's and other forms of dementia (see SB17/1 p108).

In other research, a French study found that levels of anxiety and depression in 250 women who had breast cancer treatment were reduced by a two-week, multi-modality spa programme. Stronger and longer lasting effects were especially noted in reductions in depression.



Frequent sauna visits are associated with a reduced risk of heart disease and dementia

“ The white paper highlights the many different evidence-based pathways which spas can use to enliven their offering ”

What does this mean to spas?

So – how can spas harness this new flood of knowledge? I've often argued that spas have the potential to be the organisational face of wellness. Some destination spas, like Lapinha in Brazil, Brenners Park in Germany, and Kamalaya in Thailand, already are. They offer a wider range of wellness modalities under one roof that can't be found in any other

setting. Others focus more on massage and bodywork – but there's much more than this available to enliven the spa world and its offering to clients. The new white paper highlights the many different evidence-based pathways that can be used, and a free copy can be downloaded from globalwellnessinstitute.org.

Nowadays there are so many centres for yoga, meditation, tai chi, etc, that



ULZAS/SHUTTERSTOCK.COM

Attracting older adults: movement classes decrease the risk of falling, anxiety and depression

it's not necessary for spas to employ therapists directly. Bringing visiting practitioners in and building a marketing plan around them can breathe new life into the spa business. A wealth of information, available freely at globalwellnessinstitute.org, can be drawn on to support the science behind spa modalities. This can be shared with customers, published in magazine and online articles as well as in marketing materials, and shared via educational sessions.

There are opportunities to target new markets, such as parents-to-be. A section on The First 1,000 Days of Life offers evidence on how wellness approaches

that future parents engage with are predictors of the mental and physical wellbeing of their children in adulthood.

Or partnerships could be formed with existing community groups and local enterprises, such as those focused on older adults. Dance, tai chi, meditation and yoga all are supported by scientific evidence as reducing many conditions associated with ageing, such as risk of falling, anxiety and depression, and early-onset dementia.

The white paper also places an emphasis on spa staff being treated with the same consideration as guests, and that a code of ethics for spas is called for.

Finally, there's the opportunity for spas and spa groups to begin partnering with local and international researchers to uncover new areas of evidence about the value of spa experiences. Here the focus is not only our physical health, but especially on mental wellness and living a life in balance and happiness.●

■ **About the author:**

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Four Seasons LA has seen a 50 per cent increase in sales of its well rooms

STAYING WELL

Wellness and fitness are continuing to make their way out of the spa and gym – and into hotel guestrooms and public spaces. Jane Kitchen takes a look at how some of the biggest operators are addressing the new trend of wellness rooms



Wellness guestrooms are the new hotel standard says Molloy

Just six years ago, the MGM Grand Hotel in Las Vegas and wellness real estate firm Delos partnered to create the first Stay Well rooms – designed as hotel rooms that “optimise and support the physical and emotional health and wellbeing of guests”.

Delos worked with doctors at Columbia University Medical School and the Cleveland Clinic, as well as architects

and engineers, to develop the first 42 Stay Well rooms, which made their debut in 2012, offering features like circadian lighting, air purification, aromatherapy and vitamin C-infused showers – all available at an upcharge of around US\$30 (€26, £23) a night (see SB14/1 p28).

Today, the idea has expanded, with both Marriott and Four Seasons collaborating with Delos and other hotel



Marriott charges US\$20-US\$60 extra for its wellness rooms

MARRIOTT

In 2016, Marriott added Stay Well rooms – created in partnership with Delos – to six US properties.

Features include advanced air purification, essential oil aromatherapy, circadian mood lighting, non-toxic cleaning products, dawn simulation, vitamin C-infused showers and a healthy mattress. Through the Stay Well Mobile App, guests also enjoy access to a jet lag tool, as well as sleep, nutrition and stress management programmes developed by Cleveland Clinic.

“Now more than ever, health and wellness are a top priority in nearly every facet of our lives,” says Jim Connelly, senior president of operations and owner services at Marriott. The rooms are popular with both business and leisure travellers and families alike. The company says Marriott Reward Members often request the Stay Well rooms as their room of choice.

Cost: US\$20 (€17, £15) to US\$60 (€51, £45) extra, depending on location.

FOUR SEASONS

Four Seasons is the latest operator to launch wellness rooms, in a pilot programme with Delos at its Beverly Hills property.



Michael Newcombe

Five guestrooms and three suites, located on the fourth floor spa level, have been created to optimise physical and emotional wellbeing, with features such as circadian lighting and air and water purification systems.

Michael Newcombe, vice president of spa & wellness for Four Seasons, reports that just two months into the programme, he saw a 35 per cent increase on the suites and 50 per cent increase on regular rooms (see SB18/2 p22). On top of this, the hotel charges a premium for the rooms.

Guests in the well rooms have access to sleep and nutrition programmes developed by the Cleveland Clinic, guided meditation videos by Deepak Chopra, exercise equipment and yoga mats, as well as healthy in-room snack options.

Cost: around US\$50 (€43, £38) extra

brands to create their own in-house versions of wellness rooms to cater for growing demand. Whether they're offering fresh air, tools for a better night's sleep, in-room fitness or a space to meditate, these rooms aim to help guests take their wellness lifestyles with them when they travel. “There's a global desire for access to wellness and fitness. Consumers want a choice,” says Mark VanStekelenburg,

managing director at CBRE Hotels Advisory. “While the implementation of this continues to evolve, access to wellness is here to stay rather than being a fad.”

Louise Molloy, former head of consultancy for Dubai-based The Wellness, says wellness rooms can help create unique positioning, add to the guest experience and set a brand apart from its competition. “A better

understanding of just what kind of reach wellness has beyond the spa is becoming more apparent than ever,” she explains. “I think it will be inevitable that wellness rooms will become a standard part of any hotel brand's design guidelines.”

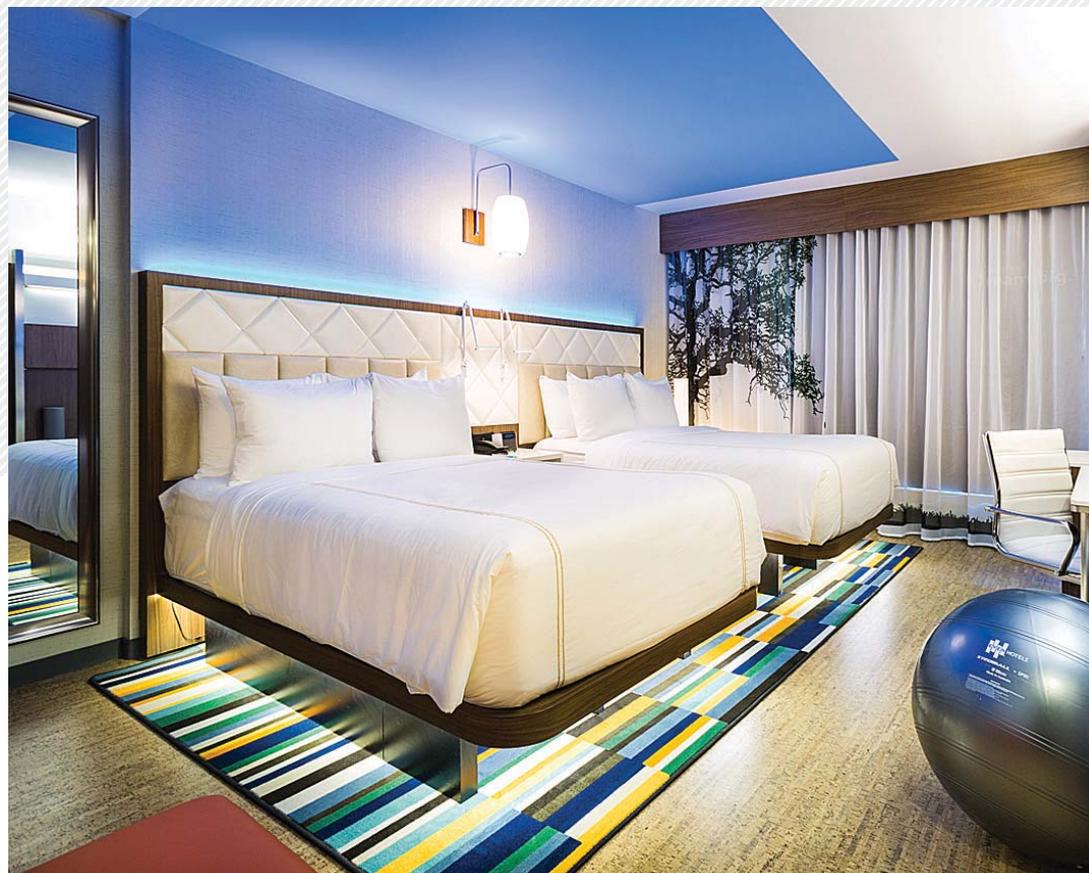
Here then, we take a look at some of the ways in which hotel operators are taking wellness outside of the spa and into the guestroom – and beyond. ▶

There are eight Even Hotels in the US and international expansion is underway

INTERCONTINENTAL

InterContinental's Even Hotels brand launched back in 2014 as a lifestyle hotel with wellness at its core – though the hotels do not include spas. The group designed aspects of the hotel across four components: eating well, resting easy, keeping active and accomplishing more.

The hotels feature in-room fitness elements with a dedicated workout space, fitness equipment and 18 different workout videos. Running maps are available at the front desk, and bedrooms have been fitted with high-tech lighting and bedding options – such as eucalyptus linens and colour-changing mood lights – as well as aromatherapy



amenities, intended to encourage a good night's sleep. Grab-n-go, health-conscious food is available from the brand's Cork & Kale cafe.

There are now eight Even Hotels open, including three in New York City and recent openings in Eugene, Oregon and Sarasota, Florida. There

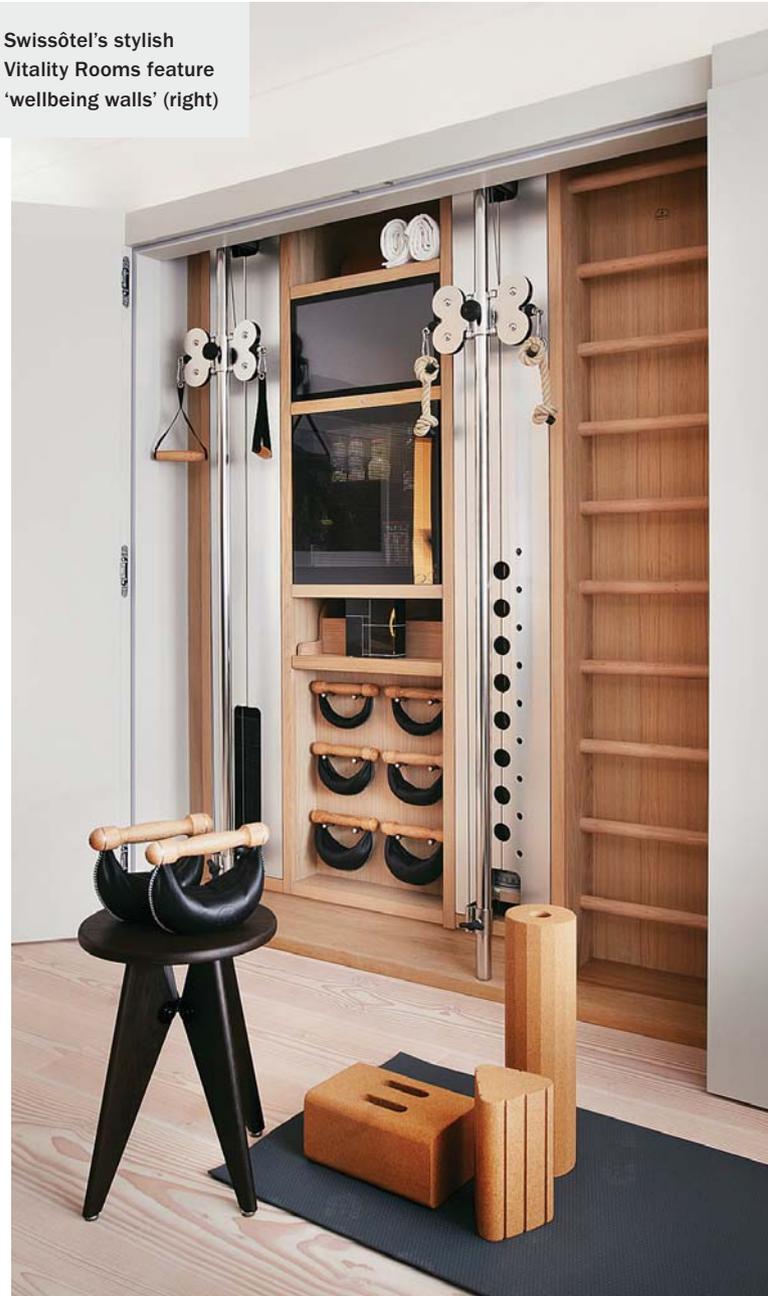
are 12 additional properties in the pipeline in the US and international expansion is also on the cards, with a development deal announced for a portfolio of hotels across Australia and New Zealand, and three properties in the works in China – the first of which is set to open in

2019 in Sanya. "Around the world, we know that there's growing consumer demand for wellness-focused travel," says Keith Barr, IHG CEO. "Since debuting in the US, the brand has resonated strongly with guests and owners."

Cost: room rates vary depending on location



Swissôtel's stylish Vitality Rooms feature 'wellbeing walls' (right)



SWISSOTEL

Swissôtel's Vitality Room was developed in collaboration with *Wallpaper* magazine (see SB15/4 p78) and offers wellness features such as black-out blinds, dedicated space for exercise and relaxation, air purification system, lighting and scent options in the shower, a Vitality snack bar with fruits and superfoods and circadian lighting features. A 'wellbeing wall' gives guests a choice of three training modules in a compact space, with simple, self-explanatory equipment and a cyber-trainer.

The rooms, which made their debut at Swissôtel Zurich in



Lilian Roten

2016, also feature a clean, calm material palette and a reconfigured layout to optimise views and improve functionality.

"There's a growing desire on the part of travellers to view their accommodations not just as a place to stay, but as a place to reconnect, replenish and revitalise," says Lilian Roten, vice president of Swissôtel. Vitality Rooms will soon be developed in North America, Asia and the Middle East, with reports of hotels in Singapore and Dubai being next to add the concept.

Cost: 30 per cent more than average daily rate

INDUSTRY INSIGHTS

PULLMAN

Pullman is bringing wellness concepts to its rooms, rather than redesigning them. The operator has worked with Rythm, a neurotechnology company, to trial its wearable sleep-tech product, Dreem, with guests at hotels in Paris and San Francisco.

Dreem is an active sleep solution designed to enhance sleep quality – a headband uses ultra-fine sensors to track key information such as brain waves, heart rate and breathing, and discreetly diffuses sound to the inner ear. It claims to help users fall

asleep more easily, enhance deep sleep and wake the user at the optimal time.

“A good night’s sleep is a cornerstone of Pullman’s wellness ethos,” says **Aldina Duarte Ramos**, director of wellbeing for Sofitel, Pullman and Swissôtel. “Our clientele of hyper-connected entrepreneurs and global nomads are always looking to balance productivity with personal wellbeing,” she says.

Guests can request the headbands for free with priority given to Accor club members.



Pullman is trialling the Dreem headband to track and promote sleep



Aldina Duarte Ramos

A good night’s sleep is a cornerstone of Pullman’s wellness ethos

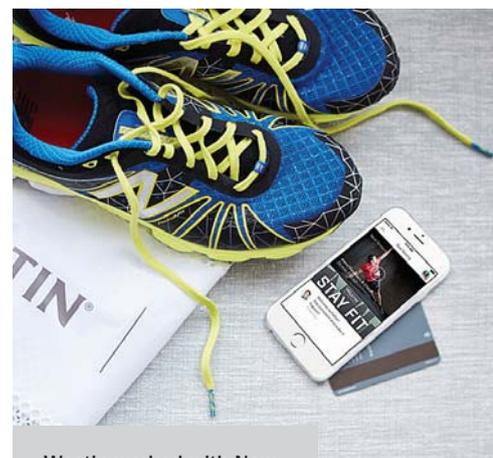


WESTIN

Last year, Westin Hotels unveiled a multi-million dollar Let’s Rise advertising campaign, highlighting the importance of wellbeing for hotel guests during the inevitable disruptions and the unpredictability of travel.

Westin already had programmes including a Gear Lending workout, developed with New Balance, which have been designed to “embody the brand’s Six Pillars of Wellbeing”: sleep well, eat well, move well, feel well, work well and play well.

“Around the world, we’re seeing travellers realigning their priorities to put their wellbeing first,” says Brian Povinelli, global brand leader.



Westin worked with New Balance on a fitness ‘gear lending’ programme

Hilton's Five Feet to Fitness rooms feature a 100sq ft workout area

HILTON

Hospitality giant Hilton unveiled an in-room wellness concept last year called Five Feet to Fitness, which brings 11 different fitness equipment and accessory options into the hotel room and includes more than 200 bespoke fitness videos.

The new room type has a 100sq ft (9sq m) fitness space with a Wattbike and dynamic Gym Rax stations, to deliver strength, core, suspension and interval training. At the heart of the concept is the Fitness Kiosk offering equipment tutorials and guided workout routines. Also included: a meditation chair, blackout shades and Biofreeze products for muscle tension.

"We haven't just placed workout equipment in a room, we've completely deconstructed the hotel room and carefully designed a space with an uncluttered training area, with



Melissa Walker

sports-performance flooring and a separate area for rest and relaxation," says Melissa Walker, global fitness director for Hilton.

Hilton currently has 11 hotels and 31 rooms trading under the Five Feet to



Fitness programme, with an additional 23 properties in the pipeline.

The rooms are trading at a 20 per cent premium and achieving a 75 per cent occupancy rate.

Cost: around US\$45 (€38, £34)

Yoga teacher Celest Pereira leads a yoga session designed to help guests relax



MANDARIN ORIENTAL

Mandarin Oriental is taking wellness outside the spa walls through its Mindful Meetings concept as well as a partnership with Grokker to create health and wellness video programmes for its guest rooms.

Guests are given free access to a digital library of custom health and fitness video content that they can practice in-room, including a bedtime



Jeremy McCarthy

yoga routine, 20-minute fitness sessions, pilates and five-minute guided meditation. The programming was rolled out across the company in 2018.

"These activities allow us to leverage the great expertise and talent that we have in our Spa & Wellness division to give a better overall experience to all our guests," says **Jeremy McCarthy**, Mandarin's group director of spa and wellness.



Six Senses worked with sleep doctor Michael Breus on its concept



▶ **SIX SENSES**

Six Senses worked with sleep doctor Michael Breus to create the Sleep With Six Senses standard, which includes handmade mattresses by Naturalmat, organic pillows, duvets and sheets and Madison Collection towelling and bathrobes in the guestrooms.

Guests can upgrade their sleep experience, which includes answering an online questionnaire so that a sleep ambassador can fine-tune the room based on their preferences. The upgrade also includes a Sleep Bag with aids such as bamboo fibre pyjamas, eye mask, ear plugs, sleep spritzer, bathroom amenities from The Organic Pharmacy and Withings Aura Sleep Tracker/App.

Six Senses introduced the concept in 2016 and is rolling it out across all of its 11 resorts worldwide.

Cost: The sleep upgrade is priced at US\$165 (€135, £118) extra for the first night; US\$30 (€26, £23) for each additional night



Sleep Bags include lots of sleep aids and a sleep tracker/app



The suite has won the European Health & Spa's Innovation Award

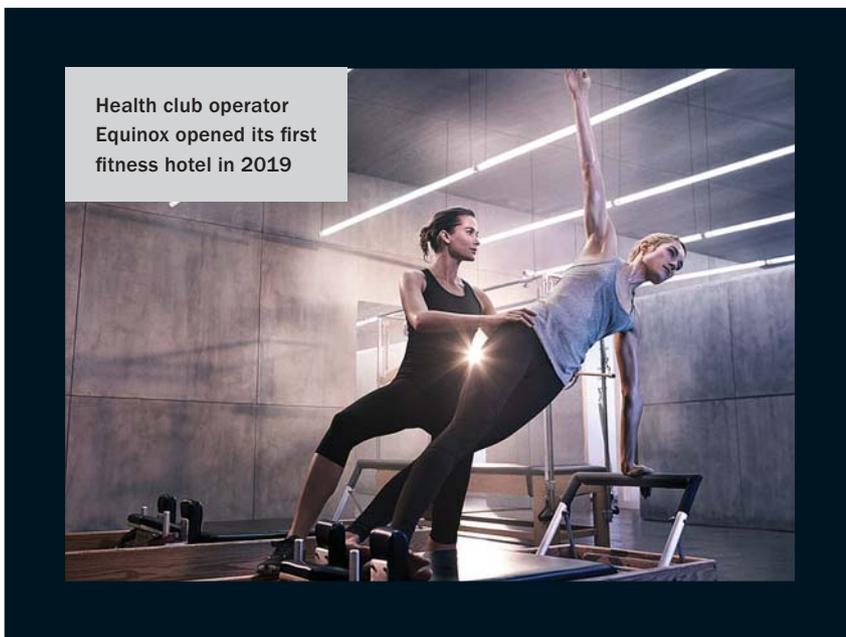
Preidlhof Hotel & Spa

The Preidlhof Hotel and Spa in Italy, has revealed a new Dream Well Suite, which won the Innovation Award at the European Health and Spa Awards.

Developed in collaboration with Sonami AG, the suite features a nature-inspired acoustic

ceiling which absorbs and reflects sounds like treetops in a forest. Controllable colour LEDs simulate sunrises and sunsets, and guests can awaken to a slow-starting bird concert and sunbeams finding their way through treetops, or

fall asleep to a sunset at a small mountain lake. The suite aims to provide the ultimate 'private spa experience', and comes with its own sauna, hot tub, pool and gym. | **Cost: from €3,450 (US\$4,035, £3,065) for a three-night full-board stay**



Health club operator Equinox opened its first fitness hotel in 2019

When the gym becomes the hotel

High-end health club operator Equinox is entering the hotel space – starting with a location in New York City's Hudson Yards that opened in July, 2019 – with a focus on movement, nutrition and regeneration.

The hotels – which will be located in US urban markets and other cities, including London – will offer healthy food that's

tailored to the workout and travel regime of the guest. They'll also aim to maximise sleep quality by removing disruptors such as light pollution and noise. Equinox's goal is to "raise the bar on what a hotel experience should feel like, and evolve the idea of travel as something that can fit seamlessly into a healthy lifestyle."



Vitamin C showers at MGM Grand

MGM GRAND

The Stay Well rooms at the MGM Grand – the first hotel to adopt the Delos wellness protocols – include 17 features designed to help sleep quality, reduce allergies and promote healthy eating.

Stay Well rooms incorporate features like vitamin C showers, circadian rhythm lighting and healthy mattresses.

MGM started with an initial 42 Stay Well rooms when it launched the concept in 2012, but after the first year, it added more, bringing the total to 171 – which now take up the entire 14th floor of the hotel's main tower.

Stay Well rooms are also slated to be part of the upcoming Park MGM Hotel in Las Vegas, due to open later this year. **Cost: around US\$30 (€26, £23) extra per night ●**

HEATING UP

Hydrothermal spa experiences are growing in popularity as new medical studies are showing their benefits. Don Genders, chair of the GWI Hydrothermal Initiative and CEO of Design for Leisure, outlines the biggest trends



Don Genders

The health and wellness benefits of hydrothermal spa experiences have been sought out for centuries; whether it's a Roman bath, Finnish sauna or Turkish hammam, cultures have craved the cleansing, healing pleasures of heat and water. Today, medical studies back up what we already instinctively knew: these self-administered treatments can offer a host of health benefits, including improved blood circulation, improved cardiovascular health heart health, pain relief and blood pressure management.

The cleansing and healing powers of water and heat – and the unique health benefits of hot/cold contrast therapy – offer wellness benefits that are difficult to achieve any other way. The bonus for spas is that the health benefits can be self-administered so are achieved without high labor costs, but increasingly, we're seeing consumers adopting these practices at home as well.

With the popularity of hydrothermal treatments on the rise, the Global Wellness Institute's Hydrothermal Initiative has identified six trends for 2019, which are outlined in the following pages.



Salt brick thermal rooms need halogenerators for real health benefits

1 Salt therapy for real results

In 2019, we predict the use of salt in thermal cabins to soar, as spas start putting the health benefits of salt before the aesthetic beauty of pink Himalayan salt blocks. The popularity of designer salt rooms in spas has soared in recent years – and sexy, pink-hued salt brick walls have become ubiquitous in thermal areas of spas across the world.

However, though the backlit bricks may look pretty, the salt they are made of offers little to no health benefits. Expect thermal rooms with or without salt walls to add functional salt systems, such as halogenerators for distributing fine particles of dry salt or a nebulizer for a steam-style inhalation of salt.



Kneipp walks or wading pools are a popular introduction to the health benefits of hot and cold contrast therapy

Both enable bathers to reap the actual benefits cleansing salt offers, including better respiratory health (studies show salt inhalation can even alleviate asthma symptoms) and benefits to the skin, including conditions such as acne, rashes and eczema. Devices, such as Klafs SaltPro X, a portable, battery-operated halogenerator, are helping to bring the benefits of salt to any thermal room or home sauna.

2 Kneipp therapy gets a reboot

Kneipp therapy, named after a 19th century Bavarian parish priest who discovered this “water cure” for healing his tuberculosis, has long been popular in Europe. Kneipp walks or wading pools are a popular introduction to the health benefits of hot and cold contrast therapy. Bathers alternate walking through hot and cold actions to stimulate blood circulation throughout the body, and because they can be self-administered (no therapist required), they are growing in popularity in both Europe and North America.

3 Getting cold gets hot

The importance of cooling down after using saunas, steam rooms or hot pools has become better understood in recent years. The evidence around the benefits of hot and cold contrast therapy ▶



Kneipp therapy walks or wading pools have long been popular in Europe, and help stimulate blood circulation

New research shows a deep drop in anxiety levels after just a one-hour floatation treatment

► is mounting, and has resulted in a greater interest in treatments, such as snow rooms, snow showers and cold plunge pools. Even the humble shower is getting a significant makeover to help bring hot/cold contrast therapy into homes.

Manufacturers, such as Dornbracht and Hansgrohe, have introduced specialist “deluge” showers and waterfalls that are specifically aimed at the spa and wellness market and are being used in both residential wellness suites and in professional builds.



4 Coed thermal bathing gains traction in the US

After many years of resistance, we are seeing the development of exciting and creative unisex wet thermal areas in spas across the US – something most Europeans have long enjoyed. Privacy issues are handled by installing small private areas in coed locker rooms, allowing the main spa areas to be designed and built as social, communal spaces.

This trend is gaining major traction in the US, where younger generations seek out social and group wellness activities and recognise that the unique wellness benefits of social spa-ing far outweigh what they get through single-sex, thermal bathing. Some shining examples include the coed facilities at the award-winning Faena Hotel, Miami Beach, and the newly built wellness area in the luxury condominium property at 111 Murray Street in New York’s TriBeCa.

5 Floatation therapy in resurgence

Floatation therapy looked to be big back in the 90s, but it never quite took off. Now, seemingly every new hydrothermal project is incorporating a floatation element – from fully enclosed pods, to the more popular open tubs that mitigate any claustrophobic element of floatation, to large-scale, multisensory pools that offer floatation, light and underwater sound therapy.

An extension of this trend is a resurgence of Watsu pools for therapist-led floatation therapy, which is gaining popularity and being sought-after by a new generation of spa-goers. One explanation? New research shows a deep drop in anxiety levels after a one-hour float. H2Oasis Float Center and Tea House in Tulsa, Oklahoma in the US is an interesting example – it combines tea, oxygen therapy and floatation pools in one location.

6 Adding hydrothermal wellness elements at home

Once the domain of the wealthy, wellness real estate is becoming more democratised, with installations of hydrothermal features in more and more private residences. And more compact designs mean it’s possible for even the smallest of homes to incorporate the benefits of wellness with a private sauna.

This trend is also being seen in multifamily living environments, where apartment and condominium developers are incorporating spa and wellness features into almost every new build. In the past, a fitness centre and maybe a pool were considered differentiators, but now, communal wellness and relaxation areas are must-have amenities. Recent GWI research backs this up: The value of real estate developments incorporating wellness elements is projected to grow from US\$134bn in 2017 to US\$197bn in 2022. ●



Even the smallest of homes
can incorporate the benefits of
wellness with a private sauna

“
The value of real estate
developments incorporating
wellness elements is projected
to grow from US\$134bn in
2017 to US\$197bn in 2022



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2019 – 2020 HANDBOOK

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Growing up

Wellness is now a US\$4.2tn global industry, and spa was the fastest growing sector from 2015 to 2017, according to the latest research from the Global Wellness Institute

The global wellness industry has grown 12.8 per cent, from a US\$3.7tn (€3.2tn, £2.8tn) market in 2015 to US\$4.2tn (€3.6tn, £3.2tn) in 2017, according to the 2018 *Global Wellness Economy Monitor*.

The new data, by the Global Wellness Institute (GWI), shows that the wellness economy increased by 6.4 per cent annually, nearly twice as fast as global economic growth at 3.6 per cent.

The research is based on 10 markets (see Diagram 1) and all of these – from fitness & mind-body to wellness tourism – gained much traction. The GWI says this “provides fresh evidence that wellness remains one of the world’s biggest and fast-growing industries.”

Global spa economy

Valued at US\$119bn (€103.1bn, £90.6bn), the global spa economy comprises spa facility revenues, now worth US\$93.6bn (€81.1bn, £71.3bn) yearly; and also spa education, consulting, associations, media and event sectors, now US\$25.2bn (€21.8bn, £19.2bn). While the spa economy is the third smallest out of all wellness markets, it’s grown the fastest in the last two years, with revenues increasing by 9.8 per cent. This



Report co-authors Johnston (left) and Yeung unveiled their findings at the 2018 Global Wellness Summit

is significantly higher than the 2.3 per cent pace of growth from 2013 to 2015.

The number of spas jumped from 121,595 in 2015 to more than 149,000 in 2017, with spas employing nearly 2.6 million workers. Interestingly, hotel and resort spas brought in the most income and have now surpassed day spas and salons as the industry’s revenue leader.

Speaking at the summit, research: “Since 2007, the number of spas and spa facility revenues have doubled,” says co-author Katherine Johnston. “Spa revenues have gone up by 7.2 per cent annually, and that’s more than double the GDP growth rate in that time. And this growth is especially remarkable if you remember that this decade began with years of recession.”

The main drivers of the spa industry, according to the report, are rising incomes, the rapid growth of wellness tourism, and an increasing consumer propensity to spend on all things related to wellness.

Where in the world?

Asia-Pacific is home to the largest number of spas, the report shows, and also added the greatest number of new facilities from 2015 to 2017. Europe led in total spa revenues in 2017 (see Diagram 2).

Across the world, the spa industry remains quite concentrated in five countries – the US, China, Germany, Japan and France – which, when combined, account for 48 per cent of global revenues. Meanwhile, the top 20 countries represent 77 per cent of the



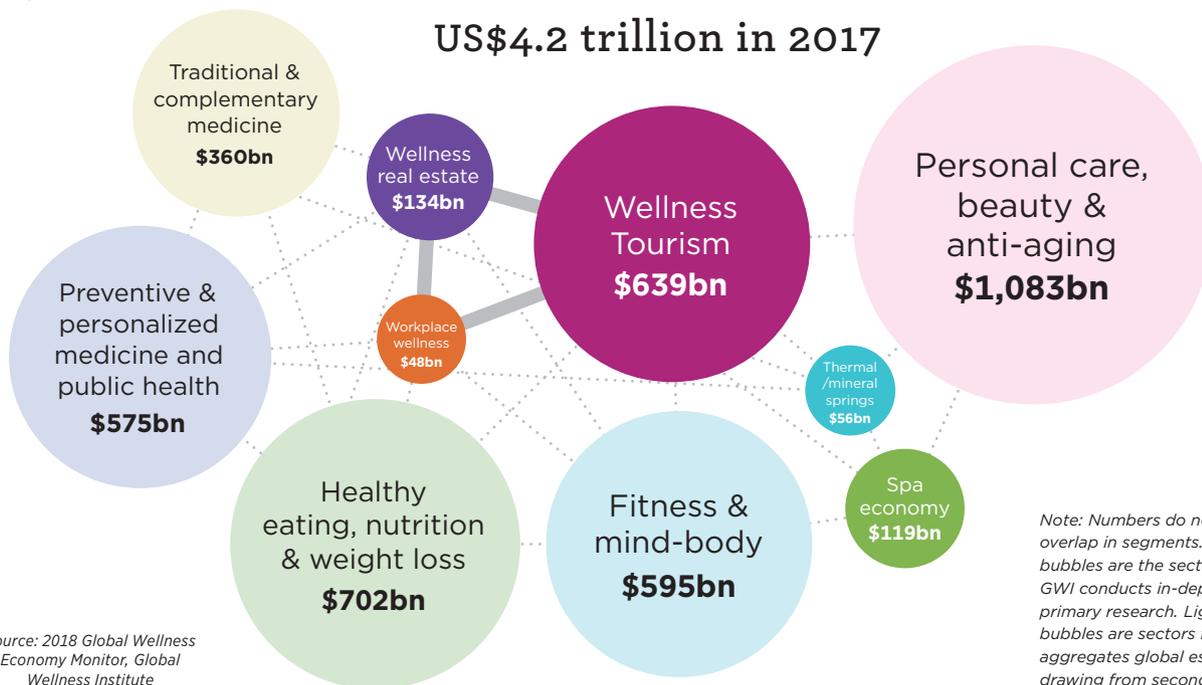
Hotel/resort spas now bring in more revenues than day spas (right); revenues in Australia have surpassed the US\$1bn threshold (above)

PUHHA/SHUTTERSTOCK



DIAGRAM 1

GLOBAL WELLNESS ECONOMY
US\$4.2 trillion in 2017



Note: Numbers do not add due to overlap in segments. Dark coloured bubbles are the sectors for which GWI conducts in-depth, country-level primary research. Light coloured bubbles are sectors for which GWI aggregates global estimates only, drawing from secondary sources.

Source: 2018 Global Wellness Economy Monitor, Global Wellness Institute

▶ global market. However, the industry is becoming slightly more dispersed over time. In 2017, 18 countries had annual spa revenues exceeding US\$1bn, and Indonesia and Australia each surpassed the US\$1bn threshold for the first time.

Thermal & mineral springs

The thermal/mineral springs market continues to develop as more people turn to water for stress relief, healing and community, the report says. Market revenues increased by 4.9 per cent, from US\$51bn (€44.2bn, £38.8bn) in 2015 to US\$56.2bn (€48.7bn, £42.8bn) in 2017, making it the fourth-fastest growing sector out of the wellness markets. The number of facilities jumped from 27,507 (in 109 countries) to 34,057 (in 127 countries) – employing 1.8 million workers.

The thermal/mineral springs industry is heavily concentrated in Asia-Pacific and Europe, “reflecting the centuries-old history of water-based healing and relaxation in these two regions”. Together, these two world regions account for 95 per cent of industry revenues and 94 per cent of establishments.



Spas generate US\$93.6bn globally

THE NUMBER OF SPAS JUMPED FROM
121,595 IN 2015 TO OVER **149,000** IN 2017
 EMPLOYING NEARLY **2.6m** WORKERS

The majority of thermal/mineral establishments worldwide are rustic and traditional bathing and swimming facilities. “They target local markets and charge relatively low admission.

About a quarter of establishments are higher-end, targeting tourists and offering value-added spa services,” the report states. Those that offer spa services account for a much greater share of industry revenues (66 per cent) than those without.

Table 1: Wellness Sector Growth Projections, 2017 to 2022*

*Source: 2018 Global Wellness Economy Monitor, Global Wellness Institute

	Projected Market Size (US\$ billions)		Projected Average Annual Growth Rate
	2017	2022	2017-2022
Wellness Real Estate	\$134.3	\$197.4	8.0 %
Workplace Wellness	\$47.5	\$65.6	6.7 %
Wellness Tourism	\$639.4	\$919.4	7.5 %
Spa Facilities	\$93.6	\$127.6	6.4 %
Thermal/Mineral Springs	\$56.2	\$77.1	6.5 %

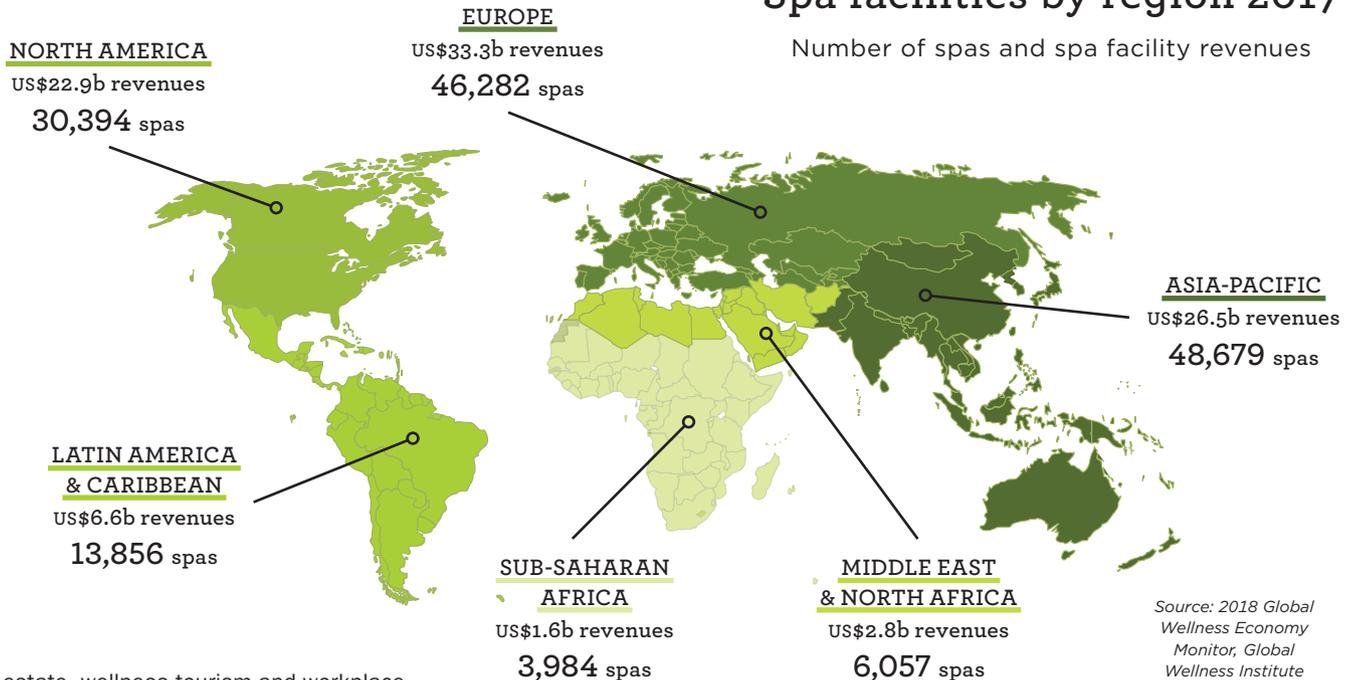
Growth projections

The GWI worked on original research for five of the 10 wellness markets and used secondary sources for the others. Johnston predicts that all five of the sectors it worked on “will continue to grow faster than GDP over the next five years”. As wellness begins to permeate society even more deeply, however, the strongest markets will be those relating to how we live, work and travel – the core spheres of life – namely wellness real

DIAGRAM 2

Spa facilities by region 2017

Number of spas and spa facility revenues



estate, wellness tourism and workplace wellness (see Table 1).

“In the last few years, wellness has become a dominant lifestyle value that’s profoundly changing consumer behaviour and the workplace,” says report co-author Ophelia Yeung. “Our interaction with the wellness economy is also becoming less episodic and more intentional, more integrated and more holistic.”

In short, there’s an overlap between the different wellness markets. The trend of wellness bedrooms/hotels, for example, is a convergence of spa, fitness, nutrition and travel (see pages 92-99), while hot springs in China that have traditionally focused on recreation and leisure are now mixing wellness tourism and workplace wellness. Yeung notes: “Wellness markets will become less siloed and

more interconnected, converging to offer solutions and experiences in the places where people live, work and travel.”

Johnston adds: “Everyone here [including spa operators] should be looking for opportunities to bring the wellness services and products into these three core spheres of people’s daily lives, in new, innovative and creative ways.”

Addressing inequality

While the 2018 *Global Wellness Economy Monitor* findings sound promising for both the spa sector and wider wellness market, Yeung and Johnston are also keen to give a reality check.

“Ultimately, it’s not the size of this number, but the quality of wellness in the world,” says Yeung. “Can the wellness economy continue to thrive if it follows the trend of global income inequality? Are people totally well if only those who can afford it continue to save for their wellness?”

Johnston adds: “The challenge is this: Can the wellness economy touch a larger slice of the world, especially people who need it the most but can afford it the least?” ●

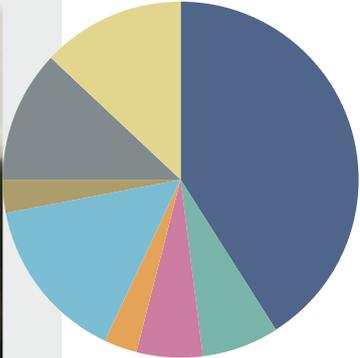
■ Download a free copy of the report at globalwellnessinstitute.org

CONSUMER INSIGHT

The Wellness Tourism Association has conducted its first North American consumer survey. President and co-founder Anne Dimon reveals the findings



Of the men who filled out WTA's survey, half were over the age of 55



If you are planning to take a Wellness Vacation in 2018 or 2019 what would be the MAIN goal?

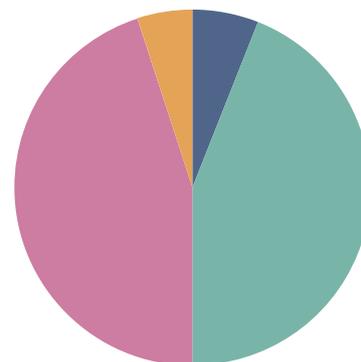
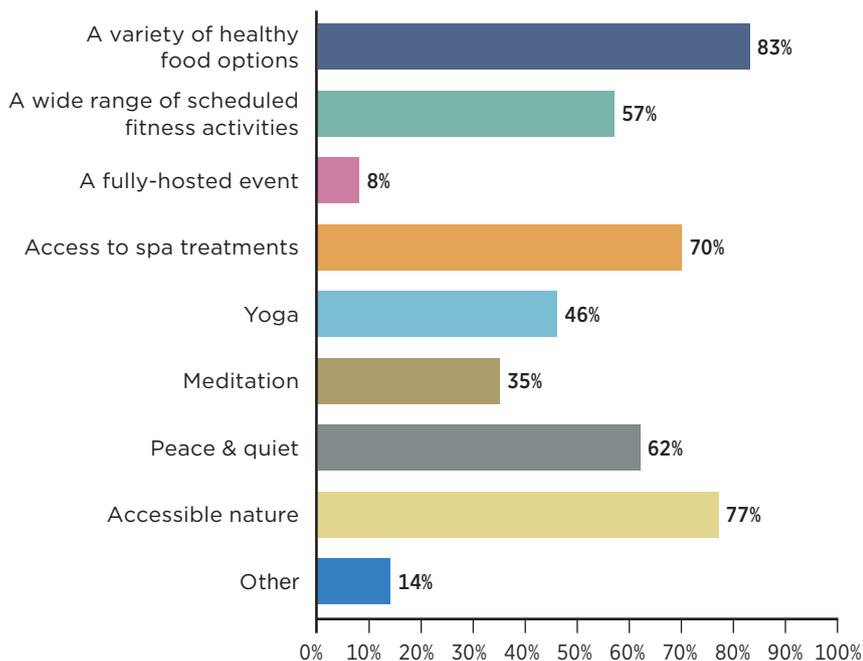
- General, overall reboot: 41.00%
- Kick-start a weight-loss program: 7.00%
- Learn how to have a better relationship with food: 6.00%
- Learn how new ways to manage stress: 3.00%
- Reconnect with self: 15.00%
- Launch a fitness routine: 3.00%
- Meditation/mental health break: 12.00%
- Recover from a stressful time or personal loss: 13.00%

The need to better understand what consumers want in a wellness vacation was the driving force behind the Wellness Tourism Association's 2018 Wellness Travel Survey. Conducted in mid-January to the end of August, 2018, the online survey drew from 2,566 respondents, of which 95 per cent were from the US and Canada. Respondents were those who had already expressed some interest in wellness travel via social media or as subscribers to various newsletters distributed by WTA members. The survey included 16 questions related to demographics as well as to wellness vacations. Respondents were overwhelmingly female aged 35 plus, with just 10 per cent of total respondents under the age of 35. Of the men who filled out the survey, half were 55 plus.

More than 63 per cent of respondents said they had been on a wellness vacation, while the remainder said they had not, but planned to take one.

This particular finding supports a recent poll of WTA members on trends they are seeing for 2019 and beyond: More "newcomers" participating in their wellness programmes. For instance, Pritikin in Miami, Florida reports that in 2018, approximately 50 per cent of their guests were first-timers. According to Canyon Ranch, new guests also make up nearly 50 per cent of their business, and at Fairmont Chateau Lake Louise in Banff, Alberta, 95 per cent of the people who attend their all-inclusive retreats have not previously participated in a wellness retreat. WTA members report the growth of "first timers" as a growing trend, as consumers become more aware of the importance of taking charge of their own health.

What do you feel are the Must Haves for your personal Wellness Vacation?



What would be the perfect length of stay for a Wellness Vacation

- 2 nights/three days: 6.00%
- 3 to 5 nights: 44.00%
- 7 nights: 45.00%
- 14 nights or longer: 5.00%

► **What do wellness travellers want?**

In response to the question “If you are planning to take a wellness vacation in 2018 or 2019 what would be the main goal?”, just under half of survey respondents (44.93 per cent) identified a “general, overall reboot” as their prime objective, followed by “reconnecting with self” and a “mental health break.”

The vast majority (just under 85 per cent) of people told us a “variety of healthy food options” topped their list of must haves for a wellness vacation. “Accessible nature” was second, followed by “a wide range of schedule fitness activities” and “access to spa

treatments”, which were tied for third place on this list of must haves. “Peace and quiet” was fourth. And it surprised us to learn that “A fully hosted event” was the least important item on their list. Nearly 8 in 10 selected “a self-guided programme with opportunity to pick and choose from a menu of options,” versus just over 2 in 10 who desired “a structured programme guided by hosts and experts.”

A rise in solo travel

When we asked “With whom do you prefer to travel,” the overwhelming response (47 per cent) was a combination of “solo”

and “solo to meet up with the like-minded”, followed closely by travel “with a significant other.” But what we found fascinating was that it is mostly men who want to travel with their significant others. Women want to travel solo or solo to meet up with others with similar interests. The only female group that indicated they wanted to travel with their “significant other” was those under the age of 35.

Right across the industry, the rise in solo travellers appears to be a trend, and WTA members are witnessing it as well. At Fairmont Chateau Lake Louise, 50 per cent of their wellness package guests are women travelling solo, and



The vast majority of people said that a variety of healthy food options topped their list of must-haves

A 'general, overall reboot' is the prime objective of half of respondents

A woman with long, wavy hair, wearing a bright green suit, is sitting on a large rock. She is facing away from the camera, looking out over a vast, hazy landscape. To her right is a large, mature tree with a thick trunk. The scene is bathed in the warm, golden light of a sunset or sunrise, with the sun low on the horizon, creating a soft glow and long shadows. The background shows rolling hills and some greenery, all slightly out of focus. The overall mood is peaceful and contemplative.

“

**Right across the industry,
the rise in solo travellers
appears to be a trend**

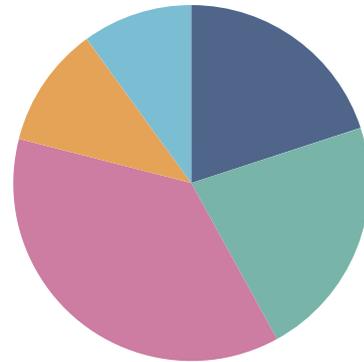
**47% of women want to
travel solo or solo to
meet up with others**

▶ that figure increases to 75 per cent for the hotel's three- and four-night retreats. At Canyon Ranch resorts in Massachusetts and Arizona, president and COO Thomas Klein says, "half of our guests are solo travellers." While the integrative wellness brand historically skews higher with female guests, in general, Klein says they are seeing an increase in solo male travellers.

Flexibility in length of stay

When it came to preferred length of stay for a wellness vacation, close to half of participants sized up their perfect length of stay as three to five nights, while just over a third said they preferred seven nights. WTA members are seeing greater flexibility with length of stays.

The 40-year-old New Life Hiking in Vermont reports that over the past three years, the number of guests that have stayed longer than two weeks has increased by 90 per cent, which prompted them to add a 21-night wellness retreat in 2017. Simultaneously, Canyon Ranch has seen a decrease in guests' average length of stay, as customers seek shorter and more frequent trips. And, at Hilton Head Health in South Carolina,



Who do you/would you prefer to travel with on a wellness vacation?

- Solo: 20.00%
- Solo to meet up with the like-minded: 22.00%
- With a significant other: 37.00%
- A small group of friends: 11.00%
- Family: 10.00%

while "annual visits" have been popular for years, guests are now planning out shorter, more frequent trips (two to four times per year) to stay on track, while others are dedicating resources to commit to an 8- to 12-week stay to make a significant impact on their health.

Ideal spend

While consumers are becoming more aware of the benefits associated with a true wellness vacation planned with a specific goal and carefully researched to ensure the right fit, the survey revealed that there is a high percentage still needing to better understand the value proposition. Just shy of half the respondents (49.22 per cent) would be

"willing to spend less than US\$2,000" on a five-day all-inclusive (exclusive of transportation) wellness vacation, while close to the same number (44.86 per cent) would be "willing to spend between US\$2,500 and US\$5,000."

With the rising costs of healthcare and prescription drugs in the US, there is an opportunity to educate consumers on the fact that, over time, it will cost them less to spend money on preserving their health than dealing with the costs of declining health.

A follow-up consumer survey is already in the works, plus, the association has partnered with *Recommend Magazine* on a travel agent survey.



■ About the author:

Anne Dimon is a long-time travel journalist, founder/ editor of TraveltoWellness.com and Co-Founder & President of the Wellness Tourism Association.

The Wellness Tourism Association is a global organisation, incorporated as a non-profit company in the State of Colorado, US. The mission is to support

and further the growth of the wellness tourism industry worldwide through networking, education, communication and marketing. Co-Founders are Accor Hotels, Canyon Ranch and Travel to Wellness with Founding Members Art of Living Retreat Center and the Monaco Government Tourist Office. www.wellnesstourismassociation.org
admin@wellnesstourismassociation.org

SHIFT IN DEMAND

While the UAE has dominated the Middle Eastern hotel spa scene, other key destinations are jumping on the wellness bandwagon. Christopher Lund and Annie Fernandez of Colliers International provide some in-depth analysis



All 14 KPIs for the Dubai spa market showed a negative performance in 2018

While the UAE has some of the most advanced and largest spa facilities in the Middle East, other key destinations in the region seem to be picking up on the wellness trend, including Saudi Arabia and Oman, which are beginning to witness a shift in the demand patterns. With greater emphasis on wellbeing and fitness, consumers have been increasingly willing to spend money on wellness, making the sector a fast-growing one. The latest report by Global Wellness

Institute issued in October 2018 suggests that the MENA region has more than 6,000 spas, generating nearly US\$2.8bn in revenues. The MENA region was the destination for nearly 11 million wellness tourism trips in 2017 with an expenditure worth US\$10.7bn generated by inbound and domestic travellers.

In order to have a better understanding about the performance of the hotel spas in the region, Colliers International has assessed data from a sample of 376 treatment rooms across 33 hotels in the UAE, Saudi Arabia and Oman.

UAE Spa Market Performance

Overall Market Performance in 2018

The wellness market in the UAE continues to grow, strongly supporting the overall tourism industry and showcasing the country as a complete leisure destination. However, increasing competition and an influx of price-sensitive travellers have had an impact on the overall revenue generated by spas, especially in Dubai and Abu Dhabi.

Overall, the UAE spa market underperformed in 2018 compared to the previous years. The average treatment rate recorded in the UAE was AED 342, a 4 per cent drop compared to 2017. The capture ratio of hotel guests fell by 3 per cent in Abu Dhabi, while Dubai experienced a staggering decline of 22 per cent in 2018. The treatment rooms utilisation (occupancy) recorded among the UAE spas was 18 per cent in 2018 versus 21 per cent in 2017.

1. Dubai Spa Market Performance

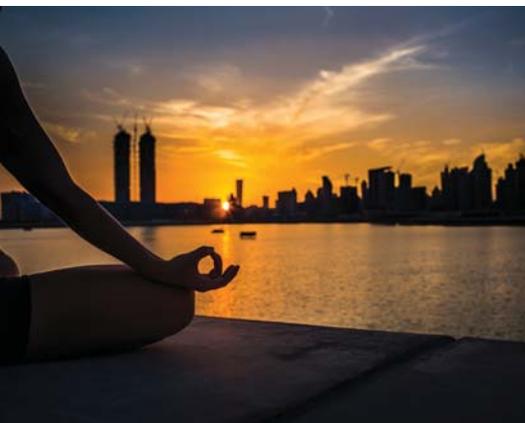
The Dubai spa market has been assessed from a stock of 200 treatment rooms, divided into resort spas and city spas. All of the fourteen KPIs for the overall Dubai spa market showed a negative performance. However, resort spas in Dubai exhibited a better performance than the city spas.

Compared to 2017, Dubai Beach Resort spas experienced a 5 per cent increase in treatment revenue per treatment sold in 2018. However, with an 11 per cent drop in total number of treatments, the total revenue generated among the spas in the sample dropped by 6 per cent.

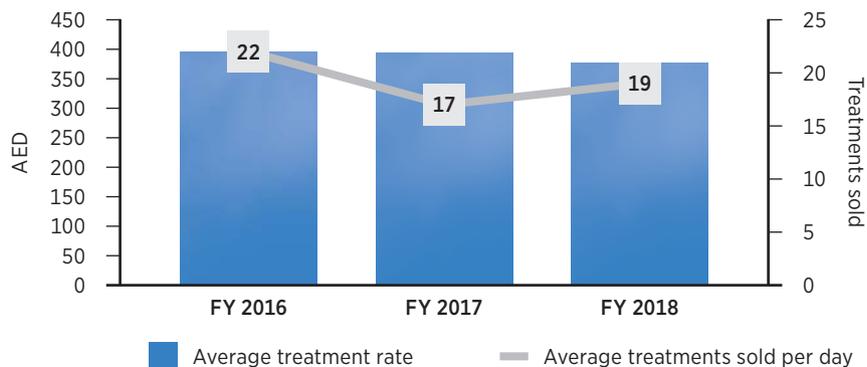
Meanwhile, the city spas recorded an 8 per cent drop in treatment revenue

Graph 1: Key performance indicators, Dubai spas - FY 2018. Average (AED/%)

	SIZE OF SPA		OPENING YEAR	
	Large	Small	New	Established
Revenue Indicators				
Average treatment rate	321	327	286	333
Average No. of treatments Sold per day (Per Spa)	38	12	12	26
Revenue per Available Treatment Hour (RevPATH)	60	44	40	53
Retail Percentage	10%	7%	10%	8%
Utilisation Indicators				
Treatment Room Utilisation	19%	17%	16%	19%
Therapist Utilisation	38%	31%	40%	32%
Hotel-Related Indicators				
Capture Rate of Hotel Guests	2%	1%	1%	2%
In-House Guests Ratio (vs. Walk-In Guests)	48%	56%	54%	52%



Graph 2: Abu Dhabi: Average treatment rate vs average treatments sold per day



► per treatment sold in 2018 and a 3 per cent drop in the total number of treatments sold. Resort spas continue to outperform city hotel spas, achieving an 18 per cent premium in rate and higher treatment room utilisation (24 per cent vs 15 per cent). Data indicates that consumers find resort spas more appealing, as they have more offerings and services compared to city spas. Moreover, city hotel spas receive a higher share of price-sensitive guests and are more likely to offer discounts to attract guests than spas in the resorts.

Dubai Beach Hotel Spas saw a 1 per cent point decline in the capture ratio among hotel guests, along with an 11 per cent drop in in-house guest ratio, indicating a drop in in-house spa guests among some of the properties in the sample. Increased price sensitivity among the hotel guests, as well as discounts and promotions targeting the walk-ins, can be attributed to the dropping capture rate and in-house guest ratio.

The treatment revenue generated per therapist among the resort spas

Spas need to formulate the right marketing and cost-cutting strategies to increase spa revenue as competition increases



continues to be higher than the city spas. However, both resort and city spas have witnessed a drop in revenue by 2 per cent and 6 per cent respectively, and a 9 per cent and 6 per cent drop in utilisation of therapist hours, indicating that an overstaffing at spas and an underutilisation of therapists is prevalent in both categories of spas. Spas need to formulate the right marketing and cost-cutting strategies to increase spa revenue as the level of competition increases in the market.

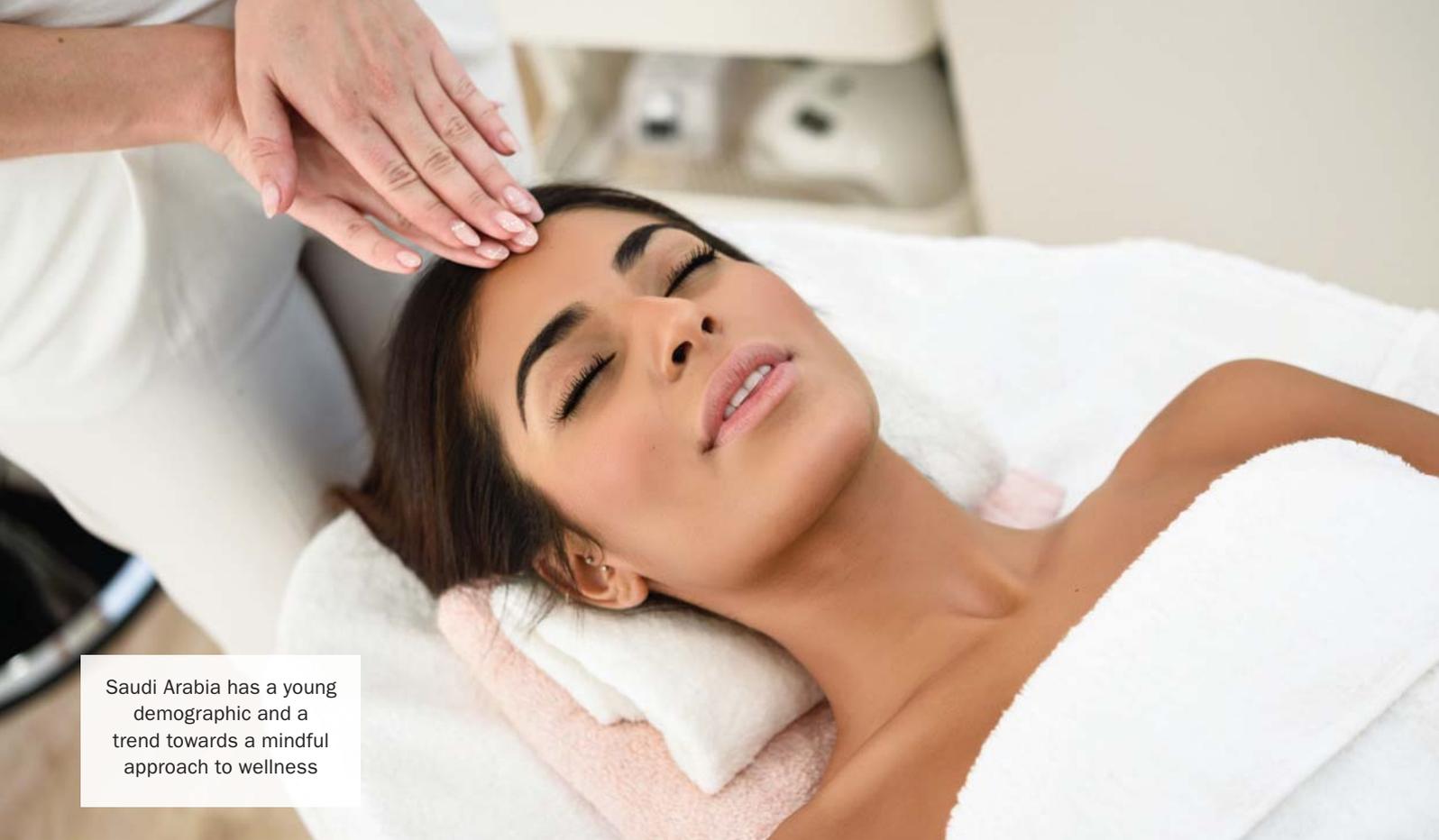
Overall, most indicators for the Dubai City Hotel Spas showed a negative performance except a

marginal growth observed in the retail revenue contribution and an overall increase in the in-house guest ratio.

Large Dubai spas in the sample show similar performance to that of resort spas as they benefit from economies of scale. Data also indicate that established spas have outperformed the new spas in all areas except for the in-house guest ratio.

2. Abu Dhabi Spa Market Performance

The Abu Dhabi spa market has been assessed from a stock of 90 treatment rooms, which showed that 2018 was a year of negative performance for the spas in Abu Dhabi. This can be attributed to the shifting source markets and increasing use of promotions and discounts to attract customers. However, the market witnessed a 9 per cent increase in the number of treatments sold, thereby increasing the total revenue generated by 4 per cent despite a 4 per cent decline in the average treatment rate. Revenue per available treatment hour (RevPATH) remained at AED 60.



Saudi Arabia has a young demographic and a trend towards a mindful approach to wellness

Treatment revenue generated per therapist and therapist utilisation have seen a decline in 2018 compared to previous years, indicating the underutilisation of therapists and the possibility of an increase in the number of therapists among the spas.

The spas in Abu Dhabi enjoy a higher percentage of walk-in guests compared to in-house guests (64 per cent), thereby depending lesser on tourists and travellers to generate revenue. It is also interesting to note that Abu Dhabi spas have higher capture rate of hotel guests (3 per cent) than Dubai spas (1 per cent) do.

Saudi Arabia Spa Market Performance

The Saudi Arabian wellness industry is evolving. With a young demographic base and a trend towards a mindful approach to wellness, the wellness industry in the country is more geared towards consumers who want to adopt healthier lifestyles. This is evidenced by the recent emergence of spa and fitness centres targeting both men and women. Saudi Arabia's cultural and social landscape also make wellness centres ideal locations for networking and socialising, particularly for women. The performance of Saudi spas has improved over the last

three years, with all the revenue indicators showing positive change compared to previous years, including the average treatment rate, which increased by 16 per cent in 2018. Revenue generated by the spas in general has increased, despite a 22 per cent drop in the average number of treatments sold per day.

Saudi Arabian spas enjoy relatively higher capture rate of hotel guests (7 per cent) compared to other markets in the region. A higher percentage of walk-in guests (82 per cent) indicate the growing demand for spas in the domestic market. Treatment room utilisation and therapist hours saw a drop in 2018 by

- ▶ 7 per cent and 2 per cent respectively, indicating that Saudi Arabian spas need to improve upon these KPIs in order to maximise the revenues and leverage the fact that Saudi Arabia has a limited number of luxury spas.

Oman Spa Market Performance

Oman has grown as a leisure destination in recent years. The evolving wellness tourism market is expected to promote Oman's profile as a holistic leisure destination in the coming years.

The performance by the spas in the country has been commendable and has experienced considerable improvement compared to last year's performance. The revenue per available treatment room increased by 35 per cent to reach OMR 53 in 2018, while revenue per treatment sold also increased, by 2 per cent, to reach OMR 40.

An 11 per cent capture rate of hotel guests indicates the immense potential for wellness in Oman, especially among

An 11 per cent capture rate of hotel guests indicates the immense potential for wellness in Oman



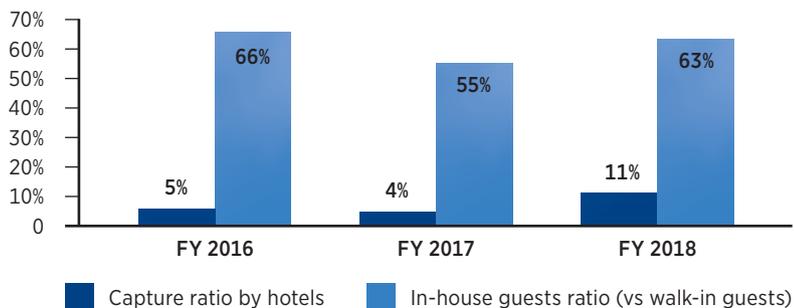
the luxury hotel segment. The figures also show that the in-house guest ratio has seen an improvement to 63 per cent in 2018, compared to 55 per cent in 2017. The improvements in the aforementioned metrics indicate the growing willingness among the leisure guests visiting Oman to indulge in wellness programmes.

Treatment revenue generated per therapist and therapist utilisation have seen an improvement in 2018 compared to previous years, indicating the better utilisation of therapists in the spas. Although the treatment room utilisation (11 per cent) is



relatively low compared to other regional markets, spas are increasingly becoming more efficient, which is evident in the improving ratios observed in 2018. This trend is expected to continue in the coming years, with an increased focus on spa and wellness components by upcoming hospitality developments in Oman.

Graph 3: Capture rate and in-house guest ratio for Oman hotel spas



Outlook

The outlook of the spa and wellness industry in the region looks highly optimistic and robust. The growing global wellness market has also significantly influenced the progress of the regional wellness industry. Increased investor interest is visible throughout the region.

'Wellness' has become one of the keys components/concepts for many newly launched megaprojects; a few examples include Amaala, a luxury destination project recently launched in



The outlook of the wellness industry in the Middle East looks robust



Saudi Arabia, which focuses on wellness tourism, while other mega projects such as The Red Sea project and NEOM will also cover wellness as one of their key components. The emergence of dedicated wellness centres in the region, such as the MAG Creek Wellbeing Resort in Dubai or the eco-friendly Al Zorah Development, is another key growth area for the industry. ●

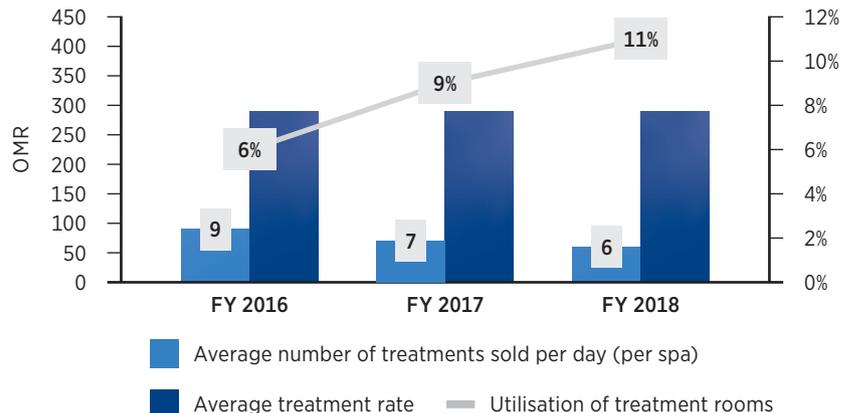
■ About the authors:

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Graph 4: Oman: Average treatment rate vs average treatments sold per day



What wellness travellers want

Wellness travel now accounts for 17 per cent of all global tourism revenues, but it's difficult to decipher what wellness travellers really want. Compare Retreats founder Dervla Louli Musgrave turns to her global community of clients and readers to find out

As a US\$639bn industry, wellness tourism has become a point of global interest as it continues to be the fastest-growing tourism sector. The industry is far from reaching saturation-point, but with more wellness retreats on offer than ever before, what is it that wellness travellers really want?

That's the question Compare Retreats, the booking portal, travel agency and media company for the world's leading wellness retreats, asked more than 500 wellness travellers between the ages of 18-76 from locations around the globe, including Hong Kong, Singapore, the US, the UK and Australia in Q4 of 2018.

From most-desired destinations, to how wellness travellers research retreats, and mental health becoming the top reason to book a retreat, the survey results uncovered what makes wellness travellers today tick.

Google search, Instagram, and friend referrals are key search channels

The top three ways that the wellness travellers surveyed research and found retreats were via Google search (80.5 per cent), friend referrals (65.6 per cent), and Instagram (45.7 per cent). Online publications are important among the 50+ demographic, where they ranked third in place of Instagram. With good SEO practices, online publications can see themselves having extra influence if they fall into the top pages of a Google search.

Print publications are important for third-party validation of wellness retreat businesses, but only 10.7 per cent of users said they refer to print when searching for a retreat. This indicates that advertisers and retreats would be wiser investing money in online publications and well-crafted Instagram marketing plans, as well as referral programmes, to reach across audiences of all ages and genders. ▶



Tropical destinations
continue to dominate
the wellness travel
destination bucket list



Retreats are
commonly viewed
as an investment in
your body and mind



► **Mental health is the new wellness priority**

Physical fitness has long dominated the wellness industry, but today's wellness travellers are showing a significant shift towards mental health as their main focus on retreats.

Survey respondents were asked to rank mental, physical and spiritual health in order of importance: 62.9 per cent selected mental health as number one.

Millennials ranked mental health far higher than other demographics, with 67.2 per cent ranking it as first, compared to 57.7 per cent of Gen X and only 52.5 per cent of the 50+ group.

Overall, physical health was ranked first by 24.4 per cent of respondents, and second by 57.9 per cent, showing it continues to be important to many wellness travellers. Spiritual health

ranked last, with 75.8 per cent respondents selecting it as their lowest priority.

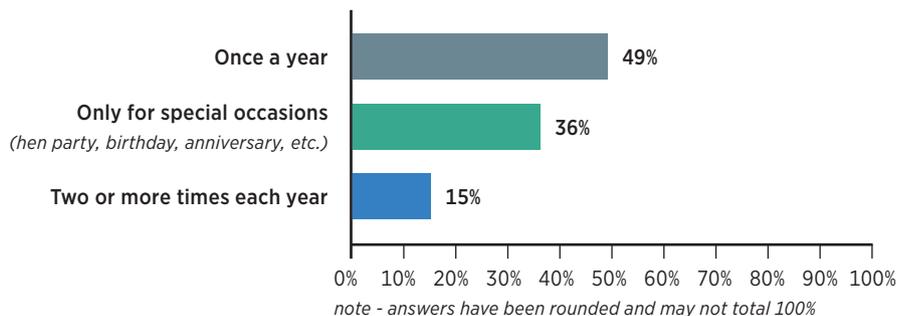
Plastic-free policies influence wellness travellers' decisions

The anti-plastic movement is growing momentum fast, and 89.5 per cent of

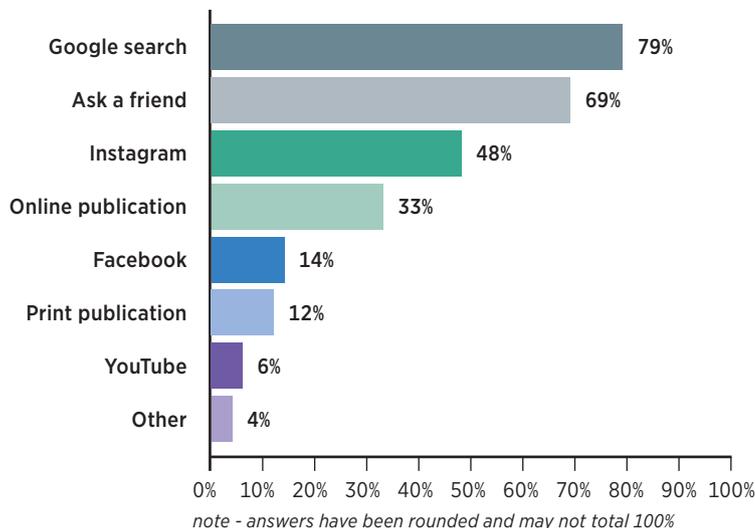
wellness travellers surveyed want wellness retreats to have a plastic-free policy.

Women were more concerned with environmental issues: with 90.7 per cent of female respondents favouring plastic-free policies to 82.3 per cent of men. The huge push towards plastic-free demonstrates the need for wellness retreats to update their sustainability policies to remain competitive.

How often do you go on retreats?



Where do you research retreats?



The Maldives, Bali and Thailand come out on top

Tropical destinations continue to dominate the wellness travel destination bucket list, although surprisingly, Bali is no longer the number one choice for wellness travellers.

The three most desired wellness travel destination was the Maldives (45.4 per cent), followed by Bali (42.9 per cent) and Thailand (34.5 per cent).

Retreats are for prevention instead of a cure

Wellness retreats are commonly viewed as an annual investment in your body and mind. The majority of retreat-going wellness travellers surveyed (45 per cent) ►



The popularity of yoga, fitness
and spa retreats reflects the
wellness travellers' changing focus
towards fitness and overall health

”

Yoga retreats were the
most popular among
those surveyed, at
17.8 per cent

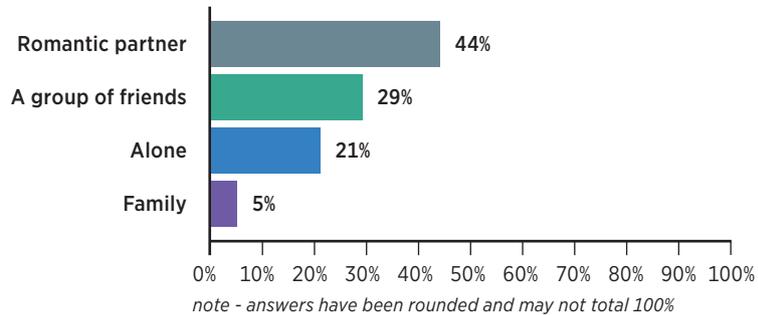
RESEARCH GLOBAL

With modern life
requiring so many
decisions, retreats
offer room to switch off





Who would you go on a retreat with?



▶ attend a retreat once a year, while 36.6 per cent save wellness retreats for special occasions, and 18.4 per cent go two or more times per year.

Furthermore, only 0.2 per cent of wellness travellers showed interest in medical health retreats, and having doctors onsite ranked the lowest of the desired features (2.8 per cent).

All-inclusive packages are preferential

Seventy-eight per cent of wellness travellers want all-inclusive packages and set programmes that include accommodation, meal plans and activities/therapies. Modern-day living requires people to make an increasing number of decisions every day, so when checking into a retreat they want to be able to switch off.

Romance isn't dead but corporate retreats might be

When asked who they would like to attend a retreat with the majority of participants (46 per cent) opted to bring their romantic partner along.

Men were the demographic most in favour of this: 60.8 per cent of men would rather travel with a romantic partner, compared to 43 per cent of women. Additionally, when it came to

favoured retreat types, men ranked romantic marriage and couples' retreats fourth (after fitness, yoga and spa).

And while a corporate retreat might sound like a good idea, only 0.4 per cent of respondents were interested in going on a retreat with their colleagues.

Yoga, fitness and spa outrate weight-loss

Yoga (17.8 per cent), fitness (17.1 per cent), and spa retreats (16.5 per cent) were the most popular retreat types overall, followed by anti-stress (9.7 per cent) and detox retreats (8.1 per cent) in fourth and fifth place. Only 2.8 per cent of respondents were interested in weight-loss retreats. The popularity of yoga, fitness and spa retreats as well as adventure sports reflects the wellness travellers' changing focus towards fitness and overall health. ●

■ About the author:

Dervla Louli Musgrave is the founder and CEO of Compare Retreats, a booking portal, travel agency and media company focusing on travel to some of the world's leading luxury wellness retreats.



Healthy growth

As more guests prioritise wellness when they're travelling, the role of the spa for US hotels is broadening. Mark VanStekelenburg and Jenna Finkelstein of CBRE explain more

We are in the midst of a cycle where hotels are seeing continued growth. According to STR – which tracks supply and demand data for the hotel industry – in 2017, the US national average occupancy was 65.9 per cent, the third consecutive year record high. However, as new supply continues to grow at a rapid pace, ADR growth has slowed.

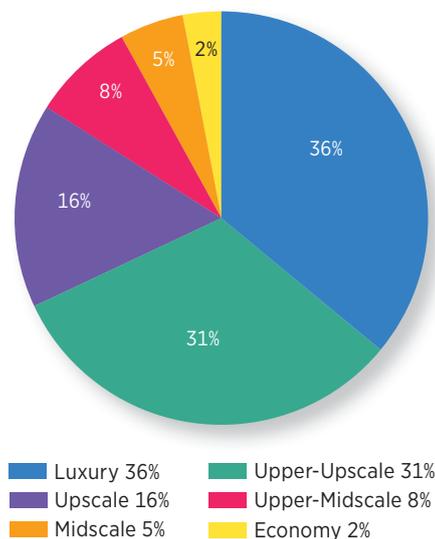
At just 2.2 per cent increase, ADR growth in 2017 was below the long-term average of 3.0 per cent. The question is, where do hotel spas fit within this picture?

Where are the hotel spas?

According to STR Census data, just 3.2 per cent of all hotels in the US have spas, at 1,801 properties. When looking at class category, approximately

25.6 per cent of luxury and upper-upscale class hotels have spas, at 42.1 per cent and 17.6 per cent respectively. However, when looking at hotels with spas, more than two-thirds of hotel spas are within these two categories, as shown in Graph 1 below. To see how hotel spas have grown over the years, we looked at the STR Census as of 2013. As of this time, there were 1,520 hotel properties

Graph 1: Hotel spa class category 2018

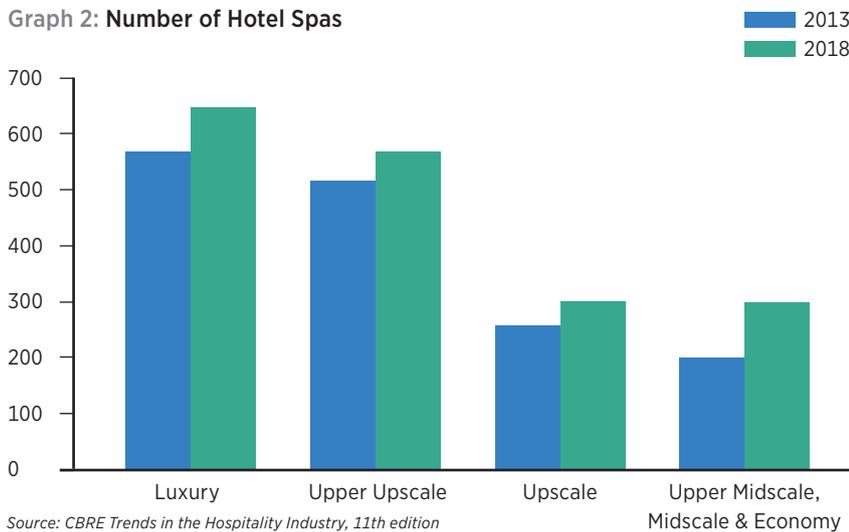


An increasing number of lower-tier hotels in the US are offering spas



Luxury hotels with spas in the US increased by 15.9% from 2013 to 2018

Graph 2: Number of Hotel Spas



with spas, and 70.1 per cent of these hotels were classified as either luxury or upper-upscale. While the total luxury and upper-upscale segment increased supply by 7.6 per cent between 2013 and 2018, hotels with spas within this category increased by 13.0 per cent, the majority of which was fueled by the luxury segment, at 15.9 per cent. Upper-upscale hotels with spas increased supply by 9.9 per cent over this same time period.

One key takeaway is that an increasing number of lower-tiered hotels are offering spas to guests. Hotel spas in the upper-midscale and below segments comprised 12.5 per cent of all hotel spas in 2013; in 2018, they comprised 16.0 per cent. Overall, hotel spas within



Even with less heads in beds, hotel spas were able to increase spa revenue through an increase in hotel capture, local guest usage, and treatment pricing

Research shows 42.1% of luxury US hotels have spas on-site



- ▶ these three segments (upper-midscale, midscale, and economy) increased by 52.1 per cent.

Topline hotel performance

In 2017, the 192-hotel sample of *Trends® in the Hotel Spa Industry* achieved an average occupancy of 71.1 per cent and an ADR of US\$270.03, resulting in a RevPAR of US\$192.02. This represents

a 1.8 per cent decrease in occupancy, a 3.9 per cent increase in ADR, and a 2.0 per cent increase in RevPAR over prior-year numbers.

We looked at this set's performance against upper-upscale and luxury properties that do not have spas onsite. This set of 973 hotel properties from the *Trends®* sample achieved an occupancy of 77.0 percent and an ADR of \$199.77, resulting

in a RevPAR of \$153.78. This represents a 0.9 percent increase in occupancy, a 0.8 percent increase in ADR, and a 1.7 percent increase in RevPAR over prior year numbers.

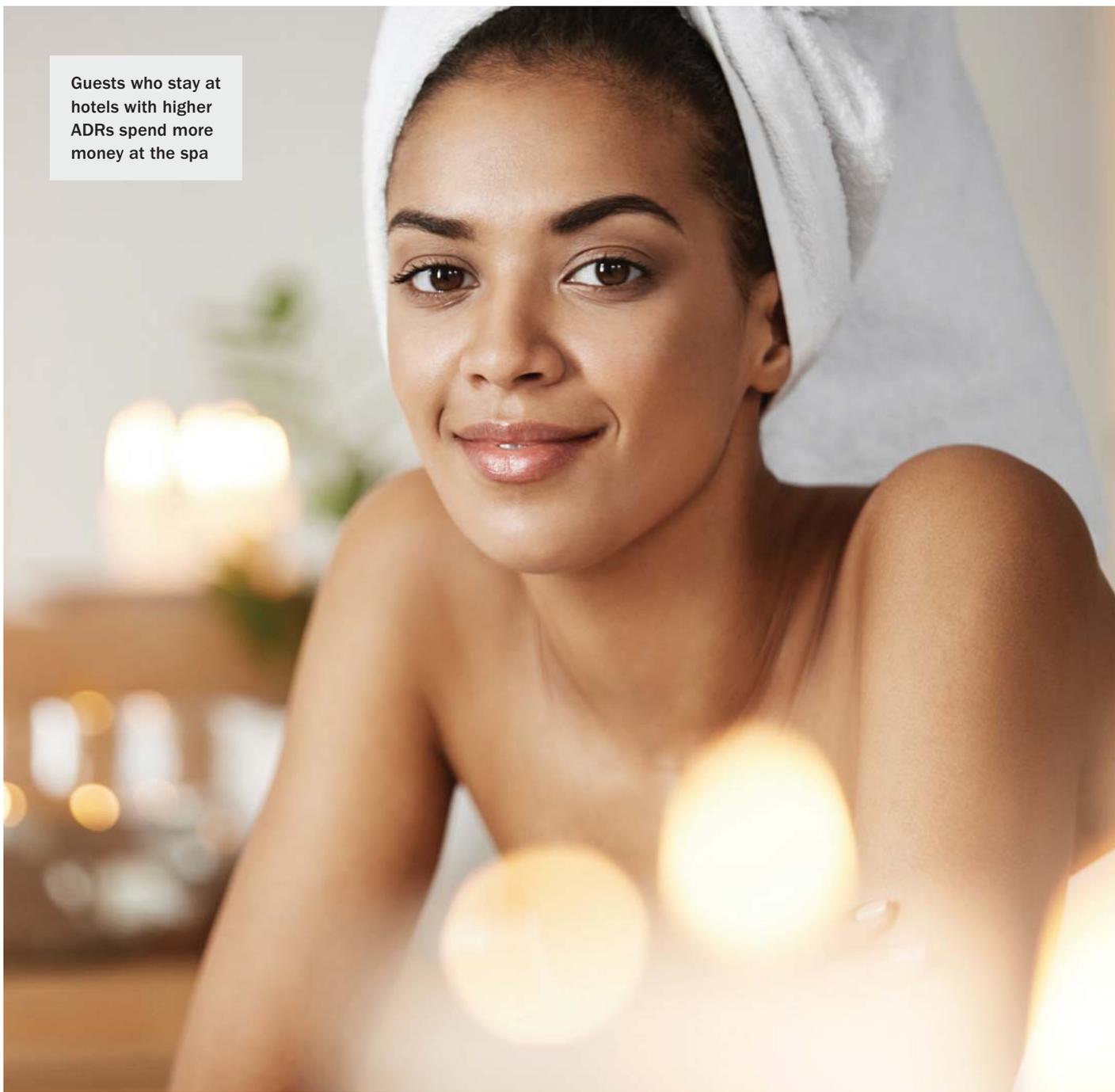
While the spa trends sample achieved occupancy loss year-over-year, ADR growth was significantly higher than upper-upscale and luxury hotel properties without spas. While growth in RevPAR for the two categories were similar to one another, the spa trends sample achieved RevPAR growth through ADR increases, and hotels without spas achieved RevPAR growth through occupancy increases. It should be noted that RevPAR growth via ADR growth yields a more profitable hotel environment for owners. Further, despite occupancy loss, the spa trends sample achieved average spa department revenue growth of 3.9 per cent. Therefore, even with less heads in beds, hotel spas were able to increase spa revenue through an increase in hotel capture, local guest usage, and treatment pricing. ▶

Table 1: Topline growth metrics 2016 to 2017

ADR Range	Occupancy		ADR		RevPar	
	With	Without	With	Without	With	Without
Between \$100 and \$199.99	-1.1%	1.1%	2.6%	0.6%	1.5%	1.8%
Between \$200 and \$299.99	-2.5%	0.4%	3.3%	1.0%	0.7%	1.4%
Between \$300 and \$399.99	-3.6%	1.1%	5.7%	1.4%	2.0%	2.5%
Over \$400	0.1%	2.0%	4.5%	0.4%	4.5%	2.4%
Total	-1.8%	0.9%	3.9%	0.8%	2.0%	1.7%

Source: CBRE Hotels Advisory

Guests who stay at hotels with higher ADRs spend more money at the spa



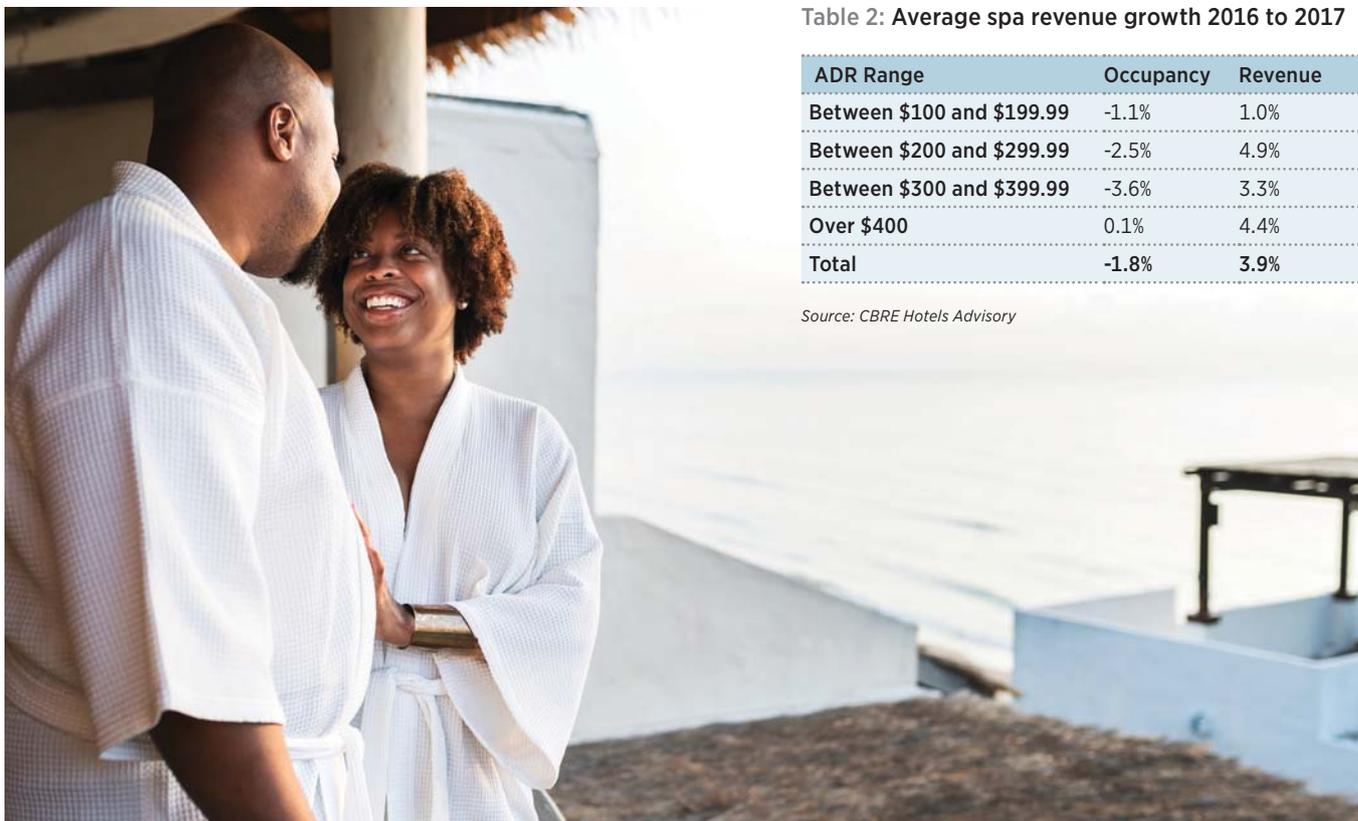


Table 2: Average spa revenue growth 2016 to 2017

ADR Range	Occupancy	Revenue
Between \$100 and \$199.99	-1.1%	1.0%
Between \$200 and \$299.99	-2.5%	4.9%
Between \$300 and \$399.99	-3.6%	3.3%
Over \$400	0.1%	4.4%
Total	-1.8%	3.9%

Source: CBRE Hotels Advisory

► When looking at performance by ADR range, the story changes slightly. While all hotels with spas achieved greater year-over-year ADR growth than their hotel-without-spa counterparts, only hotel spas with over US\$400 in ADR achieved greater RevPAR growth. Hotel spas with over \$400 in ADR was also the only category to achieve occupancy growth, albeit slightly at 0.1 per cent.

Hotel spa performance by ADR

While our *Trends® in the Hotel Spa Industry* report details spa revenue and expenses by various categories, we analysed hotel

All hotel categories achieved growth in average spa revenue, despite overall occupancy declines

spa performance based on hotel ADR to see if there were any key differences across ADR thresholds.

As noted in table 2 above, all hotels achieved growth in average spa revenue, despite overall occupancy declines. Hotels between US\$200 and US\$299 ADR achieved the highest growth in average spa revenue at 4.9 per cent,

while hotels between US\$100 and US\$199 ADR achieved the lowest growth in average spa revenue at 1.0 per cent. Hotels in this lower ADR category struggle to successfully increase spa pricing. After price increases, a cost of a spa service can sometimes equal the property’s room rate, creating a disconnect in value. Thus hotels in this ADR category heavily rely on increased guest capture in order to increase spa revenues.

Unsurprisingly, spa revenue per occupied room positively correlated with hotel ADR. Hotels with over US\$400 in ADR achieved the highest spa revenue



All hotels with spas achieved greater year-over-year ADR growth than their hotel-without-spa counterparts

per occupied room at US\$39.76, while hotels between US\$100 and US\$199 ADR achieved the lowest spa revenue per occupied room of US\$6.52. Hotels between US\$200 and US\$299 ADR and between US\$300 and US\$399 ADR achieved the two highest per cent changes, at 7.2 per cent and 7.1 per cent, respectively.

Similarly to spa revenue per occupied room, 2017 spa revenue per treatment also positively correlated with hotel ADR. Hotels over US\$400 ADR achieved the highest spa revenue per treatment at US\$231.31, while hotels between US\$100 and \$199 ADR achieved the lowest spa revenue per treatment of US\$161.75.

It should be noted the 'Hotels Over US\$400 ADR' was the only category to see a decrease in spa revenue per treatment over 2016, at 0.9 per cent. This suggests that there is potentially a ceiling when it comes to pricing. Hotels between US\$100 and US\$199 ADR achieved the highest growth in spa revenue per treatment at 6.8 per cent.



Hotels must continue to offer innovative services in order to differentiate

Spa and wellness hotel trends

Hotels have realised the importance of spa during a hotel stay. From the data analysed, guests who stay at hotels with higher ADRs spend more dollars in the spa, and their total expenditures are growing. At the same time, more lower-tiered hotels are introducing spas to their facilities, indicating that guests who pay lower rates also desire spa experiences and are incorporating spa and wellness into their travel routines.

As more guests prioritise their health and wellbeing, hotels will continue to emphasize spa and wellness throughout their operations. In the past, hotels partook in "Artificial Wellness", in which hotels simply provided a facility. Now, as hotels integrate wellness throughout the entire hotel – from aromatherapy in rooms, to fitness partnerships in expanded fitness centres, to sustainable design – hotel spas are benefitting from the health of the overall hotel.

Wellness within hotels has transitioned from solely spa, an isolated piece of the hotel, to beyond the walls of the spa. As

such, hotel spas have become a true sanctuary of health and wellness. While domestic and international travel has grown exponentially over the past years, there are also more hotels and alternative lodging products than ever before, and the supply pipeline does not show signs of slowing down. Therefore, hotels must continue to offer innovative services and unique guest experiences in order to differentiate themselves. Hotels that harmonise spa and wellness into this equation are set up for future success. ●

■ About the authors:

Mark VanStekelenburg, managing director, and Jenna Finkelstein, director, work in the Hotels Advisory department of the CBRE office in New York City.

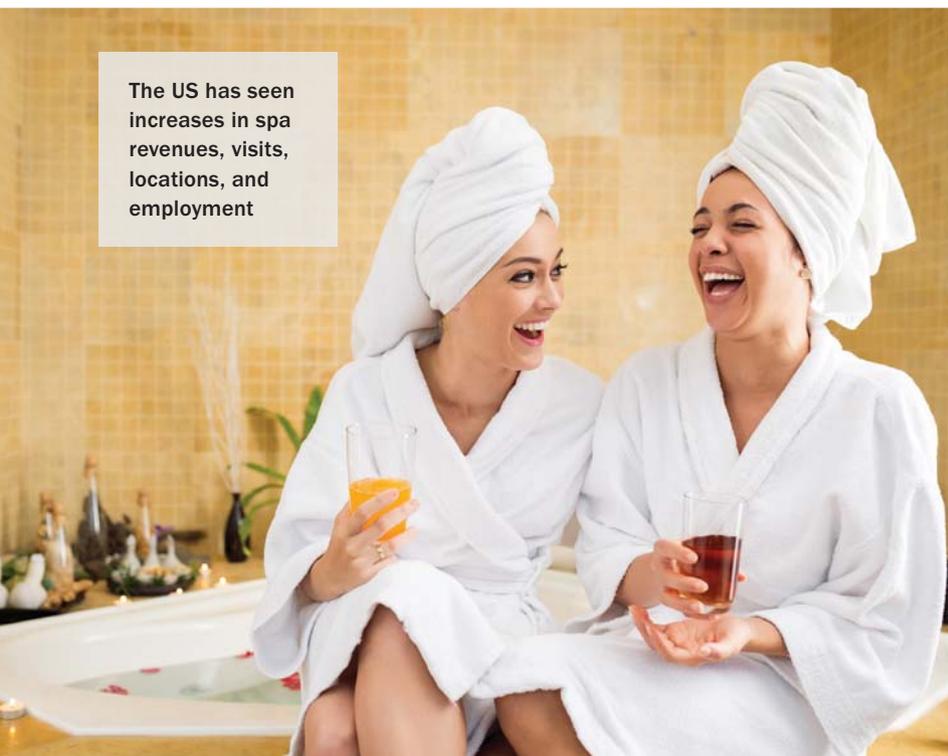
To purchase a copy of the *Trends® in the Hotel Spa Industry* report please visit <https://pip.cbrehotels.com/store>, or call (855) 223-1200.



KEEPING POSITIVE

US spa revenues, visits and locations have all increased according to ISPA's latest industry study. Colin McIlheney takes a closer look

The US has seen increases in spa revenues, visits, locations, and employment



The spa industry in the US has been boosted by another year of healthy growth, according to the International Spa Association's *2018 US Spa Industry Study*, which

was carried out in collaboration with PricewaterhouseCoopers (PwC) and funded by the ISPA Foundation.

The research is a nationwide overview of the US spa industry's size and performance, and looks at data from 2017 through to May 2018.

The report is the result of a large-scale survey of spa operators across the United States. Respondents provided key metrics for 2,375 spa locations, and this year's estimates show a sector that continues to grow.

Against a nationwide backdrop of higher GDP and employment numbers, there are increases in spa revenues, visits, number of locations and employment within the spa industry, marking the eighth year of positive growth since the financial downturn of the late 2000s. ▶



Around 10 new sites opened every week in 2017, including the spa at Cliff House, designed by Blu Spas Inc



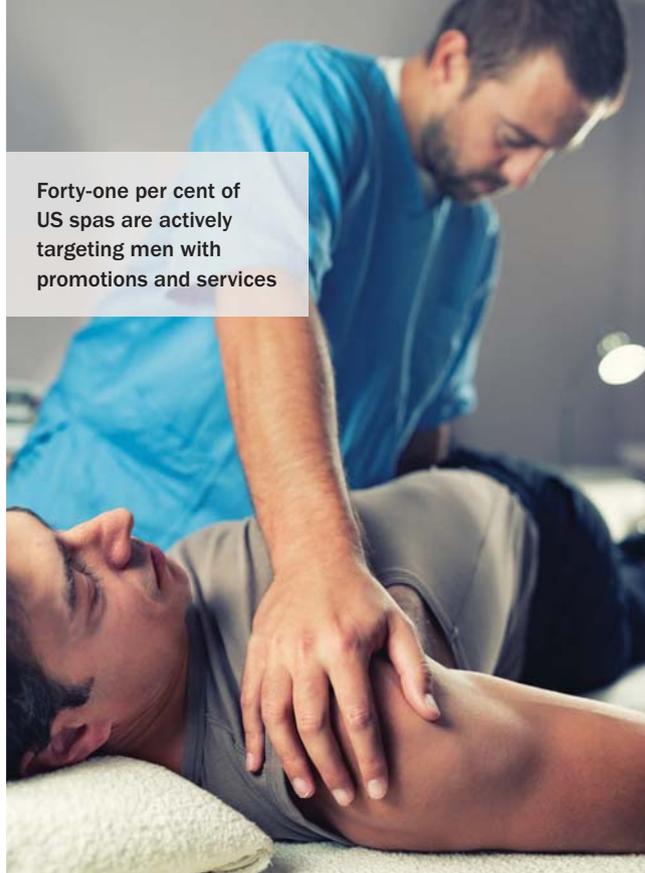
THE **BIG 5** STATISTICS

out-turn and percentage change in 2017

	2016 (YEAR END)	2107 (YEAR END)	% change*
Revenue	US\$16.8 bn	US\$17.5 bn	4.3%
Spa visits	184 million	187 million	1.6%
Locations	21,260	21,770	2.4%
Revenue per visit	US\$91.3	US\$93.7	2.7%

	2017 (May)	2018 (May)	% change*
Total employees	365,200	372,100	1.9%
Full-time	165,800	170,900	3.1%
Part-time	164,500	173,900	5.7%
Contract	35,000	27,300	-22.0%

* calculations of percentage change are based on unrounded figures



Forty-one per cent of US spas are actively targeting men with promotions and services

MICROGEN/SHUTTERSTOCK

{ Total spa revenue is estimated to have reached US\$17.5bn in 2017 – another all-time record figure for the industry }

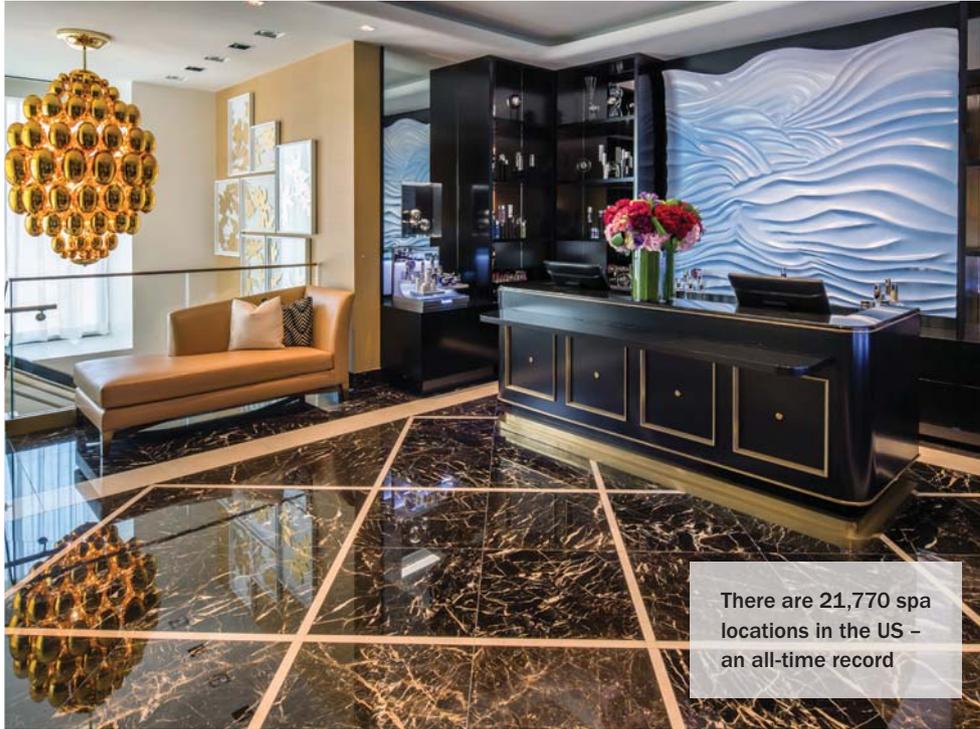
THE BIG FIVE

Each of the 'big five' statistics increased in 2017, reinforcing the industry's growth (see Table 1). Total spa revenue is estimated to have reached US\$17.5bn in 2017 – another all-time record figure for the industry. With the wider US economy growing more rapidly in 2017 (up 2.3 per cent compared to 1.5 per cent in 2016), the spa arena reflects this trend, with growth picking up from 3.1 per cent in 2016 to 4.3 per cent in 2017.

The last year has also seen a more modest rise in total visits, to 187 million (+1.6 per cent) – the equivalent of over 511,000 people visiting US spas each day. Bringing the revenue and visits data together means that revenue-per-visit rose healthily in 2017, up 2.7 per cent to US\$93.70 (€80.20, £71.50).

With overall employment in the US economy rising by 1.6 per cent in 2017, the number of people working in the US spa industry has reached an all-time high,

increasing for the second consecutive year to 372,100 (+1.9 per cent). By a wafer-thin margin, part-time employees are now more numerous than full-time staff. The total number of part-time workers grew to 173,900 in 2017 (+5.7 per cent), compared to a more modest growth in the number employed full-time (170,900, +3.1 per cent). Backing up a long-standing industry trend, this year's results show a further fall in the number of contractors to 27,300



There are 21,770 spa locations in the US – an all-time record



About the research

The ISPA 2018 US Spa Industry Study, prepared by PricewaterhouseCoopers (PwC) and funded by the ISPA Foundation, focuses on financial performance, growth and employment, as well as ownership structures, product and service offerings, future trends and emerging issues. ISPA members may download a free copy of the latest report at experienceispa.com, and non-members can purchase it through the site. Based in the US, ISPA represents operators and suppliers in more than 60 countries covering all aspects of the global spa industry.

(-22 per cent); this group now represents fewer than one in 10 of the workforce.

Spa locations in the US are now at an all-time record high. Growth of 2.4 per cent in 2017 means that the 21,770 establishments surpasses the previous high of 21,300 recorded in 2008, just before the recession. The net increase of 510 spa locations in 2017 equates to just shy of 10 new spas opening every week.

LOOKING AHEAD

Spas are continuing to use a variety of methods and techniques to ensure they remain well-positioned for further growth. Their use of modern communication channels continues to come to the forefront, with over three quarters

(78 per cent) reporting that they offered social media promotions in 2017 and almost a third (32 per cent) offering special promotions to consumers who gave their spa a positive mention on social media or review sites. In addition, 77 per cent said they offered their clients electronic appointment reminders.

To keep themselves current, spas are actively refreshing their offering, with 60 per cent reporting that they are planning to offer new treatments in 2018 and 45 per cent planning to add new product lines. A recent trend is the continued rise of male spa goers, and in accordance, 41 per cent of spas are actively targeting this key growing segment with special promotions.

Spas are also making behind-the-scenes advancements to strengthen the business, with 59 per cent planning to adopt new or revised standard operating procedures in the next year and 54 per cent seeking to provide employees with new training opportunities. This is a very positive trend as ISPA's new Spa Workforce Study (see SB18/2 p44) shows that therapists and managers are great advocates for the industry – especially when they have a positive working environment. ●

About the author:

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Generational shift

ISPA's 9th annual Consumer Snapshot Initiative looks at the differences between generations when it comes to spa-going. Russell Donaldson and Mia Carter of PricewaterhouseCoopers explain the findings

Spa-goers today represent a wide range of generations – each with their own needs – and spa owners and operators today are faced with a generational shift, as millennials and Gen X are now showing the biggest spending power, while Gen Z is hot on

their heels to be tomorrow's driving force for the way spas do business.

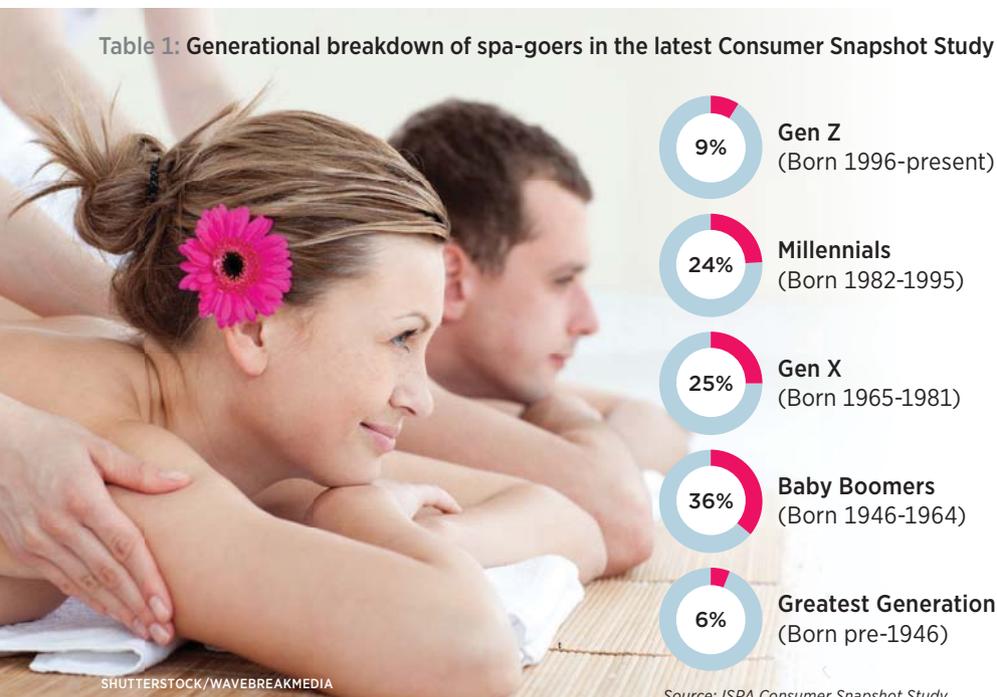
In ISPA's latest *Consumer Snapshot Study*, we've unmasked some of the biggest trends in this generational shift, and found four big traits about the generations that stand out from the study.

1. Millennials and Gen X have the strongest spending power and are more likely to perceive the spa as an opportunity for a 'digital detox'

Encouragingly for the industry as a whole, consumer spending on treatments and retail in spas is strong. Looking at the data through a generational lens shows that it is millennials and Gen X who are currently the industry's biggest spenders, with the highest spend on treatments, retail and gift cards compared with other generations. More than half of millennial and Gen X spa-goers reported spending US\$80+ on treatments on their most recent visit (56 per cent and 53 per cent respectively), while 72 per cent and 68 per cent said they also purchased a retail product at the spa. Overall, Baby Boomers and the Greatest Generation appear to be the generations least likely to spend: 43 per cent and 69 per cent respectively made no retail purchase on their most recent visit, by comparison.

The study also explored consumer attitudes to using personal technology (namely smartphones) within the spa environment – an ever prickly subject. The majority of consumers (89 per cent) feel the balance is right when it comes to how strict or lenient technology policies currently are. However, looking at the

Table 1: Generational breakdown of spa-goers in the latest Consumer Snapshot Study





Older generations are less likely to spend at retail in the spa: 43% of Baby Boomers made no retail purchase



Millennials and Gen X are currently the industry's biggest spenders, with the highest spend on treatments, retail and gift cards compared with other generations



nuances between generations reveals that millennials (14 per cent) and Gen X (12 per cent) are slightly more likely than the other groups to feel that technology policies do not allow enough privacy.

Moreover, over a third of both millennials (36 per cent) and Gen X (34 per cent) feel that a technology ban would make a spa more attractive – considerably higher than Gen Z consumers (22 per cent).

This could be a sign that these stressed and overworked millennials and Gen X consumers appreciate the opportunity to switch off at a spa in pursuit of a 'digital detox' more so than younger generations.

2. Gen Z are a coming force, but spas need to make them comfortable now to ensure they keep coming
Just as millennials have become a

powerful force in the economy, another younger generation will inevitably follow, and soon purchasing power will shift downwards to the so-called 'Gen Z' – those born from 1996 to the present. The oldest of this generation are now in their early 20s, and as they age up and accrue more spending power, it will be useful for spas to be aware of what appeals to this coming generation. In the same way that ▶

Table 2: Agreement statements

	Total	Gen Z	Millennials	Gen X	Baby boomers	Greatest generation
The staff acted professionally	92%	83%	89%	91%	97%	98%
I was comfortable throughout my spa experience	91%	81%	88%	91%	96%	93%
I was asked my preference before my treatment started	85%	73%	86%	85%	85%	90%
The spa had clearly stated procedures and protocols	83%	72%	86%	84%	83%	80%
The open/shared spaces were welcoming	81%	78%	82%	83%	80%	79%

(Respondents were asked to rate these statements on a scale of one to five where 'one' means 'strongly disagree' and five means 'strongly agree'. Figure shown is the % who rated the statement as 'four' or 'five'.)

Source: ISPA Consumer Snapshot Survey



The vast majority – 91% – of those interviewed agreed that they felt comfortable during their spa experience

► spas were able to capitalise on the needs of millennials, there will undoubtedly be a sizable opportunity for spas with a strong offering catered to the needs of Gen Z.

As a place of relaxation, it goes without saying that spa-goers should feel comfortable and welcome when visiting a spa. Overwhelmingly, the vast majority of spa-goers interviewed agreed that they felt comfortable during their spa experience (91 per cent) and that staff acted professionally (92 per cent). Most spa-goers noted that they were asked their preferences before their treatment (85 per cent) and were aware that the spa had stated procedures and protocols (83 per cent).

While at an overall level, the numbers show spa-goers feel very comfortable with their experiences, looking at the figures from a generational perspective demonstrates some interesting differences between Gen Z and the other generations, with consistently lower scores for Gen Z in this area.

Where the industry has seen millennials progress to join Gen X as the bigger-spending consumers in spas, an important question lies in what can be



Table 3: How do people visit a spa?

	Total	Gen Z	Millennials	Gen X	Baby boomers	Greatest generation
Alone	55%	45%	49%	52%	62%	59%
As part of a group of friends	18%	30%	24%	17%	12%	11%
With my parents/ family	11%	26%	18%	14%	3%	0%
With my partner	26%	19%	32%	27%	24%	26%
For a bachelor (ette) party	1%	1%	2%	1%	0%	0%
For a special occasion	5%	7%	7%	4%	4%	0%
Other	1%	0%	0%	1%	1%	3%

done to continue to make Gen Z feel more comfortable and support that group as the 'up and coming' spa-going generation. The role of the service provider can be crucial here, in both being attentive to their needs and ensuring that the end-to-end experience is as comfortable as possible.

3. The research shows that Gen Z find value in sharing their spa experience with friends
More than half of the spa-goers interviewed reported visiting the spa alone (55 per cent) on their most recent visit. Gen Z, however, are the most likely to visit with a group of friends (30 per cent) – this figure then drops moving up different generations through millennials (24 per cent), Gen X (17 per cent), Baby Boomers (12 per cent) and the Greatest Generation (11 per cent). This suggests that Gen Z may find value in the spa to be a shared experience, as a way of connecting with friends. More obviously, they are the generational group most likely to visit the spa with parents or family, providing a good opportunity for spas to make an impression on these young consumers and capture their interest early on.

About the ISPA Consumer Snapshot Initiative

For nearly a decade, ISPA's Consumer Snapshot has been producing invaluable quantitative data for the spa industry, testing consumers' behaviors, attitudes and preferences. The findings are significant for spa professionals, providing vital information on consumer behavior and new insights on emerging opportunities that could strengthen the spa economy. This year's study – the ninth – interviewed 1,000 spa-goers (defined as people who have visited a spa in the last 12 months) and captured responses from a broadly representative cross-section of the US population.

An important part of the survey analysis is highlighting the differences between different generational groups – a vital source of information for spas to learn about the habits of their current customers, as well as to get a step ahead on the industry's next big trend.

4. Surprisingly, there are no generational differences in spa treatment booking preferences

When looking at how spa-goers prefer to book appointments, it appears that the traditional methods are still more popular than more modern digital appointment-making methods. A striking finding is that the data does not demonstrate many differences between the generations when it comes to booking preferences. While Gen Z are true digital natives who, from earliest youth have been exposed to the internet, social networks, and mobile systems, they seem no more likely to use digital methods for booking an appointment than any other generation (44 per cent prefer booking over the phone and 28 per cent prefer booking in person vs. 44 per cent and 27 percent respectively at an overall level).

More strikingly, on average only 2 per cent of spa-goers are using apps to book spa treatments, which is mostly consistent across generations. With the ever-increasing advancements in mobile technology, and an increase in innovative mobile spa businesses, it is now more important than ever for spas to consider ▶



Table 4: Preferred booking methods by generation

	Total	Gen Z	Millennials	Gen X	Baby boomers	Greatest generation
Over the phone	44%	44%	40%	39%	50%	38%
In person/at reception	27%	28%	26%	25%	26%	36%
Online via website	25%	22%	30%	28%	22%	18%
Online via social media	2%	3%	3%	2%	0%	0%
Via mobile apps	2%	3%	1%	6%	0%	3%
Other	1%	0%	0%	0%	1%	5%

Source: ISPA Consumer Snapshot Survey

SHUTTERSTOCK/A STOCKSTUDIO

► how they can update their infrastructure to take the pressure off manual traditional services.

The generational analysis and the corresponding nuances in consumer behavior and attitudes are an important

focus of ISPA's *Consumer Snapshot Initiative*. The ninth edition of the study contains a wealth of data on the spa-going experience and the customer's journey through the spa. The latest survey results highlight how the generational

shift continues to transform the consumer landscape and showcases many opportunities for spas to better cater for their clientele. Millennial and Gen X consumers predominantly hold the balance of power currently, but the industry shouldn't lose sight of Gen Z as a force in the years to come. Spa professionals must think about how they can deliver value for this emerging consumer group and capitalise from new ways of increasing revenue. ●

■ **About the authors:**

Russell Donaldson is a manager in PwC's research centre of excellence, based in Belfast, UK. He works largely on thought leadership research across a range of industries from government to the legal sector to the spa industry. He has worked with ISPA on their research program since 2014.



Mia Carter is an Insight Associate in the PwC Research team based in London and has experience conducting both qualitative and quantitative research. Mia works across a variety of sectors including retail, media and financial services.



The oldest of the Gen Z generation are now in their early 20s and visiting spas

spa business

2019 – 2020 HANDBOOK



SPA CONSULTANCIES AND FRANCHISES

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Régis Boudon-Doris,
cofounder and CEO



Background

Protect your investments, maximise your profit: in an extremely competitive world where customers are more demanding every day, creating successful spas is increasingly complex. To help you differentiate yourself by protecting your investments from wrong choices, we founded bbspa&partners, a global consulting company dedicated to the wellness and spa world, which puts the focus on increasing your business.

Main products and services

Synergic services to get more from your investment: the scientific advice of bbspa is expressed in tailor-made spa and turnkey services, developed in synergy with your objectives, costs and performance expectations. bbspa Consulting services, market analysis, concept creation, drafting protocols, staff selection and training, coaching and management are offered to improve already

active spas or to develop completely new entrepreneurial activities.

Through bbspa Engineering and bbspa Building services, we are also able to support you, your architects and designers, and your workers with great effectiveness, helping them in all the choices that can make your spa unique and distinctive, while at the same time optimising costs.

USPs

bbspa's eight values and objectives include:

- ✓ Protect your investments, maximise your profit
- ✂ A rational approach that goes beyond general consulting
- 👤 Synergic services for turnkey spa solutions
- 👥 Customised team for tailor-made spa concepts and projects
- 🌱 Sustainable spa, sustainable business.
- 🌐 Our network and community expertise

- 🌐 Unique style, profitable business
- 🔍 Wellness & spa community building

Where in the world?

bbspa operates internationally thanks to its large network of partners, with a special focus on European and Asian markets with the opening of a branch in Singapore.

Future plans

The plan for the next few years is to become the reference company for investors who wants to be a business spa.

Who's who?

With his 30 years of experience in the wellness, cosmetics, aesthetics and spa, Régis Boudon-Doris is the cofounder of bbspa&partners. He is also the beating heart of this innovative entrepreneurial activity and the orchestra chief of an international and multicultural team.





global
spa
evolution
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Cary Collier and Doug Chambers,
principals & co-founders

Background

Since the 1998 launch of spa & wellness design and planning company Blu Spas, Cary Collier, Doug Chambers and their international team have provided solutions for a wide variety of projects, including hotels, resorts, clubs, mixed-use and residential properties.

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, masterplanning and concept development, business analysis and modeling, design and project planning, FF&E and product designation, pre/post-opening support and creation of experiences, branding and wellness partnering.

USPs

Blu Spas' long-standing commitment is to create extraordinary experiences and adventures for people of all ages. How 'living well' is created and delivered is at the core of what Blu does. Blu has been recognised for its innovative concepts; for capturing authentic and marketable qualities from local



Blu Spas creates 'sensory sanctuaries' that celebrate a sense of place

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.

Features that today's spa goers consider de riger – spa suites with private pools, baths and/or showers; orchestrated indoor and outdoor spa experiences; and incorporating indigenous healing traditions and local culture – were all pioneered by Blu Spas' visionary, creative team. Their mantra: create "sensory sanctuaries" that honour and celebrate a sense of place, culture, heritage and sustainable practices.

Top clients

Four Seasons; Marriott | Ritz-Carlton, Luxury and Autograph Collection, St. Regis, W Hotels, Bulgari, Le Meridien, Tribute Portfolio; Hilton | Waldorf-Astoria; Hyatt (Two Roads Hospitality); Kimpton; Nobu; Hard Rock; 21C Museum Hotels; Howard Hughes and Blackstone.

Where in the world?

Blu Spas is an international firm and has worked on over 400 projects, including hotels, resorts, clubs, mixed-use and residential projects, in more than 40 countries.

Future plans

Continued advancement of our Blu Galaxy soaking retreats, new thinking and partnering for wellness development, alliances, proprietary concepts and technological innovations.

Who's who?

Cary Collier & Doug Chambers, principals and co-founders; Brian Lombardi, design and technical services; Kim Collier, educator and experience planner. Blu Spas collaborates with extraordinary talent around the world.

Engage our experience

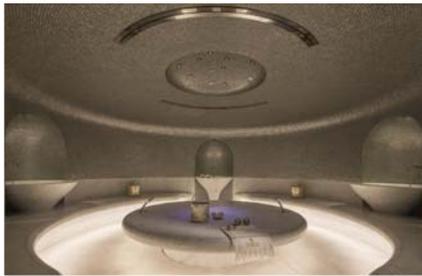
devin
consulting

Projects

- Ten Trinity Square, 5* hotel, London
- Alar Lusail Hotel, 5* hotel, Doha
- Rudding Park, Harrogate
- Bvlgari Hotel, Knightsbridge
- Thermae Bath Spa
- Private Spa, Delhi
- One Tower Bridge, London
- Private Spa, Beijing
- Cashel Palace, Ireland



Experts in the design and **engineering**
of pools, spas and water features



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devin
consulting



Tom Devin,
managing director

Background

Devin Consulting, an international pool & spa engineering consultancy, founded by Tom Devin in 2000, 20 staff and working on its 564th project.

Main products and services

Devin Consulting are specialists in the design, engineering and specification of environments that use water for wellness, leisure and sport.

We focus on the design of pool water treatment plants and pool tanks, water features and heat experiences. Working alongside the spa consultant and the interior designer, we engineer the systems that work. Our exacting integrated specifications are the most comprehensive in the industry.

They are written to provide the right design solution and to protect the client's best interests. This serves to level the playing field for competitive tendering of the pools, treatment and features so the right solution is achieved at the best price.



Devin Consulting are specialists in the design and engineering of pools and spas

Where in the world?

Pool & spa developments in the UK, Ireland, Italy, Cyprus, the Middle East, China and South America.

Future plans

Design of pools and spas for exclusive hotel complexes in Cyprus, Italy & Kiev, luxury residential spa projects in Beijing and UK, and a unique fully transparent sky pool for Embassy Gardens.

Who's who?

Tom Devin, managing director; Colin Dougall, operations director.

USPs

We are unique in that we are consultants who are independent from the trade contractors. We are focused on the best result possible for the client and the users alike.

Top clients

Exclusive Hotels, Four Seasons, Soho House, Qatari Diar, R&F Properties, Canary Wharf Contractors, Center Parcs.

What the clients say

"Devin's independent expert advice enabled informed progress for the team. Devin added value by getting the right design at the best cost, resulting in savings of 25 per cent. Devin's comprehensive quality control approach to design, installation and commissioning reduced risk."

*Phil Clayton, project manager
Prime Development for Bvlgari Hotel*

Is your spa alive?



graphic design: pixtyo

Wellness beyond the walls

With a daily wellness offer through your spa
With our original concepts merging authenticity with new technologies
Let's make your spa relevant, innovative and profitable

Business strategy & planning • Wellness expertise • Spa management support •
Project management • Brand & concept development • Brand roll out & representation



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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 our partners on this path, GPSA services are mainly:

- Business strategy & planning
- Brand & concept development
- Spa consulting
- Project management
- Spa management support

We focus as much on profitability as we do on customer experience, in the definition of global wellness services. Daily wellness is a trend we support. We define personalised services, integrating health prevention and all experiences that enhance the sustainability of one's wellbeing.

From strategy and concept definition to go-live support, we deliver project services, including business plans, treatment menus and protocols, product brand selection and team training. To provide a memorable wellness experience, we consider all senses, with a constant focus on the balance between atmosphere, offering and resources.

Our experience of project development, spa management and investors' focus helps us to create 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. We enhance brands, define the roll-out strategy and represent exclusive brands in prospecting and new projects assessment. We also realise financial, operating and positioning reviews of existing spas, and support the transition from traditional spas 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 24 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

enable GPSA to provide expertise in strategy, economics, wellness and development to reach sustainable solutions.

How many spas do you supply?

With more than 22 projects and five in progress, GPSA is a global company, with current projects in France, Tokyo, Seoul, Hanoi and Middle East. We work on evianSPA development worldwide, and are currently transforming a ski station into a wellness destination.

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've had the opportunity to work with Patrick on international business development projects. I've 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

GOCO Hospitality is an international consulting, management and development company offering a turnkey solution to the spa and wellness sector.

Market Research & Feasibility • Concept Development

• Design & Technical Services

• Pre-opening Services & Training • Management



GLEN IVY HOT SPRINGS

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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 has taken on over 400 projects worth more than US\$1.4bn across upwards of 42 countries, from initial idea to profitable realisation and ongoing management.

Main products and services

Specialists in designing, developing and operating spa and wellness spaces, GOCO Hospitality delivers a turnkey solution covering all phases of development – from market research and feasibility through to concept development, technical design consultancy, pre-opening services and management. GOCO Hospitality specialises in creating wellness spaces informed by an in-depth understanding of local culture, consumer needs and operational requirements. Our skilled team crafts unique



The award-winning GOCO Spa
at Daios Cove Luxury Resorts
& Villas, Crete, Greece.

concepts that deliver an unforgettable experience for guests and supports achievement of the project's business plan.

USPs

GOCO Hospitality is a specialist design, development and management consultant in wellness hospitality, bringing together top talents in finance, design, operations, sales and marketing – all dedicated to wellness. Together with sister company Horwath HTL Health and Wellness, GOCO Hospitality offers a complete solution for wellness-focused projects. Our projects cover health & fitness, hotels & hospitality, spa &

wellness, mixed-use projects, urban regeneration, wellness communities, sports & recreation and retail.

Top clients

We are proud to work with leading hospitality brands, including Four Seasons Hotels and Resorts, The Ritz-Carlton Hotel Company, Bulgari Hotels & Resorts, Viceroy Hotels & Resorts, Emaar Hospitality and Capella Hotels & Resorts in creating successful spas for their international portfolios.

Where in the world?

GOCO Hospitality is currently working on five continents, with active projects in Africa, Asia, Europe, the Americas, the Middle East and Australasia.

Future plans

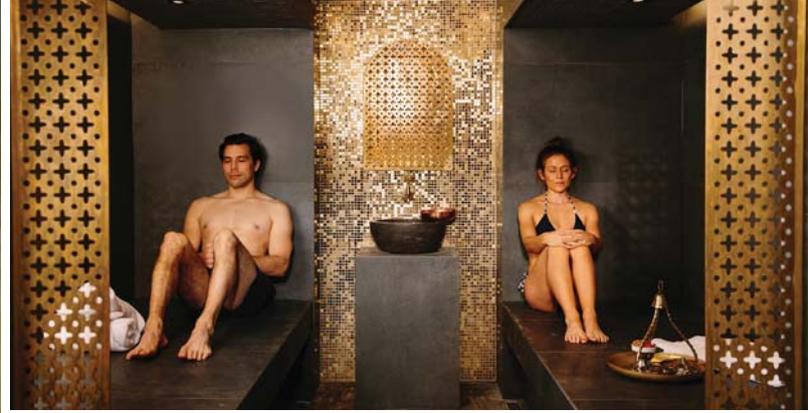
The expansion of Glen Ivy Hot Springs, the spas at the Capella Bangkok and Four Seasons Bangkok, along with Bulgari Tokyo and Moscow.

Who's who?

Ingo Schweder, CEO and founder;
Josephine Leung, group director of design & development; Fabricio Muzzio, finance director.

hepburn

WELLNESS



Bring the expertise of Hepburn Wellness Group to your spa and wellness destination.

Hepburn 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, spa and wellness design
- Successful integration of spa and wellness into boutique 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
- Recruitment and training
- Integrating cultural authenticity, nature, unique experiences and connections
- Spa product development and retail strategies
- Fostering local employment and career development opportunities



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Karen Golden, general manager

Background

Hepburn Wellness Group is a division of Belgravia Leisure, an Australian leisure management company partnering with government sectors, public companies, indigenous trusts and private operators. We manage over 200 swim, sports, health, spa, wellness resort, tourist parks and boutique accommodation facilities across Australia and internationally.

Main products and services

Hepburn Wellness Group offers spa and wellness feasibility studies, operational design, consultancy and full management of spa and wellness properties.

Current spa and wellness properties fully managed by the company include thermal springs, thalasso bathing and destination wellness retreats and spas – including boutique accommodation properties.

Our approach includes:

- Spa, wellness, accommodation, food & beverage and event & tourism management
- feasibility and spa design
- successful integration of spa and wellness into boutique 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
- recruitment and training – supply of teams
- 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, as well as recruitment and training. Transparency in reporting and communications enable you to have visibility of the performance, progress and activities of your sites while providing a unique guest experience.

Top clients

- Hepburn Bathhouse & Spa - Hepburn Springs, Victoria, Australia
- Hepburn Spa Retreat - Hepburn Springs Escape - Hepburn Springs, Victoria Australia.

- Onsen Retreat and Spa - Mount Hotham, Victoria, Australia (Mt Hotham Skiing Company / Merlin Entertainments)
- White Spa - Mount Hotham, Victoria, Australia (Mt Hotham Skiing Company / Merlin Entertainments)
- Wai Ariki Hot Springs & Spa - Rotorua, New Zealand (Pukeroa Oruawhata Group) (in development)
- Lake Bellagio Wellness Resort - Daylesford

Where in the world?

Belgravia Leisure currently manages sites across Australia and New Zealand, specialising in unique destination spa, wellness, accommodation, mineral and hot springs.

Future plans

- Wai Ariki Hot Springs and Spa, New Zealand. Traditional Maori culture and geothermal wellness experience.
- Lake Bellagio. 200-room mineral wellness Retreat with 400-seat conference centre
- Other projects yet to be announced

Who's who?

Karen Golden, general manager, Hepburn Wellness Group, Belgravia Leisure - Tourism and Wellness..

DIETETIC/WELLNESS CUISINE

BALNEOTHERAPY

SPORTS MEDICINE

BIOMEDICAL INNOVATIONS

MEDICAL DIAGNOSTICS AND TREATMENTS



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www.medwellness-spa.com



Dr Claudio Tavera, CEO and Dr Teymur Musayev, Co-Founder

Background

Medwellness & SPA was founded and established in August 2019 by Dr Claudio Tavera and Dr Teymur Musayev, two medical professionals with extensive and specific experience in the fields of health resorts and thermal medicine, spa medicine, anti-ageing and sports medicine.

Main products and services

Delivery of tailored turnkey projects, including all components: medical, spa, architecture, construction and hospitality.

We offer to the market an effective and sustainable brand new approach in handling the most important health issues of modern life: obesity, chronic fatigue and sleep disorders. We have an optimal integrative model that looks at both medical and spa treatments to be used in medical resorts during short-to-medium stays.

USPs

All products and services are delivered based on advanced professional medical expertise, which follows innovative, state-of-the-art hi-tech facilities in biomedical sciences and spa.

Where in the world?

We work globally.



The first two Urban Clinics have launched in Italy, and the model can be implemented in spas

Future plans

We've just launched a brand new integrative model that can be implemented in spas and medical resorts, with the opening of our first two Urban Clinics in Como and Milan, Italy.

Who's who?

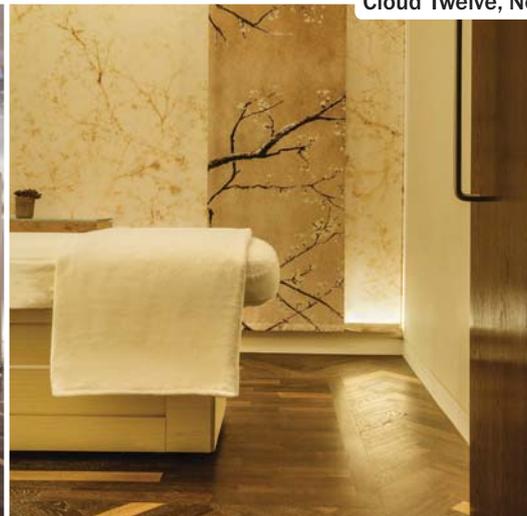
CEO Dr. Claudio Tavera MD, PG Sport Medicine, ABAARM A4M (American Board of Antiaging and Regenerative Medicine) and Dr. Teymur Musayev, MD, MSc, PhD.

melt

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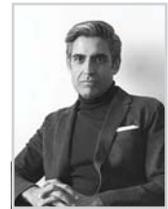
LinkedIn: Melt Design Hub; Jean-Paul Blissett; Asif Iqbal

www.meltdesignhub.com



Jean-Paul Blissett, CEO and

Asif Iqbal, director



Background

Melt Design Hub is an international design consultancy specialising in wellness and hospitality design for destination spa resorts, wellness communities, retail health villages, spas and independent wellness clubs

Formed by Jean-Paul Blissett (formerly CEO of Syntax UK) and Asif Iqbal, in 2012. The duo combines 30 years of high-quality wellness experience with market leading design innovation. The award-winning practice works in masterplanning, architecture and interiors.

Main products and services

- Market research and feasibility
- Concept and brand creation
- Interior design
- Architecture
- Masterplanning
- Thermal planning
- WELL building design

Our work is informed by the principles of “people-centred design”, believing the user’s experience should be at the heart of every project in producing contemporary design sensitive to the local culture and context.

We collaborate with investors, developers and operators to stimulate dialogue, solutions and innovation, allowing us to translate an idea into a project that excels on commercial, experiential and operational levels.



Chiva-Som Wellness Resort, Thailand

Our projects deliver value and profits to our clients over the long term. Our track record spans back to Champneys in 1985 and includes Chiva-Som, One Spa and Y-Spa. It is these projects’ longevity and continued commercial success that exemplifies our work.

USPs

Melt specialises in bringing concepts and wellness brands to market. This starts with an understanding of the business plan and target markets; we work closely with investors and operators to forge a strategy and provide a coordinated architectural, technical and interior design service. This extends to opening and also to collaborating with other architects and consultants as needed.

Our broad experience and understanding of the wellness sector give us informed opinions on the industry, as well as insights into future trends as thought leaders.

Melt’s operational and technical expertise sets us apart – making it work is fundamental. We’ve led the world in the design and production of thermal areas, creating the first rooftop hydro-pool and the first on a cruise ship, for example.

Top clients

We work with independent wellness operators, product brands and hotel groups. Examples include the Avira Wellness Community in Malaysia, the Gazelli ‘spa’ in London, and Cloud Twelve, a new cross-generational health and lifestyle club in London. All these set new benchmarks in wellness.

Where in the world?

We work globally: Europe, Middle East, India, Asia, China and the Caribbean

Future plans

We’re bringing original concepts to market, including a state-of-the-art Bio-Hacking retail brand, wellness villages embedded in retail complexes and a bespoke health optimisation model for the corporate market.

Who’s who?

Jean-Paul Blissett, CEO

Asif Iqbal, director

Stephan Loffler, technical director



www.spadevelopment.ru

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Facebook: Spa Bureau, SPA Development Group

www.spabureau.com www.spadevelopment.ru



Inna Sidorova, CEO

Background

We are the team of multi-disciplinary professionals in wellness architecture, engineering and design. The company Spa Bureau was established in 2009 by Inna Sidorova. The team has over 15 years' experience in spa and wellness.

Main products and services

United by a common philosophy, vision, and values, we provide practical business solutions for the spa and wellness industries. We are able to service customers worldwide.

Our core competencies include:

- business-modelling
- strategic concept planning
- design development
- interior detailed planning
- M&E concept planning

USPs

We create unique spas as profit centres and unique, memorable destination places for end-users. We believe that the real alchemy results from achieving a balance between creativity and practicality: of outstanding



Spa Bureau has more than fifteen years' experience designing spas

design, efficient operational management, and financial acumen.

We share the view that strategy, in a nutshell, is all about design: the ability of a company to purposefully and creatively blend multidisciplinary competencies into a unique value proposition for its numerous stakeholders.

Our core values:

- Deliver 'wow' through competence and service
- Be open-minded and creative

- Build long-lasting relationships via a "win-win" approach to business
- Do more with less
- Leave a positive footprint wherever we go and a positive handprint on whatever we do.

Top clients

We have created projects for the international hotel operators such as Hilton, Hyatt, Radisson, Swiss, we also launched five 5* projects during the Russian Winter Olympics.

Where in the world?

Russia, Kazakhstan, Georgia, Uzbekistan, Azerbaijan, Europe, Middle East, Ukraine, Bulgaria, Serbia.

Future plans

We're working on spas at Mandarin Oriental, Moscow, Mercury Hotel Kamchatka, Russia, the Hilton Hotel Tbilisi, Georgia, The Frushke Terme, Serbia

Who's who?

Inna Sidorova, founder and CEO
Irina Pakhol, partner and design director

SPA

Fitness

the wellness

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LinkedIn: The Wellness

Facebook: The Wellness (@TheWellnessDubai)

www.thewellness.ae



Mohammed Ibrahim, CEO

Background

The Wellness was founded in 2007. Based in Dubai, Hong Kong, and Singapore, The Wellness are the next generation of wellness consultants providing spa, fitness, hydro engineering and leisure related concepts for the global Wellness markets. We test the boundaries when creating and developing innovative and experiential Wellness projects.

Main products and services

Consultancy: Full interior design and engineering services, concepts and pre- and post-opening services for wellness, spa, fitness and leisure projects.

Spa equipment: thermal and cold wet areas and experiences.

Swimming pools: all varieties and types of installation of indoor and outdoor pools.

Site management: spa equipment, training and maintenance.

USPs

Guaranteeing economic success for our customers - as well as the ultimate wellness experience for their guests - we have tailored our divisions to fulfil every ideal and precondition needed.

We closely integrate everything through an organic work flow, combining strategic alignment and profitability calculation with



planning, design and engineering. This culminates in true turnkey implementations and convenient after-sales services.

We provide everything from one source, and promise first-class quality and efficiency in everything we deliver.

Top clients

St Regis Hotel Cairo, Egypt, Six Senses Seychelles, Six Senses Elite Shores Istanbul, Mandarin Oriental Jumeirah Dubai, Caesars Palace Blue Waters Dubai, Tropicana Day Spa, Germany, Mediterana Day Spa, Germany.

The Wellness provides interior design, spa concepts and operations along with equipment and training

Where in the world?

We work all over the world, with projects in Asia-Pacific, Europe, The Middle East, The Americas and Africa.

Future plans

Watch this space!

Who's who?

Mohammed Ibrahim, CEO.

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: +1 805 259 5732
www.aspenspamanagement.com

Atelier LaPaz

Tel: +33 633 54 2104
www.atelierlapaz.com

BSpa Consulting & Management

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www.bspaconsulting.com

Deep Nature

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www.destination-spa-management.com

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Consultants

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GSD Spa and Wellness Development Corporation

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Happy Sauna

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Email: office@spadevelopment.ru

www.spadevelopment.ru

Spa Concepts International

Tel: +1 707 939 0101

Email: eva@spaconcepts.com

www.spaconcepts.com

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

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An international consulting and management group dedicated to the design, planning and development, management and operation of spas and wellness centres.



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Email | george@tavelis.com

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SPA CONSULTANCIES

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Email: erwanmadec@lespafrancais.com
www.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 Management Solutions

Tel: +1 702 524 4505

www.spamanagement-solutions.com

Spa Origins Co Ltd

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Email: info@spaorigins.com
www.spaorigins.com

Spa Profits Consulting Inc

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Email: contact@spaprofits.com
www.spaprofits.com

Spa Project

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Email: info@spa-project.eu
www.spa-project.eu

Spa Remedies

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Spa Resources International

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www.spa-resources-international.com

Spa Sessions

Tel: +61 4 2358 8001

Email: naomi@spasessions.com
www.spasessions.com

The Spa Set

Tel: +44 7956 578 608

Email: lisa@thespaset.com
www.thespaset.com

Spa Solutions Training & Management Consultancy Ltd

Tel: +86 21 346 12353

Email: johnny.chang@spatm.net
www.spatm.net

Spa Strategy

Tel: +44 7969 686644

Email: info@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

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Tel: +1 928 204 2338

Email: sylvia@sylviaspa.com
www.sylviaplanninganddesign.com

Spabulous

Tel: +961 (0) 3 255 444

Email: nathalie@spabulous.com
www.spabulous.com

SpALIGN Concepts

Tel: +1 970 456 6594

www.spalign.com

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Stephanie Crosby Holistic Spa Consultancy

Tel: +44 7855474967

Email: steph.crosby@me.com

Stevens & Associates

Tel: +44 1792 229 090

Email: enquiries@stevensassoc.co.uk
www.stevensassoc.co.uk

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Email: info@stolle.com
www.stolle.com

Synspa Consulting

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Tavelis Spa Concept

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Thalgo Spa Management

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www.thalgospamanagement.com

Thermarium SPA – Anlagenbau GmbH

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Email: office@thermarium.com
www.thermarium.com

Tip Touch International

Tel: +32 26 44 27 44
Email: jean-guy@tiptouch.com
www.tiptouch.com

TLee Spas

www.tleespas.com

Toskanaworld

Tel: +49 3 64 61 / 91826
Email: sekretariat@toskanaworld.net
www.toskanaworld.net

Trilogy Spa Holdings

Tel: +1 602 759 6260
www.trilogyspaholdings.com

Under a Tree Health & Wellness Consulting

Tel: +1 520 400 5799
Email: amy@underatree.com
www.underatree.com

Vichy Spa International

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Vios Spa Group

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Well World Group

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Wellness Business Consultancy UK

Tel: +44 788 525 5887
www.kislifestyle.co.uk

Wellness & Beauty Consulting

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Email: info@wellness-consulting.it
www.wellness-consulting.it

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Tel: +971 4362 9625
Email: office@thewellness.ae
www.thewellness.ae

Wellness&SPA Solutions

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Email: info@spa-solutions.me
www.spa-solutions.me

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Email: info@wellworldconsulting.com
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www.whewaylifestyle.com

WHITE Ltd.

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Email: barry@whiteliving.org
www.wswf.co

WTS International

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Email: svpdevelopment@wtsinternational.com
www.wtsinternational.com

Wuttke Group LLC

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www.wuttkegroup.com

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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

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www.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

www.efmedispa.com

Elements Massage

Tel: +1 877 663 0880

www.elementsfranchise.com

Endota Spa

Tel: +61 3 5971 8700

Email: info@endota.com.au

www.endotaspa.com.au/franchise



Charlie Thompson, MD and Elliot Walker, CEO of The Massage Company

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

www.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

The Massage Company

Tel: +44 1276 819588

Email: charlie@massagecompany.co.uk

www.massagecompany.co.uk

► SPA FRANCHISES

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www.massageenvyfranchise.com

Massage Green Spa

www.massagegreenfranchise.net

Massage Heights

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www.o2spa.org

Planet Beach

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Salt Spa Planet

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Sense of Touch

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Massage Envy and Cortiva form national partnership in the US

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www.spa.loccitane.com

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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: +1 646 630 8570
Email: franchise@yelospa.com
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spa business

2019 – 2020 HANDBOOK



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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 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 both new and existing customers. Barr + Wray hopes to increase its presence across new



ESPA Rock Sauna at Resorts World™ Sentosa, Singapore

international territories and markets, helping to expand our client-based portfolio.

Trade shows

Spatec Europe; Global Wellness Summit

Who's who?

Alister MacDonald, chair and CEO
Lorne Kennedy, operations director
Derek Barton, MD, Hong Kong
Corrine Sunter, sales director, Dubai
Graeme Banks, design director, Dubai
Cheryl Hanna, spa sales manager, UK & Europe

A luxury spa experience begins with BC Softwear



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email: enquiries@bcsoftwear.co.uk

LinkedIn: bc-softwear-ltd

Twitter: @BCSoftwear

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www.bcsoftwear.co.uk



Barbara Cooke, founder and managing director

Background

BC Softwear is the leading textile supplier for luxury hotels and spas in the UK, France and worldwide. The products are designed for the most discerning customers, where quality and exceptional performance are the standard. British-based, BC Softwear was launched in 2002 by the founder and managing director, Barbara Cooke. The company now provides expertise in the manufacture of exceptional quality spa linen, luxury bathrobes and footwear to 34 countries worldwide, and is renowned for its unique understanding of the spa and hotel markets. With an enviable reputation for supreme quality towels and robes that stay softer and fluffier for longer, we guarantee our clients will receive reliable supply and exceptional customer service.

Main products and services

BC Softwear is unique for its exceptional level of stock items off the shelf and fast service. We supply Pure Spa Linen for the most luxurious spas: super soft 100% cotton sheets, duvets, duvet covers and pillows to fit the treatment couch; The new eco-savvy SupremeSoft range, which includes jumbo sheets, couch covers and header towels to provide exceptional luxury and softness; Luxury bathrobes with sizes from age 2yrs to 4XL, because we think about

your clients' needs; spa and hotel footwear with a unique anti-slip sole certification; Couch covers, lounge chair covers, fleecy blankets, spa carry bags and a full range of towelling spa accessories. We believe an exceptional treatment begins with the touch of the bathrobe and the smooth feel of the spa linen on your skin. Your luxury spa experience begins with BC Softwear.

USPs

BC Softwear's eco philosophy is evident throughout the product range. We manufacture 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. Our bathrobes provide superior luxury with exceptional quality. SupremeSoft spa linen is designed to absorb less oil, repel odours and stay fresh for longer, and will save you 70% energy in drying times. In 2019/2020 we pledged to The Cleaner Seas Project by removing plastic packaging from our slippers and towels, saving over 50 tonnes of plastic in one year.

Where in the world?

In addition to UK, we have BC Softwear agents in France and Germany and we supply to 34 countries worldwide. Our

smooth distribution service means our clients can be assured of fast, reliable delivery anywhere in the world.

Top clients

Spa Brands include: L'Occitane, Voya, Zelens. Spas & Hotels: Bernard Loiseau, The Dorchester, Champneys, Center Parcs Aqua Sana, Penny Hill Park, Chewton Glenn, The Deep Nature Group, Relais Châteaux and many more luxury hotels and spas.

Future plans

We develop products based on our customer requirements, not fashions or fads. Bamboo Bathrobe is our latest launch and as with every product, it has been put through rigorous testing to guarantee it performs to our high standards and conforms to our standards of robustness and longevity. We have recently moved to a larger premises to increase our stock capacity and enhance our efficiencies of supply.

Who's who?

Barbara Cooke, managing director;
Sam Cooke, international & southern business manager;
Karen Tidswell, Ireland & northern business manager;
Elaine McDonald, scottish business manager.



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Email: contact@bastiengonzalez.com

LinkedIn: <https://www.linkedin.com/company/bga>

Facebook: <https://www.facebook.com/pedimanicurestudio>

www.bastiengonzalez.com



Bastien Gonzalez, founder & CEO and Maeliss Thebault, director of development & global operations

BGA
CORP

Background

BGA Corp was founded by Bastien Gonzalez, internationally known for his unique approach to foot treatments. Through his professional expertise and experience as a French chiropodist, he designed and developed exclusive treatments for the feet, nails and hands.

Main products and services

BGA Corp has developed the Pedi:Mani:Cure Studio by Bastien Gonzalez, which are specific areas integrated into the spa where a French chiropodist recruited and trained by Bastien Gonzalez supervises the treatments dedicated to the feet, hands and nails.

The uniqueness of the concept lies in the fusion of wellbeing and beauty, highlighting the medical knowledge of French chiropody. BGA selects and trains every member of the team to the protocols, ensuring the excellence of the treatments under the Bastien Gonzalez name all over the world.

The Reverence de Bastien cosmetic range has been developed and designed to provide guests a totally new experience. BGA Insoles is the new technical service and product offered within the Pedi:Mani:Cure Studio by Bastien Gonzalez, which are custom-made insoles to relieve foot pain, reduce skin build-up and prevent overall discomfort.



The Reverence de Bastien cosmetic range has been developed and designed in France

USPs

The Pedi:Mani:Cure Studio allows hoteliers and spas to expand and differentiate the services they offer to demanding travellers, as well as maximise their offering to deliver a competitive edge that will drive hotel choice and increase the bottom line.

BGA selects every team member to provide the best quality and service to the guests, going beyond a “basic” treatment and providing a unique experience that adds emotion and education. BGA works with experts in France to develop all the product ranges: from the technical range with BGA Insoles to Reverence de Bastien.

Top clients

The Landmark Mandarin Oriental, Hong Kong; Royal Mansour, Marrakech; Emirates Palace, Abu Dhabi; One&Only, Maldives; St-Regis, Singapore, Metropole Hotel, Monte Carlo.

Where in the world?

Worldwide in exclusive luxury locations.

Future plans

The launch of BGA Insoles in 5 new locations. Opening of a new Pedi:Mani:Cure Studio at the Corinthia Lisbon, Portugal. Opening of a new Pedi:Mani:Cure Studio at Anantara Kalutara, Sri Lanka.

Who's who?

Bastien Gonzalez, founder & CEO; Maeliss Thebault, director of development & global operations

What the clients say

“To collaborate with BGA Corp has always been, for me, a great business endeavour: utmost professionalism, unique protocols providing immediate results, excellence in training and a great clientèle coming back time and time again. Bastien’s long standing commitment to quality is evident in the way he personally gets involved in his studios.” - *Gérard Sintès, general manager, area vice president, Hotel Ritz Madrid*



BIOLINE
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An Italian company that supports Skin Therapists' daily work with the unique Bioline Jatò[®] System working Method, safe and effective skincare products and treatments, for a customized result-driven wellness experience.

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Bioline Jatò

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Facebook: Bioline Jatò

Instagram: [biolinejatoofficial](https://www.instagram.com/biolinejatoofficial)

Pinterest: Bioline Jatò Official

www.bioline-jato.com



BIOLINE
JATÒ



Tommaso Corradini,
general manager

Background

Bioline Jatò is an Italian family company that has been working in the professional skincare industry since 1979. Founded in the 1970s as a school for aestheticians, it evolved as an international brand, with education and innovation as its pillars, and is recognised worldwide for its effective and safe formulas.

Main products and services

The Bioline Jatò® System method, developed to support skin therapists' daily work and to satisfy the needs of every skin type, combines a diagnosis system and professional results-oriented treatments with exclusive application protocols, functional massage techniques and a range of face and body skincare, both professional and retail.

With its roots in education, knowledge and training have always been at the core of Bioline Jatò's philosophy. International trainers are constantly working to teach the Bioline Jatò® System to spas around the world, and to prove how the perfect match of skilled aestheticians and innovative products can enhance a treatment's results. The company's training programme offers detailed guidance and support for professionals. Over the years, we've built solid relationships with our distributors, gathering professionals from more than 40 countries.



The line uses effective, natural ingredients

USPs

Safe and effective formulas, based on the use of natural ingredients, combined with precious textures and scents: these are the results of Bioline Jatò laboratories' advanced research and of 40 years of innovation. Moreover, the company boasts the Bioline Jatò® System, an exclusive method which ensures the best performances and duration of the professional products and treatments thanks to a physiologically balanced sequence of manual skills.

Face and body beauty projects are structured in customised seasonal treatments that stimulate the skin functionality all year round, taking into account different climates and skin types, providing long-lasting customer satisfaction.

Top clients

Day spas, spas and spa chains that need to keep promises to consumers, offering visible results and wellness experiences.

Where in the world?

Products are distributed in the best spas in more than 40 countries worldwide.

Future plans

Bioline Jatò is launching a new dermaceutical skincare line. Advanced and innovative formulas and results-focused products will help highly demanding customers maintain healthy and beautiful skin.

Who's who?

Tommaso Corradini, general manager
Clara Corradini, founder
Roberta Fiorentini, export manager

What the clients say

"I've had the pleasure of working with Bioline. The products are well-received by our clientele because they are results-driven. Bioline's training and customer support are outstanding. We'll continue to use them at more of our spas."

– Todd Hewitt, head of spas
Shangri-La Hotels-Resorts



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 protocols like Seconde Peau. The Seconde Peau treatment accelerates cell renewal and optimizes healing for a visible and immediate regenerating effect.

Biologique Recherche - 32 avenue des Champs Elysées - 75008 Paris
www.biologique-recherche.com - info@biologique-recherche.com

Biologique Recherche

32 Avenue des Champs-Élysées, Paris, 75008, France

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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 who are passionate skincare experts. Today, it is owned by Rupert Schmid, Pierre-Louis Delapalme and Dr Philippe Allouche, son of the founders. They remain loyal to the brand's founding principles, ensuring the transmission of its unique methodology and results-driven personalised approach.

Main products and services

The company's R&D team is driven to bring the latest unique products into the market. The most recent innovation to be introduced by Biologique Recherche is La Grande Crème, inspired by the latest discoveries in epigenetics. La Grande Crème is a world-first in professional skincare. Biologique Recherche also provides spas with communication and marketing tools that help them develop their businesses.

USPs

Biologique Recherche's best asset is its personalised methodology, which combines powerful products and effective treatment procedures that respects the skin's structure and physiology in order to ensure the best results. It took 40 years to build this rigorous, complex methodology, and it can only be passed on through intensive training. The

company's highly customised solutions targets a client's individual needs, making Biologique Recherche the choice of brand for the most discerning clientele. The unique manufacturing process is one of the main reasons for the effectiveness of the formulations; there is no mass production and every batch receives great attention. Biologique Recherche's products contain a high concentration of botanical, marine and biological active ingredients – over 20 percent in most products. The company chooses the highest quality active ingredients available and cold-processed formulations to preserve their structure. Finally, to preserve the integrity of our products and decrease the chance of allergic reactions, fragrances are not used.

Top clients

Ambassade de la Beauté, Paris and worldwide. Four Seasons; Barrière Group; Grand Hyatt; Mandarin Oriental; Peninsula; Ritz Carlton; Shangri-La; St. Regis; One & Only; Sofitel.

Where in the world?

Biologique Recherche is available in 3,000 locations in more than 75 countries worldwide.

Trade shows

Cosmoprof Asia, Hong Kong; Spatec USA & Spatec Europe; ISPA; Global Wellness Summit.

What the clients say

“Dahlia Spa is a proud partner of Biologique Recherche at the Four Seasons Hotel Abu Dhabi at Al Maryah Island. Our skilled therapists have received in-depth training thanks to the Biologique Recherche's brand experts, which has enabled them to bring the skin of our guests to its optimal state.”
Robert Chinman, director of public relations, Four Seasons Hotel Abu Dhabi at Al Maryah Island

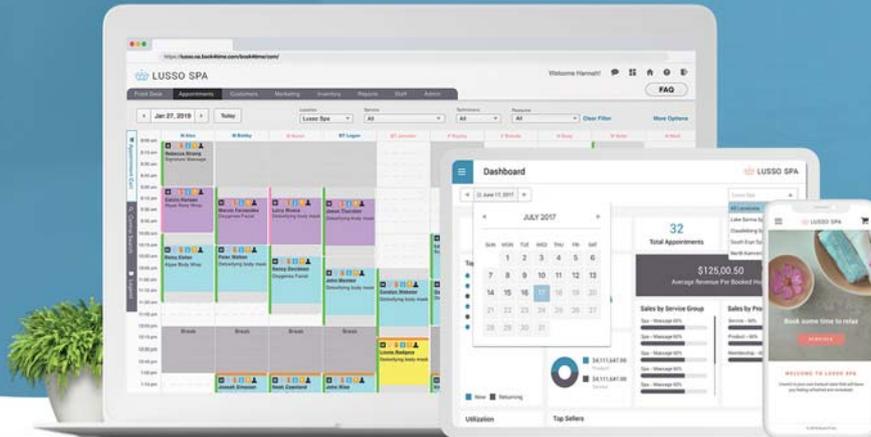
“Our partnership with Biologique Recherche enables us to provide guests with a customised facial and body treatment that is luxurious, yet still clinical and results-oriented. The affinity between our aestheticians and Biologique Recherche's techniques and products showcases a spa experience that has proven extremely popular with spa guests.”
Jonathan Crook, general manager, The Peninsula New York

“The perfect blend of our specialised spa counselors and Biologique Recherche's methodology have elevated our spa to an essential wellbeing retreat for our guests. We knew it was a perfect match from a company who shares the same values as ours.”
Charles de Foucault, general manager, One&Only Le Saint Géran, Mauritius



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Roger Sholanki,
founder and CEO



Background

Founded in 2004 by Roger Sholanki, Book4Time is a global provider of a cloud-based management solution for spa and wellness businesses in more than 70 countries. Book4Time is the preferred wellness technology solution for the world's largest and most prestigious spa, beauty and wellness brands.

Main products and services

Spa software with all of the features you need to efficiently manage and grow your business: **Tablet App** – Easily manage bookings, customers, and check-ins without ever needing to be at a computer. **Online Booking** – Their centralised, fully integrated booking system makes it easy for guests to book appointments online, and helps you keep track of it in real-time. **Marketing & Retention** – From loyalty points and referral incentives to gift cards and spa packages, they've got what you need to improve guest experience and drive revenue. **Revenue Management** – Their comprehensive POS system seamlessly integrates with your preferred payment processor. Or, you can streamline your business using their fully compliant Book4Time Payments. **Guest Experience** – Manage guest profiles,



Book4Time aims to enable spas to achieve 100 per cent utilisation

purchases, and customer activity across all of your locations to personalise each visit. **Reporting** – With over 200 sales and financial reports, it's easy to forecast revenues, discover trends, track KPIs, and more.

USPs

Book4Time was the first cloud-based software for the wellness industry to provide a centralised multi-location platform. They publish new updates every 8-12 weeks, have the industry's highest uptime at 99.99%, support 12 languages, and have live 24/7 phone and email support through strategically located global customer support centres.

They also help businesses maintain compliance by assisting with local tax laws, data and privacy regulations.

Where in the world?

Major markets include North America, Europe, Middle East, Asia-Pacific, India, Latin America and the Caribbean.

Top clients

Leading day spas chains such as Clarins and Cowshed. Top global hotel brands including Fairmont, Marriott, Four Seasons, Hyatt, Hilton, and Shangri-La.

Future plans

They're working on a platform that connects spas with leading marketplaces.

Who's who?

Roger Sholanki, founder and CEO
Sean Anderson, vice president, global sales

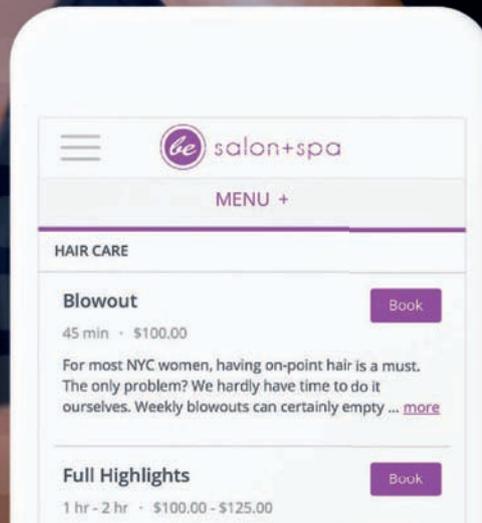
What the clients say

"Book4Time has been a god send! It has made everything easier – scheduling appointments, inventory, and adding services and products. It simplified everything that we did and put it into one single location."
Sarah Garland, senior manager of planning, Equinox

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Rick Stollmeyer, CEO

Background

Booker by Mindbody is the leading cloud-based salon and spa management platform. Developed to meet the needs of spa and salon owners, the platform retains this focus on offering the features that health, wellness, and beauty businesses need to run efficiently and grow.

Main products and services

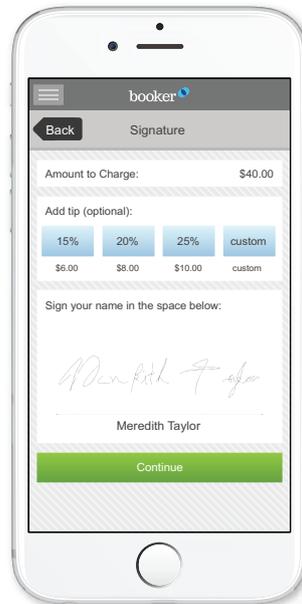
Booker by Mindbody is an all-in-one management solution to run and grow your spa. Booker gives you access to a powerful tool that will help you promote your business and retain customers.

The platform includes features to delight customers, staff, and owners, including:

- Online booking from Yelp, 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 by Mindbody 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



Spas can take payments anytime, anywhere with the Booker Mobile App

the freedom to book their appointments online and via Yelp. Booker by Mindbody 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 by Mindbody also offers training and implementation help to get new customers up and running seamlessly. We offer PMS integration and APIs that enable the platform to integrate with third-party apps.

Top clients

Bannatyne, Skin Laundry, Sofitel SoSpa

Who's who?

Rick Stollmeyer, CEO;
Josh McCarter, president.

What the clients say

“We selected Booker by Mindbody 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, the platform is constantly evolving, with a focus on revenue-driving marketing tools.”

– Jose Antonio Abud
director of tourism services
Hard Rock Hotels & Resorts

“Booker by Mindbody has significantly impacted how we run our spa, and has been an asset to the company, especially in terms of organisation and scheduling.”
Reneé Maya, founder of Spa Kingston



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Jessica Jesse, CEO, founder
& creative director

Background

BuDhaGirl is a lifestyle brand that creates wellbeing by combining contemplative practice that is validated by science with incredibly glamorous, timeless fashion. Jessica Jesse launched BuDhaGirl in 2013 and has been CEO, founder & creative director.

Main products and services

BuDhaGirl features jewelry and accessory products that are perfect for clients that seek an experience in everything they do, particularly when it comes to their choice of travel destinations, which provide them with moments of wellness, fitness, relaxation and the ability to recharge.

All Weather Bangles™ (AWB™) are the force at BuDhaGirl. These amazing bangles are weightless, soundless, waterproof and TSA proof. Each of the nine bangles in the set is meant to represent an intention for your day. As you put them on, affirm your intentions in the morning, and when you remove them in the evening, fill yourself with thoughts of gratefulness. This daily ritual will settle your mind at the beginning and end of each day. AWB are made of flexible, polyvinyl carbonate rings that are filled with gold leaf filament and sealed with our exclusive BuDhaGirl Serenity Prayer bead. This unique,



non-metal material allows you to go from the pool, to the office, and through the airport all without needing to take them off.

USPs

BuDhaGirl's core product are All Weather Bangles (AWB). AWB are unique because they are coveted for their amazing features...AWB are waterproof, weightless, soundless, TSA proof, a spa must, and life perfect. AWB are the preferred choice of women who are nomads, healers, seekers, ageless, wise women.

Top clients

The Peninsula Hotel Paris, Kimpton Sea Fire, Four Seasons Hualalai

BuDhaGirls in their element...seeking adventure, wisdom, and connection globally while of course wearing their indispensable AWB™

Where in the world?

USA, Kuwait, Saudi Arabia, Puerto Rico

Future plans

BuDhaGirl will launch the BuDhaGirl Experience, a curated journey to incredible destinations worldwide with mindful, curious, wise nomads.

Who's who?

Jessica Jesse, CEO, founder
& creative director

Molly Langford, SVP sales & operations



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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

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

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CIRCADIA®



Michael Q. Pugliese, CEO

Background

For three generations, the Pugliese family has been committed to elevating the profession of the aesthetician. We have participated in the advancement of skincare for almost forty years. We are honoured to continue to utilise our collective resources to advance the practice of professional skincare.

Main products and services

Circadia is dedicated to using the latest in skin technology. Our formulations combine pure botanicals, stem cells, second generation vitamins, and innovative peptide technology to achieve optimal skin health and beauty. Our specialty treatments and products utilise these technologies to address a multitude of skin conditions, including ageing, acne, dehydration, pigmentation, and rosacea. Our treatments and retail regimens deliver a luxury experience partnered with result-driven ingredients and formulations. Circadia's exclusive Chocolate and Champagne treatment uses raw Hershey's cocoa powder & digestive enzymes to exfoliate and prepare the skin



The boosters protect the skin from environmental damage.

for our signature oxygenating experience. The effervescence of pure oxygen boosts circulation, stimulates cell turnover and leaves the complexion hydrated and revitalised. This award-winning treatment is the perfect fit for all luxury & wellness spas.

USPs

The Circadia product line began with the awareness that certain biological patterns of the skin may be observed and enhanced. A true blend of science and nature, Circadia is

the culmination of our research into the ageing process and a specialised skill in cosmetic chemistry. Throughout our history as a company, our focus has been to honour the extraordinary structure and function of human skin. It is only through understanding this science that we are able to begin to significantly impact the appearance of the clients who come to us for help. Education is the cornerstone of our progress.

Top clients

Four Seasons, Ritz-Carlton, Marriott, Hyatt

Where in the world?

Circadia skincare is based in the US and is distributed in over 40 countries.

Future plans

Circadia's product development team is working with the latest in ingredient technology to stay at the forefront of innovation. Stay tuned for new product launches!

Who's who?

Michael Q. Pugliese, CEO & Owner



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Davide Bollati,
founder and president

Background

Made in Italy since 1996 with competence and care, [comfort zone] is a professional lifestyle brand offering results-oriented skincare solutions, developed following a science-based, sustainable, holistic approach. In 2017 we launched /skin regimen/, a new brand with a modern plant chemistry™ approach to counteract the effects of stress and pollution and ensure an effective empowerment of skin and mind. 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

Comfort zone's comprehensive face and body range allows clients to experience memorable



[comfort zone]
Sublime Skin Spot Correction

facials and rituals at day and destination spas. /skin regimen/, focused on the face, ensures an effective detoxification, correction and protection from stress and pollution.

USPs

- Our Davines Group 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.
- All our formulas are rich in naturally derived ingredients combined with effective high-tech molecules and delivery systems. Our products are free from silicones, parabens, colorants, and animal derivatives.
- All our packaging is CO2 compensated through a proprietary project in Ethiopia.

How many spas do you supply?

Over 4000 across every continent.

Future plans

Constant improvement in terms of sustainability, performance and educational support to ensure our partner's distinctiveness and business success.



Who's who?

Davide Bollati, founder and president;
Luisa Poisa, marketing director;
Barbara Gavazzoli, communication and education director;
Brian Brazeau, managing director skin care North America.

What the clients say

"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, Wickaninnish Inn

"The new /skin regimen/ helps our skin cope with the negative factors of life in the megalopolis, heals the skin and prolongs its youth" 365detox.com



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Malcolm Rennie

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Main services

Concept is a leading spa, leisure, golf and resort solution provider for luxury hotels worldwide, with more than 20 years of experience in more than 70 countries. In October 2018, Concept joined the Shiji Group, who provide software solutions and services for the hospitality, food service, retail and entertainment industries.

Additional services

Concept Spa & Leisure is an enterprise solution for the management of spas and resort-based leisure activities. Available as a standalone or centralised product for groups, Concept is a global solution that caters for the day-to-day management and provides critical BI reporting data on utilisation, capture rates and forecast analysis.

We have a proven track-record of delivering ROI within 12 months, with the tools to efficiently maximise therapist and location occupancy, managing rates, packages and enhanced automated group management capability, which frees the front-office staff to better serve the guests. Guest experience is further enhanced via Concept's Guest iPad app, which seamlessly manages check-in and digital health consultation forms, which are automatically stored against the guest profile. Customers see a



Concept provides exceptional reporting and business intelligence tools

2-5% uplift in profits by introducing Concept POS with par stock control, professional inventory management, handheld retail inventory management.

USPs

Concept provides outstanding tools to maximise occupancy and rates while managing costs efficiently and effectively. Concept gives the means to make the best business decisions for the operations, integrates with multiple PMS systems and with a subscription-based cloud solution,

minimises the capital outlay. We also provide exceptional reporting and business intelligence, key decision-making data, MTD & YTD comparables and even the option to overlay versus budget, all at manager's fingertips or emailed straight to customer inbox. Lastly, with system security at its core, Concept has both level 3.2 PCI Certification and GDPR compliancy as standard.

Top clients

Concept is a preferred vendor for spa for Hilton, Marriott International, Banyan Tree, IHG, Canyon Ranch and The Peninsula Hotels.

Where in the world?

Distribution in +70 countries, with clients from remote areas of Europe to Asia, throughout the US, Africa and the Middle East.

Future plans

Concept, as a Shiji brand, is localising new offices all over the world. From a technology perspective, we are moving our technology to the Shiji platform and integrating with all the Shiji products.

Who's who?

Malcolm Rennie – sales & marketing manager

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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



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 and Psycle.

Trade shows

We will be exhibiting for the 8th year at Independent Hotel Show 2019 - Olympia London.

Who's who?

Spencer Grimwood, project manager
Sam Palmer, project manager

What the clients say

"Crown were a delight to deal with throughout. I was well impressed with their professionalism. Like us, they like everything to be perfect. From start to finish, their service was brilliant as is their aftersales service. I couldn't fault them."
Adrienne Brend - Saunton Sands Hotel



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Ian Saunders, CEO and Christina Saunders, wellness business director

Background

CryoAction Limited is a privately owned UK company, founded in 2015 by a team with a strong background in technology and business. CryoAction specialises in whole body cryotherapy technology, and is one of the few companies to design, manufacture, install and service its own equipment.

Main products and services

Cryotherapy is the use of extreme cold temperatures (-130°C) to invigorate and enhance the wellbeing of a user, offer pain relief and treat certain medical disorders.

Our product range is the result of large-scale investment into research and development, as well as consultation with spas, spa consultants and designers to ensure that the new products reflect the working practices of spas and can be incorporated into the aesthetics of the facility. Developing a hybrid technology enables CryoAction to combine the convenience of electric systems with the ability to reach the optimum treatment temperatures that are far beyond the capabilities of electric cryotherapy chambers. CryoAction's product range includes: **CryoSolo**, a single-person cryochamber that is an entirely self-contained cryotherapy system, which can be integrated or stand alone within a spa.



CryoAction offers a range of bespoke designs that offer treatments for between 1 and 10 people

CryoDuo: a dual chamber system with a prechamber cooled to -60°C and a main chamber reaching temperatures as low as -160°C. CryoDuo is available in different sizes, treating 2-3, 3-4 or 5-6 people at the same time.

CryoAction works with leading spa designers to incorporate cryotherapy into a spa environment. Post-installation, we offer full training, remote and onsite support by our dedicated service teams.

USPs

CryoAction is a unique company with a strong portfolio of clients from across

elite sports, spas, gyms and health clubs. With more UK installations than any other cryotherapy provider, we are increasing our rollout plan to other countries around the globe.

Our product range is unsurpassed, offering a choice of standard and bespoke designs to treat from 1-10 people. Our range of support services is a key differentiator, as few companies globally have the level of experience in cryotherapy of the CryoAction team. As specialists in this area, we are already working with a range of spa owners and designers who see cryotherapy as the next major trend for spas. Talk to us about the new wave of "cryo-culture".

Where in the world?

Worldwide.

Future plans

In addition to a number of large-scale spa installations in different parts of the world, CryoAction is already working on the next stage of product development to increase the effectiveness of cryotherapy in the spa environment.

Who's who?

Ian Saunders, CEO; Christina Saunders, wellness business director.



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Matthias Dornbracht (CTO/COO),
Andreas Dornbracht (CEO/CFO)

Background

Aloys F. Dornbracht GmbH & Co. KG, with headquarters in Iserlohn, Germany, is a global manufacturer of high-quality fittings and accessories for bathrooms, kitchens, shower and spa systems. The family-run company (in its third generation) was founded in 1950 and is managed by brothers Andreas and Matthias Dornbracht.

Main products and services

Dornbracht is turning the bathroom into a LifeSpa: its vision has taken the idea of health-oriented bathroom design to a new level. The LifeSpa concept epitomises the holistic approach to bathroom planning and furnishing in the sense of a healthy and illness-preventive lifestyle.

The spa innovation AquamoonATT, for example, is an emotional water experience that touches all senses with unique signature treatments. It combines aesthetic architecture and minimalist design with innovative, next-dimension ease of use. Just tap the touch-screen to experience unique choreographies of water, flow modes, mood lighting and fragrance.

As a partner in both the design community and the international spa industry, Dornbracht builds on the ideas and needs of professionals involved in designing spas.

The results are premium products in terms of function and finishes. Dornbracht provides installation, support and guidance. All products come with a worldwide aftersales service to guarantee trouble-free operation.

USPs

Dornbracht is a family-owned manufacturer of high-end faucets and spa systems. It is one of the few companies where production is entirely 'Made in Germany': 90 per cent of Dornbracht's suppliers are from Germany. Dornbracht sustains the highest standards, delivering manufacturing quality at the highest level while paying particular attention to its innovation in production.

The Dornbracht brand represents knowledge, ideas and inspiration related to water. Architecture, lifestyle, design, technology and culture together form the foundations of the brand. The brand claim – "Culturing Life" – emphasises the cultivation and enrichment of bathroom and kitchen habitats, not just on a solely aesthetic level, but on a holistic level as well.

Top clients

Ceresio 7 | Gym & Spa in Milan, Italy
Aigai Spa in São Paulo, Brazil
Traube Tonbach in Baiersbronn, Germany
Kneippianum in Bad Wörishofen, Germany

Where in the world?

Dornbracht products are distributed worldwide: The company has 16 branches and various commercial agencies all over the world.

Future plans

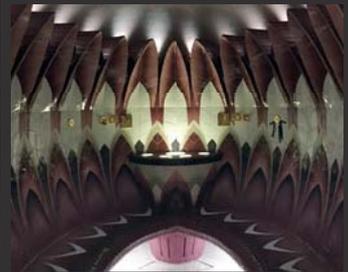
AquamoonATT raises the "healthness" idea from the LifeSpa concept to the next level. Because we live in a time of digital transformation and upheaval, people are increasingly pressured in their daily life. AquamoonATT is the response to the increasing desire for balance and life-force energy, by enhancing the effect water has on your body through mental participation.

Who's who?

Andreas Dornbracht, CEO/CFO – strategy, finance, communications & marketing
Matthias Dornbracht, CTO/COO – systems & technology, operations
Matthias Voit, senior business developer for maritime, aviation, spa

What the clients say

"Dornbracht is pretty much a default specification for us in the studio; we're secure in the knowledge that their pieces look great and will work perfectly." – *Dickie Bannenberg, Bannenberg & Rowell Design*



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Bespoke Spa Consultancy · Design · Build · Maintenance
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dröm[®]
sauna steam spa

Dröm UK Ltd

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www.dromuk.com



Barry Smith, CEO, and Erin Lee,
managing director

Background

Dröm UK was founded 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 has, over the last 17 years, brought 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 set 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 the coming year. 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 display.

Top clients

Pennyhill Park Hotel & Spa; Coworth Park Spa, The Lansdowne Club, Stoke Park Country Club, Galgorm Resort & Spa, Four Seasons, Chelsea Barracks, Equinox Gym, The Glebe, ISG and Multiplex.

Where in the world?

We design, supply and install projects throughout the UK, Europe and the Middle East.

Who's who?

Barry Smith, CEO and co-founder;
Erin Lee, managing director;
Kicki Carlsson, ambassador and co-founder;
Lewis Hallett, sales & operations manager.

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

ELEMIS

Intelligent SKINCARE

*Experience ULTRA SMART PRO-COLLAGEN, a range designed to PRESERVE, PROTECT and PROMOTE skin resilience for visibly transformative results in 28 days.**



Contact ELEMIS to discover more about the
ULTRA SMART PRO-COLLAGEN RANGE and our new business partnership opportunities.

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ELEMIS

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Charlotte Johnston, sales manager,
Harrison Gregory, sales director.

ELEMIS

Background

Elemis is a luxury British skincare brand. Every ground-breaking formula is an innovative blend of science with the chemistry of nature, crafted by a team of explorers, scientists and skincare experts. Encompassing powerful actives, ELEMIS' meticulous attention to detail, pioneering formulas and remarkably transformative results are what sets our skincare apart.

Main products and services

Alongside our clinically proven treatments and award-winning product range, Elemis provides a personalised educational and training programme to support our accounts' professional development with outstanding 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.



ELEMIS' ULTRA SMART Pro-Collagen Range, designed to preserve, protect and promote skin resilience for visibly transformative results in 28 days. *

* Independent clinical trials

every year benefit from our range of face and body treatments.

Future plans

With innovation at our heart, Elemis is constantly evolving. We are proud to have launched many new ground-breaking products including our new ULTRA SMART Pro-Collagen range. Having utilised many different varieties of micro algae and seaweeds across all ranges, Elemis sourced the best of the best to create ULTRA SMART PRO-COLLAGEN, the pinnacle of innovation, ushering in a new age of intelligent skincare. Where nature meets technology, cutting-edge delivery systems encapsulate the actives, allowing them to perform at maximum efficacy. The active is precision-

released slowly onto the skin, prolonging the skincare benefit and delivering the active exactly when and where it is needed.

Who's who?

Sean Harrington, CEO & co-founder;
Noella Gabriel, president & co-founder;
Orielle Frank, MD & co-founder;
Harrison Gregory, sales director.

Top clients

Hilton Worldwide Holdings, W Hotels & Resorts, Marriot Hotels & Resorts, Anantara, Mandara, Starwood Hotels and Resorts Worldwide and JA Resorts.

Where in the world?

Elemis distributes to more than 116 countries. More than 6.5 million customers

VOTED FAVORITE SKIN CARE LINE BY SPA PROFESSIONALS 10 YEARS IN A ROW!

We are honored and humbled to announce that spa professionals voted us as their 'Favorite Skin Care Line' for an unprecedented 10th year in a row!



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PRODUCTS



ORGANIC
WITH RESULTS



AWARD-WINNING
EDUCATION



CERTIFIED
ORGANIC FARM



FORESTS FOR
THE FUTURE



ÉMINENCE KIDS
FOUNDATION



If you are interested in partnering with Eminence, an award-winning natural, organic and Biodynamic® skin care line, call 1-888-747-6342 or visit www.eminenceorganics.com.



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Facebook: EminenceOrganicSkinCare

Blog: https://eminenceorganics.com/blog

www.eminenceorganics.com



Boldijarre Koroncay, president;
Attila Koroncay, general manager

Background

A pioneer of the organic skincare movement, Eminence Organic Skin Care, a family-owned company, combines more than 60 years of herbal craftsmanship with Hungarian-inspired healing to offer results-oriented treatments.

Main products and services

Eminence uses natural, organic and Biodynamic® skincare to enhance wellbeing naturally through extraordinary products and extraordinary service. At Eminence, we are committed to creating the best skincare possible with ingredients nature provides us with, and offer more than 200 products in our portfolio. With every launch, Eminence provides spa partners with training on the latest products, as well as marketing collateral, including newsletters, shelf talkers and spa treatment menu descriptions, to help promote the new items to the spa team and guests. During the year, we host trainings at least once every three months with all of our spa partners to ensure they are up-to-date with the latest trends and techniques.



Eminence creates natural, organic and Biodynamic® skincare

USPs

Eminence has been voted “Favorite Skin Care Line” and “Favorite for Product Education” for 10 years in a row by spa professionals! The Eminence Kids Foundation provides organic meals to seriously ill children worldwide, and our Forests for the Future Initiative plants a tree for every retail product sold. As a Certified B Corporation®, Eminence is among the leaders of the global movement using the power of

business to solve social and environmental problems.

Top clients

Resort, day, destination, and medical spas around the world, including over 20 per cent of Forbes-rated Five-Star Spas.

Where in the world?

In more than 50 countries in North & South America, Europe, Asia and Australia.

Future plans

Eminence launches new products several times a year.

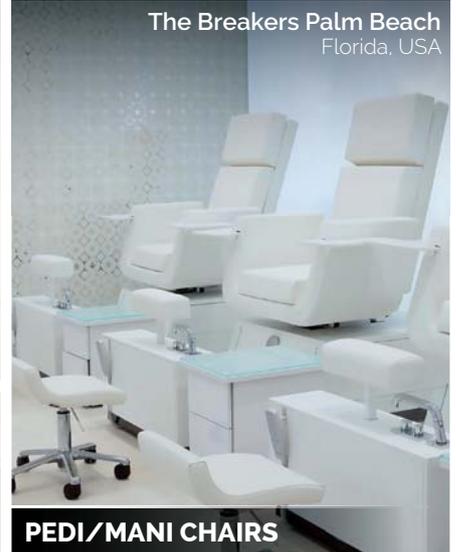
Who's who?

Boldijarre Koroncay, president
Attila Koroncay, general manager.

What the clients say

“The Eminence facial is enough to bring the line in alone, it’s such an intensely relaxing massage that’s also incredibly effective. You can really see how skilled everyone at Eminence is when it comes to products and results.”
– Catherine Warren, corporate operations director, Spa Division, WTS International

TAKING WELLNESS TO THE **NEXT LEVEL**



GHARIENI
www.gharieni.com



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Sammy Gharieni,
founder and CEO



Background

The Gharieni Group, based in Germany, is a leading European manufacturer of high-end spa and medical equipment with almost 30 years of experience. Our products are made in Germany and designed with the utmost attention to quality and detail. Gharieni was chosen as the Official Spa & Wellness Equipment Manufacturer for *Forbes Travel Guide*, the global authority on luxury travel. Selected to represent the best products and services in the luxury hospitality industry, Gharieni embodies the core values and exacting quality standards demanded by *FTG*, the only independent, global rating system for luxury hotels, restaurants and spas.

Main products

Taking wellness to the next level, Gharieni creates a unique and distinctive guest journey that fully integrates the mechanics of superior equipment with the practiced touch of the provider, and truly reflects the authenticity and messaging of each and every client's brand identity.

USPs

Innovation is our passion. We allow for transformation of flexible spaces within the treatment rooms while retaining efficiency,

functionality, and design aesthetic. Our HydroSpa collection for wet treatments has revolutionised a dormant treatment category and elevated it to a transformative experience. Our partnerships outside the industry have led to the creation of binaural and augmented technologies built into our treatment beds, thereby incorporating equipment into treatment protocols.

Top clients

Experience matters and our portfolio of clients can attest to that.

Europe: Pine Cliffs Resort, Portugal; Vila Vita Parc, Portugal; Babor Training Center, Germany; La Butte aux Bois, Belgium; Euphoria Retreat, Greece; Parklane Resort; Cyprus; W London, UK; Ridding Park, UK; Hôtel de Crillon, France; Four Seasons George V, France
Africa: Vichy Célestins Spa & Hotel Casablanca, Morocco; Four Seasons Resort Marrakech, Morocco;

Four Seasons Hotel The Westcliff, Johannesburg

UAE: Park Hyatt Doha; Mandarin Oriental, Doha; Caesars Bluewaters, Dubai; Sofitel The Palm, Dubai; Palazzo Versace, Dubai

North-America: Glen Ivy Hot Springs, USA; Bergamos Retreat, USA; The Westin Ka'anapali Ocean Resort Villas, Hawaii;

The Auberge, USA; The Breakers, USA; The Grand at Moon Palace, Mexico; Four Seasons Punta Mita, Mexico; Le Blanc Spa Resort Los Cabos, Mexico
Asia/Australia/Pacific: Mandarin Oriental Kuala Lumpur; The Bulgari Hotel Beijing, China; The Ritz-Carlton Perth, Australia; Four Seasons Resort Bora Bora

Where in the world?

With offices/showrooms in Dubai, the US, France, the Netherlands, Belgium and Germany, we provide luxury equipment to resort hotels, spas and hospitality groups in more than 100 countries worldwide.

Trade shows

Beauty Düsseldorf, PB GCC Dubai, PB London, Cosmoprof Bologna, Estetika Belgium, ISPA Las Vegas, Beauty Munich, Cosmetics Frankfurt, Beautyworld Middle East, The Hotel Show Dubai.

Future plans

Gharieni just released their new vintage collection containing the MLR Vintage spa table, a sideboard and the Vintage trolley. The company is constantly working on new developments in the fields of spa and beauty equipment, and spares no effort to improve the worldwide customer service.

A uniquely authentic sensory experience.



TRADITION. LUXURY. PURIFICATION

HAMMAMii

Hammamii

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Instagram: hammamiiskincare

www.hammamii.com

TRADITION. LUXURY. PURIFICATION

HAMMAMii

UK distributor:

Chloe Waller, DRIFT Distribution,
Luxury Lifestyle and Wellness, UK & Europe

Tel: +44 7888078880

Email: hello@driftdistribution.com

www.driftdistribution.com



Shawna Morneau, founder and managing director and Chloe Waller, UK Distributor

Background

Driven by her passion for raw ingredients and cosmetic chemistry, Shawna Morneau founded the luxury skincare brand Hammamii in 2017. Hammamii offers an exclusive Arabian inspired skincare collection as well as a unique range of spa rituals adapted for both the hammam and signature in-room treatments. This authentic spa range is made in the United Arab Emirates using all natural and quality ingredients. Each product combines the benefits of fresh ingredients, forgotten herbs and spices and age-old family remedies. Hammamii combines traditional ingredients with modern-day expertise to deliver a luxurious and memorable experience.

Main products and services

Hammamii offers a range of natural and halal skincare products. They currently have five collections that have been hand crafted for the face and body. Their products include an array of cleansing and nourishing solutions to suit every skin type. Hammamii has also developed luxury spa treatments to invoke a lasting one of a kind sensory and olfactory journey, and have also recently partnered



Hammamii uses natural ingredients sourced within the UAE

with Gharieni International designing exclusive rituals for their Libra table.

USPs

Inspired by authentic beauty traditions and locally sourced ingredients, Hammamii brings together a unique blend of natural and highly effective solutions for the skin.

Where in the world?

Hammamii is currently distributed through Dubai-based company Neamorinc International and in the United Kingdom, Ireland, Spain, France, Switzerland and Italy through Drift Distribution.

Future plans

We have exciting plans in the pipeline. Hammamii will be launching their “brand revitalization” as well as introduce new products and treatments this year. Over the coming months, we will also be working with several new spa partners globally.

Who's who?

Shawna Morneau, founder and managing director; Dara de Guzman, Communications Manager; Chloe Waller, UK Distributor.

What the clients say

“Working with Hammamii has been a blissful experience. Their dedication and passion, along with the authentic, unique and fresh elements used in the brand gives me confidence that they will make a significant impact in the beauty industry. Hammamii works on a different level with their spa partners, as they fully understand the daily requirements of operations and provide continuous support and quality service.”
Vanessa Alegre,
senior service manager,
Chi, The Spa at Shangri-La Hotel,
Qaryat Al Beri, Abu Dhabi

Sustainability Innovation Satisfaction Quality



Aromee®

Fragrances for steam baths, saunas, whirlpool, hot tubs and experience showers



Technico®

Sauna, spa and wellness technology: Technology for experience showers, saunas, hammam, steam baths and rhassoul, dosage systems, inhalation systems, light technology



Pure®

Cleaner/conditioner for sauna, spa and wellness facilities. Disinfectant and cleaner for whirlpools and Jacuzzis

Kemitron is a manufacturer of high-quality products for the spa, sauna and wellness markets (technology, fragrances, cleaners, cosmetic). The company's focus is on best quality and workmanship. All items are "made in Germany". Kemitron's products are sold on the international spa and wellness market and can be purchased via our webshop on our homepage. www.kemitron.com

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Premium. WellNess. Technology.

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Blog: <https://www.kemitron.de/kemitron-blog/>

www.kemitron.com



Stephan Mayer-Klenk,
managing director

Background

Kemitron is a German family-owned company specialising in the development and manufacture of high-quality products for the sauna, spa and wellness industry. Our portfolio is divided into four product areas.

Main products and services

Technico – Technology

Our innovative technology developed and manufactured in-house includes: Dosing systems (for steam baths, saunas, whirlpools), steam bath controller, salt inhalation systems, room fragrancing, experience showers, hammam soap systems, light effects, sound systems and foot baths.

Aromee – Fragrances

Our high-quality fragrances are designed for use in steam baths, saunas, whirlpools, hot-tubs, and experience showers.

Pure – Disinfectant and Cleaners

We professionally and effectively fulfill the different cleaning and disinfecting requirements of swimming pools, saunas, steam baths, whirlpools and tubs.

Cultura – Cosmetics

After a sauna, steam bath, hammam or rhasoul, the skin is extremely receptive. Our products include creams, massaging soaps and peeling, which work on balancing stressed or irritated skin.

USPs

1. In-house development with professional support

All Kemitron products are developed and produced in our company in Wendlingen, Germany. We train and educate our employees ourselves, meaning that they are familiar with the products down to the smallest detail and can provide our customers with the best possible support.

2. Flexibility

Our technical equipment can be adapted to almost any room, so we can respond flexibly to characteristics of the building, culture and climate when constructing or redesigning sauna, wellness and spa facilities. Designers and architects can plan freely in accordance with their project requirements. Our fragrance recipes can be adapted to special customer wishes. Custom creations are easily possible.

3. Claim for quality

Both we and our customers have the highest demands on quality and durability. Consequently, we only use first-class materials and raw materials for our products, which are thoroughly tested before they leave our premises.

4. Customer proximity

Due to our extreme customer proximity – the majority of our customers are

personally known to us – we are able to react quickly to market trends. This enables us to respond directly to user needs and has led us to our greatest innovations, which are now standard in many sauna, wellness and spa facilities:

Kemitron inventions:

- The automatic sauna infusion system
- Adventure shower
- Fragrance dosing pumps for steam baths, adventure showers, whirlpools and relaxation rooms
- Salt inhalation system
- Rhasoul system
- Hammam soap system

Where in the world?

Kemitron operates internationally! In many countries the company is represented by partners.

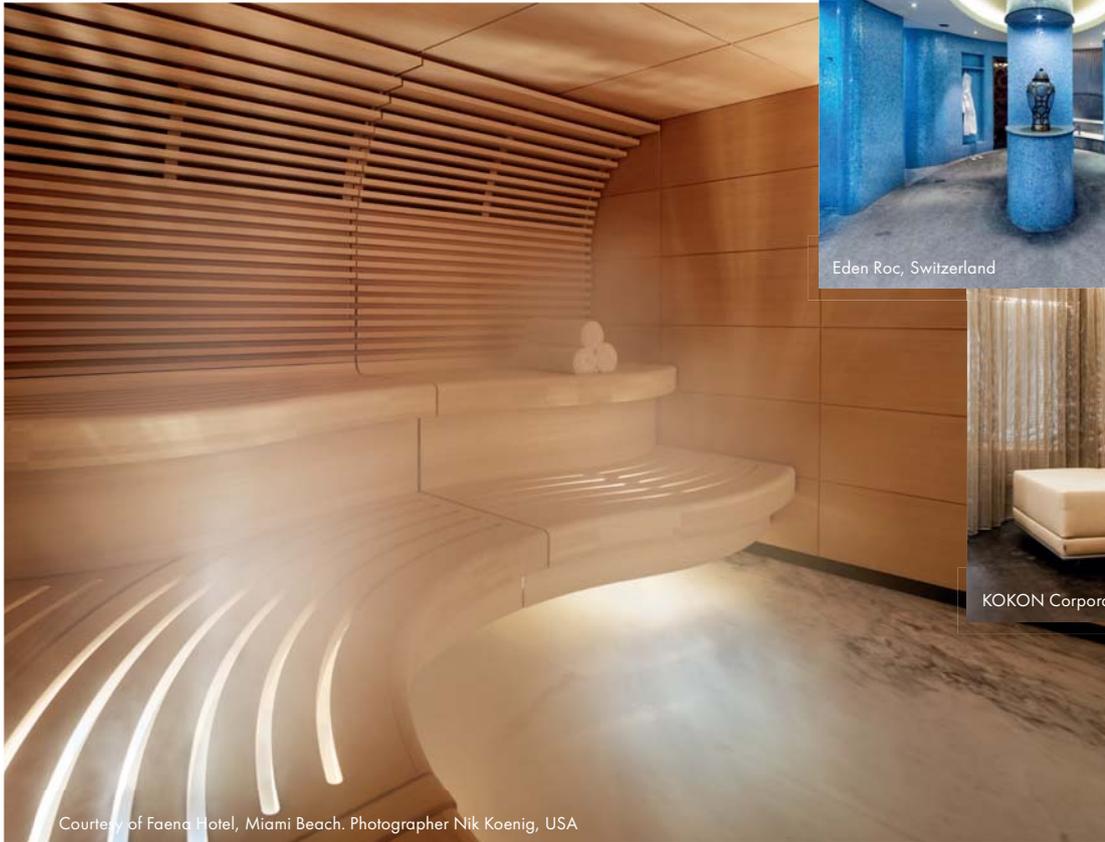
Future plans

We are currently revising and modernising our technology portfolio. Expect the new Technico look!

Who's who?

Stephan Mayer-Klenk, managing director & marketing director
Ingeborg Mayer-Klenk, managing director,
Susanne Keilich, sales manager,

DEFINING SPA. SINCE 1928.



KLAFS
MY SAUNA AND SPA

As a global manufacturer of premium saunas and spa solutions, we know what it takes to become a talking point: outstanding comfort and uncompromising quality. To bring each customer's unique vision to life we select only the finest materials and craft them with passion and painstaking care. Let us inspire you and help you offer your guests a one-of-a-kind spa experience.

Find out more at www.klafs.com

KLAFS GmbH & Co. KG

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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 Spa Mondrian Hotel Doha, Qatar

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

CONSULTING · EQUIPMENT · PRODUCTS · TRAINING
Complete solutions for spa and wellness



Kurland® Goats butter series



Steam Room, Ye Olde Bell, UK



Kurland® Permanent Contour® Face



Sauna, Mønstlyst, Denmark, Photo: Joachim Wichmann



Kurland® Moor



Experience Bath, The Reeds, USA

Kurland GmbH

(formerly Haslauer GmbH)

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www.kurland.de



Esa Ranta, CEO, Owner

Background

The company's story begins in the 1960s. The highly therapeutic quality of the healing moor mud from Salzburg Leopoldskron laid the foundation for the company's success. In early 2018, the brand name Kurland replaced the company's former name, Haslauer GmbH, and it became known as Kurland GmbH.

Main products and services

Today, Kurland GmbH, with its innovative Kurland® brand, stands for incomparable systems and equipment that constantly revolutionise the spa and wellness sector. SnowBliss, Soft-Pack® -System, Permanent Contour®, Rasul® and Salve-in-terra® are just some of the famous Kurland® inventions. Kurland® 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. Rounding out the services is the Kurland® Consulting and the Kurland® Training Centre, which includes special seminars for the therapy, spa and wellness industry. Alongside traditional seminars, Kurland® offers a multitude of special seminars that detail how to handle the company's systems and equipment in order to help our customers understand the most effective use of the products.



SnowBliss is one of the famous Kurland® inventions

USPs

Kurland is a full-service supplier of equipment, facilities, treatment products, signature treatments and detailed consulting. Our four-stage, interlinked system (Consulting, Equipment, Products, Training) enables our customers to receive comprehensive advice from our experts with more than 50 years of experience in the spa and wellness sector. But our experts can also design, plan and implement innovative spa concepts, systems and equipment – all tailor-made to our customers' requirements. Additionally, Kurland® provides high-quality treatment products. The Kurland® Training Centre offers a wide range of

trainings in medical wellness, balneology and special Kurland® signature massage techniques. Kurland® is a trusted one-stop shop for spa operators, where all of their wellness requirements can be met from a single source. Since the company's inception, Kurland® has been striving for higher ideals, and to create new spa products and systems that go beyond what has been traditionally available.

Top clients

Ye Olde Bell Spa in Retford, UK; Comwell Hotels in Denmark; Atlantis Casino Resort Spa in Reno, USA; Joseph Anthony Retreat Spa & Salon in Glenn Mills/Philadelphia; Hotel Splendid Conference and SPA Resort 5* in Budva Montenegro; Jinhai Lake Resort, Beijing; SaarowTherme in Germany; Royal Caribbean Cruise Lines.

Where in the world?

Europe, North America, Russia, Middle East, Far East, Australia.

Who's who?

Esa Ranta, CEO, owner; Christoph Kinz, product management, logistics, marketing; Roman Lindner, spa equipment business unit management, business development, export management; Gertraud Kumpf-Stöger, general sales management, human resources.



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in the world



PORTOFINO EVO: THE LOWEST SPA TABLE IN THE MARKET



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SARDINIA - Italy



CLOUD TWELVE
LONDON - UK



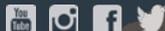
NANA PRINCESS
CRETE - Greece

Lemi[®]
ITALIAN WELLNESS EQUIPMENT

LEMI BRAND CAN CURRENTLY BE FOUND
IN **OVER 100 COUNTRIES** WORLDWIDE

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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 and continuous improvement, even with well-established products.



New treatment beds: Verona and Verona Evo

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; The Westin Al Habtoor City, Dubai UAE; W Hotel Barcelona, Spain; Lefay Resort & Spa, Italy; Coquillade Village Gargas, France; Nana Princess, Greece.

Where in the world?

Lemi is present in over 100 countries around the world.

Future plans

Our R&D department is always searching for innovative solutions and unique experiences involving all the senses, anticipating trends and offering high-tech equipment.

Who's who?

Matteo Brusaferrri, general manager;
Simona Carrara, export manager;
Elena Bazzocchi, global hospitality manager.

What the clients say

"Our spa clients love the Lemi beds 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,
Portavadie Spa, Loch Fyne, Scotland



LIEIC®
LIVING EARTH CRAFTS

WILSHIRE LE™

COMPACT MANI/PEDI COMBO CHAIR
WITH RETRACTABLE PEDI TUB



The Wilshire LE™ is a luxurious mani/pedi combo chair with a retractable, motorized, fully plumbed pedicure bowl. The small footprint makes the Wilshire LE™ an incredible space saver, and an easy replacement for those uncomfortable banquettes. Its versatility maximizes revenue through flexible scheduling for either manicures, or express combo treatments.



Favorite Company for Manufacturer Support



Favorite Nailcare Furniture Manufacturer



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Living Earth Crafts

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Jim Chenevey and Brian Paris

Background

Since 1973, Living Earth Crafts (LEC) has been manufacturing premium spa equipment and supplies for many of the world's finest spas and resorts. LEC has won numerous awards, including Innovative Product of the Year – Equipment 2014, 2015, 2017, 2018 (ISPA), Sustainable Manufacturer of the Year 2016 (GSN), Favorite Treatment Table Manufacturer 2010-2018 (American Spa), and Favorite Company for Manufacturer Support 2010 - 2018 (American Spa).

Main products and services

LEC has been innovating in spa equipment for more than 40 years. For example, the first pedicure chairs created by LEC allowed for individual and simultaneous manicure/pedicure services. Through building for major brands, the team realised the need for economising space.

The Wilshire LE holds true to the standards of the LEC brand; it is a luxurious bespoke mid-century mani/pedi combo armchair with a retractable, motorized, and fully plumbed pedicure bowl. LEC has brought innovation to the pedicure space again. Its footprint is no larger than a living room lounge chair, while features like an electronically retractable hidden bowl and electronic footrest all help elevate the spa experience.

USPs

Award Winning Designs and Innovation – For four of the past five years, LEC has won's ISPA's coveted "Innovative Product of the Year" award. We believe that LEC has more patents and proprietary technologies than any other equipment company in our industry, including: Strata GT™ (Gel Tech) Mattresses, Quietech™ sound-dampened lift systems, Conforma LE™ Breast Recess Comfort System, Caress™ Self-Adjusting Facecradles, Integrated warming drawers, and Thermasoft™ dual-zone warmers.

Built-to-order craftsmanship – Each Living Earth Crafts table and chair is built to order by our master craftsmen, in our state-of-the-art manufacturing facility in the USA. We cut no corners, using the finest materials, best electronics, and sturdiest designs to ensure exceptional comfort, design and years of trouble-free commercial use.

Unsurpassed Client Comfort – Our patented and proprietary Caress™ self-adjusting facecradles, Strata GT™ mattresses, and embedded table warmers ensure that clients remember the exceptional comfort of their treatment experience.

Top clients

Peninsula Hotel Group, Mandarin Oriental, Ritz Carlton, Four Seasons, Rosewood,

Fairmont, Miraval, Kempinski, JW Marriott, Auberge Resorts, Montage, Canyon Ranch, Como Hotels, and W Hotels.

Where in the world?

Worldwide distribution with strategic warehouses in US, Europe, and Asia.

Future plans

We're extending our new line of mani/pedi combo chairs with new products, featuring a retractable, motorised, fully plumbed pedicure bowl for space-saving luxury and perfect client/technician ergonomics.

Who's who?

Jim Chenevey, CEO;
Brian Paris, EVP sales;
Tara Grodjesk, chief product alchemist;
Blake Feeney, VP business development;
Erica Coble, director of corporate accounts.

What the clients say

"I work with Living Earth Crafts because their design team consistently helps me push the frontiers of spa design and development."
Cary Collier.

*Spa Consultant and Founder,
BlueSpas Inc.*



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www.tmc luxury.com



Charmaine T. Lang,
President & CEO

The Madison Collection

Background

Launched in 1999 by industry innovator Charmaine T. Lang, The Madison Collection provides the highest level eco-conscious luxury products for the world's leading hotels, resorts and spas. From its headquarters in Miami, Florida, the global influence of eco-sustainability flows from manufacturing to innovative design and fabrication.

Main products and services

Distinct collections of robes, towels and hotel and spa linens are available in innovative fabrics, patterns and colours crafted with the highest level of environmental efforts. Extended collections include blankets, face-cradle covers, throws, wraps and lounge wear for both men and women – all maintain the mantra of sustainability in luxury, a hallmark of The Madison Collection.

The products are all manufactured in the factory from which the company was born with enduring consistency, refined manufacturing practices and a low carbon footprint. Using the finest cotton yarn with the longest fibers for greatest absorbency and lightest weight results in the need for less storage, water, labor and electricity. The full circle of The Madison Collection includes the highest level of customer service, said to be similar to a private banking experience.



The Bordado Collection (right) requires less storage space and uses less water and electricity to launder compared to traditional towels

USPs

Combining sustainability, quality, advanced cotton fabrication techniques and luxurious weaves, The Madison Collection offers innovative products to a global clientele. The collections are well designed and provide ease of use, operational durability and cost-efficiencies.

Towels and robes used at pool, beach, sauna, spa and in-room each feature a different pattern, so laundry staff may easily identify delivery zones, allowing for ease of separation, impacting operating revenues for various areas. The Madison Collection's products are washed/dried four times after dyeing, before cutting and sewing to ensure fibers are chemical-free, resulting in minimal shrinkage – under 4 per cent, compared to the industry standard of 10 per cent.

Where in the world?

The Madison Collection offers its exceptionally designed and superior performing luxury robes, towels, curated collections and accoutrements in more than 50 countries.

Top clients

Six Senses, 1 Hotel, Bamford Spa, Morpheus Hotel, The Setai, Montage, Ritz Carlton and Hyatt.

Future plans

Contemporizing our classic collections and patterns with cutting-edge 3D weaving, maintaining the hallmarks of The Madison Collection's luxurious feel, while adding new-age visual appeal.

Who's who?

Charmaine T. Lang, CEO and founder
Gilad Lang, vice president

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*

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on your own. You just have to find the right partner.

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technology solutions. We can enrich the exercise experiences for your
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James Blower, sales
director hospitality &
wellness EMEA & APAC

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?

30 wholly-owned subsidiaries, and a distributor and service network in 60+ countries.

Future plans

New for 2019, Matrix launched the Glute Trainer, activating bar-hip thrusting without the difficulty and discomfort of free weights, and the Connexus Compact and Column, part of the extended Connexus line. Matrix have also

announced MX4 Active, a safe and effective small group training programming solution designed to meet the needs of ageing individuals and those with a low baseline fitness. With a drive to combat 'Fitness Failure Syndrome' by helping clubs to increase retention through their Connected Solutions offering, Matrix continue to focus on aspirational technology solutions, meeting the needs of the customer and metrics that matter through their Target Training Cycles.

As a total solutions partner, Matrix continues to deliver a range of services in 2019/2020, working in collaboration with selected and talented partners to provide customers with bespoke packages to suit all needs.

Who's who?

Matthew Pengelly, UK managing director; James Blower, sales director hospitality & wellness EMEA & APAC; Nigel Tapping, head of sector hospitality.

What the clients say

"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



MCCM Medical Spa has developed a whole line of products and treatments for the ultimate facial and body care range!

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Francisco Magalhães,
general manager

Background

Mesosystem created the brand MCCM in 2006, following the desire of a concept to achieve the best results in the field of aesthetic medicine and medical cosmetics. Right now, we hold long accomplishments, standing side by side with the major global brands.

Main products and services

MCCM develops a state-of-the-art range of products and equipment, with the highest standards of care and accuracy. We maintain a long-standing commitment to the absolute quality of our products, treatments, training and service.

We are specialists in skin rejuvenation and whitening, along with body slimming and detoxification, and we guarantee that our products are not tested on animals and contain no genetically modified ingredients. MCCM Medical Spa provides a full line of indulging and advanced treatments, as well as tailored homecare recommendations. Our line of high-tech equipment offers different ways to get effective and unique treatments, ensuring maximum quality and efficiency translated into highly satisfactory results.

USPs

MCCM evaluates all aspects of the skin, from the inside out, developing procedures



Argireline line contains a powerful hexapeptide that prevents wrinkles and reduces expression lines.

with demanding standards. We combine highly concentrated active ingredients, pure liquid solutions, and pioneering technology, creating visible results. We aim to offer a variety of solutions, creating unique treatments using precise and essential active principles that can be tailored to the needs of different bodies and skin.

As our treatments are to be performed with outstanding standards, we provide specialised training, ensuring a professional level of practice for every spa therapist. Clients all have a training programme to meet their needs and specificities.

Top clients

Four Seasons, Six Senses, Sha Wellness Clinic, Epic Sana, Bulgari, Ten Spa.

Where in the world?

MCCM is represented in more than 80 countries in the world. We long to continue spreading the spirit of beauty, and are seeking new solid and ambitious partners throughout the world.

Future plans

We have just built our new lab, and are constantly innovating and improving our product line. We are also remodelling our training centre in Porto.

Who's who?

Ana Casas, CEO

Francisco Magalhães, general manager
Nuno Amorim, international spa trainer.

What the clients say

“Overall from clients and staff who have tried and used the products, MCCM is excellent skincare, with their innovative range that shows excellent results from the very first treatment. Additionally, their training programme is really well built, with full information on product details, as well on how to encourage the trainee to try hard and study more to improve their knowledge and skills.”

– *Merry Naibaho* – spa supervisor,
Four Seasons Hotel Bahrain Bay

NILO

SPA DESIGN



Nilo

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www.nilo-beauty.com



Elena Maletti, CEO and Roberto Vingelli, Global Commercial Director.

Background

Established in 1986, Nilo Spa Design is the wellness and beauty division of the family owned Maletti Group, which has been producing salon equipment and furniture for more than 80 years in northern Italy. For over 30 years, Nilo has been at the forefront of the design and production of wellness and spa furniture, and today has a state-of-the-art 4,000sq m showroom at our 60,000sq m head office in Scandiano, near Milan.

Main products and services

Our 80 year-experience means we truly understand the needs of the customer, and we work to meet their needs in an ecological and environmentally conscientious way.

Experience: We've worked with everyone from major contractors to independent spa owners. Our aim is always to help you to realise your project to the best of its possibilities as easily as possible. To this end we offer a full range of products and services, all created to enhance the spa and beauty treatment experience.

Services: The Nilo team offers a full range of support services; we can advise you on finance, help you build a business plan and help you best utilise your space and options with a dedicated interior planning service. Plus as a global supplier, we have



Nilo offers a full range of spa equipment

experience in import/export procedures, shipping logistics and customs clearance.

Products: Our full range of beauty salon and spa equipment includes multifunctional chairs and beds with motorised features, thermic and memory foams, water and light features. We also have an extensive range of stools, trolleys, cabinets, as well as electrical equipment, sterilisers, accessories and decorative items. Our upholsteries are fire retardant and oil resistant, and our furniture is always sturdy, safe and practical.

USPs

Nilo combines practical and aesthetic design with quality materials, and allows you to customise your products with personalised colour and finishes. We create spa furniture

collections that are designed to reflect a mood that will work in harmony with various wellbeing concepts, so you can equip fully themed rooms that mirror individual zones or the entire interior concept. We even offer the services of qualified architects and spa consultants to create custom-made products.

Top clients

JW Marriot, India; MSC Crociere Cruise Ships; Bristol Hotel, Paris; George V, Paris; Kempinski Hotel, Dubai; Sofitel Hanoi; Four Season Maldives; Mandarin Oriental Bangkok; The Connaught Hotel, London.

Where in the world?

We supply to practically every country.

Future plans

We'll continue to create more environmentally friendly products using eco-conscious production methods. We'll carry on exploring new and sustainable materials and develop furniture that enhances the spa experience. We'll use technology, scientific research and collaborations with designers to stay focused on global trends.

Who's who?

Elena Maletti - CEO

Roberto Vingelli - Global Commercial Director



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www.oakworks.com



Dafne Berlanga and Jessica Wadley

Background

Oakworks was founded by Jeff and Linda Riach with a focus on creating quality products that are built to last and offer superior client comfort and therapist ergonomics. Oakworks is a US-based FSC-certified manufacturer of spa, massage, and medical equipment. With over 40 years' design and manufacturing experience in a state-of-the-art facility in Pennsylvania, Oakworks is known for design innovation, sophisticated engineering and dedication to offsetting our carbon footprint.

Main services and products

Oakworks offers world class spa and massage solutions.

- **Masters' Collection:** Allows the customer to choose from thousands of finish combinations. We offer features such as the patented Adjustable Breast Comfort System (ABC System), warming drawers, storage and heated tops
- Customers can design their own tables using our STUDIO online design tool – a real-time table configurator
- **Signature Collection:** A variety of wood finishes are available using water-based lacquers and stains. From manual to fully electric, we offer tables for the most luxurious or the most cost-conscious facilities.

USPs

- **Comfort** – our tables and associated accessories are designed to be the most comfortable on the market
- **Style** – largest array of styles in the market with the inclusion of the award-winning Masters' Collection
- **Ease** – designed 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 full table UL/ETL Standard
- **Manufactured to order in the USA**
- **Oakworks takes a step-by-step approach to ensure a high level of protection for human and environmental health.**

Where in the world?

Americas, Europe, Asia, Middle East, Africa and Australia.

Top clients

Four Seasons, Atelier de Hoteles, Park Hyatt, Aman, Ritz Carlton, Marriot, Clarins, Hilton, ESPA, Intercontinental, Mayo Clinic, Peninsula, Canyon Ranch, Turtle Bay Resort, Massage Envy, Planet Hollywood, Bayan Tree, Fairmont, Melia, Grupo Posadas, Hand and Stone, Equinox, private spas in aircrafts, private airlines, estates and palaces.

Trade shows

ISPA, World Wellness Spa Asia, LUX Los Cabos, ESI in Canada, Medica in Germany, Spa Tech North America, Live Love Spa, Green Spa Network, Global Beauty and Wellness Exchange, Franchise Corporate Events.

Future plans

In the year ahead Oakworks will be launching five new trolleys with heated drawers and illumination, and a state-of-the-art ergonomic lounge. The ABC system will now be available in many tables, and we are innovating new exciting features in many of our current models. Follow us on social media to learn more about our innovations.

Who's who?

Jeff Riach: founder

International: Dafne Berlanga, vice president

USA: Jessica Wadley, vice president

What the clients say

"Oakworks as always was our ally in creating this experience through the exceptional ABC System, which allows us to adjust our tables to every client's needs. This is the little touch of luxury that clients are always thankful for."

– Karen Tijerina, spa director

Nuup Spa at Atelier de Hoteles, Mexico



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Tristan Lagarde,
International sales director

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.



Organic algae cultivation in Brittany, France.

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;
The Westin Santa Fe, Mexico City, Mexico;
Grand Hyatt, Goa, India.

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

PREBIOFORCE: A breakthrough innovation for sensitive skin, skin exhausted by a hectic lifestyle or fragilized by aggressive skin care treatments. This new soothing concentrate is able to rebalance the skin's microflora thanks to its exclusive Marine Prebiotic Complex. In 1 month, skin is 2 times less sensitive and redness decrease by 23%.

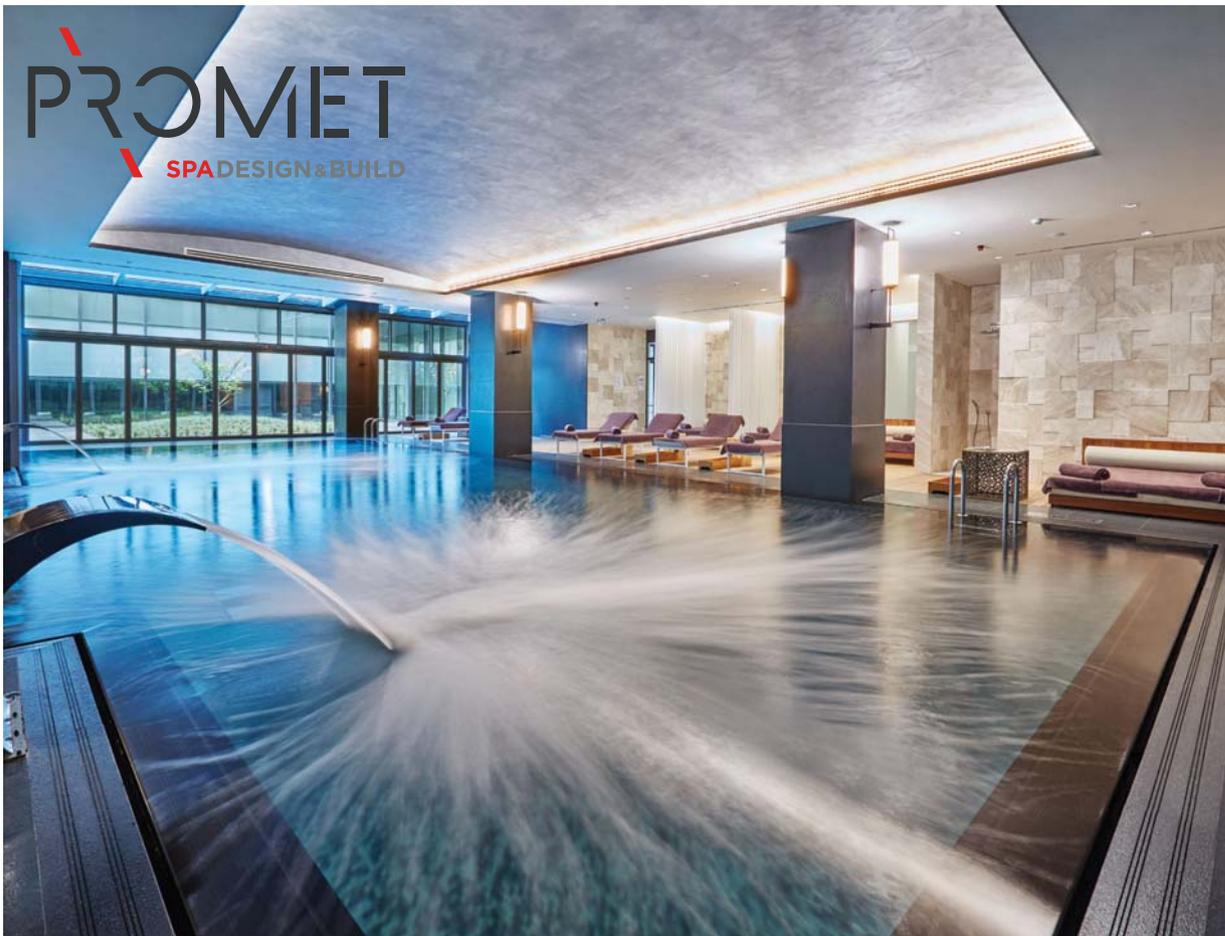
PHYTOMER DESIGN: a new platform to help our worldwide partners design their digital communication.

Who's who?

Antoine Gédouin, president; Tristan Lagarde, international sales director; Mathilde Gédouin-Lagarde, marketing and communication director.

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Mehmet Kabas, president and Aysegül Sungur, member of board and GM.

Background

Mehmet Kabas established Promet in 1993, and Aysegül Sungur joined the company the same year. Promet has grown to become a major company in complete design and implementation of spa and wellness centres worldwide. Promet has wide experience with hundreds of projects completed in both domestic and international markets.

Main products and services

Promet offers a comprehensive package of services for spa projects, including technical consultancy, architectural and engineering solutions, production, implementation, turnkey construction and after-sales services.

With its expertise and experience in high-quality installations, Promet brings an innovative approach to the planning and realisation of hot/wet and hydro thermal areas. We also produce and supply a custom-made high-end range of spa equipment and fixtures. Promet is committed to improving its clients' businesses with innovative, sustainable solutions with its team of experienced architects, interior and industrial designers, technicians and project managers.

We specialise in identifying spa design trends and directions and then uses these ideas to design, engineer, manufacture and construct whole spa and wellness areas.

Additional products and services

Promet develops special solutions for pools, including swimming pools, thermal pools, hydrotherapy pools, vitality pools, and Kneipp foot pools.

USPs

By offering space planning, interior and technical designs and MEP engineering solutions for spas, wellness areas, pools and water features, Promet creates functional and attractive concepts that meet individual requirements. Following the latest technological advancements and trends in the world, Promet provides its customers with innovative and unique solutions. This makes Promet the most preferred business partner in design & consultancy and implementation of well-known five-star international hotel chains, major thermal hotel & wellness centres, significant day spas as well as luxury home spas.

Top clients

Mandarin Oriental Bodrum; Six Senses Kaplankaya Bodrum, Nikki Beach Bodrum, Raffles İstanbul; Fairmont Baku by ESPA; Fairmont Quasar İstanbul; Villa Magna, Madrid Spain; Rixos Saadiyat Island, Abu Dhabi; Joali Maldives Hotel; Aven Royal Spa of Maxx Royal Kemer; Amritta Spa of Swissotel Izmir; Sheraton Adana; Four

Seasons İstanbul; Four Seasons St.Petersburg, Kempinski Barbaros Bay Bodrum; Hilton Baku; Jumeirah Baku, Les Ottomans Caudalie Vinothérapie Spa İstanbul; Marriott İstanbul; St. Regis İstanbul; Wyndham İstanbul; One&Only Hotel Montenegro; Luxury Collection Reges Çesme; Six Senses İstanbul and more.

Where in the world?

Being an international spa brand, Promet has references at all major cities in Turkey, as well as Europe, the Middle East, Cyprus, Russia and CIS countries such as Azerbaijan, Kazakhstan, Turkmenistan and Uzbekistan.

Future plans

Promet will press forward in being a global power in the spa & wellness sector and aims to be the preferred supplier for technical consultancy and design & build for high-end international hotel chains and major well-known brands in its territory. Moreover, it intends to continue to develop Turkish hamams, specialised pools and water features for thermal projects and for the global spa & wellness industry.

Who's who?

Mehmet Kabas, president; Melis Kabas, member of board; Aysegül Sungur, member of board and GM.



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Frank Pitsikalis, CEO

ResortSuite
Know your Guest

Background

Founded in 2000 by Frank Pitsikalis, 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 Sales & Catering: software to manage prospects, leads, events and groups.
- 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

With the advancement of guest-facing technologies including new features in WEB and MOBILE applications, ResortSuite continues to help spas, clubs and resorts to provide their guests with the most cohesive wellness experience across all channels.

Who's who?

Frank Pitsikalis, founder & CEO; Fauzi Zamir, CFO/COO; Stephan Karayanopoulous, 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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Tel: + 420 603 294 811

Brand Owner:

Im Co., Ltd., TOKYO OFFICE, Ichigo Omori 7F, 6-25-3
Minamioi, Shinagawa-ku, Tokyo 140-0013 Japan

Email: ke-inagi@ij-g.jp

www.riceforce.net/En



Daniela Hatleova and Kenta Inagi

Background

Rice Force is a Japanese cosmetic brand inspired by the ancient custom of using rice water to cleanse and moisturise the skin. The main ingredient of our cosmetics is Rice Power Extract, certified by the Japanese government and produced for 150 years in an old sake brewery on Shikoku Island.

Main products and services

Rice Force offers a complete spa menu of advanced facial treatments and customised body care treatments – using ancient Japanese massage techniques and our patented active ingredient, Rice Power Extract. 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 be designed to cater to a spa's specific concept.

USPs

The beautifying power behind our products lies with Rice Power Extract, a natural ingredient high in amino acids gained by the fermentation process. Rice Power Extract has a super-low molecular weight, so it absorbs deeper into the skin, where it improves



All products use a patented Rice Power Extract

moisture retention capacity and is a proven solution for solving issues of sensitive and dry skin. With unique Japanese massages and services, our products offer a perfect solution for spa operators who are looking for something unique and special for their clients – it is a great combination of traditional, natural Japanese skincare and modern scientific solutions for all types of skin.

Top clients

With 19 years in business, our top customers are millions of Japanese women. For the last five years, we've focused on spa business development, which has

brought us partnerships with boutique spa hotels in Asia, America and Europe. We are proud to work with WASPA Ginza Tokyo, Anantara Thailand, Olympic Place Hotel Carlsbad, Esplanade Hotel Marienbad, 100 Raku Japan, The Emblem Prague Hotel, Silent Club Okinawa and others.

Future plans

We would like to offer the Rice Force spa menu and high-quality service to spa partners that are looking for new, unique and different products and treatments for their customers.

Who's who?

Daniela Hatleova, managing partner, spa business development, Komea Ltd., Kenta Inagi, manager of international affairs section, Im Co., Ltd,

What the clients say

'A Japanese reputation for care and hospitality is precisely what the Rice Force team offered us. Their caring for small details and looking after all our needs helped us to quickly benefit from the partnership. Our clients are especially happy to receive such a unique product and treatment.'

– Dana Dvorakova, spa manager,
Olympic Palace Hotel, Carlsbad



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Riadh Bouaziz, CEO

Background

RKF was born 19 years ago on the foundations of a century-old company. Today, RKF Group consists of five branches with two production units. RKF Luxury Linen fosters a culture of singularity and technological performance. The brand's all-encompassing textile expertise provides partners with cost-effective, eco-friendly operational solutions by developing patented and sustainable textile materials. RKF Luxury Linen is committed to bringing the future into focus with the highest standards of sensory experience, and is continuously striving to optimise linen management.

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



RKF presented its designs at Paris Fashion Week

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 77 countries and through the luxury brands it works with in 96 countries.

Top clients

Bulgari (Dubai), Guerlain (Moscow), Spa My Blend by Clarins (Maldives), Spa The Peninsula (Paris), B Attitude (Doha), Four Seasons (London), Spa Sofitel (Marrakech), Shisheido (Milano).

Future plans

For several months now, RKF Luxury Linen is highlighting its commitment in terms of accessibility and design, with the creation of a new brand in the RKF group: RKF Inside. The brand will aim to promote the societal values that RKF Luxury Linen holds dear, always looking for new solutions to provide the best the textile luxury can offer: comfort, elegance and design. RKF Luxury Linen - with RKF Inside, registered a new patent for a new technology incorporated in all RKF Luxury Linen products: the Braille textile.



Who's who?

Riadh Bouaziz, CEO; Fadhel Bouaziz, project coordinator; Mohamed Belkhodja, development 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





Christian Sommerhuber,
owner

Sommerhuber GmbH

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Fax: +43 7252 893 210

Email: keramik@sommerhuber.com

www.sommerhuber.com



Background

Owned by the Sommerhuber family, Sommerhuber Ceramic Manufaktur combines the advantages of traditional ceramic tile manufacturing with modern living. Following research and intensive technological developments, the company established a range of ceramics for spas beginning in 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 they transmit 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 and thus positively influences relaxation and



Large ceramic surfaces meet the highest hygiene requirement

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 heated Lounger Three Plus with its almost floating design and ergonomically shaped surface comfortably nestles the human body and mind. The backrest is designed more upright to ensure a comfortable position for easy reading, working or simply relaxing. With its length of only ~170cm, it is also ideally suited for tighter room spaces.

Top clients

Mandarin Oriental Wanfujing, China & Hyde Park London; JW Marriott Venice Resort & Spa, Italy; The Venetian, Las Vegas, US; W Hotel Dubai, UAE; Ridding Park Hotel, Harrogate, UK; MGM Bellagio Shanghai, China; Holmes Place, Berlin, Germany; Lion Rise Club House, Hong Kong; Fairmont Baku Flame Towers, Azerbaijan & Riyadh, SAU and the Allure of the Seas.

Where in the world?

Europe, Asia, UAE and USA.

Who's who?

Christian Sommerhuber, owner.

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Harmony with Nature

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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 active ingredients. By combining Eastern and Western acupressure methods and massage procedures, Sothys is able to achieve the absolute highest level of 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 provider, offering facials, body treatments, beauty and products and treatments for men.

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; Six Senses, Paris;

Marriott Renaissance, Paris; Sofitel Hanoi; St Regis Osaka; Four Seasons Buenos Aires, Four Seasons Chicago

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

"At Le Spa du Metropole in Hanoi, Vietnam, we share the same objectives in terms of quality and branding. Therefore, our partnership with Sothys has helped transform our spa into an unforgettable sensorial experience for our guests."

Ms Bac Ha, spa manager

"Our experience with Sothys can be summed up in several words: quality, experience, development and, above all, the most important: RESULTS! Our guests are fascinated after each treatment with Sothys, we are very confident when we recommend the brand to our customers, because we know there is a before and after after testing the brand."

Mr Rodrigo Romero, spa supervisor, Spa Cielo at Four Seasons Hotel, Buenos Aires

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Penka Sevova, general manager of SpaSoft

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 more than 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, an online booking engine, activity scheduling, group bookings, financial reporting and much more. Use the SpaSoft Mobile and Guest Wellness applications for mobile spa management, in addition to our Business Intelligence module to take your Spa to the next level. The software is built on a highly secure PA-DSS-validation 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; online booking engine; 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

SpaSoft is the leading provider of spa technology to luxury spas around the world. Installed in over 65% of Forbes™ five star spas.

Where in the world?

SpaSoft is installed in more than 800 spas across 64 countries worldwide.

Future plans

SpaSoft proudly announces SpaSoft 2020, which will be introduced to the spa industry in the near future. The refreshed system will have full functionality with support for cloud-based or premise-based operations, and will be database agnostic to accommodate the best option for your organisation.

Who's who?

Penka Sevova, general manager; Michelle Young, VP sales & marketing. Sales team: Theresa Hamberger, Nicole Stanaway, Sherry Cuti & Robyn Fieghen.

What the clients say

"Reporting has been so helpful with running an efficient and profitable spa. Most times when I think of a report I'd like to have, it's already available in SpaSoft. Copy and pasting of appointments, scheduling, adding new services – it's all easy!"

*Brittany Hunt,
spa director, Pala Casino Spa & Resort*

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Susan Auld, Colin Cameron and Neil Owen – directors

Background

Established in 2006, Spa Vision provides market-leading expertise around the supply, procurement and consultancy for the spa, health, beauty and wellness industries. With offices in the UK and Australia, we are well-positioned for continued growth as the demand for our products and services continues. Globally, we work with a broad spectrum of clients, including hotel spas, destination spas, wellness centres, day spas, medi spas, salons, yachts, independent therapists and residential homes.

Main products and services

We supply, procure and consult for the spa, health, beauty and wellness industries.

- **Supply.** We are a leading supplier of high-quality equipment and furniture offering an impressive portfolio which 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.** We have extensive global experience in delivering specialist spa

operational and interior design consultancy services. Our 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 have a full-service offering specifically catering for the luxury spa and wellness market. We thoroughly understand the market and have been actively involved in the sector for many years, plus all our directors have been industry operators in the past. Each of our directors take personal responsibility for each client, developing long-term business relationships, which sits at the heart of our approach.

Where in the world?

Globally, with our main focus in the UK, Europe, Middle East and Asia Pacific.

Top clients

- **UK:** The Langley Hotel, Buckinghamshire; The Lanesborough, London; Fife Arms, Braemar; ESPA Life at Corinthia, London; Gleneagles Hotel, Auchterarder; The Gainsborough, Bath; Claridges, London; Woolcombe Bay Hotel, Devon; Crieff Hydro, Crieff
- **Europe:** Kempinski, Bulgaria; The Peninsula

Paris, France; Radisson Blu, Latvia; Bliss Spa & Cowshed Spa, Soho House, Barcelona, Spain

- **Rest of the world:** Leela Hotels, India; The Cosmopolitan, Las Vegas; W Hotel, Brisbane; City Square Hotel, Yangon; Ritz Carlton, Langkawi; Kanuhura Resort, Maldives; Ritz Carlton, Perth and Park Hyatt Auckland

Future plans

As always, our focus is to ensure we offer our clients the widest selection of high-quality solutions and support, and to continue to offer a bespoke service that delivers across the broad spectrum of needs within the spa and beauty industry.

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 and professional, and nothing has been too much trouble. We have made numerous changes, listened to their valuable advice and as a result, we have one of the best spas in the country. Spa Vision has helped us bring our vision to life."

– *Sadie Ardron-Levack, director, Ye Olde Bell*

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Riccardo Turri, CEO and Francesco Rinaldini, export manager.

Background

Starpool is an Italian company specialising in design and realisation of wellness and spa facilities for 45 years. Located in Val di Fiemme – Trentino Alto-Adige – in the heart of Dolomites, Starpool was founded in 1975 by Ardelio Turri, whose son Riccardo is today leader and CEO.

Main products and services

Starpool is recognised as a leading company in spa design. Along with its business model based on careful planning, excellent products and outstanding services, Starpool is introducing its idea of wellbeing to the world. By creating a new way of designing spas, Starpool evolved from a craftsmanship business to a multinational company with a stylish soul, able to create new ideas for the wellness market. Starpool offers a comprehensive design enriched by building and maintenance of functional tailor-made wellness paths. From ergonomic space design to materials selection, from installation to products, accessories and services, Starpool aims to be the ideal partner for creating high-performance wellness ecosystems. Since 2016, Starpool also offers a unique range of products for the regeneration of body and mind, thanks to its innovative “dry float” therapy.



Many of Starpool's products are patented designs

USPs

What makes Starpool unique in the market is first and foremost our highly skilled team of professionals who manage spa projects. Our products are characterised by an attractive design with pure and essential lines, with a high focus on technology and functionality. Our research & development unit conceives and develops the best solutions to ensure high standards of quality, hygiene, innovative technologies and methods of use of any Starpool's appliance. All the outcomes of R&D activities are patented and protected by

industrial design registration, thus highlighting our focus on continuous innovation. Moreover, Starpool is the only company in the field that guarantees to the client a 360° service: not only high-level products, but also constant after-sales care, spa therapist training, and marketing-communication support.

Top clients

Amanyangyun Luxury Resort-Hotel, Shanghai; Mandarin Oriental, Milan; Atlantis The Palm, Dubai; Hotel du Cap Eden Roc, Antibes; The Mulia, Bali; Grand Park Hotel, Rovinj

Where in the world?

Starpool is internationally present with a wide network of distributors in more than 22 Countries worldwide. We boast spa installations in 55 different countries.

Future plans

In April 2019, we launched our new Outdoor Collection sauna: Nature Sauna. We're working on new innovations to be launched during the next edition of Salone del Mobile.

Who's who?

Riccardo Turri, CEO; Francesco Rinaldini, export manager; Massimo Libretti, operation manager; Paolo Tranquillini, spa consultant.

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Founder Farida Irani

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 that 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 an in-room amenities programme and offers 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 25 years' of 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?

85 spas, including private-label partners.

Top clients

Jiva Spas by Taj Hotels, Resorts and Palaces; Six Senses; Gwinganna Lifestyle Retreat; and The Peninsula Hotels; Kamalaya, Crowm Towers Melbourne and Perth;

Mandarin Oriental Tokyo, Mandarin Oriental Dubai, Four Seasons Hong Kong, Four Seasons Hotel Des Bergues Geneva

Future plans

Complete lifestyle programmes, which will include therapeutic-grade supplements and prescription services.

Who's who?

Farida Irani, founder; Nick Irani, director of operations and brand development; Khursheed Irani, global training and development director; Sheriar Irani, managing director, manufacturing and logistics

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, former vice president, spa operations, Taj Hotels, Resorts and Palaces*

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Monika Kolakowska, CEO

Background

In 1978, a Swiss philanthropist and his team of scientists revolutionised cellular therapy by developing the first cellular cosmetic line based on animal cells. Thirty years later, with a thoughtful and resolutely visionary approach to the ever-changing environment, his son took on this rich heritage. His passion led him to the discovery of a plant cell with superior anti-aging performance: Swiss Perfection with Cellular Active IRISA® was born.

Main products and services

Swiss Perfection is a results-oriented high-tech niche cosmetic brand that stands out because of its unique savoir-faire and technology, offering the most advanced anti-aging solutions. All Swiss Perfection products include Cellular Active IRISA®, an exclusive compound obtained from the root of Iris Germanica by a unique extraction process, which accelerates the regeneration of skin cells, increases tissue-oxygenation, provides optimal hydration, stimulates cell metabolism and enhances the skin's natural renewal process. Our principal focus is to offer targeted treatments by proposing a complete cellular



experience combining intensive formulas, high technology and specific manual methods for a truly luxurious indulgence.

USPs

Based on cellular therapy, Swiss Perfection is the first brand to apply vegetal cellular extraction technology to cosmetics. A synergy exists between our products, which are enhanced by our cellular signature ingredient, Cellular Active IRISA®, ensuring immediately visible and long-lasting results. By formulating, developing and producing all its products in Switzerland with the highest quality standards, the company carries on the legacy of a pioneering Swiss family, with the goal to continuously provide the most advanced solutions in anti-aging skincare. A close collaboration in sales and operational activities, as well as results-oriented training

solutions, ensures ongoing success and high profitability. Our partners are continually satisfied, as are their clientele, who are well-travelled, multi-cultural, and demanding – and looking for innovative, anti-aging and rejuvenating solutions.

Top clients

Five-star hotels, private clinics, luxurious yachts, private jets and niche perfumeries.

Where in the world?

Swiss Perfection is present in 25 countries, mainly in Asia, Europe and the Middle East. Opening in the USA in 2019.

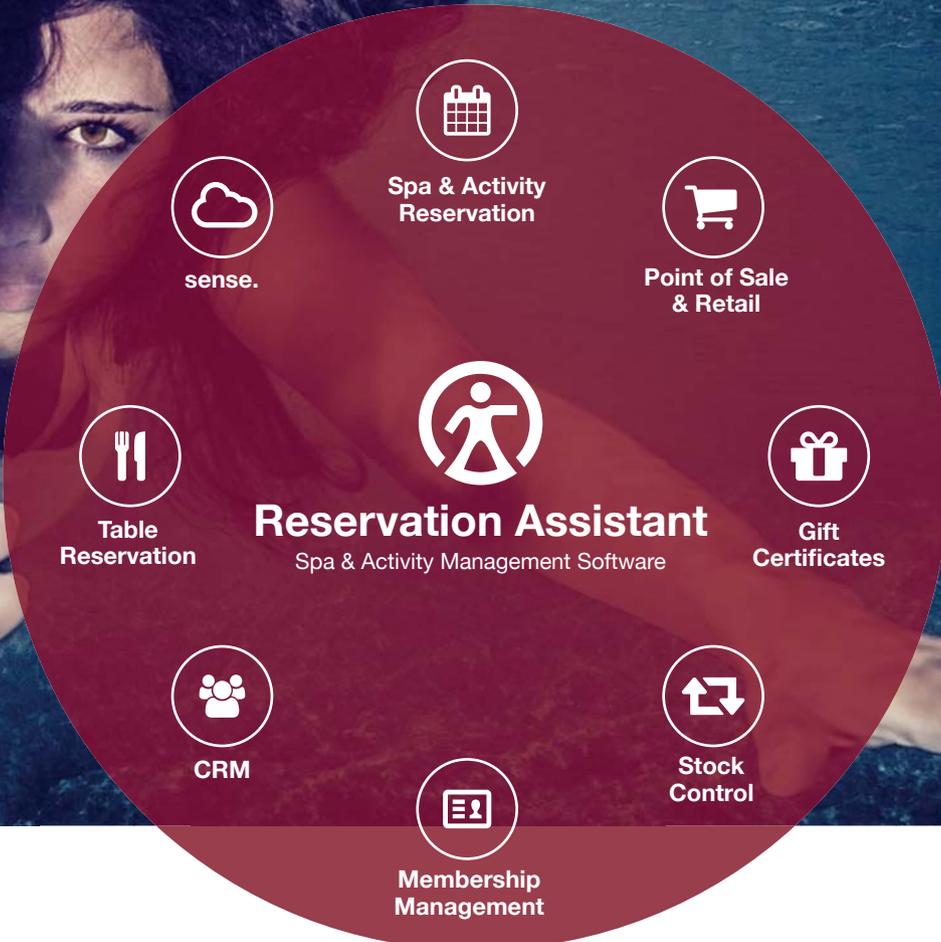
Future plans

We aim to continue developing new and innovative products in anti-aging skincare, and to provide outstanding services to our partners. We also plan to continue creating new collaborations worldwide with select luxury locations in hotels, clinics, yachts, niche perfumeries and more.

Who's who?

Monika Kolakowska, CEO
Sari Pinguet, Sales Manager
Sun Li, Business Development

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Thomas Roessler, MD

Background

Founded in 2001, TAC is an owner-managed company with more than 90 employees and four locations: in Vienna and Hartberg, Austria; Hanover, Germany and Chicago, US.

The TAC software serves several key markets within the leisure industry:

- **Reservation Assistant – Spa & Activity Software** specialises in the unique software needs of those in the spa industry
- **Club Assistant – Membership Software** is focused on the special features of the fitness market
- **Entry Assistant – Access Control Software** specialises in the needs of the thermal bath industry.

Main services

Reservation Assistant - by TAC optimises and simplifies all processes of modern spa management, including reservations, membership management, employee scheduling, table reservations, stock control, CRM and billing.

'Reservation Assistant' offers more than 200 interfaces to external systems such as PMS and access control, as well as reports and statistics for measuring performance. An easy-to-navigate dashboard provides a quick overview of your spa's economic performance.

Additional services

TAC's add-ons are innovative tools for maximising sales revenue and strengthening customer satisfaction.

The TAC Webshop integrates sales, appointment bookings, lounge reservation, a partner area and much more. The intuitive design and user-friendly screens offer the highest flexibility. With Digital Signage, spas will generate more turnover from guests who are already on-site.

Furthermore, guests can book appointments from spa treatments to lounge reservations at the Self-Service Kiosk and pay for these by chip.

And with 'sense.' – TAC's cloud-based software – employees have reservation plans with them any time, any place on all mobile devices.

USPs

TAC's credo "designed to simplify" is reflected in all its 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 our customers' disposal 24 hours a day, seven days a week, via phone, e-mail or Skype.

How many spas do you supply?

TAC has 1,200 customers in 65 countries.

Top clients

La Mamounia, 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?

65 countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

Trade shows

Fitness Expo Vienna; ITB Berlin; FIBO Cologne; SpaCamp and Interbad Germany

Who's who?

Thomas Roessler, managing director
Guenther Poellabauer, managing director
Gernot Tobisch, director operations
Bernhard Rappold, director software development.

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*



Hotel Gartner****S, Italy

SNOWROOM FOR LUXURY SPA EXPERIENCES

Architectural contrast, unexpected emotions. The SnowRoom by TechnoAlpin is an invitation to experience fresh powder snow as luxurious cool down after hot sauna treatments. Pure snow, made from just water and air, for the world's most sophisticated spas.

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Alexander Behrens, international sales manager; Katrin Ueberbacher, marketing

Background

Founded in 1990, TechnoAlpin is the world leader for snowmaking systems. Our product portfolio includes all different types of snowmaking equipment for outdoor and indoor use.

Main products and services

The Snowroom is our flagship product for the spa segment. It is an ideal product for luxury spas, where refreshing cold treatments are offered in combination with hot treatments like a sauna, and can also be used for specific treatments where cold plays an important role for health and wellbeing.

The TechnoAlpin Snowroom is cooled to -10° C (14° F) and filled with real natural snow, made from only water and air. New snow is made every night, so fresh powder snow is ready every morning.

With cold treatments like cryotherapy gaining in popularity with consumers, the TechnoAlpin Snowroom offers a fantastic cold treatment with real snow, which is very safe, feels very good and helps guests relax and recover very quickly.

The Snowroom consists of a snow cabin and a central unit for air conditioning and snowmaking. Room sizes range from 5sq m to 20sq m, and TechnoAlpin plans and installs every project as a turnkey solution.



HOTEL WEINEGG ★★★★★, ITALY

USPs

TechnoAlpin has a customer base of more than 2,200 customers and is well known for high quality and reliability. We deliver a turnkey solution and guarantee a worldwide service.

Top clients

We have supplied more than 100 spas around the world, including luxury hotels in the Alps, cruise ships, public thermal baths, private residences and even retail stores.

Where in the world?

Worldwide.

Future plans

We will launch a new design and treatment concept with real snow as the core element of the experience.

Who's who?

Martin Raifer, director indoor snow division
Alexander Behrens, international sales manager
Katrin Ueberbacher, marketing




TYLOHELO
Saunas making you better

www.tylohelo.com

TylöHelo

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Instagram: tylohelosauna

Blog: www.tylohelo.com/blog

www.tylohelo.com



Pekka Lettijeffer, president and CEO;

Karri Kauppila, chief commercial officer;

Jeff Le Clos, commercial sales manager

Background

At TylöHelo, we are experts in sauna, steam, and infrared. Two established and reputable brands – Tylö and Helo – joined forces in 2017 to offer a combined 170 years experience designing and supplying wellness solutions globally. TylöHelo specialises in producing bespoke thermal experience areas for luxury hotels and spas.

Main products and services

Design and planning – From initial planning stages through to detailed CAD drawings and layouts, TylöHelo offers a complete bespoke spa-design service, including all thermal experiences. Where a design team is already in place on a project, TylöHelo has experience in working seamlessly to bring existing designs to life.

Supply and installation – TylöHelo manufactures, supplies and installs all wet leisure facilities using its own dedicated in-house installation team. The possibilities are endless: sauna, steam, infrared, rasul, ice fountain, heated benches, herbal bath, hammam, feature showers and foot spas. Operational features of luxury spas are considered with the use of TylöHelo's premium energy-saving control panels, all operated from one computer with local Wi-Fi.



Infrared glass panels in a wooden frame make the perfect combination for your sauna

Aftersales – All client relationships are viewed as a long-term commitment, and TylöHelo stands by the success of all spa facilities it is involved with, offering a quality aftersales and maintenance service.

USPs

No one knows sauna and steam like TylöHelo! Combining two strong brands offers the best of both Swedish and Finnish traditions: the Swedish Tylö offers innovation, technology and the utmost attention to detail, while the Finnish Helo is known for state-of-the-art craftsmanship and beautiful traditional sauna designs.

TylöHelo has supplied some of the most exclusive spas worldwide, and with a global presence, can confidently manage any project in its entirety.

Top clients

Rudding Park Spa, Dormy House Hotel & Spa, South Lodge and The Langley Hotel in UK; Royal Caribbean Cruises; Gorakadan Spa, Japan; Hotel Tylosand, Sweden; Crown Casino Melbourne, Australia.

Where in the world?

TylöHelo supplies and installs bespoke thermal solutions and wellness areas worldwide.

Who's who?

Pekka Lettijeffer, president and CEO
 Karri Kauppila, chief commercial officer
 Jeff Le Clos, commercial sales manager

What the clients say

"From the initial meeting through to completion, TylöHelo were friendly, efficient and very professional. Throughout the project they offered free advice as to construction... The project was completed on time and within budget, but most of all with a satisfied client. We would have no hesitation in recommending and using TylöHelo again."

– Andy Hales, director at Zone CEE Ltd

Universal Companies™

THE ULTIMATE SPA &
WELLNESS RESOURCE

www.universalcompanies.com

Universal Companies

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Universal  Companies™

THE ULTIMATE SPA & WELLNESS RESOURCE



Karen Short, CEO and Marti Morenings, founder and chair

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. The company acquired SpaEquip in 2015, expanding its spa development services and FF&E options with a robust equipment partner.

Main products and services

The ultimate spa and wellness resource, Universal Companies is an international distributor of products, equipment, retail, and supplies to spas, skincare professionals, and resort and destination properties. In addition, training and education are core components of our service offering.

USPs

With more than 36 years of success, we help clients build their business and grow revenue. Our business is good when their businesses are better. Universal Companies' mission has always been to deliver innovative spa solutions and excellent customer service to maximise our customers' success. Our product selection is continually evolving to help spas meet the needs of the growing



Universal Companies releases a refreshed corporate brand, both internally and externally

wellness movement. We have a passion for helping spas lead the way in the green movement, showing them how to implement green practices and encouraging vendors to apply high environmental standards to their own products and processes.

Future plans

Universal Companies will continue to provide an excellent customer experience by growing our signature brands, expanding training and education, and bringing clients the latest trends and ideas to help their businesses grow.

We have also recently unveiled a new mobile-friendly website that allows customers to track orders in multiple ways, more easily access education while shopping, research equipment specifications, and manage their accounts more efficiently.

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

Hard Rock, Veria Wellness Center, Marriott Spa at the Grand, and Marriott Marco Island

Who's who?

Marti Morening, founder & chair; Karen Short, CEO; Joe McKenna, acting COO; David Lovelace, VP sales; Philippe Therene, VP sales; Kelly Wilson, VP strategic vendor alliances; Luanne Ayer, VP human resources

What the clients say

"Universal is a wonderful company that will go the extra mile to help with your business in any way possible."
– Tina Mays, Universal Companies customer

"Our Universal Companies representative not only helped us choose the perfect sheet set and quilt to match our decor, but went above and beyond to make sure we received the order by the next day. Universal Companies made it all happen with a commitment to great customer service!"
– Betty Roman
Roman Skin and Body Care

VAGHEGGI
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MADE IN ITALY

vagheggi.com

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Facebook: <https://www.facebook.com/VagheggiPhytocosmesi>

www.vagheggi.com



Valeria Cavalcante, CEO

VAGHEGGI
PHYTCOSMETICI

Background

Established in 1975, Vagheggi is an Italian professional skincare company. Our headquarters and production site are located in Vicenza, and the company belongs to the Cavalcante family.

Main products and services

A pioneer in phytocosmetics, Vagheggi has helped write the history of professional Italian cosmetics. Each element is meticulously studied, tested and chosen to become part of a synergy of active ingredients, which is a choice of qualitative excellence that refuses standardisation.

USPs

Vagheggi was of the first Italian companies to combine natural ingredients with cutting-edge technology and analysis to create unique and effective products. We represent the perfect spa partner, thanks to our full range of skincare treatments for every solution. Vagheggi R&D scrupulously selects the best raw materials, sourced according to geographic location.

The concentration of these active ingredients, combined with their seasonality and harvesting method, alongside the brand's adherence to the best fair trade practices and sustainable development



policies, is what makes Vagheggi a unique and winning experience.

Future plans

A spa line designed for 'non-ritualists', Irritual is a treatment and product range billed as 'a loving homage to Italy', with a signature massage designed by Jean-Guy de Gabriac.

Where in the world?

Vagheggi is present in more than 30 countries

Vagheggi was one of the first Italian companies to combine natural ingredients with cutting-edge technology and analysis



Who's who?

Valeria Cavalcante, CEO

What the clients say

"I was invited to discover Vagheggi during an 'in-house phytocosmetics discovery', and I literally fell in love with the immersive experience during the treatment, the quality of products and the high professionalism of the trainers."

Elena Toninandel, spa manager, the Spa at Solea



V I T A L D O M E
I N F R A T H E R A P Y

Performance, Luxury & Comfort
Detoxification, Anti ageing, Relaxation

100% NATURAL TREATMENT



NEW

The Nuage infrared lounger See page 279 for full details

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VITAL DOME
INFRA THERAPY



Alexandra Gavsevitch & Eric Fauchon
Founders

Background

Funded in 2013, Vital Tech is owned by its founders and some private investors. Vital Dome is the company's patented and proprietary technology. Vital Tech has full control over its infra red treatment beds, which are manufactured in its workshop located in Normandy, France.

Main products and services

We offer infratherapy programmes and equipment based on Vital Dome technology and a range of individual high-end far infra red treatment beds. We provide full training to operators and bespoke business enhancement models based on seamless integration of infratherapy within spa offers. All Vital Dome products are conceived and produced in our workshop in France, which allows us to deliver personalised equipment in terms of design, finishing and infratherapy programmes. As wellness and health professionals, we work together with our clients in order for them to deliver the best treatments, through stand-alone and complementary infratherapy programmes. Therefore, spas' customers can benefit from single infratherapy treatments as well as high-performance blended programmes where far infrared is added to traditional treatments, such as massage, LPG, water bike, cryotherapy and more.



The Nuage lounge uses far infrared technology

USPs

Vital Dome's power and accuracy in terms of treatments and benefits to customers is unique, thanks to its far Infrared emission design and to its patented controller. Vital Dome provides 360° fully surrounded controlled infratherapy that allows an exclusive balance between comfort and efficiency. Vital Dome is probably the most evolutive infratherapy concept and product on the market. It is ready for the future thanks to its limitless programming technology, which can integrate any infrared-based protocol that may come from or be recommended by scientists or healthcare professionals. Vital Dome's quality of manufacturing and finishing is based on our French craftsmanship tradition. Electronics are provided by a leading industrial so reliability comes with performance, luxury and comfort.

Top clients

Thalassa Sea & Spa (Quiberon, Le Touquet)
- Thalasso & Spa Serge Blanco - Hotel Prince de Galles Paris - Burgenstock Hotel Medical
- Royal Barrière Deauville - Villa Thalgo Paris.

Where in the world?

Vital Tech devices are distributed around the 5 continents.

Future plans

We just launched an infrared lounge, the Nuage, which is designed to make users feel instantly relaxed and incorporates Vital Tech's patented infratherapy, chromotherapy and music to promote an overall feeling of wellbeing, as well as boost mood, increase productivity and creativity.

Who's who?

Alexandra Gavsevitch, president;
Eric Fauchon, R&D director.

What the clients say

"Vital Dome seduced me with its concept: bespoke, natural wellness, French know-how, luxurious, aesthetic and extremely comfortable. Combined with my rituals of personalised massages, infratherapy is much appreciated for anti-ageing, detox and for its access to a real let go."

The Wellness Suite by Olivier Lecocq, Paris

Zimmer
MedizinSysteme

Cold is
the new sexy

but better comfortable
real dry -110°C

 **icelab**

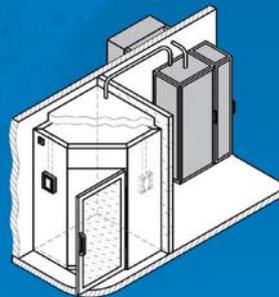
-110° celsius



The real cold sauna for 21st century spas.

 **CryoVIP**

-85° celsius



The luxury mono chamber.

www.cold-sauna.com | www.whole-body-cryotherapy.com

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Fax: 0049 (0)731 97 61-299

Email: icelab@zimmer.de

Skype: rainer.bolsinger

Facebook: www.facebook.com/icelab110/

www.zimmer.de



Zimmer
MedizinSysteme



Rainer Bolsinger,
sales manager

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, CryoVIP -85 °C and Cold Sauna icelab -110 °C.

Main products and services

The unique Cold Sauna icelab -110 °C is up to three minutes of whole-body cryostimulation. The treatment can either be offered on its own, combined in spa menu packages, within fitness, sports and leisure packages, and even be part of medical spa offerings.

Ultra-dry cold air causes 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.

USPs

For over 20 years, not a single Cold Sauna icelab -110 °C has been reported faulty or technical reasons. The Cold Sauna icelab uses unique software for telemaintenance, and a state-of-the-art product set-up assures the highest reliability. The Heat Recovery System (HRS) can use all heat extracted from the icelab chamber to support the heating of your swimming pool. 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.

Top clients

Chenot Group, including the Palace Gabala and upcoming Palace Weggis; Walthotel

at the Bürgenstock Resort; Jumeirah Al Wathba Desert Resort; The Istana in Uluwatu; Thermes Marins Monte Carlo; Sparkling Hill Resort, Nad Al Sheba Club I & II; INSEP; Roland Garros; French Rugby Federation; FC Bayern; and many more.

Where in the world?

We work worldwide; you can find some references on www.whole-body-cryotherapy.com

Plans for 2020

Continue to outperform the growth we have experienced in the past few years.

Who's who?

Rainer Bolsinger is in charge of global sales for icelab's hotels & spas division.



Real Temperature



Secure



Reliable



Profitable



Exclusive



Energy saver

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



Payot's L'Authentique uses plant stem cells and gold

Payot has launched L'Authentique, a new cellular booster which combines precious actives and natural ingredients to protect the skin from environmental stressors.

Described as a hybrid between a cream and a serum, L'Authentique was in development for several years, and is formulated with Saponaria plant stem cells, which protect the skin from pollution and improve the skin's elasticity, density and firmness, while pure gold particles reduce the overall appearance of fine lines and wrinkles.

KEYWORD: PAYOT

Living Earth Crafts' customer service app is 'industry first'

Billed as an industry first, the Living Earth Crafts' customer service app is designed to enable LEC customers from across the world to register their equipment with the LEC headoffice simply by scanning it.

Working with both new and old equipment, the app allows users to send video, images and other information directly to customer service, ensuring faster response times.

KEYWORD: LIVING EARTH CRAFTS



The|Tides creates stress relieving treatment

The|Tides Wellness has launched a new detox treatment and professional skincare line.

Called Ocean Deep Recovery, the ritual is billed as a 'physical and mental detoxification experience', and is designed to rid the body of toxins and soothe muscle tension, as well as reduce feelings of fatigue, improve sleep quality.

KEYWORD: THE TIDES



Starpool sauna concept celebrates 'open-air wellness'

Starpool has partnered with design studio Aledolci & Co to develop a new outdoor sauna concept. NatureSauna is billed as a tribute to the Nordic culture of 'open-air wellness', and is designed to unite 'building, man and nature'. It is made entirely of Val di Fiemme spruce wood and offers immersive, natural experiences for guests 'seeking a healthy

lifestyle in harmony with nature.'

The sauna is easy to install, can be used in any outdoor setting and climate, and is available in three sizes.

Riccardo Turri, CEO of Starpool, says: "We aim to ensure memorable experiences with our spa projects and NatureSauna is an experience in itself."

KEYWORD: STARPOOL

Vagheggi's Irritual treatment is 'loving homage to Italy'

Vagheggi has partnered with perfumer Morgane Colliot and spa industry veteran Jean-Guy de Gabriac to create Irritual, a signature massage treatment and product line designed to be tailored to the client.

A loving homage to Italy, Irritual combines cutting-edge technology with natural Italian ingredients sourced according to geographic location, such as almonds from Avola and walnuts from Veneto.

KEYWORD: VAGHEGGI



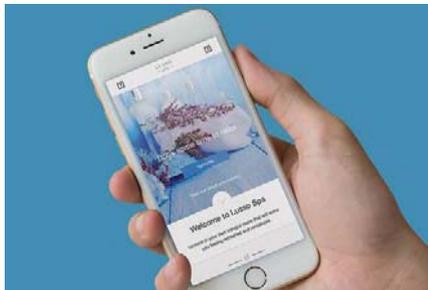
Vital Tech's Nuage promotes wellbeing

Vital Tech, a developer of infratherapy equipment for use in spas, has developed a new infrared spa lounge boasting a host of physical and mental health benefits.

Called Nuage, the French word for 'cloud', the lounge features a unique cloud-like shape that envelops the user and is designed to make guests feel instantly relaxed. It incorporates Vital Tech's patented infratherapy, chromotherapy and music to promote an overall feeling of wellbeing.

KEYWORD: VITAL TECH

Book4Time partners with CardConnect



Book4Time has announced a new partnership with CardConnect.

The new partnership will see the addition of an all-in-one payment system to Book4Time's software, creating a fully-integrated platform where spa, salon and hotel operators can manage both their business and payments, enabling them to streamline operations.

KEYWORD: BOOK4TIME





Elemis expands Superfood range

Elemis has expanded its Superfood range to include four new products: a multi-use hydrating mist, a jelly exfoliator and two treatment masks.

Billed as a 'finely balanced skincare plan', the Superfood range combines concentrates extracted from nutrient-dense superfoods with active pre-biotics, to nourish the skin, as well as offer protection and rebalancing for the skin.

KEYWORD: ELEMIS

Oakworks celebrates 40th anniversary with new Britta table

To celebrate its 40th anniversary, Oakworks has expanded its Masters Collection with the addition of its new Britta table. Combining state-of-the-art technology with skilled craftsmanship, the Britta is an ADA-compliant spa table. It features an electric lift system, hand and foot controls, Aerolux padding, and a Trendelenburg tilt, which positions users at 15-30-degrees.

KEYWORD: OAKWORKS



Bartok tubs inspired by traditional Japanese bathing rituals



Bartok creates handmade Ofuro for spas. Used in traditional Japanese bathing rituals, Ofuro are soaking tubs, made from aromatic woods, designed for relaxation purposes.

Guests simply lie back in hot scented water for 30 minutes to an hour, before emerging soothed and revitalised.

The tubs, which are suitable for both indoor and outdoor use, are made-to-order and completely bespoke.

KEYWORD: BARTOK

Rock Crystal Room encourages guests to 'recharge'

Crystal artist Elizabeth Contal has developed a new concept for spas that combines crystal therapy and meditation.

Called the Rock Crystal Room, the concept targets all five senses and enables spas to offer 'sacred' spaces where guests can relax. It features walls embedded with more than 800 crystals, with varying healing benefits, and is designed to rebalance

and recharge the energy centres in the body, known as 'chakras'. The Rock Crystal Room is designed to leave guests feeling mentally and physically balanced. Manufactured and distributed by ASPA International, the concept is entirely scalable, with the company able to create bespoke rooms or convert existing rooms with clip-on wall panels.

KEYWORD: ELIZABETH CONTAL



Aromatherapy Associates gets into forest therapy



Aromatherapy Associates has launched Forest Therapy, its first new oil blend in seven years, in partnership with Forest Therapy expert Sarah Ivens.

The oil features a blend of juniper berry, pink peppercorn and cypress and is designed to be used as part of a daily ritual to improve mental and physical wellbeing through a connection with nature.

KEYWORD: AROMATHERAPY ASSOCIATES

Sommerhuber unveils first spa lounge built for two

Sommerhuber has launched a spa lounge designed for two people.

Called the DUO Lounge, it consists of two of the company's Lounger Two Plus, connected along a centre joint, and is ergonomically designed to aid relaxation. The 'velvety-soft' ceramic surface is available in 18 glazes, and generates a gentle infrared heat.

KEYWORD: SOMMERHUBER



Fashionizer's new jumpsuit made from recycled plastic

Fashionizer Spa has launched the Caprica jumpsuit, an alternative to a traditional spa uniform.

Part of its New Life collection, the Caprica is described as a 'fashion-forward stylish wrap jumpsuit'. The jumpsuit is made from the company's Newlife™ fabric that is crafted from fine yarns made from 100 per cent recycled plastic bottles.

KEYWORD: FASHIONIZER SPA



PROMOTION

Saltability Himalayan salt reflexology bowls



Saltability's reflexology bowl has become a popular choice for aestheticians and nail technicians to enhance their services.

The warm Himalayan salt spheres can be used to loosen tense muscles and soothe aches and pains, while the bowl provides a relaxing glow while having the appearance of a work of art and the added health benefits of pure Himalayan salt. Warmed Himalayan salt spheres can be held in the hands to ground users and ease arthritic pain, or even rolled on feet as a reflexology treatment or in addition to a pedicure. Aestheticians provide the warm spheres for clients to hold in their hands, and can use the warmed hand carved spheres in neck and shoulder massage treatments.

KEYWORD: SALTABILITY



RKF's hammam towels inspired by traditional Mediterranean cloth

RKF Luxury Linen has created Fouta, a new range of hammam towels inspired by traditional Mediterranean cloth.

Fouta is a lightweight piece of patterned fabric that has been used in traditional dress in the Mediterranean and Middle East for centuries.

More recently, fouta have been used as towels in Hammams. RKF's luxe version are made from 100 per cent cotton and are incredibly absorbent, thanks to a sponge underside.

The towels are custom-created on a client-by-client basis, with existing clients including Al Manara, a Luxury Collection Resort in Saraya Aqaba, Jordan and Le Palace at the Grand Hotel Kempinski in Geneva, Switzerland.

KEYWORD: RKF

Anne Semonin body collection evokes memories of summertime

Parisian skincare house Anne Semonin has created a bath and body care collection inspired by summer in the Mediterranean.

Called Mémoires D'Été, the six-piece collection consists of a hand wash, hand cream, shower gel, body lotion, shampoo and conditioner.

Paraben-free and vegan-friendly, the products are formulated with marine and botanical ingredients to revitalise the skin.

KEYWORD: ANNE SEMONIN



Gharieni Vintage homage to 40s and 50s furniture-trends

Gharieni has launched a retro-inspired collection of spa furniture.

Called the Vintage Collection, the range is a throwback to the industrial and functional furnishings of the 40s and 50s, and consists of three pieces: the MLR-Select Vintage treatment bed, sideboard and trolley, available in a host of finishes and customisation options.

KEYWORD: GHARIENI



Tata Harper creates treatments inspired by seawater

The Thalassa Spa in Cyprus has become one of the first European spas to offer Tata Harper products and treatments.

Tata Harper herself worked closely with the spa to create an exclusive treatment menu inspired by its seawater concept.

The menu features a number signature treatments to create 'unparalleled experiences' for guests.

KEYWORD: TATA HARPER





Circadia partners with HydraFacial

HydraFacial has partnered with Circadia to offer two of Circadia's treatments, the Chrono-Peptide Booster and the ProTec Plus Booster, at HydraFacial partner spas across the globe.

The treatments are based on Chronobiology, the science of natural rhythms, to protect the skin during the day and repair it at night.

KEYWORD: CIRCADIA

New Beach Bubble offers immersive outdoor treatments

The Small Maldives Island Co has launched the Beach Bubble, a brand new outdoor experience at its Finolhu Resort in the Maldives.

Custom-created by design firm Eye in the Sky, the Beach Bubble is a UV-protected, waterproof, climate-controlled cocoon, constructed from a strong, high-tech polyester fabric. It is outfitted with custom-fitted wooden floors, bespoke furnishings, and an adjoining 'bubble bathroom' equipped with a WC and shower.

KEYWORD: AREA CUBICA



Vinésime fights ageing with Élixir Du Temps



Vinésime, a professional vino-cosmetics brand based in France, has launched a new eye emulsion to combat the signs of ageing.

Called Élixir Du Temps, the eye emulsion is enriched with sea water with microalgae and is formulated with active ingredients harvested from the vineyard, such as vine flower extract, ice wine extract and silk tree extract.

KEYWORD: VINÉSIME

PROMOTION

Detoxification, anti-ageing, energy boosting and circulation enhancing - why ozone saunas are the latest spa must-have

Ozone Therapy, a supplier of ozone saunas and sessions, offers multi-tasking therapeutic experiences ideal for detox programmes in spas.

Ozone sessions, delivered via thermo-controlled steam cabins, detoxify the body and boost immunity.

The multi-functional HOCATT™ steam chambers feature an array of settings, including Carbonic Acid

Therapy, Electrotherapy and Pulsed Electromagnetic Field (PEMF) therapy. The company has also recently launched its standalone PEMF device, dubbed HUGO, which consists of two mats that 'sandwich' the body, offering full-body, high-intensity PEMF.

For more information operators should contact UK distributor Sandra Bryant or visit www.ozone-therapy.co.uk





Klafs' Mollis line includes mats, bolsters, cushions

Sauna manufacturer KLAFS has created Mollis, a textile solution for saunas designed to make the sauna experience more comfortable for users.

Designed and manufactured in Germany, Mollis - taken from the Latin word for 'soft' and 'comfortable' - was in development for more than two years and features a series of mats, bolsters and cushions in a range of sizes and colours.

It is made from Oeko-Tex 100-certified Tencel fibre, an eco-friendly alternative to viscose.

Mollis is designed to overcome the challenges presented by a sauna – including heat and moisture – while being practical, comfortable, hygienic, stylish and machine-washable.

Benno Kirschenhofer, corporate communications manager at KLAFS, said: "Mollis, in every regard, is more than just putting a pillow in the sauna. Mollis will set standards in several respects: the textiles not only look good, but are unrivalled in terms of comfort and handling, just like you always wanted in the sauna."

KEYWORD: KLAFS



Phytomer mist transports users to the seaside

Phytomer has launched a facial spray that will become a vital step in its treatments.

Called the Marine Mist, the spray is formulated with Oligomer, a sodium-reduced seawater concentrate exclusive to Phytomer, and is designed to hydrate, refresh and revitalise tired skin.

It is fragranced with amber and musk.

Mathilde Gédouin-Lagarde, director of Marketing at Phytomer, said: "The Marine Mist is an iconic product that transports you to the seaside. It is fresh, revitalising and relaxing at the same time."

KEYWORD: PHYTOMER



A.W. Lake launches Icebox concept

A.W. Lake Design is set to launch the Icebox, a new cold therapy experience for spas.

Developed over a two-year period, the Icebox consists of three cryo-chambers contained inside a single unit. Each chamber offers a different air temperature, and features natural 'special effects', such as wind chill and humidity.

It builds up cold resistance gradually by exposing the body to various temperatures and environments.

KEYWORD: AW LAKE



Zuuja loungewear creates seamless spa journey

Charmaine Lang, founder of The Madison Collection, has teamed up with daughter-in-law and businesswoman Marisa Pepper to launch Zuuja, a company specialising in loungewear for spas.

The four-piece loungewear collection, inspired by athleisure wear, can be worn in the treatment room, to the pool, in the dining room and even to bed, making

the resort and spa journey completely seamless. Available as an in-room amenity and as a retail line, the unisex collection has been created with comfort and luxury in mind. It consists of two styles of shirts and trousers in two stock colourways – white and mint green – as well as customisable colour options.

KEYWORD: ZUUJA

Comfort Zone targets hormonal changes with new skincare line

Comfort Zone has developed a range of products and treatments targeting hormonal changes in the skin due to ageing.

Aimed at women experiencing menopause, the Sublime Skin Hormon-Aging range consists of a treatment – the Sublime Skin Hormon-Aging facial – and two-piece product line: a Sublime Skin Oil Cream and Sublime Skin Oil Serum containing cell-support technology.

KEYWORD: COMFORT ZONE



Full Balance footpath offers reflexology benefits

Full Balance has created a new, unique barefoot experience called the Tile & Stone footpath.

Designed to supplement existing spa treatments, the path offers reflexology foot massage and consists of six stations to stimulate a different reflexology point, using just strategically placed stones and the guests' own body weight.

Handcrafted from natural materials, the tiles are designed to offer the health benefits of reflexology.

KEYWORD: FULL BALANCE

Caudalie suncare line kind to the skin and the environment



Caudalie has created a suncare line that protects the skin and the environment.

Consisting of five products, the range uses patented 'ocean protect' formulas that were developed over several years.

All chemical sun filters have been removed, leaving only biodegradable filters that offer maximum protection while reducing environmental damage.

KEYWORD: CAUDALIE



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 p333. The Product Selector outlines products and services by types and categories

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Email: sales@catalinaspas.co.uk
www.catalinaspas.co.uk

Caudalie

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Email: spapartner@caudalie.com
www.caudalie.com

Cent Degres

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Centre for Alternative Technology

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www.cat.org.uk

Champalimaud

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Email: info@chamaplimauidesign.com
www.champalimauidesign.com

Changeland

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www.changeland.com

Chantara Spa

Tel: +603 2300 2909
Email: info@chantaraspa.com
www.chantaraspa.com

CONTACT BOOK

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Email: customerservice@chantecaille.com
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Email: contact@charmedorient.com
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Cheshire Wellness UK

Tel: +44 151 336 3417
Email: sales@cheshire-spas-pools.co.uk
www.cheshirewellness.co.uk

Chill Out Design Evolution

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Email: infos@chillout-design.com
www.chillout-design.com

Christina

Tel: +972 3 752 4488
Email: christina@christina.co.il
www.christina-cosmeceuticals.com

Christopher Drummond Beauty

Tel: +1 800 758 3239
Email: info@christopherdrummond.com
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Christy Towels

Tel: +44 161 368 1961
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www.christy-towels.com

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Email: sales@chromogenex.com
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Email: info@ciclotte.com
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Cinq Mondes

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Email: info@claptzu.de
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Email: spa-activities@clarins.com
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Clarisonic

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Email: info@closer-consulting.de
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ClubCom UK

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CND (Creative Nail Design)

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Email: info@coco-mat.com
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Codelocks

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Collin

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fr.collinparis.com

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Email: contactcz@comfortzone.it
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Email: concept.sales@shijigroup.com
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Email: sales@concept2.co.uk
www.concept2.co.uk

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Email: sng@conceptasia.net
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Conscious Water

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www.consciouswater.com

Consonni

Tel: +390 31 706 393
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Continuum Footspas

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Email: info@continuumfootspas.com
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Tel: +44 161 941 4143
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www.ctc-tiles.co.uk

Coola Suncare

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Email: hello@coolasuncare.com
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Cor LLC

Tel: +1 617 440 5623
Email: info@corsilver.com
www.corsilver.com

Core Essence

Email: connect@coreessence.ca
www.coreessence.ca

Corporate Trends

Tel: +44 114 251 3512
Email: sales@corporatetrends.co.uk
www.corporatetrends.co.uk

Cosmed SRL

Tel: +390 6 931 5492
Email: info@cosmed.it
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Cosmetic Horizons

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Email: info@cosmetic-horizons.com
www.cosmetic-horizons.com

Cosmopro

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Email: pevoniaca@pevonia.com
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Crossfit Inc

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Crown Sports Lockers

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Email: info@cyboxintl.com
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Email: sales@daisy-roots.com
www.pilatesshoes.co.uk

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Dedon

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Deep Nature

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Email: education@dermaquestinc.com
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Email: export@dermatude.com
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Email: adt@designtime.uk.com
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Email: info@devin-consulting.com
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Diamond Designs

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Email: info@drburgener.ch
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Duravit Ag

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Email: info@duravit.de
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Email: info@duscholux.ch
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Email: info@earthmattersapothecary.com
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Elemis

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www.eleusian.com.au

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Email: sales@ellisons.co.uk
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www.ec.europa.eu/environment/emas

Embedded Fitness BV

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EmerginC

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Email: info@eminenceorganics.com
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Emirates Environmental Group

Tel: +971 4 344 8622
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www.eeg-uae.org

Electro Medical Systems (EMS)

Tel: +41 22 99 44 700
www.ems-company.com

Energist Medical Group

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Energy Star

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Email: info@ergo-fit.de
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Email: info@esadore.com
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Email: sales@escapefitness.com
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ESP Leisure

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ESP Online

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ESPA

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www.espaskincare.com

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Essential Care

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Email: info@essentialwholesale.com
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Essie Cosmetics

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Tel: +34 91 551 42 47
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European Platform on Life Cycle Assessment

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Email: information@evoqua.com
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Fake Bake

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Fantaay

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www.fashionatwork.co.uk

Fashionizer Spa

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Fitness-Mad

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Email: customer.service@flintedge.com
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Floataway

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Fox Linton

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Franz Kaldewei GmbH & Co Kg

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Email: fantini@fantini.it

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www.gaiam.com

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Email: info@gandiabrasco.com

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Gappt

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Fitech UK

www.fitech.co.uk

Gappt

www.gappt.com

Gumnut Systems International

www.gumnuts.com

HRS Hotel and Restaurant Systems

www.hrs.ru

IHost Hospitality

www.ihost-hospitality.com

Instyle Fitness

www.instylefitness.co.uk

Intelligenz Solutions

www.intelligenzsolutions.com

Invotech Ltd

www.invotech.ie

Micros Systems Inc

www.micros.com

Millennium Systems International

www.millenniumsi.com

Mindbody Inc

www.mindbodyonline.com

Motionsoft Inc

www.motionsoft.net

Omnico Group

www.omnicogroup.com

Paradigm Shift

www.paradigm-shift.net

Premier Software Solutions

www.premiersoftware.co.uk

Priverus Software

www.priverus.com

Quinyx

www.quinyx.com

ResortSuite

www.resortsuite.com

SalonBiz

www.salonbizsoftware.com

SelfOptima

www.selfoptima.com

Sequoiasoft

www.sequoiasoft.com

Shortcuts Software

www.shortcuts.com.au

SpaOne Software

www.spaone.com.au

SpaSoft

www.spasoft.com

TAC – The Assistant Company

www.tac.eu.com

TAP Technology Co Ltd

www.tap10.com

TNG Wellness

www.tngworld.com

XPlan

www.xplanonline.com

Zenoti

www.zenoti.com

**CONSULTANCIES /
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COSMETICS/MAKE-UP

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

www.allureafrica.com

Alqvimia SL

www.alqvimia.com

Artdeco

www.artdeco.org.uk

Aveda

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Babor GmbH & Co Kg

www.babor.com

Barielle

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Beauty of Life

www.beautyoflife.ne

Becca (London) Ltd

www.beccacosmetics.com

Biodroga Cosmetic GmbH

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Borghese Inc

www.borghesecosmetics.com

Chanticaillé

www.chanticaillé.com

Christopher Drummond Beauty

www.christopherdrummond.com

Clarins

www.clarins.com

Comfort Zone

www.comfortzone.it

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

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Jessica Cosmetics International

www.jessicacosmetics.com

Kanebo Cosmetics Inc

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Kenneth Green Associates

www.kennethgreenassociates.co.uk

Klapp Cosmetics GmbH

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Kroma

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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

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Maystar

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www.mccmmedicalspa.com

MD Formulations

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Natura Bissé Internacional SA

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Nouveau Beauty Group

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Phytomer
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Phyt's
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Proto-col
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Rice Force
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QMS Medicosmetics
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www.shiseidospas.com

Sothys Paris
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VitaMan Pty Ltd
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Wisdom of Africa
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Yvonne Gray Cosmetics
www.yvonne-gray.co.uk

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Zelens Ltd
www.zelens.com

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www.vacuactivus.com

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Foreo AB
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Totally UK
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Rare Tea Company Ltd
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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

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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

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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.wbcasd.org

World Green Building Council

www.worldgbc.org

World Resources Institute

www.wri.org

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Paramount Fitness Corp

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Precor

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Pulse Fitness Solutions

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RealRyder International

www.realryder.com

Rugged Interactive

www.rugged-interactive.com

Scifit

www.scifit.com

Shapemaster Toning Systems

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SportsArt Worldwide

www.sportsartfitness.com

Star Trac

www.startrac.com

The Sufferfest Pte

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Technogym

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Teeter Hang Ups
www.inversioninternational.com

Trixter Europe Ltd
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True Fitness Technology
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Vasper
www.vasper.com

VersaClimber USA
www.versaclimber.com

WaterRower UK
www.waterrower.co.uk

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Woodway GmbH
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Bonasystems Europe Ltd
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Cheshire Wellness UK
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Finders International
www.shopforspatrade.com

Float Spa
www.floatspa.com

Floataway
www.floataway.com

GeoSpa GmbH
www.geospa.de

Hydro Physio
www.hydrophysio.com

Hydroconcept
www.hydro-concept-spa.com

Hydrotherm Ltd
www.hydrothermspa.com

I-sopod
www.i-sopod.com

Nola 7
www.nola7.com

Promet Spa Wellness
www.promet.com.tr

Stas Doyer Hydrotherapie
www.stas-doyer.com

Stretch Ceilings Ltd
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Altro Ltd
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Apavisa Porcelanico SL
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Azurra Mosaics
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Contract Tile Consultants
www.ctc-tiles.co.uk

Digital Ceramic Systems
www.digitalceramics.com

Floor Gres Ceramiche
www.floorgres.it

GMT Spas
www.gmtspas.co

Hamberger Flooring GmbH & Co KG
www.haro.com

Imagine Tile Inc
www.imagnetile.com

Kinele Group SL
www.kinele.com

Trend Group
www.trend-group.com

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Kashwére LLC
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Majestic International
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Majestic Towels
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Oka-B
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Puretoes
www.puretoes.com

Saakalya Collection
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Samtosa Clothing
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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
www.camylle.com

Laboratory of Flowers
www.labofflowers.com

Nola 7
www.nola7.com

Pasture Naturals Ltd
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Roja Dove
www.rojadove.com

Scent Company
www.scentcompany.com

Scentys Fragrance Systems
www.scentys.com

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Teo Cabanel
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Tru Fragrance
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BD Barcelona Design
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Blenheim Carpet Company Ltd
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Boden Furnishings
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Bonacina Vittorio design s.r.l.
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Bretherton Therapy Products
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Eldmakaren Ab

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Thann-Oryza

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Yves Rocher

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Hobe Pergh SRL

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Promet Spa Wellness

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www.wellness-uk.com

Zimmer MedizinSysteme

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Zoki UK

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www.balancedbody.com

Body Control Pilates
www.bodycontrol.co.uk

Daisy Roots (UK) Ltd
www.pilatesshoes.co.uk

EcoYoga
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.stottpilates.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

SpatecPro
www.spatecpro.com

PRIVATE LABEL MANUFACTURING

Alban Muller International
www.albanmuller.com

Bespoke Retail
www.bespokesparetail.com

Groupe GM
www.groupegm.com

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I plus Q

www.iplusq.com

Kos Paris

www.kos-paris.com

Natural Skincare Solutions

www.naturalskincareolutions.org

Neaumorinc

www.neaumorinc.com

New Seasons Natural Products

www.newseasons.co.uk

Pebble & Co

www.pebbleandco.co.uk

Pôle Cosmétique

www.pole-cosmetique.fr

Primavera

www.primavera.co.uk

Spa Factory Bali

www.spafactorybali.com

Spa Technologies

www.spatechnologies.com

The Tides

www.thetideswellness.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.aequumLtd.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.eggibi.it/en

Ergomotion Inc

www.ergomotion.us

Fabio Alemanno Design

www.fa-design.co.uk

Gharieni Group Germany

www.gharieni.com

Happy Sauna

www.happysauna.it

Healing Co Ltd

www.healing-relax.com

Himalayan Source

www.himalayansource.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

Klaf's GmbH & Co Kg

www.klaf's.com

Kurland GmbH

www.kurland.de

Lemi Group

www.lemi.it

Living Earth Crafts

www.livingearthcrafts.com

Mycoocoon

www.mycoocoon.com

Nilo

www.nilo-beauty.com

Nola 7

www.nola7.com

Oakworks Inc

www.oakworks.com

Penguin Pools

www.penguinpools.co.uk

Promet Spa Wellness

www.promet.com.tr

Sha Holdings GmbH

www.sha-art.com

Somadome

www.somadome.com

Sommerhuber GmbH

www.sommerhuber.com

SpatecPro

www.spatecpro.com

Stas Doyer Hydrotherapie

www.stas-doyer.com

Thermarium SPA-

Anlagenbau GmbH

www.thermarium.com

Trautwein GmbH

www.trautwein-gmbh.com

Trautwein GmbH

www.trautwein-gmbh.com

RETAIL DISPLAYS

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www.bespokesparetail.com

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BeautyPro Ltd

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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

Himalayan Source

www.himalayansource.com

The Hydrafacial Company
www.hydrafacial.com

Invasix
www.invasix.com

IONTO Health & Beauty
www.ionto.de

Iskra Medical
www.iskramedical.eu

Iyashi Dome
www.iyashidome.com

L Raphael
www.l-raphael.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
www.oakworks.com

Ozone Therapy UK
www.ozone-therapy.co.uk

Pedicure Bowls
www.pedicurebowls.com

Physiotherapie Generale France
www.gtcellutec.com

Pino GmbH
www.pinoshop.de

Plinth 2000
www.plinth2000.com

Purex International Ltd
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

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www.spaplance.com

Starvac Group
www.starvac-group.coml

Storz Medical Ag
www.storzmedical.ch

Sybaritic Inc
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Takara Belmont USA
www.takarabelmont.com

TavTech Ltd
www.tav-tech.com

TouchAmerica
www.touchamerica.com

Tumiturbi
www.tumiturbi.it

Vital Tech
www.vitaltech-france.com

Vulsini
www.vulsini.net

Zimmer Aesthetics
www.zimmer-aesthetics.de

SALT THERAPY

Barr + Wray
www.barrandwray.com

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www.changeland.com

Dalesauna Ltd
www.dalesauna.co.uk

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www.designforleisure.com

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www.geospa.de

Global Halotherapy Solutions
www.halotherapysolutions.com

Halomed UAB
www.halomed.com

Himalayan Source
www.himalayansource.com

Hydroconcept
www.hydro-concept-spa.com

Ingra Ltd
www.ingra.com.ua

Klafs GmbH & Co Kg
www.klafs.com

Kurland GmbH
www.kurland.de

Nola 7
www.nola7.com

Penguin Pools
www.penguinpools.co.uk

Salt Chamber Inc
www.saltchamberinc.com

Saltability
www.saltability.com

Salus Group
www.salusgroup.pl

SpatecPro
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Starpool srl
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www.touchamerica.com

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www.4seasonsspa.com

Abacus Manufacturing Group
www.abacus-bathrooms.co.uk

Aquademy
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Aqualisa
www.aqualisa.co.uk

Balnea GmbH & Co Kg
www.balnea.de

Bossini Spa
www.bossini.it

Bradford Products LLC
www.bradfordproducts.com

Carmenta srl
www.carmentasrl.com/en

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

Di Vapor Ltd
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Drom UK Ltd
www.dromuk.com

Duravit Ag
www.duravit.de

Duscholux SA
www.duscholux.ch

Franke GmbH
www.franke.com

Franz Kaldewei GmbH & Co Kg
www.kaldewei.de

Fratelli Fantini Spa
www.fantini.it

GeoSpa GmbH
www.geospa.de

Hansgrohe Ag
www.hansgrohe.com

PRODUCTS & SERVICES

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www.happysauna.it

Hoesch Design GmbH

www.hoesch.de

Hughes Safety Showers

www.hughes-safety-showers.co.uk

Hydrotherm Ltd

www.hydrothermspa.com

Industrias Cosmic SAU

www.icosmic.com

Klafs GmbH & Co Kg

www.klafs.com

Kohler Mira

www.radacontrols.com

Kurland 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 Wellness

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

www.beautypro.com

Callegari SpA

www.callegari1930.com

Canfield Scientific Inc

www.canfieldsci.com

Courage + Khazaka Electronics

www.courage-khazaka.de

MCCM Medical Spa

www.mccmmedicalspa.com

SKINCARE – MEN

Academie Scientifique de Beaute

www.academiebeaute.com

Ahava

www.ahava.com

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

www.allureafrica.com

Alpha-H

www.alpha-h.com

Amra Skincare

www.amraskincare.com

Anne Semonin

www.annesemonin.com

AromaWorks

www.aroma-works.com

Aveda

www.aveda.com

Babor GmbH & Co Kg

www.babor.com

Biodroga Cosmetic GmbH

www.biodroga.com

Biola Organic Cosmetics

www.biola-organics.com

Bioline Jatò

www.bioline-jato.com

Biologique Recherche

www.biologique-recherche.com

Burt's Bees

www.burtsbees.com

Caribbean Essentials

www.caribbeanessentials.com

Circadia by Dr. Pugliese

www.circadia.com

Clarins

www.clarins.com

Columbia Skincare

www.columbiaprobiotics.com

Comfort Zone

www.comfortzone.it

DDF Skincare

www.ddfskincare.com

Decleor

www.decleor.com

Dermalogica

www.dermalogica.com

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Elemis

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

Flint Edge

www.flintedge.com

Gaylia Kristensen

www.gayliakristensen.com.au

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

Kerstin Florian

www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

KuuSh Pty Ltd

www.kuush.com.au

La Biosthétique

www.labiosthetique.com

LaFlore Skincare

www.laflore.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

Luzern

www.luzernlabs.com

Malin+Goetz

www.malinandgoetz.com

Matis Paris

www.matisparis.com

MBR Cosmetics

www.mbr-cosmetics.com

MCCM Medical Spa

www.mccmmedicalspa.com

MD Formulations

www.mdformulations.com

Medik8 Dermaceuticals

www.medik8.com

Melvita

www.melvita.com

Mens Space

www.mensspace.com

Miriam Quevedo SL

www.miriamquevedo.com

Natura Bissé Internacional SA

www.naturabisse.es

Neom Luxury Organics

www.neomorganics.com

Neumorinc

www.neumorinc.com

Nickel Spa London

www.nickelspalondon.co.uk

Obagi Medical Products Inc

www.obagi.com

L'Occitane

www.spa.loccitane.com/

Ógra Skincare

www.ograskincare.com

Omnisens Paris

www.omnisens.fr

Only Yourx

www.onlyyourx.com

Organic Male OM4

www.om4men.com

The Organic Pharmacy

www.theorganicpharmacy.com

Osmium For Men

www.osmiumformen.com

Payot

www.payot.com

Pevonia International LLC

www.pevonia.com

Phytomer

www.phytomerpro.com

Phyt's

www.phyts.com

Pure Fiji

www.purefiji.com

REN Skincare

www.renskincare.co

Repêchage Ltd

www.repechage.com

Shiseido Spa Dept

www.shiseidospas.com

Skin 2 Skin Care

www.skin2skincare.com

SkinCeuticals

www.skinceuticals.com

Sothys Paris

www.sothys.com

Swiss Mountain Cosmetics GmbH

www.niance.ch

Terraké

www.terrake.com

Terres D'Afrique

www.terres-dafrique.com

Thalgo

www.thalgo.com

Thalion Laboratories

www.thalion.com

The Divine Company

www.thedivinecompany.com

Themaé

www.themae.fr

The Tides

www.thetideswellness.com

Tisserand

www.tisserand.com

Vagheggi

www.vagheggi.com

Vinoble Cosmetics

www.vinoble-cosmetics.at

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

SKINCARE - WOMEN

Academie Scientifique de Beauté

www.academiebeaute.com

Africology

www.africology-sa.com

Ahava

www.ahava.com

Akhassa

www.akhassausa.com

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

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Alpha-H

www.alpha-h.com

Alqvimia SL

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Amala Inc

www.amalabeauty.com

Amber Products Co

www.amberproducts.com

Amra Skincare

www.amraskincare.com

Amrit Organic

www.redcherrygroup.com

Anakiri BioEnergetic Skin Care

www.anakiri.com

Anna Lotan Ltd

www.annalotan.com

Anne Semonin

www.annesemonin.com

Apot.Care

www.apotcare.com

i AR457

www.ar457.com

ARK

www.arkskincare.com

Aromapothecary

www.aromapothecary.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Aromatica

www.aromatica.fi

AromaWorks

www.aroma-works.com

Attirance

www.attirance.com

Aveda

www.aveda.com

Babor GmbH & Co Kg

www.babor.com

Balaton Spa

www.balaton-spa.co.uk

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BeautyLab Ltd

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www.bellitas.co.uk

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www.biologique-recherche.com

Biossentials Ltd

www.biossentials.com

Biotone

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Biotropica LLC

www.biotropicabody.com

Bliss

www.blissworld.com

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www.boaskincare.com

Body Bistro

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Botanicals Ltd

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Burt's Bees

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Caribbean Essentials

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www.carita.com

Caudalie
www.caudalie.com

Chanticaillie
www.chanticaillie.com

Charme d'Orient
www.charmedorient.com

Christina
www.christina-cosmeceuticals.com

Cinq Mondes
www.cinqmondes.com

Circadia by Dr. Pugliese
www.circadia.com

Clarins
www.clarins.com

Collin
fr.collinparis.com

Columbia Skincare
www.columbiaprobiotics.com

Comfort Zone
www.comfortzone.it

Cor LLC
www.corsilver.com

Cosmetic Horizons
www.cosmetic-horizons.com

CSHE Australia Pty
www.clinicalpro.com

Cures by Avance
www.curesbyavance.com

C'watre
www.cwatre.com

Daniela Steiner
www.steiner cosmetics.com

Daniele de Winter
www.danieledewinter.com

Darphin
www.darphin.com

DDF Skincare
www.ddfskincare.com

Decléor
www.decleor.com

Delicious!
www.delicious-skin.com

Dermalogica
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Dermaquest Skin Therapy
www.dermaquestlnccom

Dermotechnology
www.dermotechnology.com

Deserving Thyme Inc
www.deservingthyme.com

Dibi Milano
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Dr Bronner's Magic Soaps
www.drbronner.com

Dr Burgener
www.drburgener.com

Dr Hauschka
www.wala.de

DRV Phytolab
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Earth Matters Apothecary
www.earthmattersapothecary.com

Electric Body Europe
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Elemental Herbology
www.elementalherbology.com

Elemis Ltd
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Ella Baché
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EmerginC
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Éminence Organic Skin Care
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Environ Skin Care Pty Ltd
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Epicuren Discovery
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Ericson Laboratoire
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ES Skincare
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ESPA
www.espaskincare.com

Essential Care
www.essential-care.co.uk

Eve Lom Ltd
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Eve Taylor (London) Ltd
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Finders International
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FisioSphere
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Forest Secrets Skincare
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Futuresse Spa GmbH
www.futuresse.de

Gatineau
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Gaylia Kristensen
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Gazelli International
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Gemology Cosmetics
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Germaine de Capuccini
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and Health Care Co**
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Hobe Pergh SRL
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I plus Q
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Ila – Spa Ltd
www.ila-spa.com

Ilcsi Beautifying Herbs
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Image Skincare
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Institut Esthederm
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Intelligent Nutrients
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IONTO Health & Beauty
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Jamu Asian Spa Rituals
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Jindilli
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JMSR Europe Ltd
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Josiane Laure
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Julisis
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Jurlique
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Kanebo Cosmetics Inc
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Kerstin Florian
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Kimia Skincare Ltd
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Kneipp-Werke
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Kurland GmbH
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KuuSh Pty Ltd
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L Raphael
www.l-raphael.com

L'anza

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La Biothétique

www.labiosthetique.com

La Mer Corporate

www.cremedelamer.com/corporate

La Sultane de Saba

www.lasultanedesaba.co

Labiomer

www.labiomer.com

Laboratoire Remède

www.remede.com

Laboratoires Ingrid Millet SA

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Laboratoires La Prairie SA

www.laprairie.com

Laboratory of Flowers

www.labofflowers.com

LaFlore Skincare

www.laflore.com

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www.lagaia.com.au

LaNatura

www.lanatura.com

LCN Spa

www.wilde-cosmetics.com

Les Sens de Marrakech

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Ling Skincare!

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Lira Clinical

www.liraclinical.com

Li'Tya

www.litya.com

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LPG Systems

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Luzern

www.luzernlabs.com

Macon Meerescosmetic

www.maconmeerescosmetic.de

Madara Cosmetics

www.madaracosmetics.com

Malie Inc

www.malie.com

Malin+Goetz

www.malinandgoetz.com

Marie Veronique Organics

www.mvorganics.com

Marine Beauty Care Ltd

www.marinebeautycare.co.uk

Matis Paris

www.matisparis.com

Mavala International SA

www.mavala.com

MBR Cosmetics

www.mbr-cosmetics.com

MCCM Medical Spa

www.mccmmedicalspa.com

MD Formulations

www.mdformulations.com

Medik8 Dermaceuticals

www.medik8.com

Melvita

www.melvita.com

Mira's Hand

www.mirashand.com.au

Miriam Quevedo SL

www.miriamquevedo.com

Moor Spa International Ltd

www.moorspa.co.uk

Morjana

www.morjana.fr

Moroccanoil

www.moroccanoil.com

Moss of the Isles

www.mossoftheisles.com

My Blend

www.my-blend.com

Natura Bissé Internacional SA

www.naturabisse.es

Natuopathica

www.natuopathica.com

Nannic Int

www.nannic.com

Neaumorinc

www.neaumorinc.com

Neom Luxury Organics

www.neomorganics.com

Nimue Skin Technology

www.nimueskin.com

Nohem

www.nohem.com

Nu Skin

www.nuskin.com

Nude

www.nudeskincare.com

Obagi Medical Products Inc

www.obagi.com

Officina de' Tornabuoni

www.officinadetornabuoni.com

Ógra

www.ogirskincare.com

Olavie

www.olavie.com

Omnisens Paris

www.omnisens.fr

Omorovicza

www.omorovicza.com

OmVeda Ayurvedic

www.omveda.com.au

On Group

www.on-group.co.uk

Only Yourx

www.onlyyourx.com

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

Panpuri

www.panpuri.com

Payot

www.payot.com

Peter Thomas Roth

www.peterthomasroth.com

Pevonia International LLC

www.pevonia.com

Phytomer

www.phytomerpro.com

Phyt's

www.phyts.com

Pino GmbH

www.pinoshop.de

Primavera

www.primavera.co.uk

Primavera Life GmbH

www.primaverallife.com

Priori

www.prioriskincare.com

Proto-col

www.proto-col.com

Pur Natural Skincare

www.purskincare.co.uk

Pure Altitude

www.pure-altitude.com

Pure Fiji

www.purefiji.com

QMS Medicosmetics

www.qmsmedicosmetics.com

Red Flower

www.redflower.com

REN Skincare

www.renskincare.com

Repêchage Ltd

www.repechage.com

Rice Force

www.riceforce.net/en

Rodial Ltd

www.rodial.co.uk

Russie Blanche

www.russieblanche.com

Saach Organics

www.saachorganics.com

Saian Natural Clinical Skincare

www.saian.net



PRODUCTS & SERVICES

SKINCARE – WOMEN *continued*

Salt of the Earth

www.saltearthspa.com

Shiseido Spa Dept

www.shiseidospas.com

Själ Skincare

www.sjalskincare.com

Skin 2 Skin Care

www.skin2skincare.com

Skin Authority

www.skinauthority.com

SkinCeuticals

www.skinceuticals.com

Smiths of Jersey

www.smithsofjersey.com

Sodashi Pty Ltd

www.sodashi.com

Somme Institute

www.sommeinstitute.com

Sothys Paris

www.sothys.com

Spa Ritual

www.sparitual.com

Spa Technologies

www.spatechnologies.com

SpaDunya

www.spadunya.com

Spiezia Organics Ltd

www.madeforlifeorganics.com

Subtle Energies

www.subtleenergies.com.au

Suissences

www.suissences.com

Sundari

www.sundari.com

Swiss Mountain Cosmetics GmbH

www.niance.ch

Swiss Perfection

www.swissperfection.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

Thalion Laboratories

www.thalion.com

Thalgo

www.thalgo.com

Thann-Oryza

www.thann.info

The Divine Company

www.thedivinecompany.com

Themae

www.themae.fr

TheraNaka

www.theranaka.co.za

TheraVine

www.spaproducts.co.za

The Tides

www.thetideswellness.com

Tioissan

www.tioissan.com

Tri-Dosha Ltd

www.tri-dosha.co.uk

Uspa

www.uspaimmersion.com

Vagheggi

www.vagheggi.com

Victoria Moore Ltd

www.victoria-moore.eu

Vinoble Cosmetics

www.vinoble-cosmetics.at

Voya

www.voya.ie

Wala Heilmittel GmbH

www.wala.de

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

Zelens Ltd

www.zelens.com

SOUND THERAPY

Acutonics

www.acutonics.com

So Sound Solutions

www.sosoundsolutions.com

SpatecPro

www.spatecpro.com

Stress & Motivation UK Ltd

www.soundwavetherapy.co.uk

SPA BATH/WHIRLPOOLS

4SeasonsSpa

www.4seasonsspa.com

Aloys F. Dornbracht GmbH & Co. KG

www.dornbracht.com

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 Wellness

www.promet.com.tr

SpatecPro

www.spatecpro.com

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

5 Spa Consulting LLC

www.5spaconsulting.com

AB Concept

www.abconcept.net

Absolute Design
www.weareabsoluteuk.com

Adache Group Architects Inc
www.adache.com

Aedas Architects
www.aedas.com

Agnes Bourgeon
www.agnesbourgeon.com

Anapos
www.steamroomsuk.co.uk

Aquamental Spa
www.aquamentalspa.com

Asfour Guzy Architects
www.asfourguzy.com

ASPA
www.a-spa.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&partners s.r.l.
www.beabusinessspa.com

Beauty Leaders LLC
www.beautyleaders.com

Bensley Design Studios
www.bensley.com

BLINK Design Group
www.blinkdg.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.chantaraspaspa.com

Clodagh
www.clodagh.com

Concept Saphyr
www.concept-saphyr.com

Consonni
www.consonni.it

Core Essence
www.coreessence.ca

Crecente Asociados
www.crecenteasociados.com

Davide Macullo Architetto
www.macullo.com

Deep Nature
www.deepnature.fr

Denniston International Architects & Planners Ltd
www.denniston.com.my

Devin Consulting
www.devin-consulting.com

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.resource4spas.com

GeoSpa GmbH
www.geospa.de

Global Project & Spa Advisory
www.globalspaadvisory.com

GOCO Hospitality
www.gocohospitality.com

GSD Spa and Wellness Development Corporation
www.globalspadevelopment.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 & Wellness Consulting
www.hvs.com

IDP Design
www.idpdesign.com

Inbalans Group
www.inbalansgroup.com

International Leisure Consultants
www.ilc-world.com

ISM SPA
www.ismspa.com

JG Spa Consultancy
www.jgspadevelopment.com

Jon'Ric International
www.jonricfranchise.com

Kerry Hill Architects
www.kerryhillarchitects.com

Klafs GmbH & Co KG
www.klafs.com

Kurland GmbH
www.kurland.de

La Paz Group
www.lapazgroup.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

Moss Trend
www.mosstrend.com

MSpa International
www.mspa-international.com

Mycoocoon
www.mycoocoon.com

Natural Resources Spa Consulting
www.nrispa.com

Newport Collaborative Architects
www.ncarchitects.com

Nika Consulting
www.nikaconsulting.ca

Nine Degrees
www.ninedegreeesspa.com

Nola 7
www.nola7.com

Nous Design
www.nousdesign.co.uk

Orms Architecture Design
www.orms.co.uk

Oualalou + Choi
www.oplusc.com

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

PRODUCTS & SERVICES

SPA DESIGN/ARCHITECTS

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Premedion

www.premedion.de

Promet Spa Wellness

www.promet.com.tr

Raison d'Être

www.raisondetrespas.com

Red Cashew

www.redcashew.com

Resense Spa

www.resensespas.com

Resources for Leisure Assets

www.rlaglobal.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

Sanguine Hospitality

www.sanguine.com

Sanipex Group

www.sanipexdubai.com

Sanitas Spa & Wellness

www.thesanitas.com

Saturn Projects Ltd

www.saturnprojects.com

SB Architects

www.sb-architects.com

Schletterer Consult GmbH

www.schlettererconsult.com

Sedona Resorts

www.sedona-resorts.com

Serena Spa

www.serenaspa.com

Shenkha

www.shenka.com

Softouch International

www.softouchspa.com

Soul Spa Concepts

www.soulhouse.ae

Spa4 GmbH

www.spa4.at

Spa & Club Ideations, LLC

www.spaclubideations.com

Space-Place

www.space-place.com

Spa Advocates

www.spaadvocates.com

Spabulous

www.spabulous.com

Spa Bureau / Spa Development Group

www.spadevelopment.ru

Spa Concepts International

www.spaconcepts.com

The Spa Consultants

www.thespaconsultants.co.za

Spa Creators Ltd

www.spacreators.co.uk

Le Spa Francais

www.lespafrancais.com

Spa Guide-n-Light

www.spaguidenlight.com

Spa Innovations

www.spa-innovations.com

Spa Management Solutions

spamanagement-solutions.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

SpaLution

www.spalution.com

Sparcstudio

www.sparcstudio.co.uk

Spa Wellness Consulting

www.spawellness.com

Starpool srl

www.starpool.com

Steiner Leisure Ltd

www.steinerleisure.com

Steiner Spa Consulting

www.steinerspaconsulting.com

Steve Leung Designers Ltd

www.sldgroup.com

Stolle Service Ltd

www.stolle.com

Stretch Ceilings Ltd

www.strechceilings.co.uk

Studio RHE

www.studiorhe.com

Sylvia Planning And design Inc (SPAd)

sylviaplanninganddesign.com

Tavelis Spa Concept

www.tavelis.com

Thalgo Spa Management

www.thalgospamanagement.com

Thermarium SPA-Anlagenbau GmbH

www.thermarium.com

Tip Touch International

www.tiptouch.com

Toskanaworld

www.toskanaworld.net

Trilogy Spa Holdings

www.trilogyspaholdings.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

Wellness&Spa Solutions

www.spa-solutions.me

The Wellness

www.thewellness.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

www.spafinder.com

Treatwell

www.treatwell.com

Youspa Srl

www.youspa.eu

SPA STRUCTURES

Soul Spa Concepts

www.soulhouse.ae

Spa Creators

www.spacreators.co.uk

SpaTree

www.spatree.eu

SUNCARE

Bioline Jatò

www.bioline-jato.com

Coola Suncare

www.coolasuncare.com

Decléor

www.decleor.com

JK-International GmbH

www.ergoline.de

Soleil Organique

www.soleilorganique.com

Supergoop

www.supergoop.com

Vinoble Cosmetics

www.vinoble-cosmetics.at

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

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

Luzern

www.luzernlabs.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 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 Paris

www.sothys.com

Terraké

www.terrake.com

Thallon Laboratories

www.thalion.com

Thalgo

www.thalgo.com

Voya

www.voya.ie

TREATMENT BEDS

4SeasonsSpa

www.4seasonsspa.com

Aequum Ltd

www.aequumltd.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.massagetable.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

IONTO Health & Beauty

www.ionto.de

PRODUCTS & SERVICES

TREATMENT BEDS

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Kurland GmbH
www.kurland.de

Lemi Group
www.lemi.it

Living Earth Crafts
www.livingearthcrafts.com

Neoqi AS
www.neoqi.com

Nilo
www.nilo-beauty.com

Nola 7
www.nola7.com

Oakworks Inc
www.oakworks.com

Pierantonio Bonacina
www.pierantonionobonacina.it

Pino GmbH
www.pinoshop.de

REM UK Ltd
www.rem.co.uk

Silhouet-Tone Corporation
www.silhouettone.com

SpatecPro
www.spatecpro.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.diamonddesigns.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

Novelastic
www.novelastic.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.eastervibration.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.abacus-bathrooms.co.uk

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.hydrotechberlin.de

Kemitron GmbH
www.kemitron.com

Laboratoires Camille
www.camille.com

Magnapool
www.magnapool.com

Midas Pool & Fountain Products
www.midas-gmbh.de

Nola7
www.nola7.com

SpatecPro
www.spatecpro.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

2019 – 2020 HANDBOOK



LISTINGS

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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 p375 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@nwlinc.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: center@aromara.com

www.aromaakademija.hr

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

**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

**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.balibisa.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

Beutiko 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@camelothhealth.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, Medellín, 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

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

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.eviadams.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 Cojonex 18, 1000
Lausanne 25, Switzerland
Tel: +41 21 785 11 11
www.ehl.edu

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

Élégance 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: ayurvedacolleggetvm@yahoo.co.in
www.govtayurvedacolleggetvm.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, Eldoraigne, 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

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

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.hkospace.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

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.iivs.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, Beyazit/Fatih,
Istanbul 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

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

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

Lobster Ink

Joan Muyskenweg 22, 1096 CJ Amsterdam, The Netherlands
www.lobsterink.com

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

London College of Fashion

20 John Prince's Street, London W1G OBJ, 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 S0G 0E0, 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

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

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'Étre

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

Resense Spa

Tel: +41 22 316 0380
Email: info@resensespas.com
www.resensespas.com

RMIT University

GPO Box 2476, Melbourne,
VIC 3001, Australia
Tel: +61 3 9925 2000
www.rmit.edu.au

Royal Life Saving Society UK (RLSS UK)

Red Hill House, 227 London
Road, Worcester, WR5 2JG
Tel: 0300 3230096
Email: salesmarketing@rlss.org.uk
www.rlss.org.uk

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

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.comwww.fijisenikaispas.com**Southwest Institute of
Healing Arts (SWIHA)**

1100 E. Apache Boulevard,

Tempe, AZ 85281, USA

Tel: +1 480 994 9244

Email: info@swiha.netwww.swiha.edu**Spa Connectors**

Tel: +62 (0) 0821 4400 0510

Email: info@spaconnectors.comwww.spaconnectors.com**Spa Education Academy**

Tel: +44 (0)7950727 311

Email: kathryn@SpaEducationAcademy.comwww.spaeducationacademy.com**Spa Innovations Pte Ltd**

16 Kallang Place, #07-33339156, Singapore

Tel: +65 6341 7780

Email: course@spa-innovations.comwww.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.comwww.spavargasuniversity.com**Spa Wellness Akademija**

Setaliste Marsala Tita 19/2,

Lovran 51415, Croatia

Tel: +385 51 293 851

Email: info@wellness.hrwww.akademija.wellness.hr**SpaQuality LLC**

1024 Oriente Avenue, Wilmington,

DE 19807, USA

Tel: +1 302 426 0274

Email: info@spaquality.comwww.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.comwww.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.comwww.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.ukwww.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.zawww.successinternational.co.za**Suffolk New College**

Ipswich, Suffolk IP4 1LT, UK

Tel: +44 1473 382 200

Email: info@suffolk.ac.ukwww.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.comwww.summaspa.com**Swiss Hotel Management School**

Avenue des Alpes 27, Montreux

CH-1820, Switzerland

Tel: +41 21 965 40 20

www.shms.com

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p375

Sydney Beauty Dermal Institute

2/161-177 New South Head Road,
Edgecliff, NSW 2027, Australia
Tel: +61 2 9326 2211
Email: reception@sbd.com.au
www.sbd.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

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

VIVES University of Applied Sciences

Doorniksesteenweg 145,
8500 Kortrijk, Belgium
Tel: +32 56 26 41 60
www.vives.be

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 p362, 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.aeinstitutione.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-Berufsfachshulen 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.govtayurvedacollegedvm.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 Dosha
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

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

For full contact details, turn to the Spa Training Directory which starts on p362

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

SHIATSU

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

Bueckner 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

Élégance 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.iaaa.eu

The International Medical
Spa Institute (IMSI)
www.imsi.co.jp

Kosmetæe
www.kosmetæe.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.secretsofisis.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

ANATOMY & PHYSIOLOGY

continued

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

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.australianacademyofbeautytherapy.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.nz

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.iivs.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

For full contact details, turn to the Spa Training Directory which starts on p362

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

William Angliss Institute
www.angliss.edu.au

Younique College
www.youunique.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-Berufsfachschulen Bad Sulza
www.schulewfp.de

HYDROTHERAPY

The Advanced Spa Therapy
Education Certification Council
www.astecc.com

Alexander School of
Natural Therapeutics
www.secretsofisis.com

Brueckner Group/Spassion
www.spassion.com

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

WFP-Berufsfachschulen 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.com

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.iaaa.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 (NISPA)
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

AI Akhawayn University
www.aui.ma

Alexander School of
Natural Therapeutics
www.secretsofisis.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.aeinsteinute.net

SPA MANAGEMENT*continued*

AUT University www.aut.ac.nz	Elegance Gontard International School www.elegance-fr.net	Humber College www.humber.ca	Lyceum of the Philippines University www.lpu.edu.ph
Bali International Spa Academy www.balibisa.com	The Emirates Academy of Hospitality Management www.emiratesacademy.edu	HZ University of Applied Sciences www.hz.nl/hz/en/	Mahidol University International College www.mahidol.ac.th
Barnfield College www.barnfield.ac.uk	Endicott College www.endicott.edu	IISRM www.iisrm.org	New River Community College www.nr.vccs.edu
BKF University of Applied Sciences www.bkf.hu/en	ESSEC Business School www.essec.edu	ILIS www.turkuamk.fi	Newcastle College www.ncl-coll.ac.uk
Bruckner Group/Spassion www.spassion.com	EWI GmbH www.e-w-i.eu/en/	IMC University of Applied Sciences Krems www.fh-krems.ac.at	Niagara University www.niagara.edu
Canadian Tourism College www.tourismcollege.com	FH Joanneum University of Applied Sciences www.fh-joanneum.at/hsm	Institut de Management Hotelier International (IMHI) www.essec.edu	Nippon Spa College (NISPAC) www.nispac.jp
Chiva-Som Academy www.chivasomacademy.com	Florida Gulf Coast University (FGCU) www.fgcu.com	Intercollege Nicosia www.intercollege.ac.cy	Northeast Alabama Community College www.nacc.edu
CIDESCO www.cidesco.com	George Mason University www.gmu.edu	International College of Tourism & Management (ITM) www.itm-college.eu	Orient Spa Academy www.orientspaacademy.com
City College Plymouth www.cityplym.ac.uk	Glion Institute of Higher Education www.glionhotelschool-switzerland.com	Isa Carstens Academy www.isacarstens.co.za	Parnu College, University of Tartu www.pc.ut.ee/en
Cornell University School of Hotel Management www.hotelschool.cornell.edu	Global Mentorship Pilot Program www.mentorshipevidence.com	IST-Hochschule für Management www.ist-hochschule.de	PHAB Standard Ltd www.phabstandard.com
Creative Spa Concepts www.creativespaconcepts.com	Great Bay Community College www.greatbay.edu	IST-Studieninstitut www.ist.de	Puretouch Spa Academy www.studyspa.com
Ecole des Spas et des Instituts E.S.I. www.esi-paris.com	Hill College www.hillcollege.edu	Les Roches International School of Hotel Management www.lesroches.edu	Raison d'Etire www.raisondetrespas.com
Ecole hôtelière de Lausanne www.ehl.edu	HKU School of Professional and Continuing Education (SPACE) www.hkuspace.hku.hk	Lincoln College of New England www.lincolncollegene.edu	Republic Polytechnic www.rp.edu.sg
	Hong Kong Polytechnic University www.polyu.edu.hk	Lobster Ink www.lobsterink.com	Resense Spa www.resensespas.com
		Loyalist College www.loyalistcollege.com	RMIT University www.rmit.edu.au

For full contact details, turn to the Spa Training Directory which starts on p362

Russian State University
of Management
www.guu.ru

Sandhills Community College
www.sandhills.edu

Santi Development Programmes
www.santi-santi.com

Saxion University of
Applied Science
www.saxion.edu

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Spa Connectors
www.spaconnectors.com

Spa Education Academy
www.spaeducationacademy.com

Spa Innovations Pte Ltd
www.spa-innovations.com

Spa Wellness Akademija
www.akademija.wellness.hr

SpaQuality LLC
www.spaquality.com

SPARK Spa and
Wellness Academy
www.learninspark.com

Spas2b Inc
www.spas2b.com

Spotlight On Spa & Wellness
www.spotlightonspa-wellness.com

Stoke on Trent College
www.stokecoll.ac.uk

Success International Health
and Skincare Academy
www.successinternational.co.za

Swiss Hotel Management School
www.shms.com

Szolnok University College
www.international.szolportal.hu

TAFE Queensland South West
www.tafesouthwest.edu.au

Temasek Polytechnic
www.tp.edu.sg

Tip Touch International
www.tiptouch.com

Ultimate Medical Academy LLC
www.ultimatemedical.edu

Universidad del Zulia
www.luz.edu.ve

Universitas Gadjah Mada
www.ugm.ac.id/en

Universite de Bordeaux Segalen
www.u-bordeaux.fr

Universite Mohammed V de Rabat
www.um5.ac.ma

University College Birmingham
www.ucb.ac.uk/home.aspx

University of Bedfordshire
www.beds.ac.uk

University of California, Irvine
<https://uci.edu>

University of Derby
www.derby.ac.uk

University of Houston
www.uh.edu/hilton-college

University of Malaga
www.uma.es

University of Minnesota,
Crookston
www1.crk.umn.edu

University of Southern California
www.usc.edu

University of the Ryukyus
www.u-ryukyu.ac.jp/en/

University of West Florida
www.uwf.edu

Vimal Institute for Human
Resource Development
www.vimal.hr

VIVES University of
Applied Sciences
www.vives.be

Warwickshire College Group
www.warwickshire.ac.uk

William Angliss Institute
www.angliss.edu.au

Wynne Business
www.wynnebusiness.com

SPA THERAPY

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Aroma Akademija
www.aromaakademija.hr

Australian Academy of
Beauty & Spa Therapy
www.australianacademyofbeautytherapy.com

Axelsons Spa School
www.axelsons.se/kontakt/axelsons-spa-school

Barnet and Southgate Collehe
www.barnetsouthgate.ac.uk

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Elite International School
of Beauty & Spa Therapy
www.elitebeautyschool.co.nz

Ely Lukas Beauty
Therapy College
www.elylukas.edu.au

Healing Hands International
www.healinghands.co.za

IISRM
www.iisrm.org

International Academy
of Spa Esthetics
eng.russiaspas.ru

International Institute
of Wellness Studies
www.iiws.co.in/campus.html

International Spa and
Beauty College (ISBC)
www.isbc.com.hk

Isa Carstens Health and
Skin Care Academy
www.isacarstens.co.za

Lobster Ink
www.lobsterink.com

SPA THERAPY

continued

Mary Reid International
Spa Academy
www.maryreidspaacademy.com

Nippon Spa College (NISPA)
www.nispac.jp

Orient Spa Academy
www.orientspaacademy.com

Pure Massage Spa
Training Method®
www.spatraining.global

Puretouch Spa Academy
www.studyspa.com

Resense Spa
www.resensespas.com

Serena Spa
www.serenaspa.com

The South Pacific Academy
of Beauty Therapy
www.fijisjenikaispas.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

WATER SAFETY

QUALIFICATIONS

Royal Life Saving Society
UK (RLSS UK)
www.rlss.org.uk

Hair/Beauty & Nails

COSMETOLOGY

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinstitute.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

For full contact details, turn to the Spa Training Directory which starts on p362

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

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.iiiaa.eu

International Institute
of Wellness Studies
www.iiws.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.ch

VTCT
www.vtct.org.uk

Warwickshire College Group
www.warwickshire.ac.uk

MICRODERMABRASION

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinsteinute.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

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 Academy
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

For full contact details, turn to the Spa Training Directory which starts on p362

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.centennialcollege.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.fijisenikaispas.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-Berufsfachshulen Bad Sulza
www.schulewfp.de

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.abcpas.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.caribbeanspa.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.fundacjaspap.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.ontariospremier spas.com

Spas Relais santé

www.spasrelaissante.com

Region represented: Québec

An alliance and marketing consortium 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 p114) 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.

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Events calendar

Conferences, networking events and trade shows for spa and wellness professionals in the year ahead

SEPTEMBER 2019

5-7 SEPTEMBER 2019

Annual SWAA Conference

Sarova Whitesands Beach Resort & Spa,
Mombasa, Kenya

The event will look to define Africa's role in the global wellness phenomenon.

www.swaafrika.org/conference

9-11 SEPTEMBER 2019

SpaChina Summit & Awards

The Ritz-Carlton, Xi'an, 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

11 SEPTEMBER 2019

Green Spa Network Breakfast

The Venetian, Las Vegas, US

Now in its second year, the ISPA-sponsored breakfast event attracted 70 attendees last year.

www.greenspanetwork.org

The International Spa Association's annual three-day event moves back to Las Vegas this year

11-13 SEPTEMBER 2019

ISPA Conference & Expo

Las Vegas, Nevada, US

The International Spa Association's annual gathering offers three days of speaker presentations, plus an expo for spa and beauty suppliers.

www.attendispa.com

16 SEPTEMBER 2019

UK Spa Association - Summer Networking Event

South Lodge, Horsham, UK

An opportunity for the leaders of the UK spa sector to catch up on developments and trends.

www.spa-uk.org

19-20 SEPTEMBER 2019

Termatalia

Expourense, Ourense, Spain

Officially entitled the *19th International Fair of Thermal Tourism, Health and Welfare*, the event aims to be the "thermal bridge between Euroasia and America."

www.termatalia.com

19-23 SEPTEMBER 2019

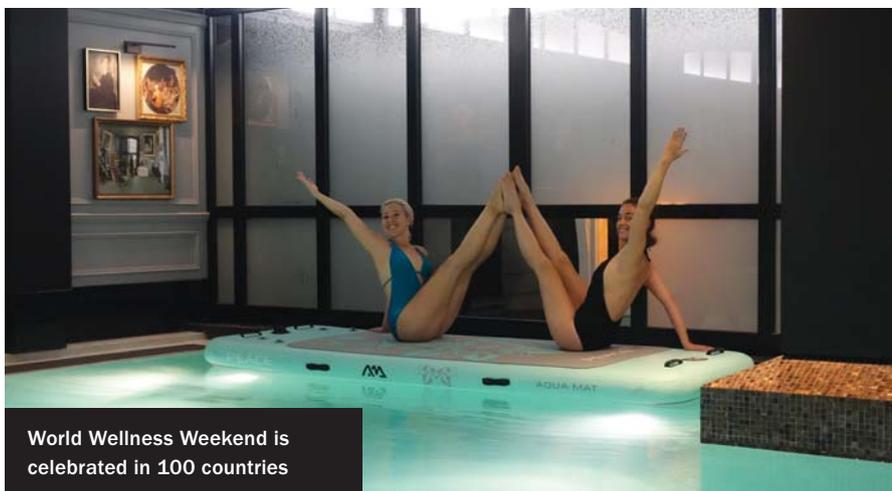
CIDESCO World Congress & Exhibition

Chicago, US

The event offers industry professionals the opportunity to interact and network with colleagues across the wellness industry.

www.cidesco.com/events





World Wellness Weekend is celebrated in 100 countries

21-22 SEPTEMBER 2019
World Wellness Weekend

Locations worldwide

On the third weekend of September, 2,000+ spas, yoga studios and fitness clubs in 100 countries open their doors to boost wellness.

www.world-wellness-weekend.org

22-25 SEPTEMBER 2019
We Work Well

The Ritz-Carlton, Arizona, US

The event challenges attendees to reimagine how they cultivate business in holistic ways.

www.weworkwellevents.com

25 SEPTEMBER 2019
Asia Fitness & Wellness Summit
Mira Hotel, Hong Kong

Exclusive thought leadership and business development conference for the industry.

www.thefitsummit.com

27 SEPTEMBER 2019
GSN Eco-Wellness Stories Media Forum

Rainbow Room, New York, US

2nd annual media event to feature sustainable stories and ventures from both properties and suppliers.

www.greenspanetwork.org

29-30 SEPTEMBER 2019
Olympia Beauty

Olympia Exhibition Centre, London

Now in its 15th year, the show attracts around 20,000 beauty professionals to London.

www.olympiabeauty.co.uk

OCTOBER 2019

TBC OCTOBER 2019
International Wellness Conclave

Location: TBC

With a theme of 'excellence in wellness', this event brings together experts from health, wellness and beauty.

www.wellnessconclave.com

6-7 OCTOBER 2019

IECSC Florida

**Broward County Convention Center,
Florida, US**

IECSC offers leading education and dynamic show floors. Spa and wellness professionals rely on IECSC for insightful guidance to grow their businesses and keep them at the forefront of their competitive industry.

www.iecscflorida.com

7-9 OCTOBER 2019

Spa Fest 2019

St Michaels Resort, Falmouth, UK

With a theme of 'excellence in wellness', this event brings together experts from health, wellness and beauty.

www.madeforlife.org/spa-fest-2019/

9 OCTOBER 2019

**Thailand Fitness & Wellness
Networking Evening**

Glowfish Sathorn, Bangkok, Thailand

Invitation-only networking evening for regional health, fitness and wellness leaders to connect, share knowledge and ideas, develop new business partnerships, discuss common challenges and promote new industry investment.

www.thefitsummit.com

12-13 OCTOBER 2019

Global Thermal Think Tank

**Bishuiwan Hot Springs Resort, Guangdong
Provence, China**

An invitation-only event that brings together hot springs owners, senior managers and researchers from across the globe to collaborate and grow together.

www.thermalthinktank.com



This year's Global Wellness Summit – a key industry event – takes place in Singapore

15-17 OCTOBER 2019
Global Wellness Summit

Grand Hyatt, Singapore

This key event gathers leaders to shape the future of the global wellness industry. This year's key topic is 'How to Put Purpose at the Heart of Business', and delegates are tasked to create new, collaborative models for the future.

www.globalwellnesssummit.com

15-18 OCTOBER 2019
Piscina & Wellness Barcelona

Gran Via Exhibition Centre, Barcelona, Spain

The leading trade show for residential swimming pools, wellness and public swimming pools.

www.piscinawellness.com

18-20 OCTOBER 2019
Global Thermal Think Tank Part II

Uedo-jo Castle, Nagano Prefecture, Japan

An invitation-only event that brings together hot springs owners, senior managers and researchers from across the globe to collaborate and grow together.

www.thermalthinktank.com

20-21 OCTOBER 2019
Professional Beauty Ireland
 RDS Dublin, Ireland

Showcasing the latest innovations in spa and beauty and unveiling next year's beauty trends for Ireland.

www.professionalbeauty.co.uk

15-16 OCTOBER 2019
Independent Hotel Show

Olympia, London

A curated collection of more than 300 product and service providers from across the hotel supply chain.

www.independenthotelshow.co.uk

20-23 OCTOBER 2019
SPA-CE (Spas of Central Europe)

Rogaška Slatina, Slovenia

An event for spas and wellness centres in Central Europe.

www.spa-ce.si

28 OCTOBER 2019
Women in Wellness Leadership Conference

Waterfront Beach Resort Hotel, California, US

A conference for women who aspire to leadership in the wellness industry. The sessions will address some of the most pressing issues facing women leaders and leaders-to-be.

www.americanspawiw.com

NOVEMBER 2019

3-6 NOVEMBER 2019
SpaTec Fall North America

Four Seasons Resort and Club, Dallas

Brings together spa operators and suppliers for a series of one-to-one meetings over two days.

www.spatecfall.com

4-6 NOVEMBER 2019
World Travel Market
 Excel, London

WTM London introduces global travel buyers to over 5,000 of the biggest destinations and brands in the world.

www.london.wtm.com

4-8 NOVEMBER 2019
The Hot Springs Connection

Palm Springs, California, US

This two-part conference will continue to represent a national effort for commercial geothermal pools, spas and resorts.

www.hotspringsconnection.com



5-8 NOVEMBER 2019

Spa & Wellness International Congress

Courtyard Marriott Hotel, Tbilisi, Georgia

An annual event composed of scientific and business conferences and panels, round table discussions, as well as free consultations from SWIC experts.

www.spaandwellnesscongress.com/eng

11-12 NOVEMBER 2019

Spa Life UK

Hilton DoubleTree Hotel, Coventry, UK

Spa event for the UK with a conference, supplier showcase, speed-dating event, networking and a gala dinner announcing the UK's *Good Spa Guide* award winners.

www.spa-life.co.uk

13-15 NOVEMBER 2019

Cosmoprof Asia

Hong Kong Convention & Exhibition Centre, Hong Kong

Business-to-business show featuring cosmetics and toiletries, natural health, beauty salon and nails

www.cosmoprof-asia.com

The Women in Wellness events bring together women from across the spa and wellness industry for a day of networking

18-19 NOVEMBER 2019

European Health Prevention Day

Wiesbaden, Germany

Experts from across Europe will share insights from the perspective of health insurance companies, tour operators, service providers and associations.

www.quhep.org

28 NOVEMBER 2019

Bali Wellness Summit

Alila Seminyak, Bali, Indonesia

Conference discussing the business of wellness, including wellness tourism, retreats, facilities, business trends, international investment, consumer demand, technology and market innovation.

www.thefitsummit.com

DECEMBER 2019

1-3 DECEMBER 2019

GSN Self-Care Summit - Green Spa Network

Kripalu Center, New York, US

A first-time event focusing on caring for caregivers, including spa managers, therapists, and practitioners.

www.greenspanetwork.org

8-9 DECEMBER 2019

Spa & Beauty Forum

A.Roma Lifestyle Hotel, Rome, Italy

Organised by LifeXcellence, this recruitment event features two days of conferences and workshops.

www.lifexcellence.it/spa-beauty-forum

JANUARY 2020

23-26 JANUARY 2020

Les Thermalies

Carrousel du Louvre, Paris, France

Water and wellness show with a focus on thermal spas and thalassotherapy.

www.thermalies.com

26-29 JANUARY 2020

Green Spa Network Congress

The Oaks, Ojai, California, US

Bringing sustainability-minded spa professionals together from across the industry and around the world to talk about work, business and the future.

www.greenspanetwork.org

EVENTS DIARY

28-30 JANUARY 2020

Spatex

Ricoh Arena, Coventry, UK

UK exhibition for the wet leisure sector. Includes pool and heat experience firms.
www.spatex.co.uk

FEBRUARY 2020

16-17 FEBRUARY 2020

World Spa & Wellness Dubai

Festival Arena, Dubai

A leading networking event for CEOs and owners of spas, hotels and wellness centres.

www.worldspawellness.com

19-21 FEBRUARY 2020

ForumPiscine

Bologna Fiera, Bologna, Italy

Three-day congress focusing on pool systems – from large public facilities to those in spas.

www.forumpiscine.it

MARCH 2020

6-8 MARCH 2020

Beauty Düsseldorf

Messe, Düsseldorf, Germany

An international beauty show with brands from 77 countries, this event attracts 55,000 trade visitors, and also includes workshops and seminars.

www.beauty.de

8-10 MARCH 2020

IECSC New York

Javits Convention Center, New York, USA

See products, trends and new techniques at this spa and beauty show.

www.iecscnewyork.com

11-13 MARCH 2020

APSWC Roundtable

Naman Resort, Danang, Vietnam

The APSWC's fourth Round Table, with suggested white paper topics focusing on the Rising Stars of Wellness, the Rise (and Fall?) of Traditional Therapies, and KPIs in spa & wellness business.

www.apswc.org

29-30 MARCH 2020

World Spa & Wellness Convention

ExCeL, London, UK

International spa figures convene for two days of talks and networking, along with an industry conference and the Professional Beauty trade show, which features the latest from spa and beauty product providers.

www.worldspawellness.com

13-16 MARCH 2020

Cosmoprof Worldwide

Bologna, Italy

One of the world's biggest beauty trade fairs. Features a two-day spa symposium.

www.cosmoprof.com

17-18 MARCH 2020

Independent Hotel Show Amsterdam

Amsterdam RAI, The Netherlands

The European edition of this event for independent, luxury and boutique hotels.

www.independenthotelshow.nl

The Healing Summit returns to Portugal for two days of inspirational talks

APRIL 2020

14-15 APRIL 2020

ISPA Talent Symposium and Resource Partner Summit

Santa Barbara, California, US

This two-day event will be a first of its kind for the spa industry and focus solely on workforce issues.

www.experienceispa.com

15-16 APRIL 2020

World Fitness & Wellness Summit, Exhibition & Awards

Raffles City Convention Centre, Singapore

A business festival in Asia for health, fitness and wellness executives.

www.thefitssummit.com

16-18 APRIL 2020

Cosmobeauté Asia

Saigon Exhibition & Convention Center, Ho Chi Minh City, Vietnam

Exhibition and conference for the South-East Asian beauty and spa market.

www.cosmobeauteasia.com



Spatec Europe includes face-to-face meetings for top spa operators and suppliers from across Europe

19-20 APRIL 2020

Natural Beauty & Spa Show

ExCel, London, UK

The very latest natural, organic, vegan, free-from, sustainable and eco-friendly beauty & wellbeing products from the UK and around the world.

www.naturalproducts.co.uk

19-22 APRIL 2020

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

20-22 APRIL 2020

Beautyworld Japan Tokyo

Tokyo, Japan

The largest trade fair for beauty & spa industries in Japan. Boasts the latest beauty products, equipment and techniques.

www.beautyworldjapan.com

26-29 APRIL 2020

SpaTec Spring North America

The Ritz-Carlton South Beach, Miami, US

Spa operators and suppliers convene for a series of one-to-one meetings.

www.spatecspring.com



MAY 2020

TBC MAY 2020

Spa Life Ireland

The Johnstown Estate, Co. Meath, IRE

For senior spa professionals, this event combines new product innovations, industry insight, networking opportunities, and management education.

www.spa-life.ie

4-5 MAY 2020

World Spa & Wellness Asia

JW Marriott, Phuket, Thailand

The third annual event will feature international speakers, selected suppliers, networking and a gala dinner.

www.worldspawellness.com

13-16 MAY 2020

Spatec Europe

Anantara Vilamoura Algarve Resort, Portugal

Face-to-face meetings for top European spa operators and domestic and international suppliers; plus speaker sessions.

www.spateceu.com

17-20 MAY 2020

GSN Buyers Networks - Green Spa Network

Lake Tahoe, California, US

The industry's only green-buying event that hosts quality resource suppliers and interested buyers for three days of networking, one-on-one meetings, and sustainability education.

www.greenspanetwork.org

EVENTS DIARY

18-19 MAY 2020

Healing Summit

Pine Cliffs Resort, Portugal

Inspirational talks for like-hearted professionals organised by the Healing Hotels of the World consortia.

www.healingsummit.org

31 MAY - 2 JUNE 2020

Beautyworld Middle East

Dubai, UAE

Trade show and networking event for beauty, wellbeing, haircare and fragrance professionals in the Middle East.

www.beautyworldme.com

JUNE 2020

4 JUNE 2020

Forum Hotel & Spa

Paris, France

Discussions and speakers at this one-day forum bring together hotel and spa professionals.

www.forumhotspa.com

13 JUNE 2020

Global Wellness Day

A worldwide health and wellness movement first celebrated in 2012, which encourages people to change one aspect of their lives for the better for that day – and hopefully thereafter.

www.globalwellnessday.org

18-20 JUNE 2020

Beauty Eurasia

Istanbul Expo Center, Istanbul, Turkey

Close to 300 beauty, cosmetic and hair exhibitors showcasing the latest developments in the beauty sector at this event, which attracts 10,000 professionals each year.

www.beautyeurasia.com

22 JUNE 2020

World Bathing Day

Hot springs locations worldwide

An international celebration of thermal bathing started in 2018, which encourages hot springs owners to educate the public about the benefits and traditions of thermal bathing, and to offer sunrise and sunset thermal bathing opportunities, as well as special activities to celebrate the day.

www.worldbathingday.org

22-24 JUNE 2020

Spa Life Germany

Gesundheitresort, Freiburg, Germany

This event combines new product innovations, industry insight, networking opportunities and education.

www.spa-life.eu

27-29 JUNE 2020

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



Global Wellness Day encourages people to change one aspect of their lives for the better

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