

in association with spa business & spa opportunities

spa business

2 0 1 4 H A N D B O O K

the global resource for spa professionals

SPONSORED BY



DEEP NATURE
SPA & THALASSO

www.spahandbook.com

Deep Nature
Your spa partner

www.deepnature.fr



DEEP NATURE

SPA & THALASSO



Deep Ocean Spa by Algoritherm
Intercontinental Bora-Bora
Resort & Thalassa Spa*****



Deep Nature Spa
Arc 1950
Résidence Pierrw & Vacances Premium



Spa by Clarins
Intercontinental Marseille
Hôtel Dieu*****

Creating iconic spas

Deep Nature has been using its expertise to create and manage exquisite spas for over 10 years.

With spas in some of the world's most prestigious locations, the global spa consultancy and operator strives to achieve excellence.

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

HOTEL SPA HEALTH *Concept Architecture Design*



Waldhotel National, Aqua Dome, Alpengasthof Grüner, Mohr Life Resort, Hotel Paradies, Aspen Alpin Lifestyle Hotel

Is it time to raise capture rates?

Key studies in our Research Round-up section show that it's been another positive year for the global spa sector.

Revenues and profits are up and spas are considered an important part of the burgeoning wellness tourism movement (see p96). Our Development Pipeline on p26 shows that many new, exciting projects are underway too. With an increasing interest in spas once more, is now the time to address the capture rate issue?

While there's no set average for the capture rate of a hotel spa, industry anecdotes point to low figures. Managers say the number of guests at most urban hotels who have a spa treatment is only around 5 per cent with resort spas faring slightly better at 15 per cent. With an audience quite literally lying in wait, much could be done to encourage more bookings aside from an in-room spa channel and treatment menu.

I recently stayed at a high-end resort in North America where the concierge looked nonplussed when I asked about treatments. While she could detail off-site attractions with ease, all I learned about the spa was its opening times. Unfortunately, that's not the first time this has happened to me. Guests rely on hotel staff for information. Had this



lady spent a day in the spa, or had a treatment, her response would have been different.

It's often puzzled me why hotels don't suggest booking a treatment before guests arrive – during an initial phone enquiry, or adding a line (and link) to reservation emails about the amazing therapies on offer.

Lack of access to spa scheduling systems has contributed to poor booking and capture rates. But most spa software now comes with hotel interface capability and other helpful features.

TAC has created Digital Signage which can synch with its Reservation Assistant software so resorts can display last-minute availability and deals across a property. Spa booking kiosks that can be positioned on-site are also on the market.

An app by ResortSuite helps spa-goers to learn about treatments while on-site and book services in real-time. Meanwhile, Book4Time software enables guests at the Viceroy Sugar Beach in St Lucia to book treatments via in-room iPads.

Addressing some of these aspects and making use of the technology that's now available could go a long way to improving capture rates and boosting spa business.

Katie Barnes, editor, *Spa Business Handbook*
katiebarnes@spabusiness.com ● @SpaBusinessKB

To order extra copies of the *Spa Business Handbook 2014* please visit www.spahandbook.com

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

CONTENTS



At a glance

FUTURE VIEW	12
INDUSTRY INSIGHTS	61
RESEARCH ROUND-UP	95
SPA CONSULTANCIES	125
PRODUCTS & SERVICES	143
LISTINGS	239

FUTURE VIEW

12 Spa Foresight™ 2014
Edible environments, robot therapists and war zones feature in this year's forecasts from <i>Spa Business</i> magazine
26 Development Pipeline
An overview of some of the most interesting and innovative spa concepts and projects that are underway worldwide

INDUSTRY INSIGHTS

62 Expert Predictions
Leaders from the design, travel and wellness sectors share their thoughts on future industry obstacles and opportunities
70 Wellness Trends
The Futures Company outlines trends and concepts that will shape the health and wellness market in the coming year



p102 PwC research focuses on the wellness sector in India



p96 Wellness tourism growth markets

76 Green: Eco-spa 2020

Green Spa Network members design a planet-friendly spa for the future

80 Forums For Change

GSWS's Susie Ellis reports on plans for growth in six spa industry sub-sectors

84 Training: Career Move

Lori Hutchinson points out the key findings from a global spa manager survey

88 Survey: Pay Day

Disparities in therapist pay globally are highlighted in a unique survey organised by Lisa Starr for the *Spa Business Handbook*

RESEARCH ROUND-UP

96 Global Research:

Destination: Wellness

SRI International reveals the world's fastest growing wellness tourism destinations

102 Asia Research:

Gearing Up For Growth

PwC research shows that India's wellness market will soon reach US\$16bn. Leonor Stanton takes a look at where spas fit in and the challenges and opportunities for growth

108 Asia Research: Both Sides

Prantik Bordoli analyses one of the latest surveys focused on the managers and customers of spa facilities in Thailand

CONTENTS



p116 US spa industry research by ISPA

PHOTO © SHUTTERSTOCK/POHHHA



p226 Spa products and equipment



p120 PKF's latest US hotel spa study

PHOTO © SHUTTERSTOCK/GOODLITZ



p112 Spa performance in the Middle East

PHOTO © SHUTTERSTOCK/ANZSPELAVA

► **112 Middle East Research: Income Tacts**
The KPIs of spas in Jordan, Qatar and Lebanon form the basis of a survey by PwC Middle East. Mohammad Dahmash reports

116 North America Research: Pay Attention

The latest US spa industry research by ISPA includes a more detailed look at wages, salaries and benefits. PwC's Colin McIlheney highlights the key figures

120 North America Research: Healthy Customers, Healthy Profits
PKF research shows that US hotel spa revenue is rising thanks, in part, to health-focused clients. Andrea Foster investigates

SPA CONSULTANCIES

126 Consultant Profiles
A showcase of some of the top spa consultancies and management firms

134 Spa Consultants
A-Z contact details for a wide selection of companies worldwide which specialise in spa consultancy and contract management

PRODUCTS & SERVICES

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



p324 Details of spa events for your diary

226 Spa-Kit

Software, saunas, showers and skincare all appear in this section which features a range of products, equipment and services for spa businesses

234 Contact Book

An A-Z listing of contact details for a wide array of spa supply companies. Includes industry equipment and product manufacturers as well as service providers

266 Product Selector

A categorised index of suppliers – search to find the products, equipment and services you need for your spa

LISTINGS

290 Training Directory

A-Z contact information for spa training organisations, including those offering spa management courses, around the world

302 Course Selector

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

313 Trade Associations

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

324 Diary

Details of conferences, exhibitions and networking events for spa professionals

the spa handbook team



Katie Barnes

EDITOR

email: katiebarnes@spabusiness.com
tel: +44 1462 471 925
twitter: @SpaBusinessKB



Liz Terry

EDITORIAL DIRECTOR

email: lizterry@spabusiness.com
tel: +44 1462 431 385
twitter: @elizterry



Astrid Ros

PUBLISHER /

ADVERTISING SALES

email: astridros@spabusiness.com
tel: +44 1462 471 911

SUBSCRIPTIONS

Denise Adams +44 1462 471 930

NEWSDESK

Helen Andrews +44 1462 471 902

ADVERTISING SALES

Julie Badrick +44 1462 471 919

Chris Barnard +44 1462 471 907

John Challinor +44 1202 742 968

Jan Williams +44 1462 471 909

SPA RECRUITMENT/TRAINING SALES

Julie Badrick +44 1462 431 385

SPA-KIT.NET/PRODUCT SEARCH ENGINE

Jason Holland +44 1462 471 922

WEBSITE

Emma Harris +44 1462 471 921

DESIGN

Ed Gallagher +44 1905 20198

CIRCULATION

Michael Emmerson +44 1462 471 932

FINANCE

Denise Adams +44 1462 471 930

The views expressed in individual articles are those of the author and do not necessarily represent those of the publisher, The Leisure Media Company Ltd. ©Cybertrek Ltd 2014. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior permission of the copyright holder, Cybertrek Ltd. ©Cybertrek 2014.

spa business

2 0 1 4 H A N D B O O K

CHOOSE HOW YOU READ...



PRINT

The *Spa Business Handbook* is available in glossy print on subscription



DIGITAL

Read the *Spa Business Handbook* free on digital turning pages and enjoy extra links and searchability



PDF

The handbook is also available as a PDF edition for readers who want to read offline or on tablet

OTHER RESOURCES FROM SPA BUSINESS

Spa Business magazine

Spa Business subscribers work in all areas of the spa and wellness sector worldwide. The magazine is available in print, digitally and as a PDF edition

[READ ONLINE ▶](#)
[DOWNLOAD PDF ▶](#)

Spabusiness.com

The *Spa Business* website features daily news and jobs, as well as access to digital editions of *Spa Business* and links to other Leisure Media magazines and websites

[VISIT THE WEBSITE ▶](#)

Spa Business e-zine

The *Spa Business* e-zine brings the best of the weeks' news and jobs to your inbox every Wednesday. It unites the world of wellness, covering day, destination, thermal, medi and resort spas, plus fitness, health and nutrition

[SIGN UP HERE ▶](#)

Spa Opportunities

Spa Opportunities magazine focuses on recruitment, careers and news and is published every two weeks. It has a daily website showing all the latest jobs

[READ ONLINE ▶](#)
[DOWNLOAD PDF ▶](#)

Spa-kit.net

Find the suppliers you need to equip your spa quickly and easily. Over 57,000 buyers each month use the service, which includes sector-specific linked websites and a weekly e-zine

[VISIT THE WEBSITE ▶](#)
[SIGN UP FOR THE E-ZINE ▶](#)

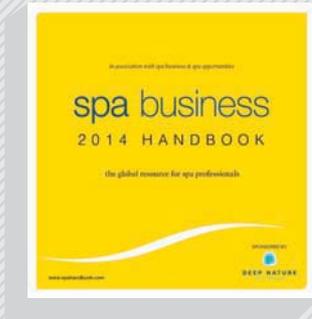
Instant alerts & RSS

Get the news as it happens and find out about the latest job openings and tenders the second they're posted online, by signing up for our free, customisable instant news alerts and RSS feeds

[SIGN UP HERE ▶](#)

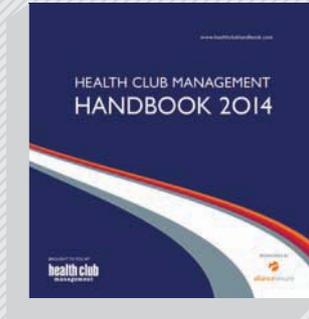
MORE TO ENJOY...

The full collection of handbooks by Leisure Media includes



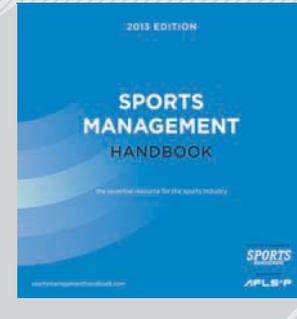
**SPA BUSINESS
HANDBOOK**

READ ONLINE ►



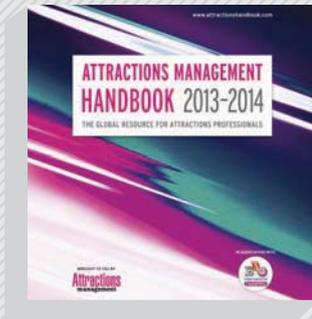
**HEALTH CLUB
MANAGEMENT
HANDBOOK**

READ ONLINE ►



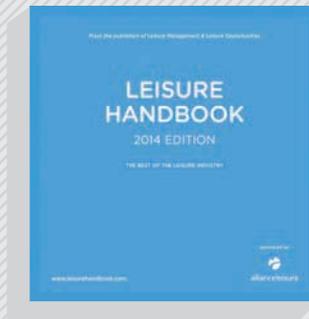
**SPORTS
MANAGEMENT
HANDBOOK**

READ ONLINE ►



**ATTRACTIONS
MANAGEMENT
HANDBOOK**

READ ONLINE ►



**LEISURE
HANDBOOK**

READ ONLINE ►

Subscribe:
leisuremedia.com/subs

**Sign up for free digital
editions and e-zines:**
spabusiness.com/green

Tel: +44 1462 431385
www.leisuremedia.com

Each handbook is available in
print, on digital turning pages
and as a PDF download

Spa Foresight™ 2014

From *Spa Business* magazine

What's coming down the track for the global spa and wellness industries?

Spa Business examines the trends, technologies and strategies which will shape the future

LONELINESS

BAD FOR HEALTH

The number of people living alone has increased by 80 per cent in the last 15 years, rising to 277 million globally in 2011 according to Euromonitor. While ageing populations have contributed to statistics, the 'cult of the individual' has also intensified and more people of all ages are choosing to live alone.

Figures are the highest in Sweden, where 47 per cent of households only have one person living in them, this is followed by the UK (34 per cent) and Japan (31 per cent).

Loneliness has dramatic ramifications for health – it can interfere with sleep, raise blood pressure, decrease immunity, increase depression, lower overall wellbeing and stimulate the production of cortisol. Lonely people are twice as likely to die prematurely warn doctors.

With the power of touch being one of the most effective antidotes to isolation, spas are ideal hubs to tackle loneliness. Facilities could offer community outreach programmes targeting the most vulnerable and provide educational sessions on how to deal with it.

GLOBAL HOTSPOTS

OIL, GAS – AND SOLAR

Identifying global hotspots very early on in the process enables operators to unlock new markets for growth, by acquiring land and property and forming local partnerships to underpin business expansion.

Spa Foresight™ is tracking emerging economies where wealth is based on the production of energy – specifically oil and gas in the short-term – but longer-term we expect this to broaden out to include access to solar power, as this option becomes more competitive.

The wealth generated by the harvesting of these natural resources is creating exciting opportunities for development in emerging nations such as Kazakhstan, Nigeria, Algeria, Angola and Azerbaijan, which have vast oil reserves and Uzbekistan and Turkmenistan which have gas.



Exciting longer-term opportunities will emerge for the development of spa businesses once better infrastructure is in place and this oil and gas wealth combines with more stable political situations.

And as solar gains market share, we'll track the winners in that too. These are just as likely to be in the developed world. For example, in Australia solar has reached a tipping point where it's cheaper than coal.

In developing nations, the combination of oil and gas wealth and political stability on the horizon are a signal to entrepreneurs that it's time to move in

GROWING INTEREST EDIBLE ENVIRONMENTS

Going to the spa to get your hands in the soil and do some gardening may seem an unlikely idea, but we think growing and spa are natural bedfellows and predict this trend will take off.

Growing is the new rock and roll, with horticulture degrees at full capacity, foraging becoming a career choice and communities being built around brands like *Modern Farmer*, the New York-based magazine which is attracting a crowd who love to grow and eat.

In the restaurant sector, chefs now view the soil as the starting point for their craft, with some investing in their own farms, while new resort Kittitian Hills, which opens in St Kitts in 2014, will have an edible golf course.

Edible parks and edible ponds are also becoming more popular around the world in response to the drive to make communities more local, natural and sustainable – the message is, if you can make it edible then do so.

We expect to see spas embracing the Grower movement in a multitude of ways, such as adding rooftop gardens and opening up space for growing.

Being able to graze on the landscape while enjoying the outdoors is a nourishing and healing pleasure

▶ PLAYING WITH FOOD TASTE SENSATION

Living Food – a concept from biology, and robotics student Minsu Kim – proposes the addition of live organisms to fine dining. She foresees a time where we move beyond the oyster to where “a vegetable plays with your fork, while noodles tickle your tongue as you eat them,” and plates of food become living, pulsating things.

The colour, shape, weight and size of cutlery and crockery also affects taste. Researchers from Oxford University in the UK have found that food tastes saltier if eaten with a knife and feels denser and more expensive if a light plastic spoon is used. Drinks served in cold-coloured glasses seem to quench the thirst more.

THERE'S A THOUGHT NEUROPLASTICITY

A increasing number of studies in the field of neuroplasticity show that the brain is not the static organ we once believed it was. It has the ability to change, heal and renew itself, which can result in physical as well as mental changes.

Scientists of psychoneuroimmunology, another relatively new field, have also found receptors for our emotional neurotransmitters (usually only located in the brain) in the cells of our immune system. They've concluded that there's a direct link between the mind and body.

To get optimum physical results, future therapists will start to look at how they can work with the mind. They'll address how guests are thinking and feeling internally to help treat their body.

Good cellular health is the foundation of wellbeing, but few people are aware of this



PHOTO © SHUTTERSTOCK/WAREEN GOLDSWAIN

STRIKING A BALANCE CELLULAR HEALTH

We anticipate increasing awareness of the importance of cellular health – something few people have any knowledge of.

Many of the systems which run our bodies at a cellular level work through tensions between opposites and the balance between them determines our health.

For example, the health of the gut – which underpins the immune system – relies on the balance between fungi and bacteria. If either dominate, our health is undermined: consume too much sugar or yeast and fungus flourishes, which leads to disorders such as candida, athlete's foot and thrush.

The cellular pump, which keeps our cells clean and our blood pressure healthy,

relies on the correct balance between sodium and potassium in the body. Get the balance wrong and the result will be disease and high blood pressure.

A wide range of health factors are reliant on balance – exercise and rest, acid and alkali, oxygen and carbon dioxide. Good balance means excellent cellular health and a greater likelihood of freedom from disease.

We expect to see a more widespread recognition, in both the allopathic and complementary health fields, of the importance of good cellular health, its role in the fundamental underpinning of wellbeing and of its importance as the ultimate tool in the prevention of disease.

This subtle element of health is unseen and rarely researched, so education to raise awareness will be the first step.

Cellular health: this subtle element of wellbeing is unseen and rarely researched, so education to raise awareness will be the first step

AUTOMATION**ROBOT THERAPISTS**

The ability to perceive the minds of others is emerging in robots and the field continues to develop and evolve.

We predict the spa and wellness industry will eventually employ robot therapists to carry out some, if not all work in spas.

The world of work is changing fast – researchers at the University of Oxford UK's Oxford Martin school have just published a report, *The Future of Employment*, which says 45 per cent of jobs currently done by humans will be computerised in 20 years. The coming of robot workers will overlap with this, as businesses strive to reduce

labour costs and increase profitability.

Robots are already capable of scanning and appraising materials and interacting with them appropriately, so some of the elements of both hardware and software which are required for the leap into delivering a treatment are already in existence. Unlike humans, robots can be programmed (and reprogrammed) quickly to follow highly technical and complex procedures – imagine the comprehensive spa menus and levels of customisation which would be possible if treatments were delivered by robot instead of human? Some may prefer to be treated by robot, as it removes the embarrassment they feel at being naked in front of another person.

Robots are capable of making connections between data and basing actions on the latest research findings because they can upload, process and analyse vast quantities of information to reach a diagnosis.

As an example, IBM pitted its most powerful computer – Watson – against world leading medics in a diagnostic test for cancer and Watson won hands down. IBM says 20 per cent of all medical diagnoses in the US are erroneous, leading to incorrect treatment. We imagine a time when healing modalities are prescribed and delivered effectively by robot.

■ *More about IBM Watson:*

<http://lei.sr?a=4boF8> and <http://lei.sr?a=k7v7y>

■ *Oxford Martin report:* <http://lei.sr?a=r3FoV>



The advent of robot therapists will enable the delivery of highly technical treatments

▶ A NEW PERSPECTIVE WAR ZONES

Although we're living in the most peaceful century in history, the last seven years has shown a notable deterioration in levels of peace, according to The Global Peace Index from The Institute for Economics and Peace (IEP). The index has 22 indicators that gauge the absence of fear or violence.

IEP found that since 2008, 111 countries have deteriorated in levels of peace, while only 51 have increased and the world's become less peaceful due to a rise in terrorist activity, the number of conflicts fought and people displaced. The global economic impact of violence reached US\$9.8tn last year.

We believe there's a case for the spa industry to track and respond to war zones for a number of important reasons.

Firstly, there are business opportunities in rebuilding, as conflicts draw to a close and major infrastructure projects and investment recommence. It's a long-term play, but can prove lucrative. Former war zones such as Vietnam are now booming as spa and resort destinations.

Secondly, where spa developments are underway or established, businesses can be threatened by civil unrest, so operators, developers and investors need a systematic way of assessing and responding to this risk to protect assets.

Thirdly, and most importantly, the healing ethos of spa and wholesome physical touch can make a huge difference in areas where conflict has reduced this part of life.

Overall, tracking war zones gives a clearer indication of where threats and opportunities lie for the spa industry.

■ IEP report: <http://lei.sr?a=y8Y6G>

Far from being harmful, we expect fats and carbs to be viewed as the new superfoods



PHOTO © SHUTTERSTOCK/ANASTASIA BRENN

THE NEW SUPERFOODS FATS & CARBS

Misinformation about the role fats and carbohydrates play in the body has led to many excluding them from their diet.

However, we expect to see the reputation of these foods rehabilitated, as people become better educated in holistic nutrition.

In his book *Fats that Heal, Fats that Kill*, Udo Erasmus makes the case for the

value of eating and absorbing the correct fatty acids in the diet to prevent and reverse a wide range of serious health disorders, from cancer to type 2 diabetes and arthritis. Meanwhile, carbohydrates are necessary for a range of functions, from the maintenance of nerve health to the production of testosterone.

Spas are perfectly placed to educate customers on these issues and to include the correct fats and carbs on the menu.

Eating fats and carbs is out of fashion, but we expect to see the reputation of these foods rehabilitated and for them to eventually be viewed as superfoods



PHOTO © SHUTTERSTOCK/APOLLOFOTO



Threat and opportunity: suppliers of spa products must be aware that 3D printing will massively disrupt their businesses

3D PRINTING

PRODUCT WILL BE 'PRINTED' ON-SITE

The therapist goes to the cupboard to get another bottle of body scrub to do a treatment and finds someone took the last one. A disaster? Today perhaps, but not for much longer. Soon it will be possible to 3D print more to order on-site.

The implications of this for the spa industry are huge and will change both the economics of spa operations and the relationship between suppliers and operators.

3D printing products on-site will mean they're fresher, so less preservatives will be needed, shipping costs will be lower and storage and packaging will be reduced.

Product companies which gear up for this hugely disruptive trend will have the advantage of controlling the intellectual property rights to their own formulations. But those that sit back and do nothing will find that – as with the drug industry – there will be competitors who adapt their formulae and create generic versions.

The power of the brand and the control which suppliers exert over the infrastructure will be key. If a product house creates a 3D printing option for clients whereby they have a licence to print a branded product for use in treatments, then they will retain market share, but if this isn't done, then they could potentially lose their business.

► PREDICTING PURCHASING WEATHER CHANNEL

In the US, the Weather Channel has rebranded as the Weather Co and the Atlanta-based business has more than 75 years' of weather data which it's using to predict not only the weather, but when people are more likely to buy certain goods. We think big data like this will increasingly be used to help operators understand customer behaviour and how to optimise income.

WELCOMING GUESTS NO FRONT DESK

Cloud software enables operators to remove the front desk and instead, welcome guests with a tablet computer and a personal greeting at check-in, rather than being behind a desk.

Spas and hotels are experimenting with tablet check-ins, while some restaurants are trialling app payments which allow customers to avoid a wait for their bill: they can just pay and go once they've finished their meal.

THE OLYMPIC EFFECT SPA BOOM IN JAPAN

Tokyo's hospitality industry will gain much pace in the run up to the 2020 Olympics in anticipation of tourists – London's 2012 Games attracted 698,000 visitors according to official figures. Expect to see much focus on onsen (hot spring facilities) which are a highlight of the Japanese spa industry.



Gaiam's virtual yoga gives access to world-class instruction by Rodney Yee

ACCESS TO EXPERTS VIRTUAL TRAINER

Given their ability to generate value from underutilised space, virtual exercise classes are likely to be picked up by spas going forwards. They're already very popular with leading fitness operators such as GoodLife Fitness, Virgin Active and Anytime Fitness.

Systems consist of a screen, projector and a computer connected to the internet that stores and runs classes and installation starts at US\$3,000 (€2,210, £1,790), plus a

monthly licence fee. Most systems allow operators to either pre-schedule classes or let customers choose sessions on-demand, or offer a combination of the two. Platform providers include Wexer Virtual, Fitness On Request and Fitness On Demand.

They enable facilities to offer world-class instruction and a huge variety of trainers. Gaiam, for example, provides yoga sessions by Rodney Yee. Other major brands such as Les Mills and Zumba have also entered the virtual arena which suggests that it's on the brink of rapid growth.

Win win: virtual trainers enable world-class instruction and a huge variety of trainers with reduced costs



PHOTO © SHUTTERSTOCK/NINA BUDAY

The use and combining of products is a giant experiment with unknown outcomes and could lead to lawsuits if health problems occur as a result

LAWSUITS ON THE HORIZON BAD PRODUCTS

Rub garlic on your feet and soon its delicate smell will make itself known on your breath – such is the amazing absorptive power of the skin.

With such a mainline into the circulatory and lymphatic systems, the skin is a miracle – an organ in its own right and hugely responsive, its role in good health cannot be underestimated.

But skin can't discriminate between beneficial and harmful substances and it will absorb everything it's exposed to – for good or ill – creams, oils, treatments and potions included.

The spa industry is a highly competitive market, with global product houses fighting for market share and producing endless streams of new and ever more 'efficacious' product lines which claim to reverse ageing and variously firm, brighten, whiten, lighten and rejuvenate the skin.

Where these products are ineffective, there's less cause for concern, because this limits the potential for damage. However, where they have active ingredients, their use – especially when randomly combined – amounts to a giant experiment at the expense of the consumer and no one can accurately predict the outcome.

Ethical suppliers factor this into their R&D and ensure their products are harmless, but there are some who compromise for commercial gain and we expect health-related issues triggered by these product to lead to a backlash from consumers. We may even see lawsuits being brought by consumers as compensation for conditions related to product use. ►

► TOO MUCH OF A GOOD THING OVER NOURISHMENT

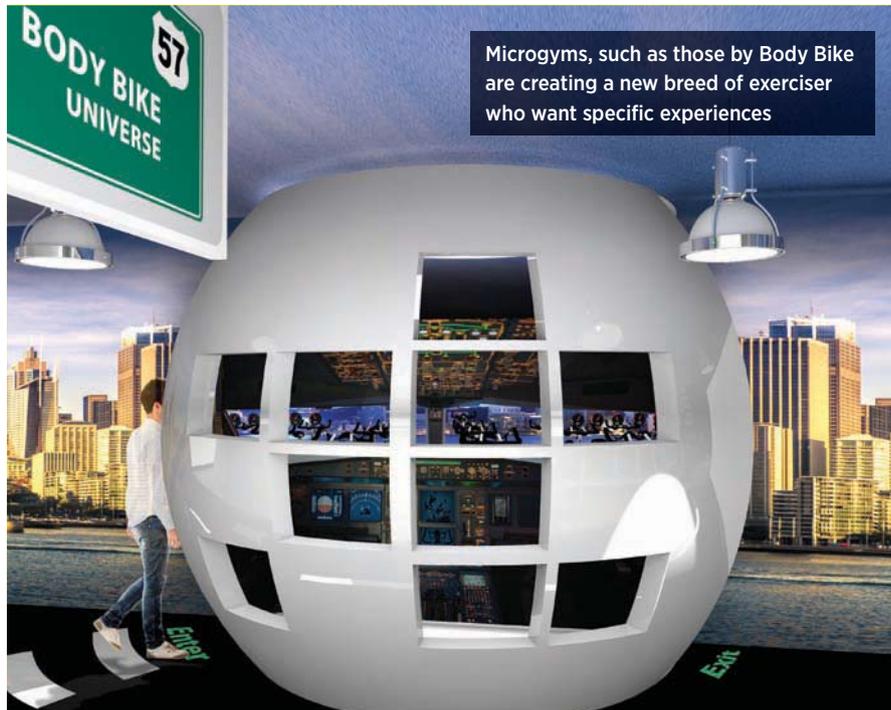
Millions of people the world over take vitamin supplements for any number of reasons – to boost their health, give them better skin or even raise their sex drive. While some people may benefit from specific supplementation, scientists are warning that taking extra vitamins without supervision could be a waste of money and may even be harmful. High doses of vitamin A, for example, could be linked to osteoporosis.

SETTING THE RHYTHM CIRCADIAN AWARE

Organising daily schedules around the body's natural clocks – our circadian rhythms – can improve mental alertness and enhance the immune system. Yet when these rhythms are disrupted by work patterns or even artificial light, our inner clocks are thrown.

We see spas creating circadian friendly environments by installing 'healthy lights' which emit different spectrums of light. These spectrums mimic the wavelengths of natural daylight which our biological rhythms are in-synch with.

We also see spas becoming more mindful of the timing of treatments. Is there an optimum time to offer a more relaxing or energising massage? Many skin functions are circadian rhythmic – oil production is twice as high at noon than between 2-4pm and its temperature is higher in the evening. Of course, everyone has their own natural rhythm, but these guidelines could be used as a starting point to tailor facials.



SPECIALIST FITNESS MICROGYMS

Microgyms – centres specialising in just one area of fitness – are taking the health club market by storm, creating a new breed of exerciser which spas can also target.

Stand-alone cycling studios are leading the way, but other formats – from functional training to group exercise – are gaining popularity. And research by Paul Bedford, a UK fitness retention expert, shows that

people are becoming more targeted with each club they join – wanting a specific type of yoga, group cycling or equipment.

Savvy spa operators will monitor the microgym movement and emulate the experience by putting on themed workouts with special guest instructors to tap into this audience. They'll base this on what's popular with their own spa-goers, with specialised yoga being an obvious fit.

We also expect to see partnerships forming between microgym and spa owners.

Spa operators will monitor the microgym movement and emulate the experience by putting on themed workouts with special guest instructors to tap into this audience

THE SECOND BRAIN GUT HEALTH

A growing body of science is revealing just how essential our digestion is to overall physical and mental wellbeing.

The 9m long enteric nervous system, which runs from the oesophagus to the anal canal, is referred to as ‘the second brain’ because it contains around half a billion nerve endings – more than in the spinal cord. It not only controls digestion but exerts a powerful effect on hunger and appetite hormones like

ghrelin and CCK, as well as immunity and mood. It also manufactures around 50 per cent of the feel-good hormones serotonin and dopamine.

The FX Mayr cure is a renowned treatment for digestion in Austria, but is less well known internationally. Its based on a restricted calorie, low starch regime, Epsom salts to cleanse the bowel and abdominal massage.

We predict extreme growth in the number of spas offering gut health programmes as research backs up its importance in underpinning wellness.

Spas will follow in the footsteps of The Original FX Mayr Health Center in Austria and focus on gut health

▶ THE BASICS ARE NOW A USP CLEAR AIR AND WATER

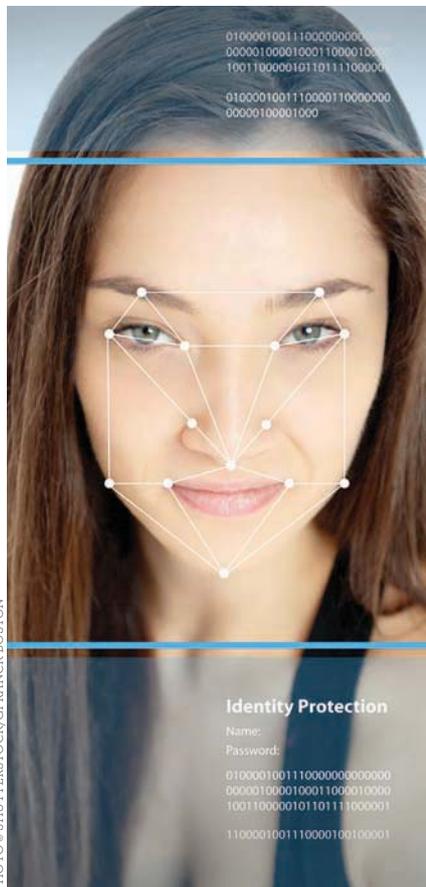
Breathing clean air and drinking and bathing in clean water are three fundamentals of health, but for some who live in toxic places, there's no respite from the assault of pollution.

Spas that offer access to clean air and water will find that this USP is increasingly sought by consumers and we foresee a new trend emerging around the provision of both, by either natural or artificial means.

Consumers will value the opportunity to take a healing break from invasive and unhealthy atmospheres.

We expect spas with access to clean air and water to devise healing programmes, while those located in polluted places, will have the opportunity to offer special rooms where guests can enjoy breathing clean air and bathing in pure water. This will extend to concepts such as sensory rooms with 360 degree-screens where it will be possible to simulate standing on a beach in a wood or lavender field.

PHOTO © SHUTTERSTOCK/GFRANCK BOSTON



TUNING IN OR JUST CREEPY? FACIAL RECOGNITION

Understanding consumers' true feelings and motivations has been the concern of neuromarketers for some years: what we say we want and what we really want are often two completely different – and sometimes contradictory – things.

Now, facial gesture recognition and profiling software is coming to market which is enabling retailers to identify mood and respond accordingly.

Coffee brand Douwe Egberts conducted a PR stunt by installing a vending machine at a Johannesburg airport: travellers got a free cup when the facial recognition software detected them yawning.

We expect hospitality companies such as spas and hotels to deploy facial-recognition software to assess customers' moods before, after and even during visits.

Are they relaxed and content, or are they disengaged or annoyed? The software could give valuable insight into guest experiences and, in turn, be used to improve services.

New tech enables operators to understand how customers are really feeling



Consumers will pay for clean air

PHOTO © SHUTTERSTOCK/ZAIARAGON

➔ ABOUT THE AUTHORS

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



Katie Barnes has a 13-year career in international spa, beauty and health media. She's managing editor of *Spa Business* magazine and was launch editor of the *Spa Business Handbook*.

EMAIL: katiebarnes@spabusiness.com
TWITTER: @SpaBusinessKB



HUBS FOR HEALTH WELLNESS CITIES

Spas are already beginning to embrace wellness, but could this be taken further where we'll see the emergence of wellness cities?

Locales could become hubs for wellbeing where everything has been designed (or redesigned) with health in mind: from the green spaces outside and fresh air we breathe to the buildings which incorporate circadian lighting and water filtration systems. Spas offering a multitude of wellness services would also feature heavily.

The vision of building entire cities around wellness is a powerful one which most people can relate to and find compelling and attractive. And although the idea of wellness environments is not new, we're approaching a time when the concept will reach tipping point and enter the mainstream.

PHOTO © SHUTTERSTOCK/DJIRIMA

The vision of building entire cities around wellness is a powerful one



WTS International

We design, brand, open
and manage spas

We've been doing it for 40 years,
for over 300 spas, fitness centers
and recreation facilities worldwide.

Call **+1 301.761.5803** to find
out how we can help you.

W T S INTERNATIONAL

email: svp@wtsinternational.com

web: wtsinternational.com



Development Pipeline

A ROUND-UP OF SOME OF THE MOST INTERESTING AND EXCITING SPA DEVELOPMENTS CURRENTLY UNDERWAY WORLDWIDE

AFRICA >>>>>>

Resense Spa

Accra, Ghana

Opening: 2014

A three-storey Resense Spa will open at The Kempinski Hotel Gold Coast City in Accra, Ghana, later this year.

Resense Spa is the 'classically European' concept by spa consultancy and contract management firm Resense. Its design, by architects Looney & Associates, is based on a reinterpretation of classical baroque and modern European styles to create a colourful area, finished in rich natural tones, stone, wood and gold mosaics.

The spa will cover 3,000sq m (32,291sq ft) in total and a key experience will be The Resense Bathing Kur. The bathing kur (or cure) is an 11-step spa journey to fully cleanse and revitalise the body, before culminating in a soap massage and chillout time in a relaxation Slumber Suite.

There will also be Schletterer-supplied wet areas and six single treatment rooms, two double treatments suites, two scrub rooms and two Slumber Suites, in addition to two lounges, a dining lounge, and



Kempinski in Accra will be one of the first hotels with a Resense Spa

a beauty/hair salon. There will also be a pool, health club and yoga studios. Product houses have not been finalised.

The resort will have 269 bedrooms and is close to an international conference centre and theatre which attract business and leisure travellers. The spa will be open to hotel guests, the day spa market and members.

Other Resense Spas are planned in Riyadh, Saudi Arabia and Lebanon, Beirut this year, and in Cairo, Egypt in 2015.

The Resense company was set up in 2009 as a joint venture between hotel management company Kempinski Hotels and spa consultancy Raison d'Etre, but is now a business in its own right.

Its brands include Kempinski The Spa and Resense Spa, and it can also create white label spas. Resense currently manages 19 spas around the world and has 25 more in the pipeline.

Details: www.resensespas.com



Olkaria Natural Spa

Hells Gate National Park, Naivasha, Kenya

Opening: Unconfirmed

Work is still ongoing to commercialise a geothermal attraction which is Africa's equivalent to Iceland's Blue Lagoon.

The Olkaria Natural Spa is owned by African energy company KenGen and sits next to the Olkaria II geothermal power plant on land that forms part of the Hells Gate National Park in Kenya.

The site, which is an hour's drive from Nairobi, already features four interconnecting open-air lagoons with natural thermal waters of temperatures up to 40°C. The lagoons, covering around 3,600sq m (38,750sq ft), are used by workers at the power plant and some locals mem-



PHOTO: @FLICKR.COM-INDUNSKULASON

The site is owned by African energy company KenGen and has been likened to the Blue Lagoon in Iceland which is also a geothermal spa attraction

bers of the public too, but KenGen wants to put in changing facilities, a sauna and steamroom and a restaurant before it opens commercially. The hot springs can cater for up to 500 people and has been described as “the biggest natural spa in Africa”. It's expected to attract tourists already visiting the national park and the nearby, vibrant market town of Naivasha.

KenGen's already invested around US\$300,000 (€215,650, £176,950) on the site so far and its long-term aim is to build cottages on the hills surrounding the spa and bring in a company to operate them. There are also talks of creating a visitor centre/museum which will highlight the story of the development of the geothermal energy industry in Kenya.

No completion date for the additional facilities has been given.

Details: www.kengen.co.ke or www.kws.go.ke >

PHOTO: @BLACK ROCK SAFARIS

Beachcomber has nine hotels in Africa, but this is its first in Marrakech



Clarins Spa at Royal Palm Marrakech

Marrakech, Morocco

Opening: Q2 2014

The Royal Palm Marrakech hotel, operated by Beachcomber Hotels, will open a spa in collaboration with Clarins in mid 2014. The 135-suite hotel is located 12km

south of the city on a 231-hectare (571-acre) estate planted with olive trees and includes an 18-hole golf course.

Beachcomber has nine other hotels in Africa – eight in Mauritius and one in the Seychelles – but this is its first one in Marrakech. And this is the sixth time it's partnered with Clarins for a spa.

In total, there will be 15 therapy rooms for wet and dry treatments, plus a beauty

parlour – featuring a hair and beauty salon, make-up room and barbers – and a relaxation area with a pool and yoga pavilion.

There's also a thermal experience area, designed by Hydroconcept Monaco, with seven hammams (one of which can hold six people) and a sauna. A women's only part of the spa will have a separate sauna, pool, hammam and massage cabin.

Details: <http://lei.sr?a=p416z>

Baccarat Hotel Rabat

Rabat, Morocco

Opening: 2015

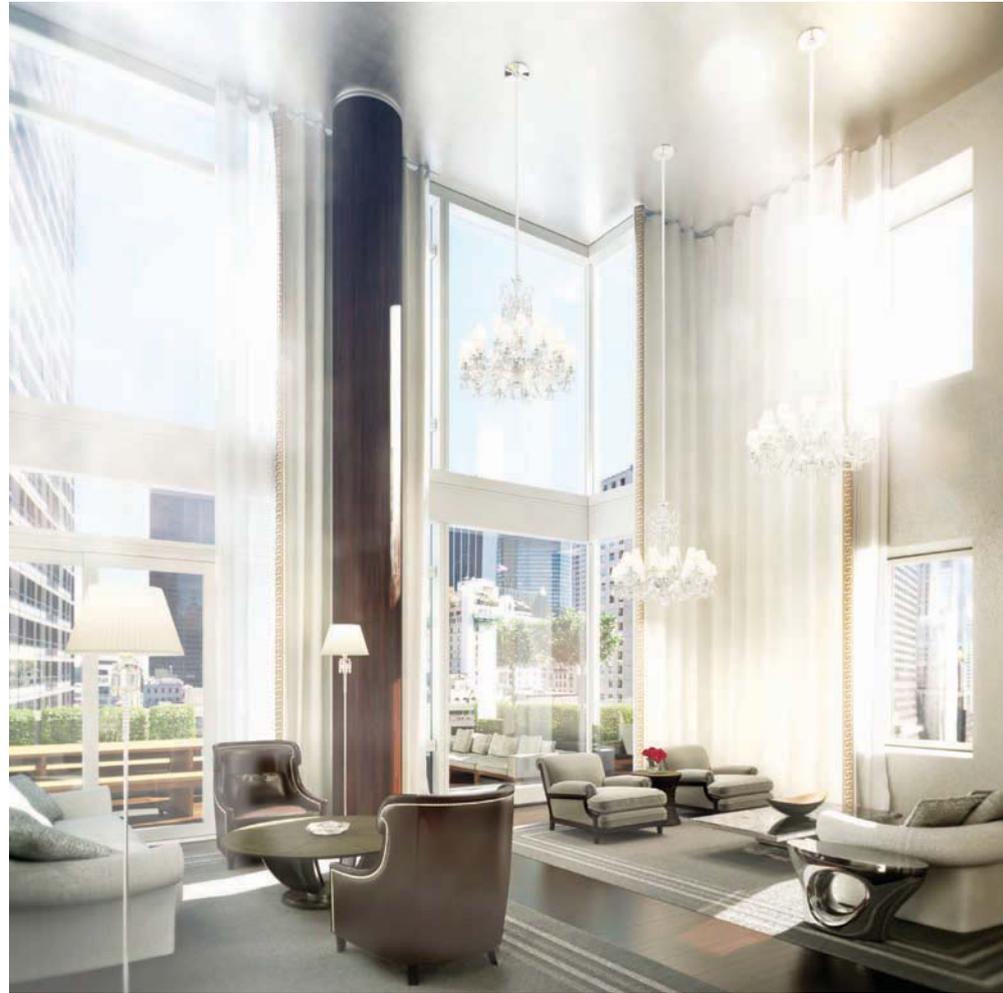
Luxury crystal glassware manufacturer Baccarat is one of the latest high end brands to enter the hotel and spa market.

Baccarat dates back to 1764, when King Louis XV of France authorised a glassworks business in the village of the same name. Since then, the company has been commissioned by international royalty and has collaborated with contemporary designers such as Philippe Starck to update its pieces. It was bought by investment firm Starwood Capital in 2005.

With Starwood as the driving force, Baccarat is to open six hotel/resorts/residences by 2016 – three of which will be located in Morocco. The spa concept in the facilities has been created by Swedish-based consultancy Raison d’Etre.

The 130-bed Baccarat Hotel Rabat is being funded by a local private company. When it opens in 2015, its Baccarat-branded spa is expected to be one of the largest and comprehensive in the area and will target local clients, via an exclusive membership, as well as hotel guests. Key facilities include six Moroccan hammams (three for women, three for men) using semi precious stones – two cooler 35°C jade rooms, two warm 45°C amethyst rooms, and two hot 55°C crystal chromotherapy rooms. There will also be eight single treatment rooms, two VIP treatment suites, an alchemy area, an indoor and outdoor pool, a beauty and hair salon, a spa retail area, and fitness and yoga studios.

The Baccarat Spa Resort in Marrakech will offer a destination spa on a 5-acre (2-hectare) estate with 60 villas alongside two restaurants. The resort is due to launch in 2015 and the spa “will stand



out because of its all-encompassing wellness offering and results-orientated programmes”. It will offer glamour, socialising, fun and relaxation.

A spa will also feature in Baccarat Resort & Residences Marrakech – a far larger project in the city that will offer four hotels, 80 hotel villas and 70 branded residences. It will be built in the exclusive Palmeraie district and is set to open by 2016.

Baccarat hotel and spa interiors have been inspired by the beautiful, innovative designs of its crystal glassware

Other properties include Baccarat Hotel & Residences New York (2014), Baccarat Hotel & Residences at Dubai Pearl (2018) and Baccarat Residences Shanghai in China.

Details: www.baccarathotels.com

Avani and Anantara resorts

Mozambique

Opening: 2014

Minor Hotel Group (MHG) will operate three hotel spas in Mozambique by the end of 2014 as part of its long term, strategic partnership with Rani Investment which owns a number of high-end resorts across the continent.

The 185-bed Pemba Beach Hotel & Spa will be rebranded as Avani – MHG's upscale, contemporary brand. It will feature a wellness facility that will be overseen by MSpa, MHG's spa management arm.

Two other boutique properties will operate under MHG's luxury brand Anantara. These include the 13-chalet Medjumbe Private Island resort and 24-villa Matemo Island resort, which is closed for extensive renovations. Both will have spa elements run by MSpa.

MHG has invested a 25 per cent equity in the three properties which are in north Mozambique and currently operate as part of the Rani Resorts portfolio. Rani Investment is one of the largest private hospitality owner-operators in Mozambique. MHG already co-owns the Anantara Bazaruto Island Resort & Spa in the country with Rani.
Read more: <http://lei.sr?a=B5M6v>



Grand Hotel Djibloho Kempinski

Equatorial Guinea, central Africa

Opening: Q4 2014

Kempinski The Spa will branch out into central Africa with the launch of a new location at the Equatorial Guinea Grand Hotel Djibloho Kempinski.

The 450-bed hotel is one of many new-builds taking place in the heart of Equatorial Guinea's rainforest, as part of president Teodoro Obiang's ambitious plans to make the rapidly-forming city of Oyala the country's new capital.

Scheduled to open towards the end of 2014, the spa will be designed and operated by Resense – a company originally set up in 2009 as a joint venture between Kempinski

The hotel and spa will be located in Oyala, a new capital city that's currently being developed for Equatorial Guinea

Hotels and spa consultancy Raison d'Etre, which is now a business in its own right.

The 750sq m (8,073sq ft) spa will feature four single treatment suites and a wet area with sauna, steamroom and experience showers. It will also include a fitness studio and large indoor swimming pool as well as a relaxation area and whirlpools.

Therapists will offer tailored experiences to either detox, relax, energise or balance the body. There will also be therapies to help soothe the aches and pains of guests playing on the resort's golf course and tennis courts.

Read more: <http://lei.sr?a=p0d9N>

Four Seasons Hotel Westcliff

Johannesburg, South Africa

Opening: Q2 2014

The Four Seasons Hotel Westcliff Johannesburg, the operator's first property in South Africa, is set to open in mid 2014.

The original Westcliff Hotel closed last June to undergo renovations after new owners signed a long-term management agreement with Four Seasons. The site was acquired from Orient-Express (now Belmond) in a joint venture partnership

with two investor companies based in Dubai and Singapore in 2012.

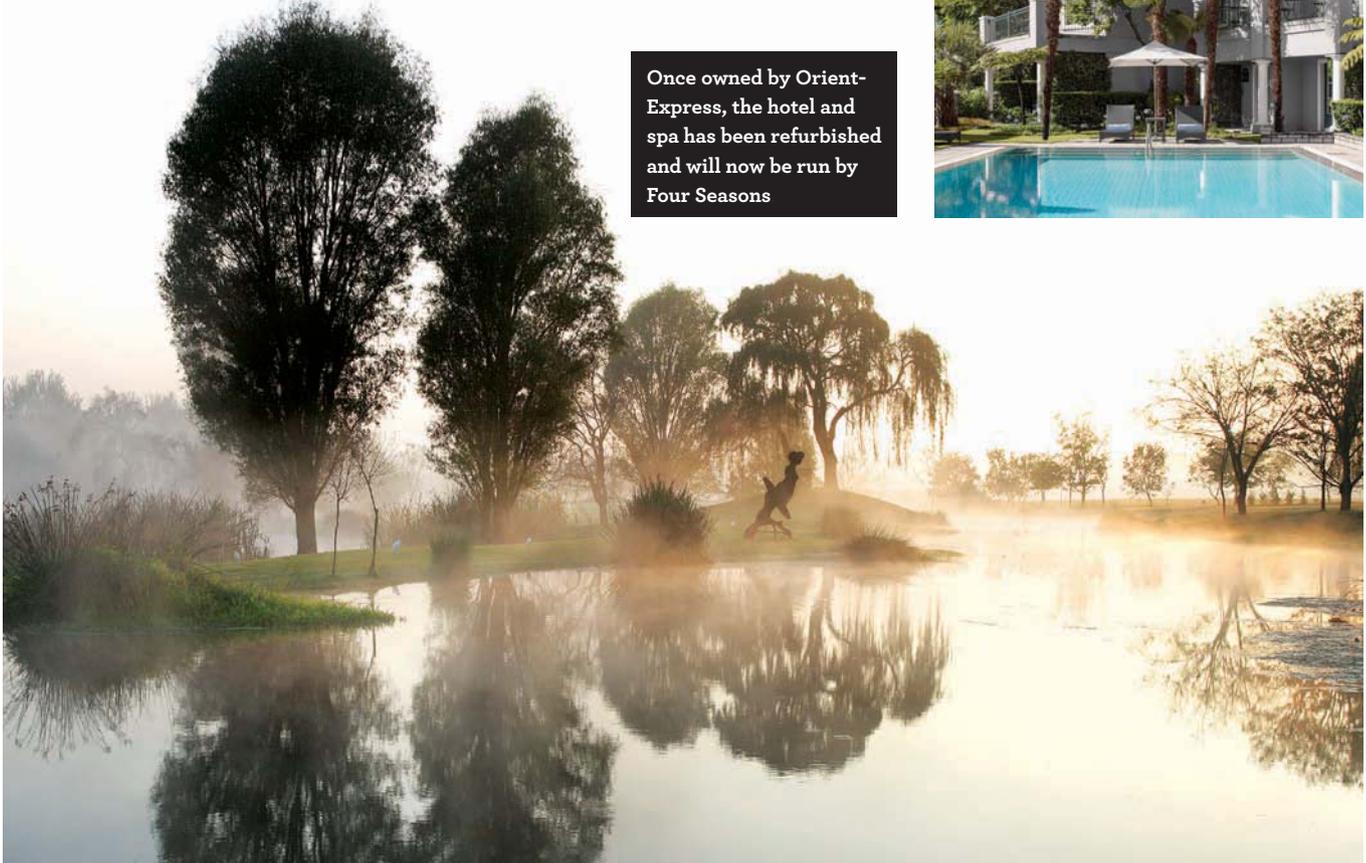
The brand new Spa at Four Seasons will feature nine treatment rooms – one of which is a couple's suite – pools, steam-rooms and saunas for men and women. There's also a 24-hour fitness centre, plus on- and off-site jogging trails.

Four Seasons has worked with the original architect of the hotel – Johannesburg-based RSL Architects – and interior design firm Jacket. It has 117 guestrooms and is located in The Parks, an affluent area adjacent to Johannesburg Zoo.

Read more: <http://lei.sr?a=S2Q4i>



Once owned by Orient-Express, the hotel and spa has been refurbished and will now be run by Four Seasons



Seychelles Tourism Academy

Mahé, Seychelles

Opening: 2015

A full-service spa training facility is to be included in a purpose-built tourism academy in Mahé in the Seychelles.

The government is funding the new site for The Seychelles Tourism Academy, which is the islands' only tourism college. The first 15 classrooms are to open in July, with the main admin block and restaurant/demonstration kitchen to follow. Work on a hotel and spa training facility is expected to start in January 2015

The academy already offers a two-year spa certificate qualification in partnership with the Constance Hospitality Academy that's based in Mauritius.

Read more: <http://lei.sr?a=ZOR8M>



PHOTO © SHUTTERSTOCK/ENSLER.DAITHY

A spa training facility will feature at the new government-funded tourism school

Six Senses Zil Pyson

Felicite Island, Seychelles

Opening: 2015

Six Senses will open two spas in Africa over the next two years.

Six Senses Zil Pyson on Felicite Island – a private island in the Seychelles – will be made up of 30 hillside pavilions and 17 residences. The spa will be set within a natural rock formation and according to Anna Bjurstam, head of spas and wellness, it will be “one of the most amazing spas in the world I dare to say”.

Meanwhile Six Senses Gammarth in Tunisia, will offer 67 suites and pool villas plus 31 residences on the beach.

Details: www.sixsenses.com

Gross Barmen Hot Springs Resort

Namibia

Opening: Q3 2014

The NA\$200m (US\$19m, €13.7m, £11m) refurbishment of the Namibian Gross Barmen Hot Springs Resort in Africa is nearing completion.

The state-owned resort is 25km from the town of Okahandja and one of its main attractions is its hot mineral spring water. The water is pumped into a large indoor thermal bath (40°C), an open-air swimming pool (25-29°C) and private baths.

Namibia Wildlife Resorts (NWR) – another state-owned enterprise which manages camp sites and lodges in protected areas of Namibia – will run the site.

“After the completion of the project, the resort will consist of high-class facilities, an office and administration building, conference centre, restaurant, outside and indoor pools, shopping facilities and a spa,” NWR acting managing director Zelna Hengari told local media. The resort originally had four family chalets and 33 bush chalets, plus numerous camping sites

The site has been closed since 2011 for redevelopment by Namibia Construction. Accommodation facilities were completed at a cost of NA\$64m (US\$6m, €4m, £3.6m) and work on the swimming pool, conference centre and restaurant is almost finished. The spa is still under construction.

Reopening was initially pencilled in for June 2014, but its since been suggested that August is a more practical date.

Read more: <http://lei.sr?a=W6T9e>

PHYTOMER

THE NEW SKINCARE FRONTIER



PHYTOMER has revolutionised skincare through the latest marine biotechnology to create a new generation of cosmetics, which are ultra-effective, natural and environmentally-engaged.

Avant-garde biotechnological treatments for scientifically proven results.

Emotional and healing experience through signature manual techniques.

Ultra-sensorial pioneering products delivering powerful marine ingredients.

Dynamic business model structured around fine-tuned treatment costs.

PHYTOMER

commercial@phytomer.com

Tel: (+33) 2 23 18 31 31

www.phytomer.com



Read more about the latest PHYTOMER innovations

ASIA & AUSTRALASIA >>>>>>



Nine hotel spas will be developed

Aquis Great Barrier Reef Resort

Cairns, Australia

Construction to start: 2015

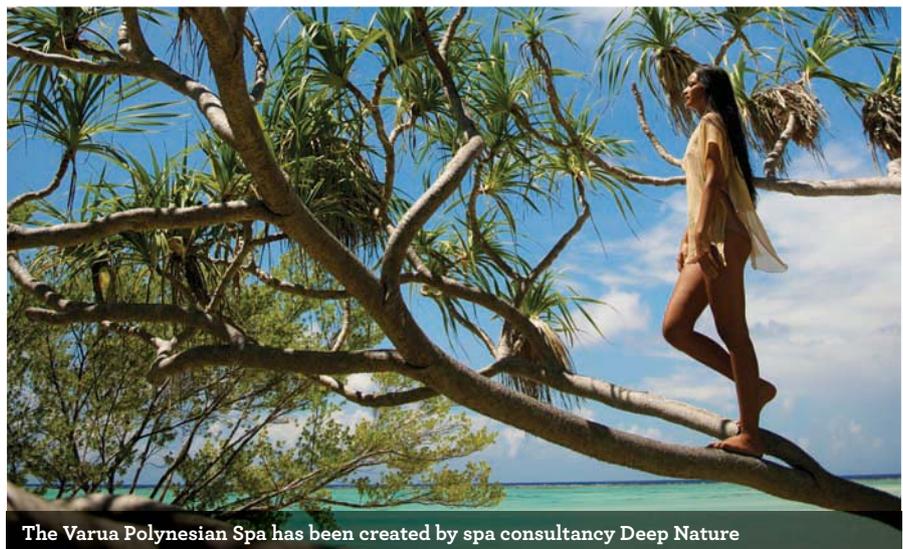
Australia's Foreign Investment Review Board (FIRB) has given the go ahead for a 340-hectare (840-acre) mega resort with nine luxury hotels in Cairns.

The FIRB's approval in March has been described as "an important milestone" by developer Tony Fung. The Hong Kong billionaire is investing AU\$4.2bn (US\$3.75bn, €2.72bn, £2.4bn) on the Aquis Great Barrier Reef Resort, with a view to establishing Cairns as one of the world's leading premier destinations. He's hopeful that construction will begin in 2015 if not before.

As well as the hotels, there are plans for a casino, a 25,000-seater sports stadium and a high-end retail space.

Projects in Cairns have sparked fierce debate in recent times – given the Great Barrier Reef's stance as a World Heritage Site – with groups lobbying to prevent interference with marine life and the local environment.

Read more: <http://lei.sr?a=p4e7Z>



The Varua Polynesian Spa has been created by spa consultancy Deep Nature

PHOTO © TIM MCGERNNA

The Brando

Tetiaroa, French Polynesia

Opening: 2014

A spa built on the shores of a tropical pond is a key feature of The Brando eco-resort, which is aiming to become one of the first resorts to obtain Leadership in Energy and Environmental Design (LEED) Platinum certification when it opens in July.

The Brando is located on Tetiaroa – a 12-island atoll bought in 1965 by actor Marlon Brando who envisioned it as a sanctuary for environmental research and education. Developer Pacific Beachcomber made this vision a reality when it built the 35-villa resort – complete with a green research facility – which has sustainabil-

ity at its core. The resort and spa is built on the Onetahi, one of the 12 motus (small islands), and uses renewable sources like solar panels alongside coconut biofuel for energy and an innovative sea water air conditioning (SWAC) system.

The Varua Polynesian Spa is located inland, in a large planted area partly built over a pond with a waterfall backdrop.

Designed by Lonsdale Western Design, the spa has a village style with facilities – two double treatment rooms, two steamrooms, a cold bath, relaxation area, yoga pavilion and tea lounge – housed in separate bungalows that blend into the surroundings. A special couple's spa suite is also located high up in the palm trees.

The spa consultants for the project were Deep Nature, a French-based group that operates more 35 other spas worldwide.

Details: <http://lei.sr?a=s2k7C>

Ngai Tahu Hot pool complex

Queenstown, New Zealand

Opening: Unconfirmed

Plans have been proposed for a NZ\$25m (US\$20.6m, €15m £12.6m) hot pools and spa complex in Queenstown, New Zealand which is expected to draw more than 300,000 customers annually.

Ngai Tahu Tourism, the tourism arm of the native Ngai Tahu Maori tribe, is in talks with Lakeview Holiday Park about leasing 1.8 acres for development. The plans include 12 large public hot pools, four smaller private hot pools, a health spa, a retail building and a café-restaurant.

Ngai Tahu Tourism already owns and operates nine other attractions in New Zealand, such as the Glacier Hot Pools at Franz Josef on the west coast, which has three public pools, three private pools and a spa.

Other proposed plans for the Lakeview site include a NZ\$50m (US\$41.2m, €30m, £25.2m) convention centre linked to a casino-hotel complex that would be built by SkyCity Entertainment Group.

Ngai Tahu Tourism regional boss David Kennedy has said that its “ongoing negotiations would centre around working with the convention centre site.”

Read more: <http://lei.sr?a=j4i3A>



The new NZ\$25m site (left); the Maori tribe already owns another hot springs attraction in New Zealand

Shanghai Shimao Wonderland

Songjiang near Shanghai, China

Opening: Unconfirmed

Design and engineering consultancy Atkins has said that construction of a 19-floor hotel in a quarry in Songjiang near Shanghai is in the early stages.

The two lowest levels of the 380-key hotel, to be managed by InterContinental, will be underwater and face an aquarium. This is where a spa – with 10 treatment rooms and a big pool and sauna area – will be situated. These levels will also house guestrooms, a restaurant and a leisure complex.

Sustainability is key to the project which will be built according to eco standards and will use geo-thermal heat and feature a green roof.

Chinese conglomerate Shimao is the developer of the hotel, which will form part of the 500,000sq m (5.4 million sq ft) Shanghai Shimao Wonderland themed development. Overall, the site will also comprise leisure, entertainment and residential elements plus an additional three-star hotel. Reports put the cost of the project at £345m (US\$585, €420) and it's estimated that it will take three years to build.

Details: www.atkinsdesign.com



Two of the floors will be under water



A circuit of five Six Senses boutique spa lodges will be located throughout Bhutan

Six Senses Bhutan

Bhutan

Opening: 2016

Five spas are to feature in a series of Six Senses lodges across the Buddhist nation of Bhutan – a country that is famously strict on development and tourism.

The travel circuit of boutique lodges, located in Thimpu, Punakha, Phobjikha, Bumthang and Paro, will have a total of 82 suites between them, and each will have between two to six treatment rooms.

The spa concept will be based on the country's unique standard of living indi-

cator. Instead of a gross national product, Bhutan uses a gross national happiness (GNH) index – focusing on the wellbeing of its people – as a measure of development across the country.

The spas at each lodge will focus on a different strand of the GNH such as physical and mental wellness and environmental and social wellbeing.

Other Six Senses developments planned in Asia are located in Japan; Ninghai, China; Mount Qing Cheng, China; and Uluwatu, Bali. It also has two projects in India, including Six Senses World One in Mumbai where it will manage an entire club house spread over three floors.

Details: www.sixsenses.com

Caprice Gold Maldives

Gaakoshibee, Maldives

Opening: Q4 2014

Maldives-based ADK Company has signed an agreement with Turkish hotel brand Caprice Gold to create and operate one of the Maldives' first Islamic resorts.

The 673-bed Caprice Gold Maldives on the Shaviyani Atoll will be one of the larg-

est resorts in the Maldives when it opens in October. Its spa will have separate facilities for men and women, eight treatment rooms, four of which will be situated over water, plus a beauty/barber shop and a health and fitness centre. Beaches, villas and pools will also be segregated and the four restaurants will be halal-certified.

Caprice Gold, which specialises in Islamic tourism, will invest MVR2.6bn (US\$170m, €123m, £102m) in the project.

Read more: <http://lei.sr?a=k3X1A>



Octave Living, which will have a spa with 69 treatment rooms, will be one of the first wellness communities in China

Octave Living Destination Retreat

Suzhou, China

Opening: 2017

The Octave Living Destination Retreat – which is one of China’s first wellness communities – is now under construction just outside of Shanghai on the shores of Yangcheng Lake in Suzhou.

A project by IMC Octave, the hospital-ity arm of Singapore-based IMC Group, the retreat has been designed by New York City-based Tsai and McKown Architects.

GOCO Hospitality is the master consultant for the project and will also oversee the design and technical services. Horwath HTL – which joined forces with GOCO in September 2013 – was involved with market research and feasibility.

The 19-hectare (47-acre) development is being built in five phases, three of which

are already underway. The final opening date is scheduled for 2017.

The 85,000sq m (914,932sq ft) retreat will have a destination spa with 69 treatment rooms, 104 private villas, 100 serviced apartments and a 50-bed boutique hotel. There will also be a commercial village and lakefront real estate with retail, F&B, art and entertainment facilities and a learning centre.

The spa will include two aquatonic pools – one indoor, one outdoor – featuring therapeutic hydromassage stations.

A thermal area, by Hong Kong-based Deckelmann Wellness, will offer male and female facilities, as well as a unisex zone with five thermal experiences.

“GOCO Hospitality saw a clear opportunity to create wellness communities in China, because they’ve existed successfully in Europe and the US for centuries,” says Josephine Leung, the group director of design for GOCO.



“The wellness facility will offer comprehensive health programmes – combining both western and traditional treatments and advice to improve guests’ lifestyles,” she adds. “This will be the place where generations meet and interact in an urban resort setting – discovering, sharing and learning together.”

The main target audience of the Octave Living Destination Retreat will be local city professionals in their mid-30s to 50s.

Read more: <http://lei.sr?a=n2t3b>



A Raffles and W hotel will be included

Ciputra World Jakarta

Jakarta, Indonesia

Opening: Unconfirmed

Owned by the Indonesian property developer, Ciputra Group, the IDR15 trillion (US\$1.3bn, €937m, £768m) mega super block of buildings in the business district of Jakarta is currently under construction.

The 15-acre (6-hectare) Ciputra World Jakarta project will have 15 towers in three separate Ciputra World Jakarta clusters, built in three phases.

Ciputra Jakarta 1 consists of an office tower, a 180-bed Raffles Hotel Jakarta – with an 11,840sq ft (1,100sq m) spa, retail space, an art museum, a 1,200-seat auditorium, serviced residences and a tower for apartments. The site is expected to open this year.

Construction on Ciputra World Jakarta 2 began in 2012 and is due for completion in 2016. It will feature four towers used for office space, the W Hotel Jakarta – most likely with a spa – and serviced apartments.

Ciputra World Jakarta 3 is the next development, expected to provide meeting space, office and apartment towers but the opening date for this has not been announced.

Read more: <http://lei.sr?a=b6f90>



Spa villas have been designed to host presidents attending major political events on-site

Yanqi Lake Kempinski Hotel Beijing

Beijing, China

Opening: Q4 2014

Kempinski is set to unveil one of its largest properties in China this November – a 14sq km (5 square mile) hotel, villa and spa complex which is being lined up to possibly host major political events such as APEC 2014 and future G20 summits.

Situated at the foot of the Yanshan Mountains, 60km (37 miles) to the north of Beijing, the development will boast 595 bedrooms in total. Of these, 306 bedrooms are located in the Yanqi Lake Kempinski Hotel Beijing, while there are 111 bedrooms at a State Guest House and another 178 bedrooms which are spread across 12 boutique villas.

Spa facilities are spread over the whole complex. The hotel will have a four-floor Kempinski, The Spa facility which will include eight treatment rooms, plus a pool, gym, juice bar and tea area.

The spa in the State Guest House will feature 11 luxury treatment suites – including a VIP room with its own hammam and two treatment beds – in addition to a thermal experience zone, relaxation area and foot massage rooms, plus a gym, exercise studio and games rooms.

The boutique villas, which are envisaged as being individual lodgings for heads of state attending summits, will each have their own spa, 25m lap pool and gym. The villas have been designed by different international agencies, including well-known names such as Wilson, Rockwell, HBA and DiLeonardo.

Read more: <http://lei.sr?a=M0n8L>



Floating pontoons form the base of the 54-bed resort, which will have a 410sq m spa

Solar Floating Island

Maldives

Opening: Unconfirmed

Italian designer Michele Puzzolante of MPD Designs has unveiled a new concept resort called the Solar Floating Island (SFI). It will be energy self-sufficient and will use the sun as its sole source of power.

The resort, which will be constructed of floating pontoons, is set to feature a five-star, 54-bed hotel comprising a 410sq m (4,413sq ft) spa and wellness centre. A range of massages, manicures, pedicures, facials, body wraps and exfoliations will be available at the spa, in addition to a 150sq m (1,614sq ft) boutique area.

Puzzolante estimates the entire development could be built for US\$145m (€104m,



Another resort is planned in Tunisia

£87m) and the concept has received full support from Maldives' president Abdulla Yameen. Work on the first SFI is expected to start in the next few months, with parts constructed in a factory before later being assembled on-site.

Read more: <http://lei.sr?a=n4C3a>



LVS will brand it like Beckham

Las Vegas Sands

Macau and Singapore

Opening: Unconfirmed

Former England football captain David Beckham is to help develop leisure, retail and dining experiences at the Las Vegas Sands resorts in Asia.

Beckham, one of the world's most iconic men, will initially focus on Marina Bay Sands in Singapore and Sands Macau. He already co-owns a London eatery with Gordon Ramsay.

Read more: <http://lei.sr?a=H9p3d>

Waldorf Astoria

Jakarta, Indonesia

Opening: 2018

A 181-bed Waldorf Astoria hotel is in the planning in Jakarta and will be the brand's second property in Indonesia when it opens in 2018.

Wellness facilities will include a spa, health club and pool alongside F&B and business amenities.

Waldorf Astoria will operate the hotel, which is being developed by Jakarta-based PT Putragaya Wahana.

Read more: <http://lei.sr?a=i7QIU>

Angsana Teluk Bahang

Penang, Malaysia

Opening: 2016

Work has started on Banyan Tree's first property in Malaysia – the Angsana Teluk Bahang on the island of Penang.

A reported MYR500m (US\$154m, €110m, £91m) will be spent on the property which is set on a 3-hectare (7-acre) beachfront site in Teluk Bahang – a fishing village that's being transformed into a luxury eco-tourism hub.

Three main buildings will house around 300 bedrooms, as well as an Angsana Spa with 12 treatment rooms, three pools and five food outlets. There will also be 150 residential units.

Read more: <http://lei.sr?a=T3H1a>

The Spa at Mandarin Oriental

Taipei, Taiwan

Opening: 2014

A two-storey spa will feature at a new 303-bed Mandarin Oriental hotel that will launch in Taipei, Taiwan imminently.

The spa, with interiors by hospitality design firm Yabu Pushelberg, will cover 3,500sq m (37,673sq ft) in total. It will have two distinct components – the spa with 12 treatment suites, hydrothermal area, beauty salon and tea lounge; and a fitness centre and pool. Products will be supplied by Biologique Recherche and Aromatherapy Associates.

Mandarin will run the hotel on behalf of owners Kai Tai Fung International.

Read more: <http://lei.sr?a=O3q5c>

Senkyaku Banrai, close to Tokyo's Olympic venues, will have one of Japan's largest thermal spa facilities



Senkyaku Banrai

Tokyo, Japan

Opening: Q2 2016

Senkyaku Banrai, a 1.7-hectare (4.2-acre) shopping and entertainment complex in walking distance of Tokyo's 2020 Olympic venues, will feature one of Japan's largest thermal spa facilities, according to national newspaper *The Asahi Shimbun*.

It's reported that the complex, which is being planned by the Tokyo metropolitan government, will include a seven-storey tower with thermal bathing and spa facilities plus accommodation. At the top of the tower will be an open air bath.

When it opens in March 2016, Senkyaku Banrai is expected to attract up to 4.2 million visitors a year.

Other facilities include a multilingual tourist information centre, 140 food stores, a food court big enough for 1,000 customers and cooking schools.

Operators announced so far include Kiyomura, which runs the Sushi-Zanmai food chain; and Daiwa House Group.

The complex will sit next to Tokyo's relocated fish market which is scheduled to open around the same time.

The original site for the for the iconic Tsukiji wholesale fish market is only 4km away, but the new location will be up to 40 per cent bigger and more modern.

Read more: <http://lei.sr?a=K6Z3y>

City of Dreams

Macau, China

Opening: 2017

Zaha Hadid Architects has revealed plans for a 780-bedroom hotel to be built by property developer Melco Crown Entertainment in Cotai, Macau.

The hotel will be located at Melco Crown's flagship City of Dreams resort in an area that takes its visual inspiration from the Las Vegas Strip.

The 40-floor hotel will include a spa alongside gaming and event/conference facilities plus a rooftop pool.

The design of the tower – encased in a giant lattice mesh – merges traditional architectural elements of roof, wall and ceiling to create a sculptural form that also defines many of the hotel's internal spaces.



The hotel will have a dramatic design

“The design combines dramatic public spaces and generous guest rooms with innovative engineering and formal cohesion,” says Zaha Hadid, the owner of the practice. Construction started last year and is set to be completed by 2017.

Read more: <http://lei.sr?a=T4HIY>

Vadinolhu Island

Laamu Atoll, Maldives

Opening: 2017

Saudi Arabian real estate firm Best Choice Real Estate Development is investing US\$100m (€72.6m, £59.7m) in a resort and spa in the Laamu Atoll in the Maldives. The eco-friendly, five star development,



The eco-resort will have a spa and 100 villas

will be located on Vadinolhu Island and is set to open in 2017.

Plans include 100 villas plus a spa with suites, relaxation lounges, hot and cold plunge pools, a sauna and yoga pavilions.

Vadinolhu will also have tennis, badminton, scuba diving and sailing facilities and a fully-equipped gym.

Mohamad Rabih Itani, CEO of Best Choice Real Estate, told the local *Arab News* newspaper: “The Maldives offers tremendous investment opportunities, especially in the hospitality sector, as it has rapidly emerged as a destination of choice for international tourists.” Its main target audience will be families and Itani is “confident of achieving an operating profit in the second year with the cash payback period at six years”.

Read more: <http://lei.sr?a=Y0f9E>



The retreat will tackle chronic disorders

Total Health Centre

Himalayas

Opening: Q4 2015

An ambitious US\$3m (€2.22, £1.84m) wellness retreat in the Himalayas is being planned by Dr Robert Schneider, a leading US physician and researcher.

Schneider, who's a professor at the Maharishi University of Management in Iowa, specialises in integrative preventative healthcare. He's also the author of *Total Heart Health* – a book promoting the potential of ayurveda to prevent and reverse heart disease.

The Total Health Centre aims to tackle chronic disorders like heart disease by combining ayurvedic therapies and integrative medicine with modern healthcare. “We want to offer the best of all worlds,” says Schneider, who's already using this approach successfully as medical director at The Raj Ayurveda Health Spa in Iowa.

Designs drawn up by vedic architects Raja Builders feature a 100,000sq ft (9,290sq m) spa and integrative health centre comprised of luxury private rooms and villas. The treatments will focus on detox, panchakarma, mind-body medicine, five senses therapies and lifestyle education.

Read more: <http://lei.sr?a=W3H2P>

CENTRAL & SOUTH AMERICA >>>>>>

Trump Collection

Rio de Janeiro, Brazil

Opening: 2016

Trump Hotel is to make its debut in South America in Brazil in time for the 2016 Summer Olympics.

The 171-bed Trump Hotel Rio de Janeiro will overlook Barra da Tijuca beach which will host a number of the Olympic venues.

A spa and fitness facility will take up around 4,000sq ft (371sq m), while a pool and lounge area will be of a similar size. A nightclub and meeting amenities will be included too.

Brazilian developer LSH Barra SA is building the BRL200m (US\$83m, €61.4m, £50.8m) hotel with the help of development consultant Polaris Brazil. WATG is one of the design firms.

Donald Trump, executive vice president of development and acquisitions says: "This is an exciting time to develop our first project in South America and the perfect location to do so."

Read more: <http://lei.sr?a=13v2j>



It will be open for the 2016 Olympics



Many high end tourism developments are taking shape in Guanacaste

Dreams Las Mareas

Guanacaste, Costa Rica

Opening: 2014

The Guanacaste region in Costa Rica is becoming a hub for luxury tourism. One of its latest developments is the 15sq km

(5.7 square mile) Santa Elena Reserve, which will include a US\$125m (€89m, £75m) Dreams Las Mareas resort.

Due to open in November 2014, the resort will feature a Dreams Spa by Pevonia with a hydrotherapy circuit, beauty salon, spa boutique and 10 therapy cabins for individual and double therapies.

Read more: <http://lei.sr?a=X9N8I>

Harmony Cove

Telawny, Jamaica

Opening: 2017

Chinese firm Sinohydro concluded negotiations for the financing and equity investment of the US\$2.5bn (€1.8bn, £1.5bn) Harmony Cove Development project in Telawny, Jamaica in March.

The 3.6 square mile (9.3sq km) development on Jamaica's north coast, will be transformed into a mega resort with its own private airport and marina. A luxury

health spa, will feature alongside hotels, private residences, restaurants, three golf courses, a casino and a convention centre.

The developer is Tavistock, while design and architecture firms include Leisure and Hospitality Design International, Mode architects and MSI.

The first phase of the project, to cost US\$800m (€583.7m, £478.1m), will take three years to complete and will include 2,000 hotel rooms. The much-delayed project – construction was originally scheduled to start in 2009 – has strong backing from Jamaica's government.

Read more: <http://lei.sr?a=C1v6v>



The 400-acre resort will feature villas and four boutique hotels

Kittitian Hill

St Kitts, Caribbean

Opening: 2015

Caribbean resort, Kittitian Hill, on the island of St Kitts, will be celebrating the region and its heritage with its treatment menu, when the spa opens in 2015.

Local sea salt will be used to make scrubs for the Mango Walk spa and all botanicals and oils used will be organically harvested on-site. The spa team are currently researching indigenous treatments, to give the spa its identity.

The 20 treatment rooms have been designed by architect Bill Bensley, who's created a spa with the vernacular of local architecture. There will be a focus on active relaxation in nature. Meditation gardens are being created and there's a self-guided meditation walk through nature and a yoga

studio is being built in a bamboo cathedral structure. A hyper saline pool and hot and cold water treatments will also be included.

Mango Walk will be run by Sedona Resorts on behalf of the developer, Caribbean entrepreneur Valmiki Kempadoo.

Kittitian Hill is a 400-acre resort that will feature four boutique hotels, villas and one of the world's first 'edible golf courses'.

Read more: <http://lei.sr?a=V2A6P>



Organic and local products will be used



The project is said to be a game changer

Aniyana

Grand Caicos, Turks & Caicos

Opening: Unconfirmed

Initial plans have been revealed for a 41-acre (17-hectare) beachfront luxury resort on the island of Grand Caicos in the West Indies.

Aniyana, which takes its name from the native Lucayan Indian name for Grand Caicos, is an eco-sensitive development and there are plans for it to incorporate one of the island's largest nature reserves for indigenous flora and fauna.

It will comprise a residential element, as well as a 'world-class' boutique hotel and spa, plus a fine dining restaurant. Exact details of the spa are yet to be confirmed, but it will be located in a secluded part of the island and offer invigorating and relaxing experiences.

The land is owned, and will be developed, by Grand Caicos Holdings while Caribbean company 7th Heaven Properties has been appointed as the master agent. The 48 square mile island is renowned for its picturesque stretches of secluded beaches and outstanding natural beauty. 7th Heaven Properties founder Walter Zepherin says: "Aniyana represents a game-changing project for Turks and Caicos."

Read more: <http://lei.sr?a=3e0LO>

EUROPE >>>>>>



Legal disputes have stalled work

Huhtiniemi

Lappeenranta, Finland

Opening: 2017

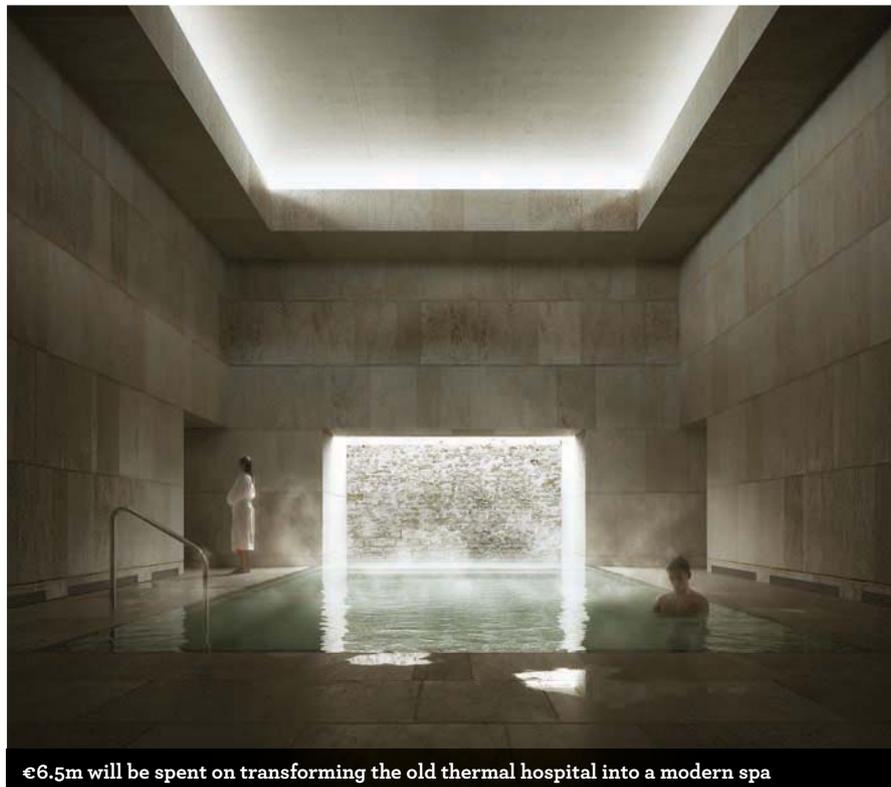
Construction has yet to begin on a €70m (US\$96m, £58m) spa hotel in Lappeenranta, eastern Finland, due to a string of legal disputes. It was initially due to open in early 2014.

Disputes about the Huhtiniemi development focus on the public complaints about the building plans and the price the land was sold at. Final rulings are expected by mid 2014.

Plans for Huhtiniemi include a 14-storey hotel, a 4,000sq m (43,056sq ft) spa and a 7,000sq m (75,347sq ft) space for spa villas. In total there will be 500 bedrooms – 350 in the hotel and another 150 in the spa villas.

The scheme is a joint venture between Finnish property investment firms – Ultivista and Conte Invest. The CEO of Ultivista, Sami Alatalo, says the legal proceedings mean the project will open by 2017 at the earliest if the court rules in its favour.

Read more: <http://lei.sr?a=T8g5P>



€6.5m will be spent on transforming the old thermal hospital into a modern spa

Thermal spa

Amélie-les-Bains, France

Opening: 2017

Spanish architectural firm Francisco Mangado has been appointed as the master-planner of a French thermal spa project following a global design competition.

Francisco Mangado, along with five other architects, will transform an old military thermal hospital in the municipality of Amélie-les-Bains in southern France into a spa covering 3,143sq m (33,830sq ft).

Due to open by 2017, the €6.5m (US\$9m, £5.3m) spa will be set over three floors

and feature extensive thermal and bathing facilities – using water from the town's natural resources – as well as a spa with more than 10 wet and dry treatment rooms.

A hot zone will comprise three saunas and three Turkish baths in addition to a Roman-style caldarium steamroom. Meanwhile a cold zone will boast experience showers, a tepidarium and a frigidarium. On top of this, there will be a large interior bathing area leading to an outdoor relaxation courtyard, plus a sun terrace and bar.

The proposed renovation will see glass surfaces superimposed on the hospital's solid stone walls to give it a modern look, while retaining the original architecture.

Read more: <http://lei.sr?a=9G8N5>



Wellness specialist
Henri Chenot will
provide the spa concept
for the resort on the
Montenegro coastline

One&Only Portonovi

Kumbor, Montenegro

Opening: 2016

Health and wellness specialist Henri Chenot is partnering with One&Only Resorts – a Kerzner International brand – to provide the spa concept for the €500m (US\$688m, £413m) Portonovi marina development in Kumbor, Montenegro.

In March, owner Azmont Investments announced the partnership with

Chenot who's known for the Chenot Method – a wellness approach which combines Chinese medicine with biontology: identification and explanation of the body's functions at the different stages in one's life. With forty years' experience, Chenot says his method is designed to rebalance the body's natural processes to eliminate toxins, increase vitality and energy levels.

Set to open in 2016, the 5,000sq m (53,819sq ft) spa will offer treatments from Henri Chenot's worldwide spa brand, Espace Vitalité Chenot.

"Henri Chenot's arrival as part of One&Only Portonovi will enable us to offer both peak and off-season tourism, specifically in the wellness sector," says MD of Portonovi, James Wilson. "We are delighted to have two widely respected brands team up for the first time as part of the luxury offering at Portonovi."

Azmont wants to establish the 60-acre site as 21st century riviera for Montenegro. As well as the 150-bed One&Only hotel, there will be 550 residences, a 250-berth marina and a tennis academy.

Read more: <http://lei.sr?a=P7W30>



The spa will attract guests out of season

Almar Jesolo Resort & Spa

Jesolo, Italy

Opening: Q2 2014

The coastal Italian town of Jesolo is to become home to its first five-star hotel when the Almar Jesolo Resort & Spa opens in mid 2014.

Being developed by Trentino Real Estate, the 197-bed resort will be managed by the Boccato family.

Its Almablu Wellness Center will be a key feature of the resort. Set over 2,000sq m (21,500 sq ft) on two floors, it will offer a wide range of treatments. The include those focused on mud and thalassotherapy – multi-functional treatment cabins have been supplied by Lemi – detox packages and results-driven beauty services. Pevonia has been chosen as the product house.

To accompany treatments, the facility will also a small thermal area and a 70m pool connected to a private beach.

The Boccato family hope the mix of modern accommodation, relaxation, leisure activities and conference amenities will generate business outside of the holiday season so it can stay open for at least nine months of the year.

Read more: <http://lei.sr?a=z4n1c>



The OvaVerva

St Moritz, Switzerland

Opening: Q3 2014

Due to open in July, after two years of construction, the OvaVerva pool, spa and sports centre in St Moritz, Switzerland is looking to attract 100,000 visitors in its first year and around 35,000 spa-goers.

Owned by the municipality of St Moritz, OvaVerva has been developed as a year-round attraction for the ski resort and cost CHF64.7m (US\$71m, €52, £44m). It's been designed by Swiss architects Bearth & Deplazes and Morger + Detti.

OvaVerva is set over three floors, the first of which is dedicated to a variety of pools, with a total water area of 915sq m (9,850sq ft); waterslides; and a snow sports and bike shop. The floor above will have a 600sq m (6,458sq ft) fitness centre and a bistro serving healthy, regional cuisine.

At the very top will be a 1,620sq m (17,437sq ft) wellness area with views over the Engadine mountains. Communal experiences will include a one-of-a-kind Rosatsch bath – a large whirlpool based on those in the nearby Rosatsch region – plus



OvaVerva is owned by the municipality of St Moritz and has been developed as a pool, spa and sports centre. Its goal is to attract 100,000 customers in the first year

Kneipp and steamrooms and four saunas as well as rest and quiet zones. In addition, there will be six treatment rooms and a ladies-only wet area. Products are supplied by Swiss skincare company Soglio.

Read more: <http://lei.sr?a=o9E5G>



Gainsborough Bath Spa

Bath, UK

Opening: Q3 2014

Natural thermal waters in the UK spa town of Bath will be a key feature of the two-floor Spa Village Bath at the Gainsborough Bath Spa hotel when it opens later this year. They will be pumped into three therapeutic pools of different temperatures and also be used in water body therapies.

Other facilities at the 1,300sq m (14,000sq ft) spa include 11 treatment rooms, a beauty salon and hydrothermal facilities by Dalesauna and Barr + Wray.

The historic hotel will feature 99 guestrooms, including three spa accommodation rooms directly above the facility.

YTL Hotels took over the development from Bath Hotel and Spa Limited – a joint venture between the Trevor Osborne Property Group and CP Holdings – in 2011.

Malaysia-based YTL Hotels operates over 15 resorts worldwide and is famed for its signature Spa Village concept.



Bath is a UK spa town and natural thermal waters will be used (top); there will be three spa suites (above)

In homage to YTL's background, the Spa Village Bath will feature Asian therapies such as campur-campur which blends Malay and Thai massage techniques.

The conceptual design for the spa has been carried out by Sylvia Sepielli, who worked on the original YTL spa village concept. The interior design has been overseen by Alexandra Champilmaud, who's also worked on previous YTL hotels and spas.

Read more: <http://lei.sr?a=Y7X6y>



PHOTO © SHUTTERSTOCK

This is the first Peninsula hotel in Europe

Paris Peninsula

Paris, France

Opening: Q3 2014

The Paris Peninsula Hotel and Spa is expected to open in August this year on the Champs Elysées, only a few paces from l'Arc de Triomphe.

Construction of the first Peninsula hotel on European soil began in 2010 and upon completion, the neo-classical 200-bedroom hotel's spa will be situated in the basement and will cover more than 1,800sq m (19,375sq ft).

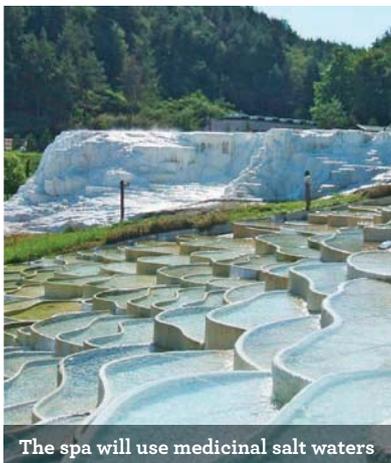
Spa consultants were Hydroconcept, while interior design has been overseen by Hong Kong-based Sabrina Fung Fine Arts. There will be six single and two double treatment rooms alongside a hammam, whirlpool, male and female relaxation areas and a gym and pool.

Other amenities include two restaurants – one on the roof and another serving Chinese food.

The architect for the hotel is Richard Martinet and interior designers include Hong Kong-based Chhada Siembieda Leung and the French Studio Kompa.

Katara Hospitality Hotels owns 80 per cent of the hotel and 20 per cent belongs to the Peninsula's parent company the Hongkong and Shanghai Hotels group.

Read more: <http://lei.sr?a=d6T6H>



The spa will use medicinal salt waters

Saloc Resort

Hungary

Opening: Unconfirmed

Work is underway on a 7-hectare (17-acre) resort in Egerszalók, Hungary, which sits next to one of the only natural salt-water thermal springs in the world.

The 254-suite Saloc resort will provide access to the 65-68°C springs and also use the water in an on-site thermal spa facility. The waters have been described as “some of the most medicinal in the world” and Saloc’s aim is to entice those who visit Hungary for sightseeing and wellness. It’s claimed that medical tourism in the country has grown 25 per cent in the past year, and the government has appointed the project as one of high significance.

There’s a strong residential element to Saloc which will also offer golf, equestrian, tennis and outdoor adventure experiences. It’s situated an hour from Budapest in the Eger wine region.

Read more: <http://lei.sr?a=z9c0d>



The Buxton Crescent and Thermal Spa

Buxton, UK

Opening: 2016

A multi-million pound loan for The Buxton Crescent and Thermal Spa facility in the UK was extended in February.

Extra funds have been raised by the local Derbyshire council to speed up the delayed project which will see Buxton Crescent – an iconic building which dates back to the 1780s – transformed into a luxury 79-room hotel and spa.

The exact sum of money which is being lent to developers – The Trevor Osborne Property Group, CP Holdings plus Danubius Hotels – has not been disclosed, although the project is expected to cost around £35m (US\$57.9m, €42m). The council is one of four bodies investing in the project, along with developers.



Extra funds have been raised for the thermal spa project in central England to help speed up development

Plans for Buxton Crescent were first put forward more than 10 years ago, but the project only received planning permission in 2010. The first phase of construction was completed in August 2013 and the opening is now scheduled for 2016.

Read more: <http://lei.sr?a=D1M9T>

Raffles Istanbul Zorlu Center

Istanbul, Turkey

Opening: 2014

A 32,292 sq ft (3,000sq m) Raffles Spa will feature at one of two FRHI properties that are due to open in Turkey in 2014. The 180-bed Raffles Istanbul will be the main facility of the Zorlu Center – one of the country's only mixed-use developments.

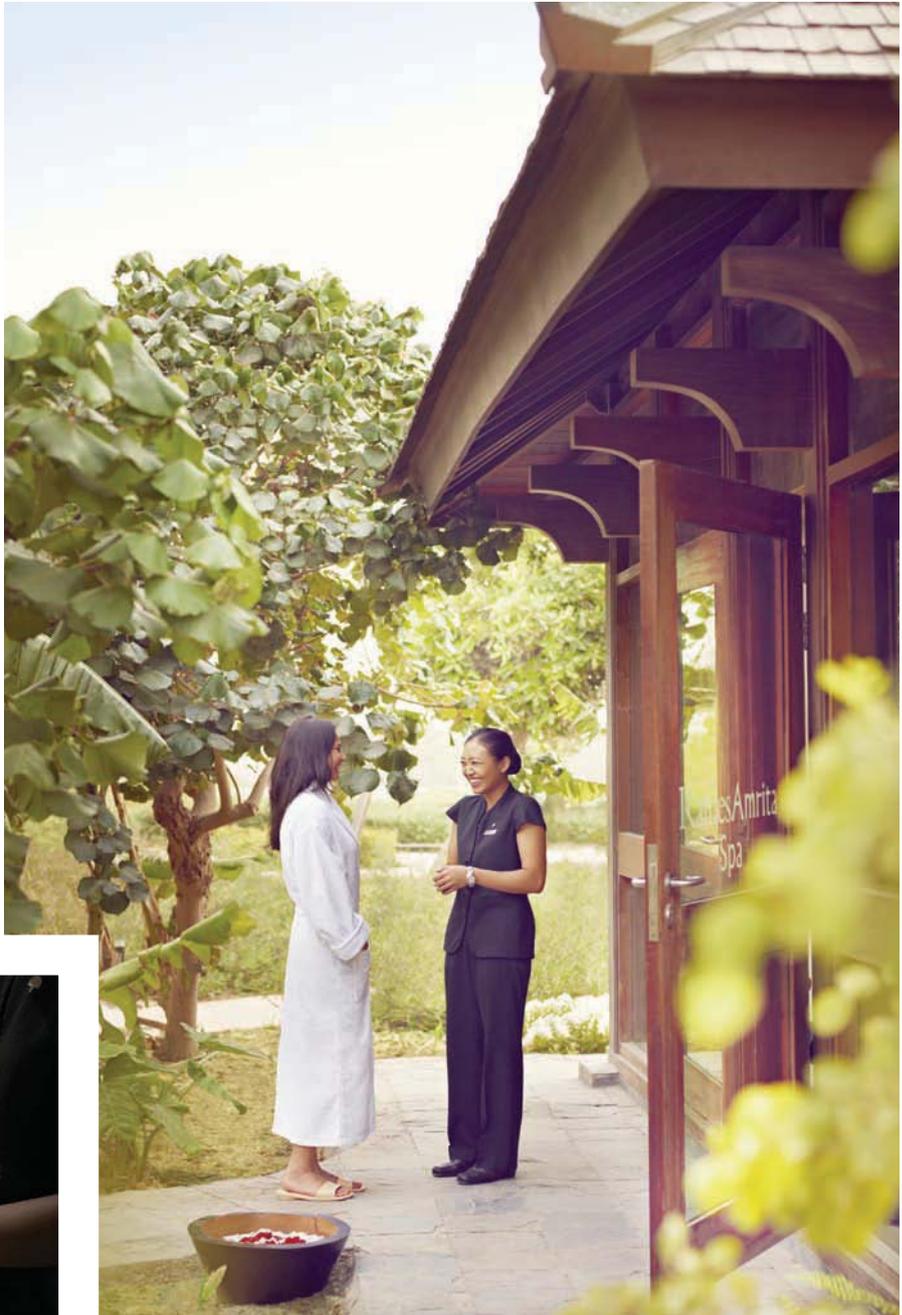
Meanwhile, the Swissôtel Bodrum Beach is situated on the waterfront of Turgutreis. The two-storey hotel is set to include 66 guestrooms plus 72 private residences.

FRHI is the parent company of hotel brands Fairmont, Raffles and Swissôtel. It has more than 100 hotels and 50 spas in the development around the world.

The group's new vice president of spa and wellness is Andrew Gibson who joined the company in January following seven years at Mandarin Oriental. Read our interview with him in *Spa Business* magazine.

Read more: <http://lei.sr?a=k6a0l>
or <http://lei.sr?a=b9K9y>

The Raffles spa brand focuses on seamless service and caters to well-travelled, affluent customers





Lofoten Opera Hotel

Lofoten archipelago, Norway

Opening: Unconfirmed

Plans have been unveiled for the coil-shaped Lofoten Opera Hotel, which is to be built in Norway's Lofoten archipelago.

The curvaceous design presented by Snøhetta Architects will help the 95-bed

hotel blend into the surrounding seascape, while creating an inner and outer area for activities. It will feature a spa and amphitheatre as well as hiking resources.

The Lofoten area is on one of 18 national tourist routes in Norway. It's part of a 184km (114 mile) trail which is very popular with hikers and nature lovers and is also home to the Eggrum rest stop designed by Snøhetta in 2007. The hotel will be ideally situated for visitors to the remote location.

The hotel is in a remote location popular with hikers. Its coil-shaped design will blend in with the surrounding seascape

Construction on the Lofoten Opera Hotel started in December 2013 and the estimated cost for the project is NOK300m (US\$49.6m, €35.9m, £30m). No completion date has been given.

Read more: <http://lei.sr?a=P7K1U>



Pedicure Spa



DS



GX



GS

For more information, please contact 1.631.243.3336 | www.lenoxpedicurechair.com



J&A USA Inc. 335 Crooked Hill Road | Brentwood, NY 11717



THE MIDDLE EAST >>>>>>

Atria

Business Bay, Dubai

Opening: 2017

Deyaar Developments is planning a US\$245m (€176m, £147m) residential and serviced apartment project, complete with its own spa facilities.

To be constructed in Dubai's Business Bay, the Atria will feature more than 550 keys split into two towers. A spa will have with views across the bay and there will also be a health club, three pools, a luxury restaurant and retail amenities. The completion date has been scheduled for 2017.

Read more: <http://lei.sr?a=n9A2l>

The Gulf Hotel

Manama, Bahrain

Opening: Unconfirmed

Gulf Hotels Group has signed an agreement with construction firm Almoayyed Contracting to build a new US\$8m (€5.8m, £4.8m) spa complex at The Gulf Hotel in Bahrain.

The two-storey 3,100sq m (33,368sq ft) spa will have separate floors for men and women, featuring spa pools, hammams, saunas, steamrooms and treatment rooms. Palmer-Greggo Associates will design the interior and Bahrain's MSCEB are the architects.

Read more: <http://lei.sr?a=L5q4w>

Anantara Doha Island Resort & Spa

Doha, Qatar

Opening: 2014

Plans are in the works for a new concept from spa management company MSpa to sit alongside its Anantara Spa at the new 141-bed Anantara Doha Island Resort & Spa.

When the 13-hectare (32-acre) development, also known as Banana Island Resort, opens later this year it will include the company's first full-service wellness centre – a facility capable of hosting year-round long-stay retreats on detox, weight-loss and relaxation that mix alternative therapies with medi-spa treatments and doctors on staff. There will also be a 24-hour fitness centre and tennis court.

Katherine Moore, the operations director of MSpa, says: "It's going to target

Oryx Island

Doha

Opening: 2022

Barwa Real Estate Group will build a 250-hectare (618-acre) artificial island off the coast of Doha to host the 25,000 spectators of the 2022 World Cup.

The US\$5.5bn (€4bn, £3.3bn) Oryx Island will include five temporary floating hotels to cope with extra capacity during the event, alongside the Oryx Resort, which will have three, permanent, five-star hotels – all with spas.



MSpa will embrace full-service wellness

the Middle East clientele who usually go to Asia, places like Chiva-Som, for those types of programmes. There are going to be more than 100 residential units [on the island] so it will target locals too."

Banana Island Resort is owned by MSpa's parent company the Minor Hotel Group in collaboration with Qatari-owned company Al Rayyan Hospitality. This is MHG's fifth property in the Middle East.

Read more: <http://lei.sr?a=I9v4q>

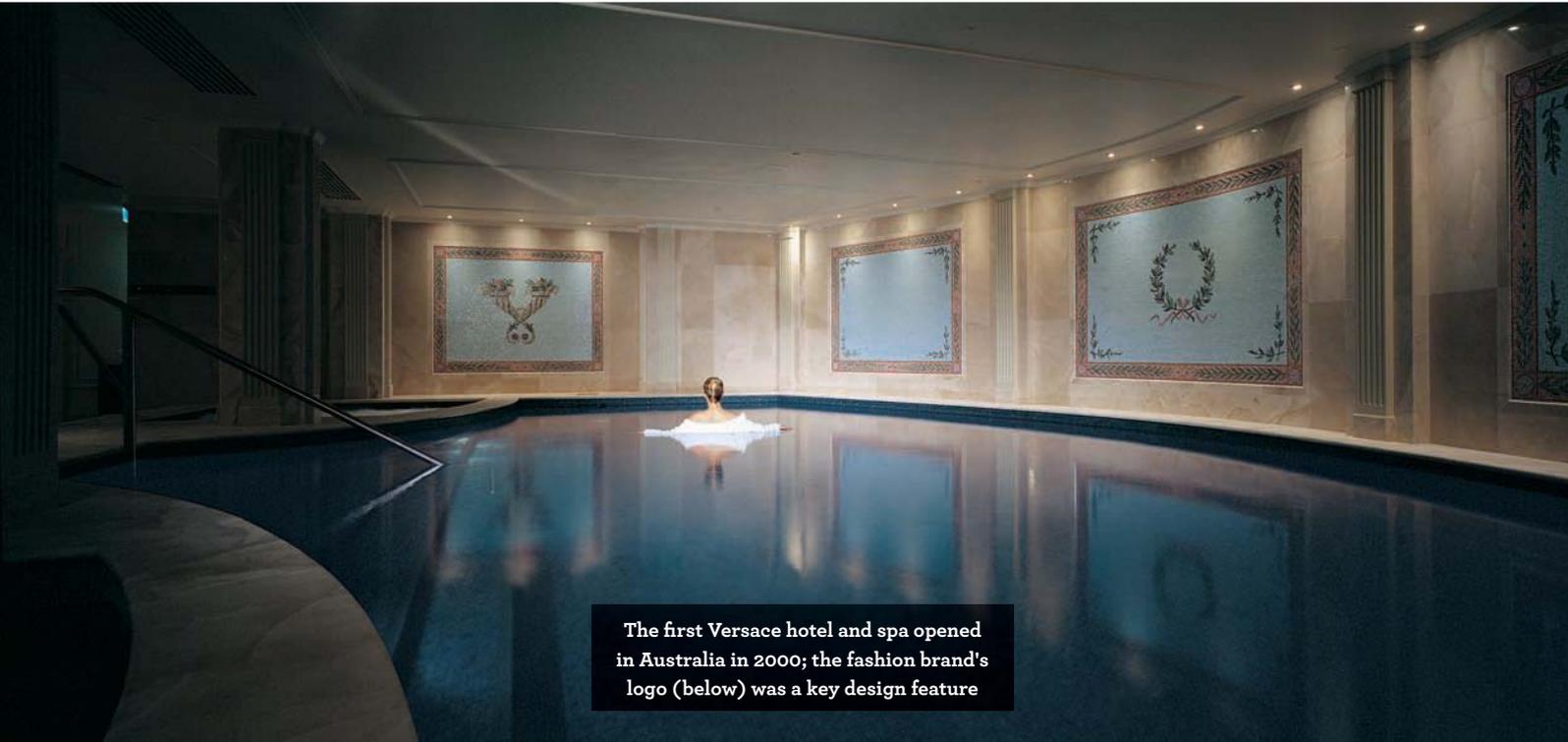


The resort will host the 2022 World Cup

There will also be 234 villas, a residential element and recreational facilities.

HOK and ABS Architects will design the floating island in the shape of an oryx – an indigenous white antelope.

Read more: <http://lei.sr?a=I0U9c>



The first Versace hotel and spa opened in Australia in 2000; the fashion brand's logo (below) was a key design feature

Palazzo Versace Dubai

Dubai, UAE

Opening: Q4 2014

The widely anticipated opening of the Dubai Palazzo Versace resort has been scheduled for the end of 2014.

The Italian design house revealed its first Palazzo Versace on Australia's Gold Coast in 2000, which it claimed was the world's first fashion-branded hotel. The second Versace-branded resort in Dubai was due to follow in 2009, but has faced a number of set backs – despite being 80 per cent complete since 2010. In recent reports, however, developer Enshaa Ser-



PHOTO © SHUTTERSTOCK/KEVIN HELLON

vices Group confirmed the AED2.3bn (US\$626m, €475m, £405m) Dubai Palazzo Versace will be ready by 2015.

Located in Dubai Creek, the resort will have 214 suites, 168 condominiums and a spas for women and men, as well as a fitness studio, steamroom, sauna and pool.

The design of the hotel and spa will be strongly influenced by the fashion house founder Gianni Versace who'll use Italian furnishings to help create a “an ambience of pure glamour”. The company's corporate logo – the Greek mythological figure Medusa – is expected to feature prominently throughout, while an on-site boutique will offer Versace clothes, accessories and cosmetics.

There will also be an outdoor lagoon pool, beach and a marina-edge promenade.

Enshaa took control of the project in 2011 in a swap deal that saw Emirates Sunland Group take full ownership of the Gold Coast Versace hotel (it was previously only part-owner of the Australian facility).

Read more: <http://lei.sr?a=c3b6D>



AW Lake is the master spa strategist

Dubai Pearl

Dubai

Opening: Q4 2017

Construction of the Dubai Pearl mixed-used development will get underway once again in 2014 following a major investment from a Hong Kong group.

In February, Chow Tai Fook Enterprises bought up US\$1.9bn (€1.4bn, £1.1bn) of prime property assets, including two five-star hotels. The sale was one of the largest to date for the US\$6bn (€4.3bn, £3.5bn) development.

The Dubai Pearl project has been on hold for the last 12 months, but AW Lake, the master spa strategist for the development, confirmed that it's been told that work will start up again at some point this year with an opening date now scheduled for December 2017.

Dubai Pearl will include homes for around 29,000 people alongside seven five-star hotels and extensive recreational facilities. AW Lake will oversee the strategy and integration of all spas, including those at the Bellagio and MGM hotels and at Starwood Capital's Baccarat resort.

Read more: <http://lei.sr?a=s8P9C>

Alila Jabal Akhdar

Al Hajar Mountains, Oman

Opening: Q2 2014

Asian hotelier, Alila Hotels & Resorts is to open its first property in the Middle East in mid 2014. The 78-bed Alila Jabal Akhdar in Oman's Al Hajar Mountains is perched 2,000m (6,600ft) above sea level overlooking a dramatic gorge.

It will serve as a hub for nature lovers and adventure travellers looking to explore the region's rugged landscape, while also providing a haven from the desert heat.

Designed by P49 and with architectural consultancy by WS Atkins, the resort will feature a Spa Alila branded facility staffed by local therapists trained in meditation, service, massage and anatomical physiology. The spa will offer a mix of Alila's Asian healing techniques – such as Balinese, Thai and ayurvedic massage – and locally-inspired therapies such as a signature two-hour Clay and Cleanse incorporating indigenous herbs, massage and singing bowls.

There will seven treatment suites in total, including a Vichy shower room, as well as whirlpools, private courtyards and a steamroom infused with an earthy scent

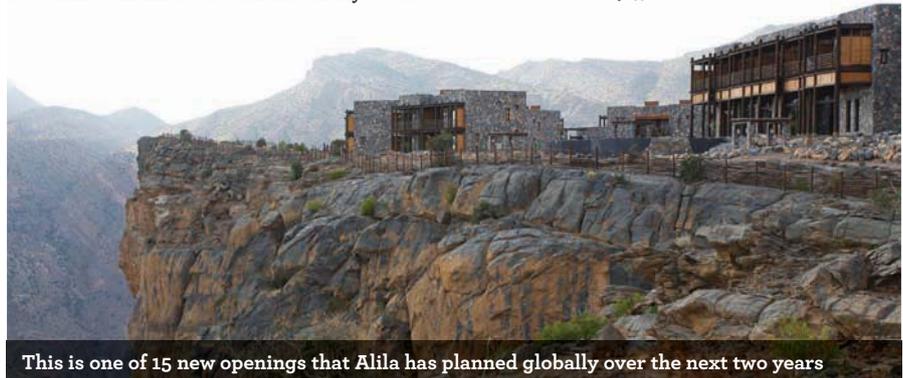


P49 and WS Atkins were behind the design of Alila in Oman; the spa will have seven treatment suites

of frankincense and juniper berry reminiscent of ancient Oman.

There are 15 more Alila resorts planned worldwide in the next two years. All of which will feature a Spa Alila facility.

Read more: <http://lei.sr?a=I4V7k>



This is one of 15 new openings that Alila has planned globally over the next two years

NORTH AMERICA >>>>>>

PHOTO © MARILYN MONROE™. PHOTO BY MILTON H. GREENE © 2014.
 JOSHUA GREENE. PHOTO BY SAM SHAW © 2014. SAM SHAW INC.



Three spas have opened in Hyatt hotels, including one in New York. Five other facilities will launch in 2014

Marilyn Monroe Spas

Multiple sites in the USA

Opening: 2014

Marilyn Monroe™ Spas is to rollout its fun, flirty and glamorous facilities across the US.

The company, set up by spa business-woman Niki Bryan and ex-president of Walt Disney Parks & Resorts Al Weiss, has a licensing agreement with Authentic Brands Group and has created three spa concepts based on the beauty icon.

The full-service spa offering, for resorts and luxury locations, is the Marilyn Monroe Spas model. Meanwhile Nail Boutiques is focused on manicure, pedicure and waxing services and its Glamour Rooms

concept includes hair, nail, make-up and some select spa treatments.

There are five facilities already open including three full-service spas in Hyatt hotels in Maui, Hawaii; Monterey, California; and most recently at the Hyatt Times Square in New York (pictured).

There will be five more launches by 2015 – two in Orlando and one in St Petersburg, Florida and others in San Diego, California and Phoenix, Arizona – although it's not confirmed what type of facilities they'll be.

Marilyn Monroe Spas have a sleek design, reminiscent of Hollywood film sets, with accents of bright red and pictures of Marilyn throughout. Treatments have a touch of fun and glamour.

Ginger Kane, head of marketing for the company says: "Although we're in the early

process of launching... we believe we'll see 25,000 to 35,000 treatments per year in our Nail Boutiques and Spas. We expect a similar number in our Glamour Rooms."

Bryan and Weiss founded Marilyn Monroe Spas in 2012 and between the two of them they have a majority control of the company's shares. Bryan, who's the founder and CEO, has been in the spa, beauty and fitness industries for nearly 30 years and is also the owner of spa management company Niki Bryan Spas International. Weiss is the executive chair of the company.

Other well-known spa industry figures in the team include Dan Shackleton-Jones who's COO and Gordon Tareta who's COO of hotels and resorts.

Read more: <http://lei.sr?a=R3M4C>

Algonquin Resort

New Brunswick, Canada

Opening: Q2 2014

An Aveda concept spa forms part of a CA\$38.6m (US\$35m, £21m, €25.3m) renovation of the Algonquin Resort in New Brunswick, Canada.

The 233-bed resort has already reopened under Marriott's Autograph brand – the first in Canada – while The Algonquin Spa is scheduled for completion by mid 2014.

The 1,400sq ft (130sq m) spa has been expanded to include salon facilities and is undergoing a full redevelopment with an aim to making it an “on-site haven for complete wellness”. Services will incorporate techniques of the area's Aboriginal people, thalasso-therapy – the resort overlooks Passamaquoddy Bay – and honey from the resort's beehives. As well as the new salon, there will be a manicure and pedicure room, a hydrotherapy room, plus three treatment cabins. The hotel also has a pool and fitness centre.

The resort, which was originally built for passengers of the Canadian Pacific Railway, has been renovated by Toronto-based Moncur Design.

Read more: <http://lei.sr?a=a8i8l>



Renovations include a spa overhaul



Another natural hot spring grotto will be added as part of a US\$24m, extensive overhaul

Two Bunch Palms Spa Resort

California, USA

Third phase starting: 2015

Two Bunch Palms, a 52-bungalow mineral springs resort in California, USA is undergoing its second phase of redevelopment which is being headed up by Kevin Kelly – the former president of Canyon Ranch.

The resort, two hours from Los Angeles, is famed for its 600-year-old thermal waters which feature in its hot spring grotto.

The first phase of the US\$24m (€17.4m, £14.3m) renovation, completed in 2013, saw improvements to infrastructure, a remodelled 3,000sq ft (280sq m) yoga dome and a new healthy gourmet restaurant. Starting in June, the second phase will focus on converting existing bedrooms into 70 rooms.

The third phase will include the construction of a stand-alone spa with 25 treatment rooms, its own café, a fitness centre and a second hot springs grotto and pool. Work on this will start in 2015.

WATG are the architects of the project and design is being overseen by Gulla Jonsdottir, founder of G+Gulla Jonsdottir Design, who's known for her natural, contemporary yet high-drama design style.

Two Bunch Palms sits among 220 acres (89 hectares) of land which is also being eyed up for 1,280 residential units and 22 acres (9 hectares) of natural, open space.

Kelly says: “Many of our guests seek refuge here to enjoy the calming grotto, open space and healing arts [t'ai chi and yoga]. The essence of this experience will be preserved as we expand.” It's also hoped that the renovation will “capture a larger share of the growing wellness market by targeting the affluent, health-orientated leisure traveller in the region and nationally”.

The property went bankrupt in April 2012 but was bought out of receivership by four LA investors – including two Hollywood film producers – for less than US\$8m (€5.8m, £4.7m). They hired Kelly as CEO based on his wealth of experience in the wellness industry. Kelly is also a part owner. **Read more:** <http://lei.sr?a=m3a0Q>

Claremont Hotel Club and Spa

Berkeley, California, USA

Opening: Unconfirmed

A multi-million dollar renovation is being planned for 279-bedroom Claremont Hotel Club and Spa in Berkeley in California as part of an ambitious redevelopment scheme from its new owners.

The hotel has been jointly-purchased by FRHI Hotels & Resorts (parent company of the Fairmont, Raffles and Swissôtel brands) and financier Richard Blum.

Refurbishment details haven't been revealed. But, an FRHI spokesperson has said

it will be extensive and is likely to include an overhaul of the 32-treatment room spa.

The Claremont, a castle-like hotel that was built in 1915, is the fifth Californian property for FRHI. Once work is complete, it will reopen under the Fairmont brand.

"Growth continues to be one of our top priorities, so we are extremely excited to be adding an asset as attractive as the Claremont," said Kevin Frid, president of FRHI in the Americas.

Read more: <http://lei.sr?a=c2y2w>

The iconic Claremont, which already has a large spa facility, will join the Fairmont portfolio of properties when it reopens



Four Seasons has an ownership stake

Four Seasons Orlando at World Disney World

Orlando, Florida, USA

Opening: Q3 2014

A touch of magic and luxury will come together at the new Four Seasons Resorts that's set to open in Walt Disney World in Orlando in Q3 2014.

Located in a secluded part of the Disney park, the 444-bed Four Seasons overlooks Lake Buena Vista and is fringed by everglades. It includes its own 5-acre (2-hectare) Explorer Island – a family-friendly pool and splash zone – as well as four restaurants, golf and sporting facilities.

For those seeking tranquility, however, there will be a 14,000sq ft (1,300sq m) spa with 18 treatment rooms, two suites and a beauty salon. There are also private patios and whirlpools for men and women, plus a 28m pool just for adults elsewhere on-site.

Four Seasons bought the land from Disney in 2008. The site has been developed by Silverstein Properties and Dune Real Estate Partners over the course of three years. The resort will be operated by Four Seasons, which also has a 30 per cent ownership interest.

Read more: <http://lei.sr?a=O6R3K>





US\$200m will be spent on the flagship

Beverly Hills Waldorf Astoria

California, USA

Opening: 2017

Hilton Worldwide has revealed that it has plans to open a flagship Waldorf Astoria property in Beverly Hills, California in 2017.

The 12-storey hotel is expected to cost more than US\$200m (€144.9m, £119.6m) and will be developed by Alagem Capital Group as part of a US\$500m (€362m, £299m) mixed-use site that will also eventually include two residential towers.

Although the spa details have not yet been revealed, Hilton has said the new hotel will include a rooftop pool, cabanas, bar and restaurant plus ball-room facilities for up to 200 people.

There are nine other Waldorf Astoria branded projects in the pipeline. These include developments in locations such as Doha (2016), Bangkok (2016), Chengdu (2016), Bali (2017), Jakarta (2017), Hainan Baoting (2018), Sanya (2019), Crete Sitia Bay (2020) and Montréal (2020).

Read more: <http://lei.sr?a=Y9f6s>

Even hotels

Multiple sites in the US

Opening: Q3 2014

InterContinental Hotels Group (IHG) will open its first two wellness branded Even Hotels imminently in Rockville, Maryland and Norwalk Connecticut this year.

IHG says that Even “is the industry’s first mainstream lifestyle hotel brand focused on the wellness space”. The concept places an emphasis on four key components: Keep Active, Rest Easy, Eat Well and Accomplish More.

The 129-bed hotel in Norwalk has been sustainably designed and includes “ele-

Even is one of the first hotel brands to focus on wellness spaces and lifestyle



ments to help maintain balance” such as ample green space, in-room fitness zones and healthy food and drink options. There will also be a fitness centre on-site. The 167-bed Even Hotel in Rockville will have similar features.

IHG aims to roll out 100 Even Hotels in North America over the next five years.

Read more: <http://lei.sr?a=o9lOn>

Sun Valley Resort

Idaho, USA

Opening: Q2 2015

Work has started on a new three-storey 20,000sq ft (1,858sq m) spa at Sun Valley Resort – a mountain lodge in Idaho, USA.

Plans comprise 15 treatment rooms, steam and sauna facilities, relaxation lounges, a yoga studio and a large fitness centre. The third floor will house four spa accommodation suites.

The 485-bed hotel’s existing heated outdoor pool will also be reconstructed. A

bowling alley will be remodelled and a child-orientated food service will be added.

The lodge is scheduled to close between September 2014 and June 2015 while the changes are made.

The project will be overseen Boston-based design firm Frank Nicholson Inc and Ketchum-based architects Ruscitto, Latham and Blandon. The companies have previously worked together on two other projects for Sun Valley.

Sun Valley Resort is privately-owned by the R Earl Holding family business. It offers skiing, snowboarding, nordic skiing, golf, mountain biking and summer recreation.

Details: <http://lei.sr?a=v5V9y>



A old school building will be renovated to include a day spa inside, and a salt-water pool outside

Anderson School

Bothell, Washington, USA

Opening: 2015

A US\$26m (€18.7m, £15.5m) budget has been set aside to convert a 6-acre (2.4-hectare) school ground in Washington, into a mixed-used leisure complex including a stand-alone day spa and pool facility and an on-site brewery.

The Anderson School in Bothell was bought by McMenamis Inc, a family-owned business that has one of the biggest microbreweries in the US and which operates 52 pubs, restaurants and hotels across the states of Washington and Oregon.

The site, which is scheduled for completion in 2015, is adjacent to Bothell city

centre that's also undergoing redevelopment. Both projects are a core part of the city's revitalisation plans.

There are five main buildings in the school grounds that will be renovated under the guidance of the Portland-based Ankrum Moisan Architects firm.

The main school block, a three-storey art-deco style building, will be transformed into a 73-bed hotel; while the swimming pool will be converted into a day spa and open air salt-water soaking pool. As part of the original deal, the outdoor pool will be free for members of the public to use for at least 15 years.

The three other existing buildings will be made into an on-site brewery and pub; a conference/event centre featuring a movie theatre; and a café.

Read more: <http://lei.sr?a=16all>



Renovations will take up to six months

Red Rock Resort

Las Vegas, Nevada, USA

Opening: Q4 2014

Red Rock Resort – an 800-bed resort owned by gaming company Station Casinos in the Las Vegas suburb of Summerlin – is planning to spend US\$35m (€25m, £20.9m) on a six-month expansion and upgrade project which will include the remodelling of its 23-treatment room spa.

The spa was originally designed by Blu Spas Inc but Station Casinos is not releasing details of what the refurb will include at this stage.

Other renovations will focus on Rock Resort's T-bones Chophouse and the upgrading of hotel suites.

The reopening in October will coincide with the launch of Summerlin Mall – a neighbouring 37-acre (15-hectare) shopping centre that's expected to attract up to 35,000 customers a day.

Work will help to connect the resort to the mall and plans for a row of restaurants plus increased access to parking are also being considered.

Red Rock opened in 2006 and is the flagship property of Station Casinos which has 10 other hotels in the US.

Read more: <http://lei.sr?a=c7k1n>



Miraval at Natira

New Jersey, USA

Opening: 2015

Michael Tompkins, CEO of Miraval and newly appointed chair of ISPA, says growing international awareness of Miraval is in part due to its successful partnership with Clarins, which has leveraged its international press contacts to raise the profile of the Tucson-based resort.

A second US site will open in 2015 at Natira in New Jersey, an hour outside New York City, putting Miraval on the doorstep of the European and East-coast US markets and opening up opportunities for the brand to go global.

The new Miraval at Natira will be built in and around an existing operation, which is owned and run by founders Bob and Kim Wojtowicz. The stunning house, set in 400 acres (162 hectares), was the former home of the King of Morocco and already boasts



The new Miraval will be built around an existing operation set in 400 acres

a high-end farm to table restaurant called Ninety Acres, a cooking school, farm and membership club.

Miraval replaced previous shareholder, Virgin's Sir Richard Branson, as a partner in the project in 2012.

Under the scheme, the existing mansion will be converted and a second building constructed, says Tompkins: "The new-build will have the same architecture and brick. There'll be 66 keys and an underground tunnel to the new spa."

Rockwell Group's design for the spa is a dramatic, grass-roofed, minimalist glass building with a cascading waterfall.

As part of the development, Natira's fitness centre will be expanded by 6,000sq ft (557sq m) and its stables used for Miraval's famous Equine Experience. In addition to hiking and biking trails, there's also a lake on the property.

Tompkins says an announcement about a third US site is imminent.

Read more: <http://lei.sr?a=J5a0P>



There's already a high-end farm to table restaurant on-site as well as a cooking school and farm

spa business

2 0 1 4 H A N D B O O K



INDUSTRY INSIGHTS

Expert Predictions	p62
Wellness Trends.....	p70
Eco-spa 2020.....	p76
Forums For Change.....	p80
Training: Career Move.....	p84
Survey: Pay Day	p88

Expert predictions

What are the opportunities for growth, and challenges for development, in global spa and wellness industry?



Jean-Claude Baumgarten

Travel and tourism expert

Last year, the number of people travelling internationally passed the one billion mark according to the World Travel & Tourism Council and this figure is expected to grow 4 per cent in 2014. This presents big opportunities to the spa industry because it's closely linked to tourism.

Financing for spas is a big issue. To continue growing, the industry will need to attract institutional investment organisations. If this happens, it will have a profound impact.

In travel and tourism, there's been a clear shift towards niche packages with consumers demanding an experience – adventure, cultural, gastronomic etc – rather than just a trip. Like the tourism industry, spas will need to adjust to this change. And, obviously, there's a growing awareness of the importance of wellbeing not only from ageing consumers, but also from governments and employers, which is the most exciting trend for the spa industry.

Areas ripe for spa development are emerging markets like India and especially China, and South American countries like Brazil and Chile. Obstacles for growth will be cultural and structural. Local operators need know how, while international companies need local joint venture partners. Independent operators will struggle to set up partnerships, but established hospitality groups will find an easy fix.



Anna Bjurstam

Vice-president of spa, Six Senses;
and owner, Raison d'Etre

The biggest challenge the spa industry will face in the next year is something it's always struggled with – selling what the consumer wants to buy. If I created the type of spa I want to go to, there would be very few customers because I'm a bit too 'far out' for the normal spa guest.

Wellness tourism is a typical example of how operators are getting it wrong. This sector has a market value of US\$439bn (€320bn, £261bn) according to the 2013 *Global Wellness Tourism Economy* report (see p96). Hotel spa operators the world over are grabbing onto this trend and introducing in-depth, serious wellness programmes – covering everything from biometric scanning and nutritional analysis to detox, yoga and advanced beauty – but they're not popular. That's because this type of offer is only going to appeal to the primary wellness traveller. These are people who take holidays specifically for wellbeing purposes but, according to the report, only 15 per cent of wellness travellers into this category. Hotel spas are more likely to attract secondary wellness travellers, people who simply want to keep healthy while travelling and who make up a much larger 85 per cent of the market. Secondary wellness travellers want a simpler spa experience – relaxation, indigenous experiences and results – but they also want so much more outside of the spa too. They want to sleep well, eat nutritious food and stay in healthy environments with clean air, water and



Wellness tourism is a key trend, but there's not yet a big enough market for complex wellbeing packages

“ Healthy lighting is a huge area for the spa industry to tap into. Scientists are finding out more about how lighting can help or hinder our circadian rhythms ”

nice scents – all of which has given rise to the health hotel and wellness room trend which is only just beginning.

Healthy lighting is a huge area for the spa industry to tap into. Scientists are finding out more about how lighting can help or hinder our circadian (internal body clock) rhythms. In 10 years, healthy lighting will be available in any spa or hotel – trust me!

I'm most excited about brain health as a trend. Studies show that if we think we're beautiful, regardless of how we look physically, we feel beautiful. Nothing in health changes unless the brain is motivated to make that change. And there's an enormous amount of research into how to train the brain – from meditation and visualisation to positive affirmation by staff – which can be

applied in spas and this is something which is just starting.

As for future spa development, China and surrounding countries such as Taiwan will remain key growth markets, as will India and Russia. Africa is just beginning. In any new market, however, the key is understanding the underlying culture that influences business. India is such a complex country and signing the contract is not a time to think everything is sorted – it's only the very beginning of negotiations. In Russia, owners want to be the ones making the decisions: they hate being told what to do, so the best strategy is to present several options for them to choose from. In summary, you need to respect the culture and not go in with a 'know it all' attitude. ▶



Ingo Schweder

Owner, GOCO Hospitality

There's a great opportunity for the spa industry to explore membership and retention programmes to convert customers into loyal, repeat guests and to also tap into unexplored revenue streams. Spas would do well to consider developing this business model and to think about variable price points such as peak, off-peak and family membership offers.

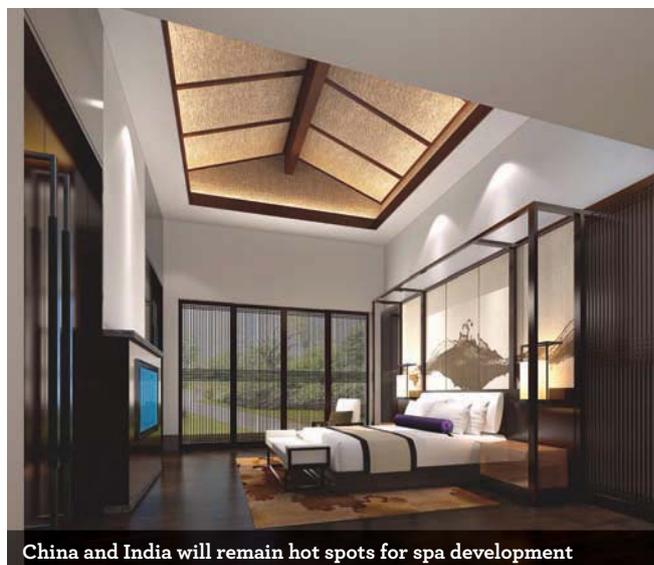
Monitoring and managing use at those peak times will play a key role in revenue management. We'll see facilities limiting the availability of low profit services during periods high-demand for example.

The biggest opportunity for overall growth, however, lies in integrated wellness communities. These will only increase in demand as more consumers look not only participate in wellness activities (such as those offered by the spa industry) but also look to assume greater overall wellness lifestyles. As the global economic environment gradually regains strength, individuals with greater disposable incomes will have an opportunity to make investments in their health and wellness over the long-term.



Membership and loyalty programmes will encourage repeat customers and give spas a new source of revenue

PHOTO © SHUTTERSTOCK/SYDA PRODUCTIONS



China and India will remain hot spots for spa development

There's a willingness to buy high-quality products and treatments delivered by well-informed, well-trained, service-conscious practitioners. At the same time, however, consumers are price conscious and will expect results and full-value for their money. Additionally, advancements in medical approaches to wellness continue to gain popularity. I'm curious to see how the medi-spa industry will continue to develop.

Both China and India will continue to be the hot spots for development given the sheer size of their emerging middle classes and fast growing economies.

In China, people have historically demonstrated an interest in holistic treatments and bathing experiences. Its wellness industry is dominated by domestic travel which makes up 90 per cent of tourism. Additionally, China's younger wealthy populations are more curious about, and open to pursuing, new spa experiences.

India's broadened consumerism, and the Bollywood influence on image and status, presents huge opportunities for spa investors, owners and operators. There's been much development in recent years, but there's still a chance to bring even more innovation into the local market by expanding definitions of health, relaxation and luxury beyond the traditional notions of ayurveda and yoga.



Tomonori Maruyama

Chief researcher/manager,
Mitsui Knowledge Industry

I'm most excited about the resurgent interest in hot springs. Last year the Global Spa & Wellness Summit (GSWS) dedicated a forum to it and now representatives of hot spring facilities are joining forces to help drive the sector forward (see p80). Hot springs communities and devotees are rapidly growing – the forum estimates that the industry has grown from US\$45.6bn (€36.8bn, £30bn) in 2010 to US\$50.4bn (€33.3bn, £27.1bn) in 2011 – but to sustain their interest, the facilities must create some fresh approaches to the cultural experiences.

The thermal bathing culture in Japan is centuries old – we have 3,100 natural hot springs across the country – but one of the most interesting new developments is Senkyaku Banrai, a shopping and entertainment complex close to the 2020 Olympic stadium in Tokyo, that includes a seven-storey thermal bathing and accommodation tower (see p48). The Olympics is going to have a big impact on the spa industry in Japan and this new project is being built next to the new site for the famous Tsukiji fish market, with 140 sushi-related shops and restaurants for tourists and residents. It's due to be completed within the next two years and is expected to attract up to 4 million visitors annually. Elsewhere in Japan, some traditional Zen temples are providing their ascetic training (traditional spiritual exercise practice) for beginners. I think this could grow rapidly, as consumers increasingly seek solace from the stresses of every day life and as destination spas move away from pampering and further embrace exercise.

Globally, one of the biggest opportunities for growth in the spa industry is making use of 'big data'. Firstly, this includes analysing guest's personal data, such as physical biomarkers – which is only set to increase thanks to advances in wearable tech – to



Hot spring spas in Japan need to refresh their offering to entice more clients

PHOTO © SHUTTERSTOCK/KRG_PATLERS

personalise spa services and marketing campaigns. To do this, spas will need to encourage customers to first share this private data by highlighting the provable benefits of treatments. Secondly, it involves operators tapping into weather forecasts, market/consumer trends and other factors that impact customer behaviour.

I also think there's a gap in the global spa market for a worldwide loyalty scheme – something like the Star Alliance frequent flyer programme. Members could earn and spend privilege points at affiliated spas and could be rewarded for early bookings by receiving a complimentary product or mini treatment.

“ I think there's a gap in the global spa market for a worldwide loyalty scheme – something like the Star Alliance frequent flyer programme ”

THOUGHT LEADERS



Elena Bogacheva

Founder and president, Spa and Wellness International Council (Russia)

New national regulations in Russia mean spas no longer need to obtain a medical licence to operate and no longer need to abide by healthcare regulation systems. This is going to have a very positive impact on the growth of spa businesses in our country, as there will be fewer restrictions for opening facilities and in running existing operations. In short, it will help speed up development. It's also having a knock-on effect in neighbouring countries such as Belarus, which has more than 600 rehabilitation institutes and is now also looking to introduce similar standards that aren't so restrictive.

In the next 12 months, and beyond, you'll see an increase in the refurbishment of traditional health resorts in the south of Russia which have been around since the 19th century. These sanatoriums, often based around natural resources, such as mineral water and mud, offer scientifically proven healing methods and have skilled medical staff. As they merge with the hospitality sector, they'll be transformed into medical spa hotels – a new type of business in Russia and one which is already thriving in Latvia.

This will give rise to wellness hubs across the country. The old resort town of Kislovodsk, located around natural mineral springs, is very close to becoming the 'Russian Carlsbad'. Meanwhile the city of Sochi, with its therapeutic muds now has the infrastructure following the 2014 Winter Olympics to become a centre for international wellness tourism.

A concern with a large number of openings, however, is that demand for spas will be comparatively low due to high prices. We're already seeing this Moscow where the new city hotels are mainly occupied by business people who rarely have treatments. To deal with this problem, spas will need to work on yield



PHOTO © SHUTTERSTOCK/LIV TRIS-LARSEN

Natural resources underpin wellness tourism in Russia

management strategies and adapt the offers to meet the demands of locals who are the key clientele. There are other potential new audiences they could attract too – namely younger generations. A significant portion of demand for spa services is expected to come from new university graduates who are now earning competitive salaries which will allow them to visit spas frequently.

As a mother of three and a psychologist, I'm also particularly excited about kids spas. I realise there's a lot of research needed in this area – kids have specific sensory, product and equipment needs and therapists will require special training – but tapping into this audience early on will influence their choices later in life.

“Medical hotel spas are a new type of business in Russia and one which is already thriving in Latvia... This will give rise to wellness hubs across the country”



Packaging treatments with fitness will boost the bottom line in the wake of wellness tourism says Hewerdine



Neil Hewerdine,

Vice president spa services - Kerzner International - Atlantis The Palm, Dubai

There's an overall movement towards wellbeing and wellness in the spa industry. The notion that 'health is wealth' is now extremely prominent and this is coupled with the massive predicted growth of global wellness tourism.

Facilities can capitalise on the above by integrating the gym and spa experience to create a new wellness offering. Massage is the core of a spa business, so packaging it with fitness will focus attention on it once more and will have a strong impact on the

bottom line. Meanwhile, a wellness membership will not only boost the revenue, but will also encourage a crossover in customers.

However, the key to mixing spa and fitness will be to keep it simple. Clients want a back to basics approach that will provide results without them having to think too much. Programmes could include a personal training session, followed by a stretch and relaxing massage – something which has no frills or fuss but which promotes an overall feeling of wellbeing.

Specifically, we think there will also be a renewed interest in slimming and toning – which will combine personal training sessions with sculpting body treatments and a facial, along with a plastic surgery consultation and teeth whitening. This two-pronged approach will help people to reach their goals and provide a feeling of motivation – they'll not only feel good on the inside, but will also look good. ▶

THOUGHT LEADERS



Bill Bensley

Owner, Bensley Design Studios

My company has designed more than 180 resorts (all of which have spas) in 30 countries but right now, for us, it's all about China. The fact that there are two billion affluent Chinese people who are going to travel [both domestically and beyond] and see everything new the hotel industry has to offer is exciting. And as more people around the world begin to travel internationally, I think that there will be an increasing need for spa staff to speak many languages.

Half of our work is happening in China – we're designing hotels and spas for Ritz-Carlton in Lijiang and Hainan, and for Capella in Guangzhou and the Himalayas, to name a few. Most of my projects have very healthy budgets and each of these resorts will have a spa more fabulous than the next.

The challenge for spa design in the future, however, will be avoiding repetition – long gone are the days of scented candles



The key to spa design is creating newer, diverse experiences

and floating flowers and spas as we know them will fade away. Everyday, when I'm at home in Bangkok, I have a two-hour massage and use that time to think. I'm having a massage as I write this and I'm thinking that spas need to be designed more like home – with lots of collections of books, art and sculptures. The key with spa design will be to keep raising the bar and to create newer, more diverse experiences.



Spas could become more like homes, with collections of art, sculptures and books

PHOTOS ©KRISHNA ADITHYAN



Bensley has designed some of the world's best known spas and half of the new projects he's currently working on are located in China



Wellness trends

From Google's anti-ageing venture, to the latest superfood and laughter as medicine, The Futures Company's Camilla Parke outlines trends and concepts that will influence the health and wellness sector in the coming year

Laughing matter

Laughter is already known as 'the best medicine', but over the next 12 months, we're likely to see even more examples of laughter as a recognised form of wellness therapy and a burgeoning business.

Schools, businesses, behavioural experts, health workers and even spiritual leaders are increasingly turning to laughter therapy to deliver health and wellness benefits. In the UK, The Laughter Network – made up of laughter yoga teachers, social workers and mental health professionals – has seen its membership triple since its launch nine years ago. It runs 'laughter gym' sessions and workshops in Brighton and London, catering to a wide range of clients including more corporates who are eager to see the benefits in their employees.

The growing body of evidence that demonstrates these benefits is likely to further drive the popularity of the concept. Research by the University of Arizona, USA, has suggested that laughter yoga – which combines traditional breathing techniques and laughter – could improve mood and stabilise heart rates in patients awaiting organ transplants.

Another study by Oxford University in the UK found that a deep belly laugh shared with others can increase an individual's pain threshold by releasing protective endorphins. It's time to get chuckling!

Google gets into anti-ageing

Expect to see more multi-nationals from unexpected industries taking the plunge into the world of health in 2014. For example, Google has announced an ambitious

venture targeted at unlocking fundamental questions around ageing and longevity that will begin in 2014. This is the company's second move into public health and it has high hopes that it will be more successful than Google Health, the ill-fated personal health record which was dissolved in 2012 for failing to resonate with consumers.

The new bio-tech venture, called Calico, will be headed by former Genentech CEO Art Levinson, and will operate as more of

Laughter is increasingly recognised as a form of wellness therapy



© SHUTTERSTOCK/MONKEY BUSINESS



Google's bio-tech venture Calico will focus on research into ageing, longevity and disease prevention

a research institute than a pharmaceutical company. Calico will provide funding for research aimed at identifying and understanding the biological mechanisms behind the ageing process. The company may also hire its own team of researchers to work on solutions to prevent the development of certain diseases.

Larry Page, Google CEO, appears to have significant ambitions around the role that Google could play in improving social health outcomes on a grand scale. He points to ageing as an area more significant for research than say, cancer, though he recognises that it may be decades before real breakthroughs are made.

In the year ahead – although perhaps not on this scale – we can expect to see more companies and brands bridging the gaps between consumers/patients and health-care professionals, and more emphasis on the role 'big data' could play in unlocking society's biggest health issues.

A tasty new superfood

The moringa plant is the newest (and arguably most multi-tasking) superfood to emerge, and looks set to take off in 2014. The leaves of this plant, which is native to South Asia, have astounding nutritious qualities: gram per gram, moringa contains twice the protein of yoghurt,

four times the vitamin A of carrots, three times the potassium of bananas, four times the calcium of milk and seven times the vitamin C of oranges. This might explain why ancient warriors used the leaf extract to get them ready for battle, and why the Egyptian pharaohs were buried with it to sustain them in the afterlife.

Apart from its superior nutritional benefits, what sets moringa apart from other superfoods such as spirulina and wheatgrass is the fact that it can also be applied directly to the skin in the form of powder or oil. It acts as an antibacterial, treating a range of conditions such as abscesses, dandruff and athlete's foot. ▶



Moringa contains a substance that promotes new cell growth

- It may also fight the signs of ageing, as it contains a chemical substance called zeatin that promotes new cell growth, reducing wrinkling and promoting a brighter complexion.

A number of new health products containing moringa are due to be launched shortly, including Kuli Kuli bar, a health bar containing moringa sourced from women's farming co-operatives in West Africa.

Social 'app'reciation for fitness

While fitness trackers might have been all the rage in 2013, 2014 is likely to see people slowly falling out of love with their Fuelbands and Fitbits. A recent survey showed that, of those who already owned a smartwatch or fitness band, more than 40 per cent had stopped using it because they often forgot to put it on or had become bored with the idea.

Fitness trackers might work well for people who see data as its own reward, but it seems as though using a fitness tracker in isolation isn't enough motivation for everyone. What a lot of people need is the return of a human element to their solitary workouts or jogs, and this is a space which

the social fitness app can occupy.

One example of this kind of app is fitocracy – <https://www.fitocracy.com/about-us> – which, by connecting to social media, turns exercise into a fun, competitive game with friends. The app has over 1 million users who, on average, are in the app for more than five hours a month, making them more engaged than users of any other social network except Facebook.

These kinds of apps both compete with and complement fitness tracking tools, and it's likely that they'll boom as people continue to search for motivation to exercise.

Well-coming hotels

It's expected that the concept of the 'wellness hotel' will come into its own in 2014. We'll see a number of major chains launching new, innovative concepts which have designed to cater for a broad spectrum of health and wellbeing needs.

Wellness real-estate firm Delos revealed its 129 Stay Well® rooms at the MGM Grand

THE FUTURES COMPANY

The Futures Company is an award-winning, global strategic insight and innovation consultancy with global expertise in foresight and futures. Its teams in Europe, North America, Latin America and Asia unlock new sources of growth for its clients through consultancy, global insight and a range of subscription solutions.

TWITTER: @FuturesCo

WWW.THEFUTURESCOMPANY.COM

Las Vegas in January. The rooms, which feature amenities such as air and water purification systems and circadian-friendly lighting, are dedicated to improving human health and wellness. To read a in-depth interview with Delos CEO Paul Scialla, see *Spa Business* magazine issue 1, 2014, p28.

The InterContinental Hotels Group will launch its wellness brand, EVEN, in 2014 in New York and plans to introduce 100 more over the next five years. The concept is based on diet and nutrition, exercise, rest and recuperation, and productivity.

Meanwhile, Starwood, which introduced its health-focused and eco Element brand in 2008 now has 11 sites in the US and is planning an international rollout.

A growing number of hotel chains are trying to mirror the experiences offered by more boutique brands or high-end spas by delivering personalised wellness experiences for their guests. For some, this will mean expanding existing facilities, or making it easier for guests to continue their fitness regimes during their stay.

The Westin Hotels & Resorts has recently launched a Gear Lending Program, offering New Balance footwear and clothes on loan for guests wanting to keep fit. Expect to see more initiatives like this in 2014 and beyond, as well as more brands embracing the health and wellness concept holistically, from hotel design to fixtures and facilities.

Check-up on boutique medicine

In 2014, more patients across the US will meet their healthcare needs through a model know as concierge or 'boutique medicine'. Eager to escape the stresses



Stay Well® rooms at the MGM Grand Las Vegas feature a number of health-focused amenities

of dealing with insurance companies, a growing number of people are turning to concierge practices that offer patients the opportunity to pay an annual fee or retainer directly to their doctor, rather than relying on insurers.

There are now more than 4,400 concierge doctors in the US and over 1,000 practices opened in 2013. Over the last five years, the number has increased by 500 per cent and the trend promises to accelerate because of a looming doctor shortage, an ageing population, and the

advent of Obamacare, in which 30 million previously uninsured Americans will enter the healthcare system.

The trend is becoming more attractive from a practitioner and patient perspective: primary care doctors are becoming less satisfied with over-crowded practices and ongoing wrangles with insurance firms, leaving little time and energy to devote to considered patient care. For patients, the ongoing reduction in cost of these services is making them significantly more accessible.

Down to earth

The practice of 'earthing' or 'grounding' – direct physical contact of the human body with the surface of the earth – has been around for a while, but is experiencing a renaissance as a growing body of research shows it may have significant health benefits.

The key premise of the practice is that regularly connecting with earth – whether walking, running or even sleeping in direct contact – transmits a gentle flow of energy in the form of free electrons, allowing you to sleep better, feel better and, according

► to its proponents, experience less chronic illness. Grounding is gaining more attention from those in the medical industry, as well as those in other health-related industries, as a key component to overall wellness and healthy living.

In their recent book, called *Earthing*, authors Clinton Ober, Martin Zucker and Dr Stephen T Sinatra outline a number of controlled clinical studies that indicate different health benefits associated with the practice. Thermographic images of

patients with a variety of ailments and injuries show – after just half an hour of grounding – reductions in inflammation where other medications and therapies have had little impact. Another controlled study showed that subjects who slept grounded with conductive mattress pads showed lower night-time cortisol levels and had higher sleep quality.

Many health and wellness facilities are beginning to incorporate earthing principles into the health solutions they offer. From

barefoot hikes on sand or soil to treatments such as grounding massages, spas worldwide are using the Earth's energy to add another dimension to their treatments.

Sweetness and light

As the battle against diabetes and obesity continues, the search for 'better for you' ingredients is intensifying. One of the most active areas of ingredient innovation is sweeteners – and this is no surprise, given that a study recently published by the American Heart Association estimates that, around the world each year, 180,000 deaths are linked to consumption of sugary beverages alone.

Healthy choices are not easy to make here. Sweeteners like aspartame and saccharin continue to be scrutinised for their potential negative health impact, and so-called healthy natural sweeteners are falling out of favour – such as agave, high in fructose, which has been shown to disrupt liver function and promote obesity.

The hunt is on for the Holy Grail of sweetener, and we are likely to see much more of one ingredient championed as just that: monk fruit extract.

A small, melon native to China and south-east Asia, monk fruit has been consumed for centuries as a popular tea and cooling beverage. Unlike most fruits, monk fruit isn't sweet due to natural sugars. Instead, it contains a unique type of antioxidant called mogroside that provides a level of sweetness upwards of 200 to 500 times greater than table sugar.

This extract could potentially do more than simply sweeten: researchers are looking into high doses of mogrosides in the

“Earthing is experiencing a renaissance as a growing body of research shows it may have significant health benefits”



More facilities, such as Trentham Park in the UK, are incorporating earthing principles



A number of apps offer home workouts in everything from yoga to body combat

treatment of cancer and diabetes, with one study showing that mogrosides improved fasting blood sugar levels in addition to increasing ‘good’ HDL cholesterol.

Calisthenics comeback

In the fitness arena, we expect to see continued interest in calisthenics in 2014 – exercises leveraging bodyweight rather than equipment, and engaging the whole body rather than isolated muscle groups.

These low-cost, low-tech training principles are experiencing a resurgence as an almost ‘anytime, anywhere’ form of strength and cardio training. The exercise philosophy will contain to gain popularity – thanks in part to books like *Raising the Bar* by Al Kavaldo, a progressive calisthenics expert and evangelist who explains the multiple benefits, from greater strength, balance and flexibility to improved cardiovascular health and body control.

The exercise will also gain status as a form of performance art. “Most people

think of calisthenics as regular push-ups, pull-ups or chair dips,” says Anthony Cephas, recent winner of Battle of the Bars, a US freestyle calisthenics competition. “Now it’s performance, which is taking it to another level.” The year ahead is likely to see more competitions like this, with participants showcasing their balance, strength and body control.

No gym required

The idea of sweating in front of strangers – or even more terrifying, colleagues – could become less of a trauma in 2014, as more people turn to technology to keep them fit outside of the gym.

The number of websites and apps offering planned workouts in everything from yoga to body combat is rising. In the UK, a growing number of consumers are signing up to so-called ‘transatlantic workouts’ that are filmed in Los Angeles or New York and accessed online for a monthly fee; US websites like yogisanonymous.com and

emglivefitness.com are ones to watch.

In the UK, instructorlive.com offers 40 different classes via archive, or live, where participants can ask the instructor questions throughout the class. According to the site’s founder Luke Walker, only 12 per cent of their 5,000 users are men, but the majority of these log in for yoga classes: “There has been a stigma that yoga is a feminine activity, but now that’s changing and a lot of guys want to get a bit of confidence before they step into a class with other people. They use us as a stepping-stone.” ●

➔ ABOUT THE AUTHOR

Camilla Parke is a senior analyst at the Futures Company based in the London office.

EMAIL: camilla.parke@thefuturescompany.com
PHONE: +44 20 7955 1800



Eco-spa 2020

At the sixth annual Green Spa Network Congress, 125 industry leaders came together to map out a planet-friendly spa of the future – Eco-spa 2020. Michael Stusser shares their vision

Last September, inside a recycled Civil War-era barn made with hand-hewn timbers and warmed by geothermal heating, 125 talented leaders from the worldwide spa industry gathered at Devil's Thumb Ranch in Tabernash, Colorado. The LEED Silver-certified facility proved an ideal meeting ground for the sixth annual congress of the Green Spa Network (GSN). Situated in the Rocky Mountains, the dramatic site offered a compelling visual metaphor for the goals of congress: to create plans for an planet-friendly spa of the future – namely Eco-spa 2020.

The event was produced with significant support from sustainable carpet firm Interface, which provided speakers. It also worked alongside GSN board members Michael Bruggeman, from product house Organic Male, and Tara Grodjesk, of education and product company Tara Spa Therapy, to organise everything.

On the first morning, attendees were divided into 'tribes' of eight. Over the three days they worked together – both diligently and playfully – to design a new world of spa. Eco-spa 2020 evolved

through extensive meetings between keynote speakers, themed lunch conversations and breakout sessions. Slowly, ideas about what future spas should stand for and offer emerged. Potential obstacles and issues they might face were also discussed.



Giving back

This stimulating gathering of like-minded spa professionals generated a consensus about the importance of having a larger cause and ideas for giving back to the communities. Eco-spa 2020, they decided, should provide guests with a higher level of learning to encourage good health. Spas of the future could help people to effectively manage stress beyond the treatment room and provide a deeper level of understanding about good diet. They could also serve as shining examples of how water and energy conservation can be elegant without detracting from the spa experience.

Inspired by nature

Biomimicry is a term used to explain the concept of innovation reflected in nature and a presentation by Bryony Schwan, executive director of the Biomimicry 3.8 Institute, provided inspiration for the Eco-spa 2020 concepts. Suggested designs were filled with examples of passive cooling and heating, natural light, solar heating and energy production and extensive recycling systems. Clearly, there's a need for future spa designs to connect more with nature.



Themes presented by the green spa leaders included biomimcry, organic gardening and using water to enhance the spa experience

Water works

As the work of the tribes deepened, common themes emerged, with water being a core issue. Every element of how water is obtained, treated and recycled or disposed of was examined.

Future spas should filter out chlorine which can dry out the skin and lead to many other health issues. Eliminating all plastic bottled water was a goal every spa, including those which are already open, should strive to achieve without delay.

Ideas for using water to enhance the spa experience were also explored. Eco-spa 2020 designs included systems which spray guests with negative ion mist to invigorate and enliven them, as well as alkaline drinking water which is believed to supercharge the immune system.

Get gardening

Nearly universal to all future spa plans was a substantial, organic garden that could supply fresh, wholesome vegetables, fruits, herbs and flowers. An increasingly intimate connection with nature and a more profound understanding of the advantages to growing some of our own food will become an essential element of our future. Spas are optimal places to demonstrate and model how to tend the health of the soil and grow food. Why not host a weekly farmers' market?

Eco-cleaning

In a breakout session Patty Field, spa director at The Lodge at Sonoma Renaissance Resort & Spa in the US, presented findings from a four-week trial in which

she replaced conventional cleaning products with e-cloth – a microfibre cloth designed to remove grease and dirt by just using water. Field discovered that the e-cloth performed better than conventional chemical-laden products and no paper towels were needed. It also involved less effort which led to a reduction in work hours. She estimated that it saved a remarkable US\$400 (€288, £240) a month in total. In addition, staff were healthier (less coughing and asthma) because of the elimination of chemicals.

Root source

The ingredients in beauty products were highlighted as a big cause for concern and something that will impact all new spas. In Europe, 1,300 ingredients used in personal



The Green Spa Network was formed in 2005 and now has more than 150 members around the world

Breathe easy

Almost every Eco-spa 2020 proposal had an essential part of its offering dedicated to the importance of supporting people to slow down, become aware of their breath and to become fully mindful.

Numerous ideas were presented with regard to creating a meditative environment and providing a substantive meditative experience. The tribes felt that breath awareness and mindfulness practice in spas are an essential part of wellness and that clients should be encouraged to “let go of the story.”

Access all areas

A prime area of concern was the expense and exclusivity of the high-end spa experiences in the industry. Future designs were

set up to be more inclusive, to address the health needs of communities more directly and to offer affordable options.

Participants saw spas becoming more socially orientated venues with a welcome mat for families and their children. Floor plans featured a central social instead of an entrance area and reception desk: a comfortable environment to relax between, before or after treatments, or a place simply for soaking up healing energies. Spas didn't have steps, instead they had an all-ramp design to make them more easily accessible to disabled users. Special reach-out programmes and access would be given to the underserved such as older adults and people with cancer.

New models for spas were envisioned such as: non-profit, co-ops of complementary practitioners offering community support; integration in hospitals, especially in rehab and cancer centres; and crisis centre alliances with services aligned to support, heal, and educate.

► care and beauty products have already been prohibited under the EU Cosmetics Directive because studies have shown them to be harmful. Meanwhile, in the US, the Code of Federal Regulations relating to cosmetics and personal care products (21 CFR parts 250-700) has banned or restricted 11 potentially harmful drugs. Operators down the line will be facing enormous changes in the products they offer and how they're sourced.

Jody VILLECCO, quality standards coordinator for natural retailer Whole Foods shared details of her company's strict standards on sourcing bodycare products that are high-grade, safe and that have minimal environmental impact.

In addition, Elizabeth Candelario, the co-director of sustainable farming association Demeter, gave insights on the difference between biodynamic and organic farming. She also talked tribes through her company's eco-standards for personal care products.



SAVE THE DATE: 22-24 September 2014
**Green Spa Network Congress
 Inn & Spa at Loretto, (left)
 Sante Fe, New Mexico**

our genetic code. Microbiology affects neurotransmitters, which make us calm and determine what we think, see and feel.

As spas shift from being primarily indulgent places of escape into places of engagement, this kind of knowledge will become a foundation for supporting lasting transformations. As part of this change, the expansion of diet and nutrition programmes can include awareness of gut health and its connection to the brain and improved immunity.

2014 congress

The conference concluded on a high note, with hope for a more ecologically benevolent future. Plans are now in full swing for the 2014 GSN congress which will be held in New Mexico on 21-24 September.

GSN is a non-profit organisation. The people behind it are motivated by heart and because they care – about reaching and helping more people, about sustainability and about the very concept of spa. ●

➔ ABOUT THE AUTHOR

Michael Stusser is a founding member of the Green Spa Network, which was formed in 2005 and now has 150 members worldwide. He's also the founder of the eco-friendly Osmosis Day Spa Sanctuary in California, USA.

EMAIL: info@greenspanetwork.org
 PHONE: +1 800 275 3045



Customised services

In several groups, a lively discussion focused on moving away from menu-based services to a offering tailored treatments according to a guest's physical, emotional and spiritual needs. A saliva test was suggested as a means to determine pH and other markers. This could then be used to select the most suitable treatments to rebalance body chemistry.

Gut reaction

John Dolliard, an ayurvedic practitioner from Boulder, Colorado, spoke about the emerging knowledge on the microbiome: the universe of bacteria that lives inside and on the surface of our body. It's estimated that 40lb of body weight consists of bacteria. The major concentration is located in our gut, where 90 per cent of our serotonin is produced. We process stress in the digestive track – when we're anxious or upset, for example, good bacteria die and other bacterial activities actually alter

AWARD TIME

On the closing night, winners for the second annual GSN Sustainability Awards were announced:

- **Innovative New Green Product** – Balanced Guru
- **Green Building** – Proximity Hotel
- **Leadership in Safe Cosmetics** – Lisa Sykes
- **Green Product Company of the Year** – Naturopathica
- **Excellence in Sustainable Programs** – Sundance Resort
- **EcoCulinary Healthy Leadership** – Rancho La Puerta
- **Holistic Wellness Center** – LifeSpa
- **Sustainable Day Spa of the Year** – Osmosis Day Spa Sanctuary
- **Sustainable Corporate Spa of the Year** – Auberge Resorts
- **Sustainable Resort Spa of the Year** – Rancho Valencia
- **Visionary Leadership** – Ute Leube (Primavera and Amala)
- **Lifetime Sustainability** – Deborah Szekely and Horst Rechelbacher



PHOTO © VICTORIA WILLI

For 2014, we invite others to share their own stories of sustainability:
www.greenspanetwork.org/tell-us-about-your-green-project

Forums for change

Six forums focused on different sub-sectors within the global spa industry – from hot springs to retail – have been formed to help make advancements in the sector. Susie Ellis reports

Several years ago, the annual Global Spa & Wellness Summit (GSWS) introduced a series of forums to its agenda. The forums, which have developed over time, are based around stakeholders with specific interests in six areas of the industry – namely destination spas, hot springs, education, hydrothermal facilities, retail and hotel spas. They've enabled colleagues and competitors of these sub-sectors to openly debate issues and exchange ideas and strategies. The overall goal is to discover what they can accomplish together versus working individually – and to ultimately drive change that will help the industry grow.

From some of these forums, taskforces have evolved that allow for collaboration and progress to be made between the annual event. As we approach the eighth summit – due to take place in Marrakech, Morocco on 10-12 September – we take a look at what's been discussed in these forums so far. We also outline what steps are being taken to address concerns/ issues in each of the fields.

Global Destination Spa Forum

The 2013 Global Destination Forum focused on the role destination spas can serve in the wellness movement that's emerging in response to the growing, global health crisis.

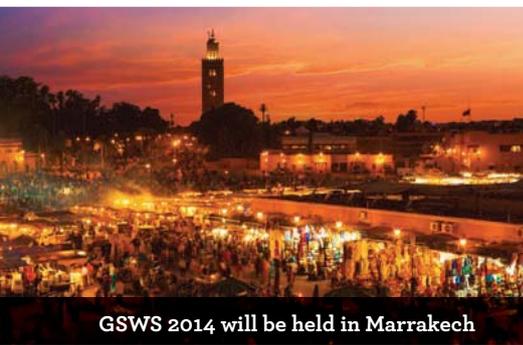
Destination spas are often viewed as the gatekeepers of wellness wisdom. They offer a huge array of alternative and medical-based therapies, alongside fitness and healthy food – typically packaged up in holistic wellness programmes.

It was noted that stakeholders have a duty to highlight the existing evidence that demonstrates the health-giving benefits of various treatments, therapies and modalities they offer. In the future,

there's a need to work with health professionals to help them understand the impact of destination spas. Another action step is to educate more of the world population about what a destination spa is and to highlight the benefits of their holistic approach to wellness.

It was announced during the forum that an independent organisation called the International Health and Wellness Alliance (IHWA) has been formed by leading destination spa operators – including Gwinganna in Australia, Rancho La Puerta in Mexico and Chiva-Som in Thailand. The IHWA's goal is to create an online platform to help educate consumers about wellness and the role of destination spas. In addition, the GSWS may add a taskforce for destination spas/wellness retreats.

Delivering longer-term wellness programmes (after customers leave) – via follow-up wellness coaching, partnerships with urban spas and even social media – was identified as a key future opportunity. There was also a call to create new entry points to destination spas including offering more affordable options – three- to four-star versus five-star.



GSWS 2014 will be held in Marrakech

PHOTO © SHUTTERSTOCK/POSTZOS



From left to right: forum representatives for hot springs, destination spas, retail, hydrothermal facilities, education and hotel spas



A universal logo will be used to identify hot springs

Global Hot Springs Forum

Based on statistics from Japan, China and Europe, it's estimated that global hot springs facilities have a turnover of around US\$50.4bn (€36.8bn, £30.2bn) a year. They're located around the world with three main cultural approaches to use. In many parts of Asia, hot springs are used for relaxation and to connect with nature; in India and other indigenous cultures they have spiritual and religious associations; while in Europe, hot springs used for medical and health-based treatments.

The 2013 forum provided both an introduction to this industry segment and also outlined potential avenues for

growth. Discussions focused on raising awareness of hot springs and their unique, therapeutic benefits. Initiatives include adopting a universal hot spring logo (left) that could be used beyond language and culture to identify and create awareness of hot spring facilities across the world. It was also discussed that online and physical 'view dial' diagrams (see below) should be used as a standard way of showing where, in each respective country,



people can find hot spring experiences. Participants agreed that the overall goal is to come up with universal terminology for treatments and services at hot springs and to share (and translate where necessary) evidence-based research in order to educate consumers about what the sector has to offer and to encourage use.

A taskforce was formed after the summit to further these initiatives. It's being headed up by Amy McDonald, owner and principal of Under a Tree Consulting.

Global Spa Education Forum

This forum was introduced at the 2012 GSWS (Aspen, USA), where a study by SRI International – *Spa Management Workforce & Education: Addressing Market Gaps* – highlighted the urgent need for trained spa managers worldwide, along with a need for more spa-specific



The GSWS forums enable sub-sector colleagues and competitors to openly discuss issues and opportunities for collaboration

- college-level courses and for employers to invest in the development of their staff.

The Spa Management Education Committee taskforce, headed up by Anna Bjurstam, the vice-president of spa and wellness for Six Senses, was also formed that year and its first step was gain a greater insight into the issues by canvassing the opinion of 548 spa managers. The results of the *Spa Management Career Trends Survey* were revealed at the 2013 summit and are covered in more depth on p84. It found that 86 per cent of spa managers are satisfied or extremely satisfied with their jobs and that there are numerous other benefits to working in the industry.

The next step is to create a PR/market-ing campaign around the findings to encourage more people to take up a career in the spa sector. The taskforce has set up a specific sub-committee to handle this.

Another part of the taskforce is focused on exploring the feasibility of a global spa certification programme (see *Spa Business Handbook 2013*, p146). It's already agreed

what core competencies are required for a senior-level spa director role. The next step is to determine the best way to get such a certification programme off the ground and to draft internship and mentoring programmes that can be rolled out across hotel and spa groups.

The next step is to draft internship and mentoring programmes that can be rolled out across hotel and spa groups

Global Hydrothermal Forum

Wet and thermal (or hydrothermal) facilities, from whirlpools to steam and sauna experiences, are the most technical and complex components in spas. There's a significant lack of knowledge in the industry, especially in the architectural

and design community, on the design principles for such areas. This means that unnecessary compromises often have to be made during implementation.

It was agreed in the forum, which has its roots in the 2009 GSWS (Interlaken, Switzerland), that the spa industry as a whole would benefit from global standards. These would need to cover basic requirements such as allowing greater space when designing areas where guests are naked or semi-naked, to more complex details such as understanding drainage, ventilation and mechanical equipment location and space needs.

The GSWS has taken up this challenge and is creating a handbook of general guidelines. *The Global Hydrothermal Spa Standards* will be presented at the 2014 summit. The GSWS is serving as an independent body to develop the book with input from the industry's manufacturers, suppliers and designers, including forum facilitator Don Genders, owner of Design for Leisure.



The forums were attended by 375 GSWS delegates who represent the world's leading spa and wellness professionals

Global Spa Retail Forum

The Retail Forum, chaired by Jeff Matthews of Steiner Spa Consulting and Mandara Spa, was formed to look at the challenges our industry faces when it comes to the ever-profitable, but often difficult, retail sales channel. Stakeholders discussed ways in which a spa operators can increase retail sales and encourage therapists (as well as other spa employees) to sell more products.

They agreed that it's important to set realistic sales targets for therapists and that the key to reaching those goals lies in retail sales training and also having a belief in the product being sold.

Unfortunately, these are not new ideas and following feedback from the forum, a taskforce has not been formed. Instead, the GSWS has decided that it's time for a radically different approach and the 2014 summit will call on retail experts from outside the industry, such as innovative marketing specialist Paul Price, to provide inspiration for future actions.

Global Hotel Spa Forum

Hotel spas represent 16 per cent of the global spa industry according to data from SRI International and generate 27 per cent or US\$19bn (€13.9bn, £11.3bn) of total spa industry revenues. However, they haven't seen many changes in recent years. In this forum, hotel spa operators and industry stakeholders brainstormed ways to re-energise the sector to help increase guest numbers and capture rates, to improve margins and to create innovative programming/facilities.

Carrying out guest-centric research to find out what customers really want was one of the suggestions that came out of the lively session. At the same time, participants agreed that there's a need to become stronger advocates for industry benchmarking and to collaborate more to address issues they're all facing.

Numerous possibilities in terms of initiatives, taskforces and next steps resulted and are outlined in a white paper (see the link at the end of this article).

Conclusion

Many of the forums on the 2013 summit agenda will be on the 2014 summit agenda and will give those who formed taskforces the opportunity to meet and continue their discussion and work. In addition, it's likely that a additional forums may be added, including, for example, one focused on corporate wellness. ●

To view the white papers in full visit:
<http://lei.sr?a=U1W8I>

➔ ABOUT THE AUTHOR

Susie Ellis is chairman and CEO of the Global Spa & Wellness Summit and president of Spafinder® Wellness 365. Author of the latter's annual trends report, she's a prominent writer, speaker and analyst of the wellness industry.

EMAIL: susie@gsws.org

TWITTER: @susieellis

PHONE: +1 212 716 1212





Career move

A study of more than 500 spa managers highlights the benefits of working in the industry and will be used to create a PR campaign to pull more talent into the workforce. Lori Hutchinson looks into the findings

A total of 548 spa managers, directors and owners from around the world participated in the *Spa Management Career Trends Survey*, the results of which were unveiled at the Global Spa & Wellness Summit (GSWS) in October.

The survey was carried out by the Spa Management Education Committee – a GSWS task force which was originally set up to address the number of issues that the spa industry faces with its workforce around the world including the lack of skilled staff at managerial and director level (see p86). Even though it's a non-scientific survey, the committee which worked on it feels the information is still valuable.

High five

The responses from survey participants showed that there are five main reasons to love a career in the spa industry:

1. Exotic workplaces and great co-workers

Spas are situated in incredible locations and beautiful buildings around the world. The people who work in the spa industry 'care' – they want to (and do) make a significant difference to peoples' lives.

2. Spa managers love their jobs

Eighty-six per cent of spa managers are satisfied or extremely satisfied with their current job, with the biggest proportion (65 per cent) falling into the latter category of being extremely satisfied. Also, 94 per cent are satisfied or extremely satisfied with their career choice in the spa industry.

3. Opportunities to be mentored.

There's a chance for spa managers to learn from those at the top of their game. One question in the survey was: "To prepare for my current role, I wish I had more of [fill in the blank]" with five choices. Twenty-six per cent selected mentoring from an experienced spa professional, 24 per cent, opportunities to attend industry conferences and 23 per cent, academic education about spa management. As a spa leader, if you want to become a mentor there's a definitely a need in the spa community!

PHOTO © SHUTTERSTOCK/GOODLULZ



Hutchinson presented the findings at the 2013 Global Spa & Wellness Summit



The survey results were used in an infographic promoting spa careers

4. Lots of room for career growth.

Sixty-four per cent of spa managers started out as spa receptionists, while 58 per cent have worked as therapists or technicians. When questioned, 66 per cent of respondents said their career development in the industry has been fast. These numbers reflect two related facts: the spa sector presents incredible opportunities for people to work their way up and it's also growing at a fast pace.

5. When they find the industry, they stay

Eighty-three per cent of managers say working in spas is only their first or second career choice. What's more, 76 per cent of the respondents have been in the spa industry for more than 11 years and 30 per cent over 16 years. Also, 80 per cent of spa managers say they would recommend a career in the sector to their best friend.

Eighty-six per cent of spa managers are satisfied or extremely satisfied with their current job... 94 per cent are satisfied or extremely satisfied with their career choice

Other observations

The survey brought to light some more interesting findings about spa managers.

Despite 86 per cent of respondents saying they're satisfied or extremely satisfied with their current jobs, 57 per cent are actively seeking a new position. These are people who are used to the fast development of the industry and they expect and want career growth. Unfortunately, there aren't enough corporate or regional spa management positions available and if we want to retain talent in the industry, we'll

have to find new ways to keep executive level spa directors engaged.

In terms of career aspiration, 31 per cent of spa managers consider a corporate or regional position overseeing multiple locations as the ultimate fulfilment of their spa career, while 26 per cent want to be a leading spa consultant.

Thirty-five per cent of spa managers find leading staff the most enjoyable part of their role, followed by assisting guests (17 per cent) and marketing, PR and sales (12 per cent). Thirty-seven per cent said the

TRAINING & EDUCATION

- ▶ least favourite part of their job was dealing with IT systems, which suggests that there's a critical need for IT consultants and training in the spa community.

When it came to education, 66 per cent of respondents had two- to four-year college degrees and financial management was seen as the most important skill set for a successful spa career. They valued this ahead of understanding spa treatments, being a strong leader and HR aspects, and delivering excellent customer service. But here is the surprise: they ranked

themselves below these aspects on skill attainment. A huge gap exists between what spa managers know is important and what they feel they can actually do.

Ninety-four per cent of respondents said that having a mentor is important, especially in relation to two specific skill sets: leadership and HR. Meanwhile they feel training and education is most important for learning about a number of other aspects including spa treatments and culture; financial management; marketing, PR and sales; information systems; retail;

and strategic planning. People recognise that mentoring is important, but also believe that academic training teaches the essential business skills.

What's next?

Overall, the *Spa Management Career Trends Survey* confirmed the findings of an earlier piece of industry research: the *2012 Spa Management Workforce & Education* study by SRI International. Both highlight that there are many opportunities and challenges for the worldwide

FORMING THE SPA MANAGEMENT EDUCATION COMMITTEE

There are up to 180,000 spa managers and directors in the global spa industry with only 4,000 students enrolled in spa management-related degree programmes. These were the head-spinning statistics from the *2012 Spa Management Workforce & Education* study which was conducted by SRI International on behalf of the Global Spa & Wellness Summit (GSWS). It also revealed that:

One – We don't have enough trained spa managers for the growing number of spas worldwide. And there's no well-defined educational or career pathway

Two – There are only a few college-level courses that specifically cover the 'hard skills' needed in the spa business. As a result, there's a shortage of technical/business skills at management level

Three – Few spa companies invest resources to adequately train their staff



PHOTO © SHUTTERSTOCK/AREK MALANG

The main goal of the committee is to improve the industry's management system

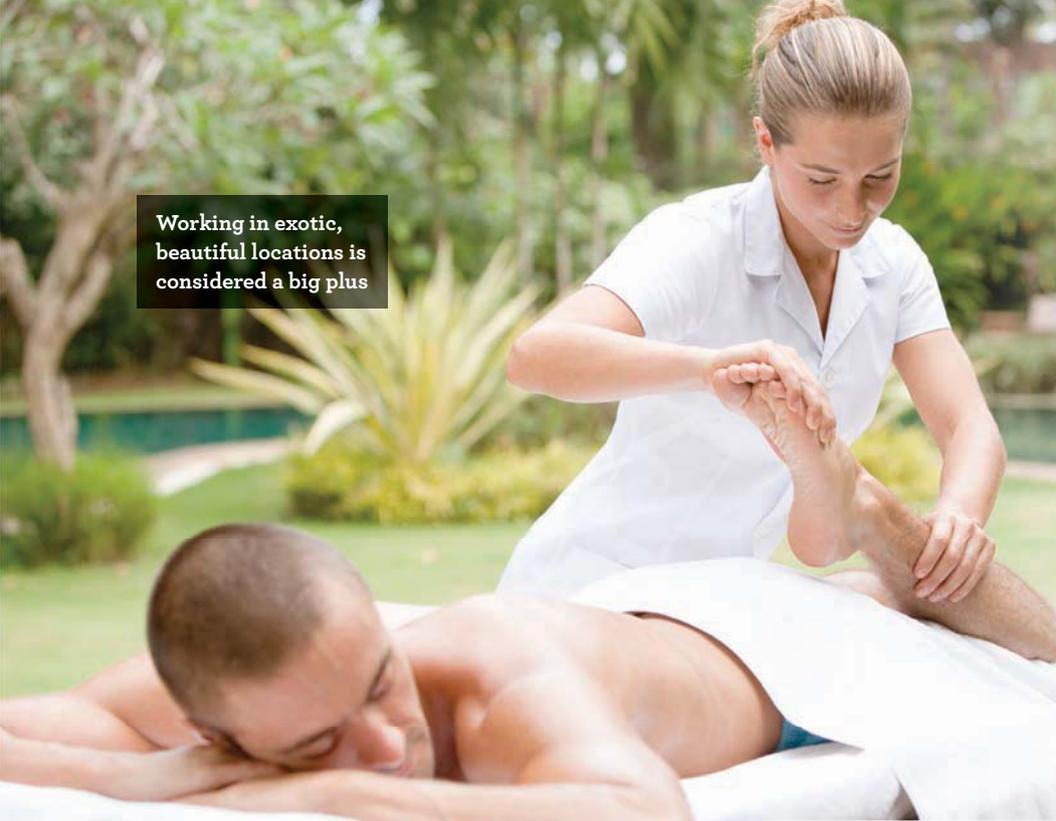
The Spa Management Education Committee was formed in light of these findings at the suggestion of GSWS board member Anna Bjurstam. Its purpose is to improve the industry's management system by bridging the gaps between three stakeholders – educational institutes, training providers and spa businesses. It aims to

do this by serving as an advisory board, releasing guidelines on core competencies, as well as networking at schools.

In early 2013, Lori Hutchinson of Hutchinson Consulting and Jeremy McCarthy, group director of spas at Mandarin Oriental, co-chaired a sub-committee working on career paths, internships, and mentorships. Committee members were: Elena Bogacheva (SWIC), Angela Cortright (Spa Gregorie's), Aldina Duarte Ramos (Accor), Elaine Fenard (Spa Strategy), Nancy Griffin (Contento Marketing), Kim Matheson Shedrick (Natural Resources Spa Consulting), Geeta Morar (SVA Spas & Salons), Deborah Smith (Smith Club & Spa Specialists) and Ana Taffin d'Heursel (Six Senses Spas).

The sub-committee focused on conducting the survey of global spa managers to learn about their opinions on their education and career paths.

Working in exotic, beautiful locations is considered a big plus



Background to the survey

The *Spa Management Career Trends Survey* is a non-scientific trend report based on 548 owners, directors and managers in the spa industry. The data was collected via an online survey.

Facts regarding survey participants:

- Most of the respondents (319) lived in North America, but there were also 104 participants from Europe, 55 from Asia, 27 from the Middle East, 17 from Central & South America, 17 from Africa and 11 from Australia & Oceania
- Eighty per cent of respondents were female and 20 per cent were male
- Eighty-six per cent of respondents were employed in a management position. Fourteen per cent are consultants
- Fifty-two per cent worked in a hotel/resort spa and 14 per cent in a day spa

PHOTO © SHUTTERSTOCK/MATH

spa industry to create a well-functioning management workforce system.

The Spa Management Education Committee has now created new sub-committees to focus on four specific areas – career paths, internship, mentorship and developing a worldwide PR campaign to entice people to join the spa industry.

The committee would welcome people who want to join one of the teams. But beyond that, it's asking for spa companies, educational institutions and associations to assist the spa industry by:

- Telling more people that joining the spa industry is a fantastic career move
- Producing additional spa management courses and making them more accessible
- Providing staff educational assistance as a perk of the job

- Creating and participating in a spa management internship programme – formal or informal
- Creating a local mentorship hub for mentees and mentors to meet
- Developing a job-shadowing programme and open house policy in facilities to help attract more people and talent to the global spa industry
- Providing spa career information for members and staff on websites (the committee has resources to help with this)
- Creating company-sponsored scholarships for staff to learn through education
- Creating and participating in a worldwide spa job perks agreement including offering discounts on spa services for staff and managers at their own spas and when visiting other spas

The worldwide spa industry is growing and so is the need to entice more talent to it. If you have any ideas about how we can attract more people and support them in their roles, please get in touch. ●

➔ ABOUT THE AUTHOR

Lori Hutchinson worked in hospitality HR for 15 years prior to setting up her own spa and hospitality recruitment firm Hutchinson Consulting in 1993. She's the co-chair of the 2014 committee tasked with creating an international PR campaign, video and website to entice more people to the spa and wellness industry.

EMAIL: lori@hutchinsonconsulting.com



PAY DAY

How do the salaries and benefits of therapists differ around the world? Lisa Starr analyses a survey of staff in 38 countries and gets some industry opinion on the findings

As consumers increasingly enjoy spa treatments while they travel, few probably realise how different the behind-the-scene set-up is. Spa therapy lacks globally recognised standards both for staff and facilities, which leads to widely varying abilities among therapists from one country to another, and even from spa to spa.

Disparities are particularly notable in terms of therapist pay despite the cost of living. What's appropriate in terms of benefits differs too. Beyond providing minimum wages, employers in most countries aren't required to offer any kind of benefit – even including paid-for time off.

This article highlights examples of therapist pay packages based on an informal survey (see p90) of a variety of spas in 38 countries. The survey isn't a scientific one. It's based only on approximate figures that may not be directly comparable to each other.

What it's intended to do is give some kind of idea about what the global variations are in the industry and spark debate. If the sector wants to attract high-quality staff, should pay methods be more consistent, for example? What regions might lead the way on this and which ones need to improve?

the average working hours of 46 a week are among the highest (see Table 1). Verena Lasvigne-Fox, spa director at the Four Seasons in Marrakech, comments: "Salary developments in Africa will depend on the tourism industry in each particular area." As tourism evolves there'll be more demand for higher quality therapists which will lead to higher salaries.

She says that there's also a changing trend in the way employees are paid: "Therapists here, or at least in northern Africa, have started orientating themselves on the European compensation models, and are asking for commission and incentives, as most spas still pay a flat salary."

On the plus side, training hours are by far the highest. This survey classes training as a benefit because as well as helping employers, it's greatly valued by staff and provides them with lifelong skills. In the examples from Africa, therapists receive an average of 333 hours of training a year: over 200 hours more than the entries in any other region (see Graph 1). Lasvigne-Fox says: "Without regulation, beauty schools or standards, the bulk of the responsibility for training therapists falls onto the spas themselves."

Graph 1: Average Hours of Therapist Training a Year by World Region



AFRICA

The spa industry is still in its infancy in Africa, although there are development hot spots such as South Africa and Morocco.

Estimated salaries in the survey range from US\$656-US\$994 and are the third lowest in the global samples even though



PHOTO © SHUTTERSTOCK/TILT

Spas in Singapore, such as the Marina Bay Sands, pay the highest wages in Asia while day spas in Vietnam pay some of the lowest

ASIA

Traditionally, therapists in Asia have always been at the lower end of the worldwide pay scale and survey findings corroborate this. The average monthly salary of the example spas in Asia is US\$800, which is the second lowest of other average regional samples (just above Africa). This is in line with the cost of living which, with the exception of large cities and financial centres, is roughly half of that in Europe and North America.

However, it's difficult to find consistencies in staff salaries and packages between countries and even cities. There's a big jump from the worst paid therapists – those working in day spas in Vietnam who earn US\$116 a month, to the best earners – namely hotel/resort therapists in Singapore

who bring home US\$2,777 a month. Similarly, the working week ranges from 35 hours in the example spa from Philippines and goes up to 60 hours in Thailand.

Samantha Foster, who's been a spa consultant in the region for more than 20 years, has noticed that despite disparities, all salaries are increasing. "To date, Asia has enjoyed relatively low labour costs," she says, "which has enabled high staff-to-guest ratios and resulted in the region's excellent reputation for service. But salaries are rising faster than [spa] revenue in many countries."

She feels there's a need for change in the industry. "We should start looking at more creative approaches to staffing now, while we still have the advantage. Practices such

as cross-training, job-sharing and greater use of part-time, casual and contract labour can help operators keep fixed costs under control while making the operation more flexible. These practices are not well known in Asia and in certain cases labour law or logistics (such as at remote resort locations) may not permit it, but it's worth starting to explore the idea in principle."

EUROPE

Europe offers a multitude of spa models, from mineral spas, hot spring resorts and medical clinics to hotel and day spas. This undoubtedly leads to imbalances: even though only three types of spas were represented in the survey, therapists in the example spas in this region still had the

SURVEY: GLOBAL THERAPIST PAY

► widest range of salaries. Earnings are as low as US\$483 a month in Hungary but as high as US\$5,008 in Switzerland – nearly US\$2,000 a month more than therapists from Sweden who are the second best paid in the European example spas. Differences aren't so obvious with pay structures – there seems to be an even split between therapists who earn a flat wage and a wage plus commission. An average working week is 37 hours.

Anna Bjurstam, who owns the Raison d'Étre spa consultancy based in Sweden says: “In Europe, there are so many

Most spas in the Middle East (below) have to import therapists which has many consequences; the least amount of training was offered in Europe (right)

countries with fundamentally different constitutions that this greatly affects the costs and challenges of employment. Many countries are still suffering under the financial crisis, but their different handling of the situation creates great variances.”

Bjurstam, who's also the vice-president of global spa and wellness for management company Six Senses, adds: “Where there are low salaries in Europe, it's reflective of spending power in that country. You can feel fortunate to reach a 20 per cent profit margin in spas [because consumer purchasing is down]. These macroeconomic factors are beyond the control of the spa industry, but operators need to plan accordingly.”

Positioning spas to attract a new audience could be a solution she says:

“In third world countries with a wellness tourism component, such as Indonesia and Thailand, salaries are low but spending is high, which creates profitable spas.”

Jean-Guy de Gabriac, founder of French training company Tip Touch International, contributes: “As with everywhere, employers claim they pay too much while therapists argue that a low pay is not motivating, hence causing high turnover [of employees].”

That said, therapists in the examples from Europe do actually have the third highest average income out of the global sample at US\$2,073 a month, behind those in Oceania and North America. Where they seem to fare the worst is education. According to the survey, therapists in the region have the least amount of training – only 33 hours a year on average – out of the global sample. ►

GATHERING DATA

In this non-scientific survey, conducted in March 2014, 64 spa operators gave approximate details of therapist pay in their country, rather than their own workplace. Figures weren't based on a uniform reporting system so may not be directly comparable. In some countries, only one manager responded. Averages were used for multiple country answers.

Numbeo, a website that aggregates lifestyle measurements, was used to provide a cost of living comparison against New York City (NYC) which is valued at 100. If a city has a rank of 80, it's 20 per cent less expensive than NYC, for example. Numbeo figures are based on major cities in the relative countries.



PHOTO © SHUTTERSTOCK/HAINAULPHOTO

Table 1: Average Pay and Working Hours of Therapists by World Region; plus Cost of Living Comparison*

Country	Type of spa	Average monthly wage (USD)	Average monthly wage in local currency	Average hours per week	Means of payment	Cost of living comparison index* (NYC = 100)
AFRICA						
Mauritius	Hotel/resort	\$994	MUR30,000	48	Monthly salary	59.48
South Africa	Hotel/resort	\$809	ZAR8,500	45	Salary & commission	48.55
Namibia	Day spa	\$656	NAD6,900	45	Salary & commission	59.8
Region average		\$820		46		
ASIA						
Singapore	Hotel/resort	US\$2,777	SG\$3,500	44	Salary & commission	100.01
Hong Kong	Day spa	US\$2,321	HK\$18,000	55	Monthly salary	117.65
Macau	Hotel/resort	US\$1,252	MOP10,000	48	Salary & commission	132.68
China	Hotel/resort	US\$1,118	CNY7,000	40	Salary & commission	54.12
Malaysia	Day spa	US\$918	MYR3,000	45	Salary & commission	48.66
Thailand	Hotel/resort	US\$803	THB26,000	60	Salary & commission	45.95
Thailand	Day spa	US\$772	THB25,000	45	Salary & commission	45.95
China	Day spa	US\$639	CNY4,000	40	Salary & commission	54.12
Malaysia	Hotel spa	US\$552	MYR1,800	45	Salary & commission	48.66
Maldives	Hotel/resort	US\$500	MVR7,665	48	Monthly salary	155.98
India	Hotel/resort	US\$251	INR15,000	48	Salary & commission	26.7
Vietnam	Hotel/resort	US\$214	VND4,500,000	44	Salary & commission	44.86
Indonesia	Destination	US\$200	IDR2,307,000	40	Monthly salary	39
Sri Lanka	Hotel/resort	US\$191	LKR25,000	45	Salary & commission	48.82
Philippines	Destination	US\$169	PHP50	35	Hourly wage	40.28
Vietnam	Day spa	US\$116	VND2,450,000	52	Salary & commission	44.86
Region average		US\$800		46		
EUROPE						
Switzerland	Hotel/resort	US\$5,008	CHF4,400	42	Monthly salary	143.88
Sweden	Hotel/resort	US\$3,101	SEK20,000	30	Monthly salary	103.68
UK	Hotel/resort	US\$2,954	£1,750	40	Salary & commission	100.11
Germany	Hotel/resort	US\$2,347	€1,690	40	Salary & commission	87.14
France	Hotel/resort	US\$2,208	€1,600	37	Monthly salary	100.21
Germany	Day spa	US\$2,208	€1,600	40	Salary & commission	87.14
Spain	Hotel/resort	US\$2,069	€1,500	40	Salary & commission	77.18
Russia	Hotel/resort	US\$1,426	RUB50,000	32	Salary & commission	61.8
Greece	Hotel/resort	US\$1,104	€800	48	Monthly salary	83.79
Portugal	Hotel/resort	US\$1,035	€750	40	Salary & commission	69.3
Turkey	Destination	US\$936	TRY2,000	25	Monthly salary	49.93
Hungary	Hotel/resort	US\$483	€350	35	Monthly salary	59.27
Region average		US\$2,073		37		
THE MIDDLE EAST						
Qatar	Day spa	US\$1,785	QAR6,500	48	Salary & commission	75.25
UAE	Hotel/resort	US\$1,225	AED4,500	48	Salary & commission	68.25
Kuwait	Hotel/resort	US\$819	KWD2.30	48	Salary & commission	74.08
Jordan	Hotel/resort	US\$663	JOD470	50	Monthly salary	61.46
Egypt	Hotel/resort	US\$337	EGP2,350	45	Salary & commission	38.26
Region average		US\$966		48		
NORTH AMERICA						
Canada	Hotel/resort	US\$3,626	CA\$4,000	30	Salary & commission	87.9
USA	Hotel/resort	US\$3,040	US\$3,040	32	Hourly & commission	77.39
USA	Day spa	US\$3,040	US\$3,040	32	Commission only	77.39
Mexico	Hotel/resort	US\$1,532	MXN20,000	48	Salary & commission	46.96
Region average		US\$2,810		48		
OCEANIA						
Australia	Wellness retreat	US\$3,272	AU\$3,530	20	Individual rates	108.51
New Zealand	Day spa	US\$3,017	NZ\$3,500	38	Hourly wage	104.48
Region average		US\$3,145		29		
SOUTH AMERICA						
Argentina	Day & hotel spa	US\$750	ARS6,000	40	Salary & commission	66.85
Brazil	Day spa	US\$540	BRL1,200	40	Relative to treatments given	60.6
Region average		US\$645		40		

PHOTO © SHUTTERSTOCK/MATTHEW DIXON

* Source: See page 9 for an explanation of the cost of living figures

SURVEY: GLOBAL THERAPIST PAY

► MIDDLE EAST

The data provided by survey respondents in the Middle East shows great variances in pay rates (although not as much as in Europe). Monthly salaries range from US\$337 a month in Egyptian hotel/resort spas – the lowest average out of the samples by nearly US\$300 – and go up to US\$1,785 for therapists in day spas in Qatar.

Methods of pay and hours are more consistent. Therapists earn commission and a base salary in every entry except for Jordan, the survey showed. Working hours range only from 45-50 a week, yet are some of the highest out of all the global spa examples.

Kathryn Moore is the international project manager for MSpa which has five facilities

in the Middle East. She says that as there's a lack of home-grown talent, therapists are brought in from abroad which is one reason for varying wages. It also means employers are obliged to offer better benefits – therapists in the region get everything from full health insurance and housing allowances to yearly bonuses and paid time off.

“Almost all therapists in the Middle East come from other countries,” says Moore. “Originally they were just from Thailand or Bali, but recently the net has widened. We're finding that therapists from South Africa, Australia and the UK are willing to work for the same amount as Asian therapists and have more ability to drive sales and bring in much more revenue.”

Yet while staff from more developed countries are better at retailing – bringing gross profits more in line with those in the US, UK and Australia – Moore believes this will eventually push up the cost of labour.

On average, the survey examples show that staff in the Middle East received 121 hours of training a year which is the second highest out of all samples. This is likely to be a result of the extra education that's required to work in Muslim cultures, as well as high-service standards demanded by guests in the many five- and six-star resort properties.

NORTH AMERICA

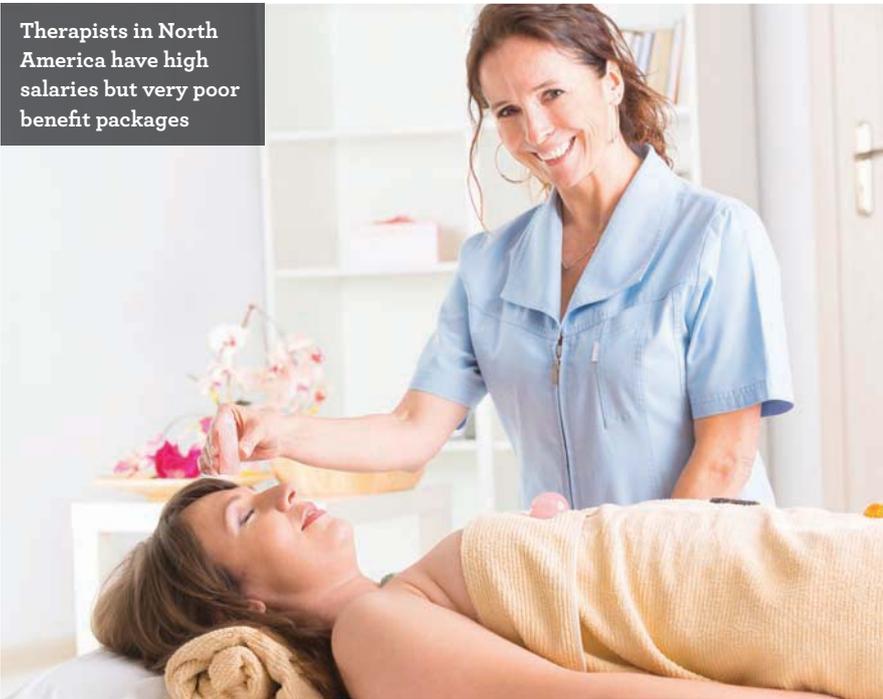
Therapist salaries reported in North America were among the highest in the survey. At a regional average of US\$2,810 a month, pay was second only to that in Oceania.

There are a number of reasons why staff might get paid more in this region. There's no one governing body or norm for therapist licensing across the US and Canada which, along with the high demand for workers, gives more power to employees who can push for higher salaries.

What's more, while both countries have standard minimum wages, therapists are easily able to exceed these requirements due to pay methods. In most parts of the world, beauty therapists get a monthly salary and sometimes commission from retail. In North America, however, therapists also earn commission on treatments too. In the US, it's common for therapists in day spas – which make up three quarters of the country's spa facilities – to receive no base salary and earn all of their income as a commission on the treatments they provide. Commission is often up to 50 per cent of the

Therapists in North America have high salaries but very poor benefit packages

PHOTO © SHUTTERSTOCK/MONIKA WISNIEWSKA





The US has the biggest variety of pay plans which vary between states, cities and even businesses within the same block

PHOTO © SHUTTERSTOCK/TARAS VISHNYA

retail price of the treatment, so therapists can pass the minimum wage after only two or three appointments. Unsurprisingly, they work shorter weeks – in the examples, the average working week was only 36 hours.

It's not all good news, however, as benefit packages are generally poor. Most US spas are owner-operated and until Obama's recent Affordable Care Act, they didn't offer either healthcare or paid vacation time.

It's also worth noting that as there's no standard payment method, salaries can get creative. Rather than paying a straight percentage for all therapists, for example, operators can offer more compensation to those who reach set benchmarks – such as better client retention rates and average customer spend – that help drive business. Alternatively, they can vary compensation according to services: paying less for treatments where a high amount has been spent on pieces of equipment, for example, to get a quicker return on investment.

At first glance, the amount of training in North American examples might not seem high. There's an average of 70 hours of education a year, which is less than those reported in entries for Africa, the Middle East, South America and Asia.

However, as the market is tightly regulated, Canadian and American therapists need to have anywhere between 300-1,500 hours worth of training before they can even earn a license to work. Because of this sound base knowledge,

Both New Zealand and Australia have a cost of living and therapist wages that are comparable to the US and the UK

less emphasis is placed on extra education and training. As such, spas tend to focus on supplementary subjects such as sales, customer service and brand orientation.

OCEANIA

In the examples given, therapists in New Zealand and Australia have wages that are comparable to those reported in US and the UK. They also have the highest regional

average salaries out of the survey samples (US\$3,145 a month) as well as the shortest working week (29 hours) and very generous employee benefits.

This can be explained by stringent labour laws. Hady Wenham, owner of the Forme Spa chain in New Zealand which consists of 10 spas, says: "Minimum wage in New Zealand is NZ\$14.25 (US\$12.32) an hour and in Australia it's AU\$16.37 (US\$15.35) an hour. In addition, in New Zealand, employers must pay four weeks annual leave, about 10 of statutory holiday and five days of sick leave by law.

"Spa employees in New Zealand and Australia are commonly paid by hourly rate. They're often eligible for additional commission and bonus payments that are reliant on achieving various sales performance measures, but the hourly rate makes up the bulk of the salary. Fragments of the industry that have moved to a commission only model or flat fee per service but this appears to be less common."

At 47 hours, the average reported amount of coaching time for therapists a year is the second lowest out of the regional survey examples. Wenham says training varies greatly between employers, ►



PHOTO © SHUTTERSTOCK/LAIUOCCANI

Brazil has one of the most developed spa markets in South America, but still lacks regulations for therapist pay and training

- ▶ with most operators turning to external product suppliers for initial sessions.

SOUTH AMERICA

In South America, the spa industry is robust in a few countries, such as Brazil and Argentina, and barely developed in others. Yet in the survey examples, the average for therapist salaries, at US\$645, is the least overall. This is similar to the reports from Africa when cost of living is considered.

In an overall survey comparison, the length of the average working week in the examples given for South America (40 hours) and the amount of time spent on training (105 hours) fell in the middle ground.

Yet for Gustavo Albanesi, the owner of the Buddha Spa chain in Brazil, spas still suffer from a lack of regulatory training requirements which he feels has a negative effect on the quality of service. “Spas in Brazil offer less than 10 hours of [initial] training for therapists on average,” he

says, adding that much more is offered at his 18 Buddha Spas. “Because of this, spas are unable to establish good quality, or standard protocols, which reflects negatively on the profession.”

Albanesi points out that even when there are standards, they're not always followed. By law, spas in Brazil must provide benefits such as paid holidays but he says many spas, and some therapists, don't want to pay the attendant taxes and fees so they create their own plans.

IMPORTANT FOR GROWTH

The examples given in this survey highlight the many differences in therapist salaries, pay methods and benefits globally.

Given the growing demand for spa treatments around the world and the burgeoning wellness industry, conversations need to be had about fair pay and compensation and what needs to change so the industry can attract and keep more therapists.

A consistency in wage and benefit standards, at least regionally, would make the industry more appealing to workers who may otherwise choose more standardised professions such as healthcare. Keeping staff well-trained and satisfied in their jobs will also be key to the long-term health and continued growth of the industry. ●

➔ ABOUT THE AUTHOR

Business consultant, trainer and educator and overall curious person, Lisa Starr has been helping spa companies maximise their performance – in front and back of house operations – for 30 years. She is also the guest editor of *The Weekender*, the newsletter for the Global Spa & Wellness Summit
EMAIL: lstarr@wynnebusiness.com
TWITTER: @StarrTalk



spa business

2 0 1 4 H A N D B O O K



RESEARCH ROUND-UP

Destination: Wellness.....	p96
Asia Research: Gearing Up For Growth.....	p102
Asia Research: Both Sides.....	p108
Middle East Research: Income Tacts.....	p112
North America Research: Pay Day.....	p116
Healthy Customers, Healthy Profits	p120

Destination: wellness

SRI International gives an overview of what world regions are set to become wellness tourism hot spots in the years ahead and how businesses can tap into these markets

Consumer interest in wellness is a rising tide that will drive the growth of wellness tourism in 2014 and beyond, creating opportunities for many businesses. According to the *Global Wellness Tourism Economy* study, conducted by SRI International for the Global Spa and Wellness Summit in 2013, wellness tourism is a US\$439bn (€319bn, £263bn) market, accounting for 14

per cent of global tourism expenditures. SRI projects that wellness tourism expenditures will grow at a 9 per cent rate through 2017, much faster than the overall forecast for global tourism at 6 per cent. Businesses and regions that want to take advantage of this trend must understand what wellness travel is, why it's growing and how destinations can benefit the most from this burgeoning travel segment.

WHAT IS WELLNESS TOURISM?

SRI defines wellness tourism as “travel associated with the pursuit of maintaining or enhancing one’s personal wellbeing”. This is not to be confused with medical travel, which is primarily undertaken by patients who are seeking treatment for a diagnosed disease and who are motivated by a lower cost of care or higher quality care than what is available at home.



Europe has a tradition of water-based treatments such as those at Therme Bad Aibling in Germany (this picture and opposite)



Around 75 per cent of wellness trips in Europe are for domestic travel



On the other hand, it would be a mistake to think of wellness travellers narrowly as a subset of well-heeled travellers who check into destination spas such as Kamalaya, in Asia or Canyon Ranch, in the US for a week of rejuvenation, pampering or detox. True, these are the “primary wellness travellers,” who make their travel plans and choose destinations with wellness as their primary intention. However, the research shows that “secondary wellness travellers” constitute a much larger group of consumers who shouldn’t be ignored. While wellness may not be the primary motivation for their trip, secondary wellness travellers are interested in maintaining or improving their wellbeing wherever they go, so they carry a variety of wellness needs and interests with them as they travel. An example would be a businessperson who actively seeks out healthy accommodation, food and fitness options during a trip. SRI estimates that these secondary wellness travellers make up 85 per cent of all wellness trips.

Spa tourism is a subset of wellness tourism and includes both those travellers who are visiting a destination spa (primary wellness tourism) as well as tourists who simply want to receive a massage or body

Wellness tourism expenditures will grow at a 9 per cent rate through 2017, much faster than global tourism

treatment during their vacation (secondary wellness tourism). However, wellness tourism is also much broader than spa tourism and includes other activities such as meditation, exercise, healthy eating and even outdoor activities or volunteering – essentially, any tourist activity done with the aim of enhancing one’s personal wellbeing during a trip. ▶

► **WHY THE GROWTH?**

The rapid growth of wellness travel is fuelled by a convergence of demographic, economic, social and lifestyle trends. Across the globe, chronic diseases associated with a stressful and sedentary modern lifestyle such as diabetes and hypertension are on the rise, igniting consumer consciousness and lifestyle changes. In high-income countries, ageing and the failure of conventional healthcare systems to deliver preventive care mean that consumers must take a more proactive approach to take care of their own health and wellbeing. In the emerging markets, rising income and education levels are expanding consumers

which fall within the LOHAS (lifestyles of health and sustainability) segment as well as people who demand for experiential travel. Increasingly, consumers are seeing vacations as an extension of their healthy lifestyle and an opportunity to elevate their health and fitness routine.

Wellness tourism at present is very concentrated in the countries with the most well-developed wellness consumer markets. In fact, the top 20 countries for global tourism account for 88 per cent of the global wellness tourism market and these are predominantly in North America, western Europe and in high-income Asian countries – as illustrated by the regional market sizes shown in Table 1. It should

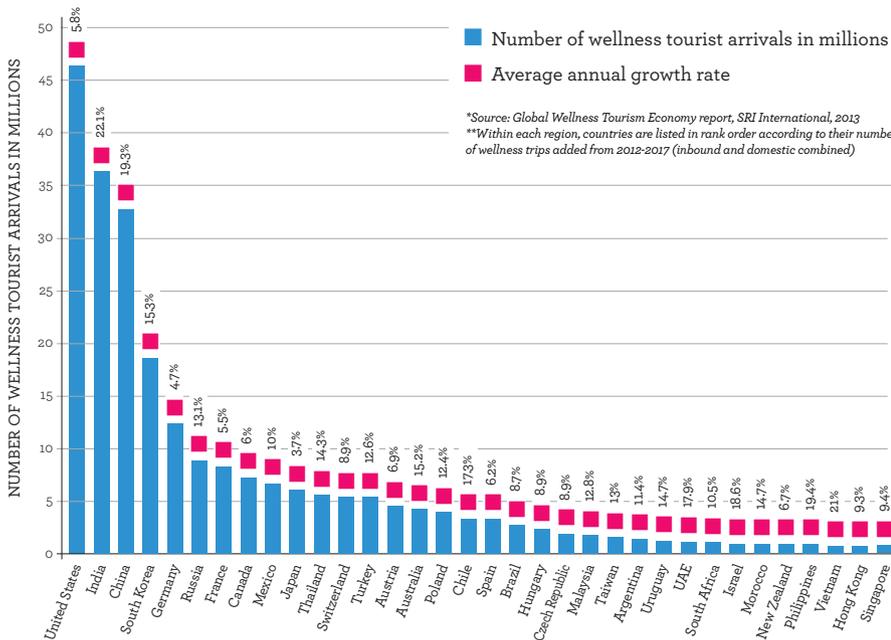
be noted that much of the wellness tourism that takes place in these regions is domestic and intra-regional trips.

WHERE IS IT GROWING?

Future growth will be driven by emerging markets. Through 2017, over half of the growth in the number of wellness tourism trips will occur in Asia with a 43 per cent increase in trips; Latin America with an 8 per cent rise; and the Middle East/North Africa regions with 2 per cent of growth.

Graph 1 provides a visual overview of what countries and world regions will have the biggest increase in the number of wellness tourists through 2017. We take a look some of the reasons for this growth, as well as current market success, below.

Graph 1: Where will Wellness Tourism Grow Through 2017*?



*Source: Global Wellness Tourism Economy report, SRI International, 2013
 **Within each region, countries are listed in rank order according to their number of wellness trips added from 2012-2017 (inbound and domestic combined)

■ **North America**

At present, North America is the world’s largest wellness tourism market as measured in expenditures – US\$181bn (€132bn, £108bn) in 2012 – and the second largest in terms of trips (163 million). More than 90 per cent of wellness trips in North America are made by domestic travellers, who tend to take short-haul trips and weekend getaways.

Ironically, while the North American spa market is well developed and consumers have a solid understanding of how to stay healthy, the country is still ranked as having one of the most unhealthy populations in the world as its people have not yet fully embraced a wellness lifestyle. Many ageing baby boomers and maturing gen X-ers – those who are now aged in their early 30s to late 40s – are becoming increasingly wellness-conscious

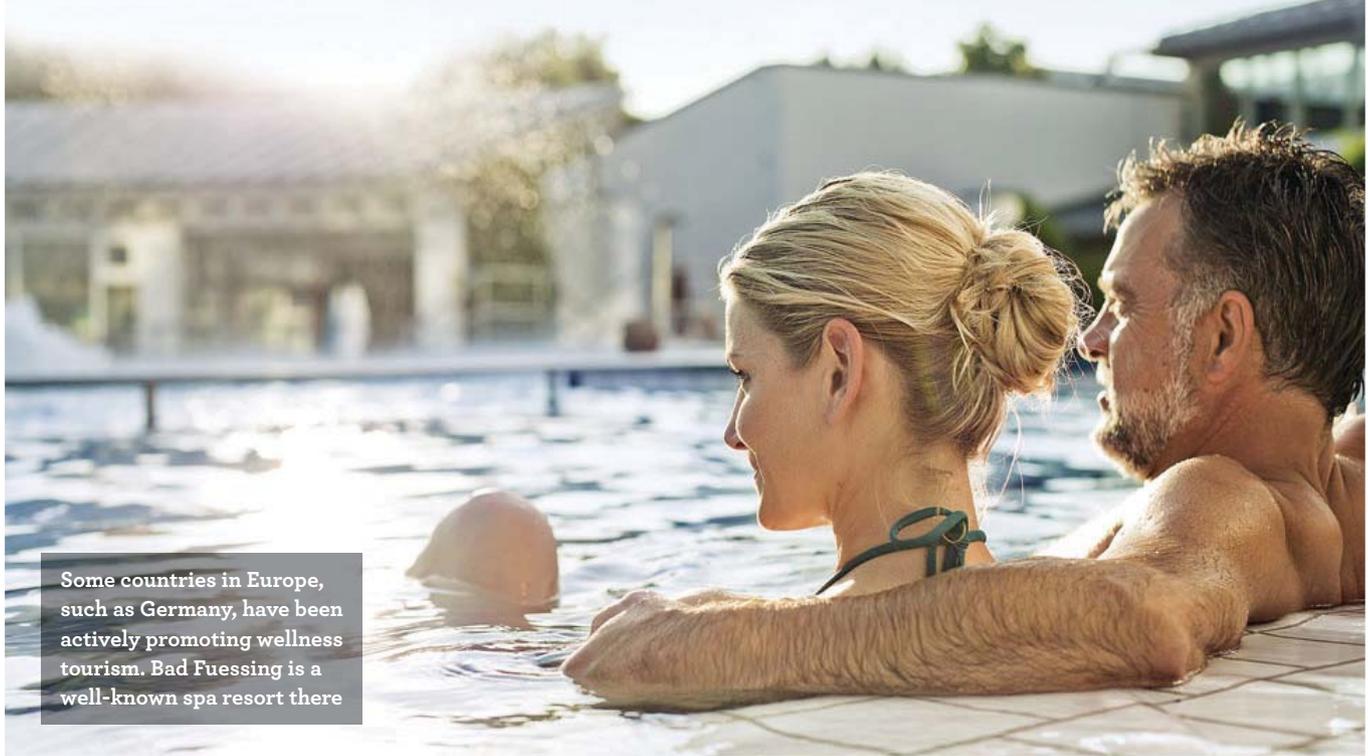


PHOTO: ©BAD FUESSING, GERMANY

Some countries in Europe, such as Germany, have been actively promoting wellness tourism. Bad Fuessing is a well-known spa resort there

and expect to carry on with their healthy eating, exercising, sleeping, pampering and relaxing while they are on vacation and travelling for business.

Wellness tourism expenditures in North America are projected to grow at a healthy 8 per cent rate annually over the next five years (see Table 1). Many hospitality brands are already catering to this segment by offering an increasing range of wellness amenities such as fitness and spa facilities and healthy eating options that allow guests to continue their wellness routines while away from home.

■ Europe

Europe is the second largest regional wellness market in expenditures – US\$158.4bn (€115.1bn, £95bn) in 2012. It's also the largest in terms of trips (202.7 million) and is expected to experience continued growth.

Table 1: World Tourism Market and Growth by Region

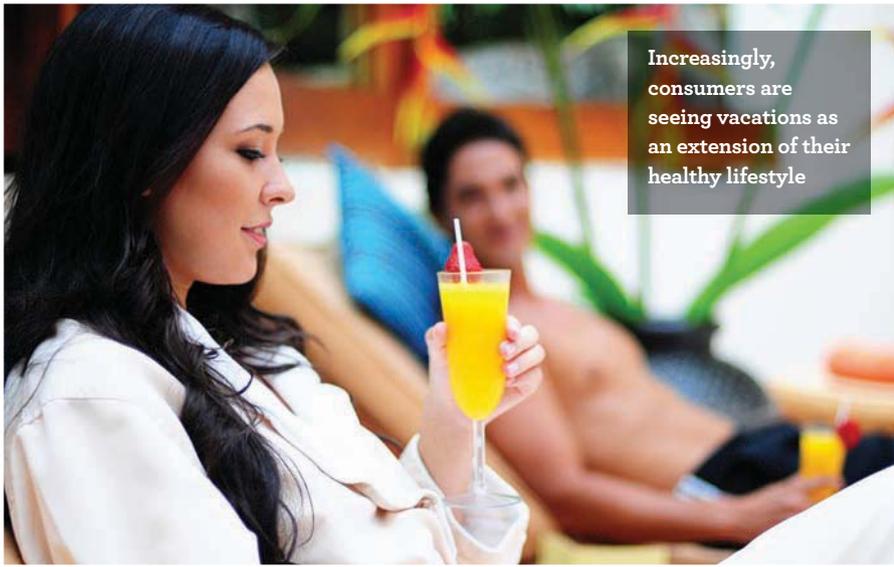
	Wellness tourism receipts/expenditures		CAGR
	2012 (US\$ billion)	2017 (US\$ billion)	2012-2017 %
North America	\$181.0	\$266.3	8.0%
Europe	\$158.4	\$225.0	7.3%
Asia-Pacific	\$69.4	\$130.4	13.4%
Latin America-Caribbean	\$22.4	\$42.0	13.4%
Middle East & Africa	\$7.3	\$14.9	15.3%
Total global wellness tourism	\$438.6	\$678.5	9.1%

* Source: Global Wellness Tourism Economy report, SRI International, 2013

Europeans have long traditions of water-based treatments that are a foundation for their interests in wellness and wellness tourism, such as the centuries-old 'heal stays' and 'kur (cure) programmes' in central and eastern

Europe. In addition, the governments in Europe also have a history of subsidising wellness-related travel as part of routine and therapeutic healthcare. However, it's worth noting that this subsidisation has been in decline in the eastern and

PHOTO © TABACON GRAND SPA THERMAL RESORT



Increasingly, consumers are seeing vacations as an extension of their healthy lifestyle



► southern European countries of late. As a result, traditional establishments are now being forced to reinvent themselves for new wellness tourist markets.

SRI estimates that over 75 per cent of wellness trips in Europe are for domestic travel. With a sophisticated understanding of wellness and prevention, Europeans are also probably the largest source market for outbound international wellness travel. Some countries – such as Switzerland, Austria, Germany, Hungary, Finland and Slovenia – also actively promote wellness tourism. Other countries are expected to follow suit, drawing on natural assets such as hot springs and mineral waters and unique traditions.

PHOTO © SHUTTERSTOCK/IFONG



■ **Asia-Pacific**

Asia is the third largest regional market for wellness tourism in terms of both expenditures – US\$69.4bn (€50.4bn, £41.6bn) in 2012 – and trips (120 million).

Countries draw from a wealth of wellness traditions and knowledge, from yoga and ayurveda to traditional Chinese medicine and Thai massage, that date back thousand os years.

The majority of wellness tourism in Asia is domestic and intra-Asia trips. Less than 15 per cent of the wellness trips in Asia are undertaken by international visitors and these predominantly come from Europe and Australia and, to a lesser extent, North America.

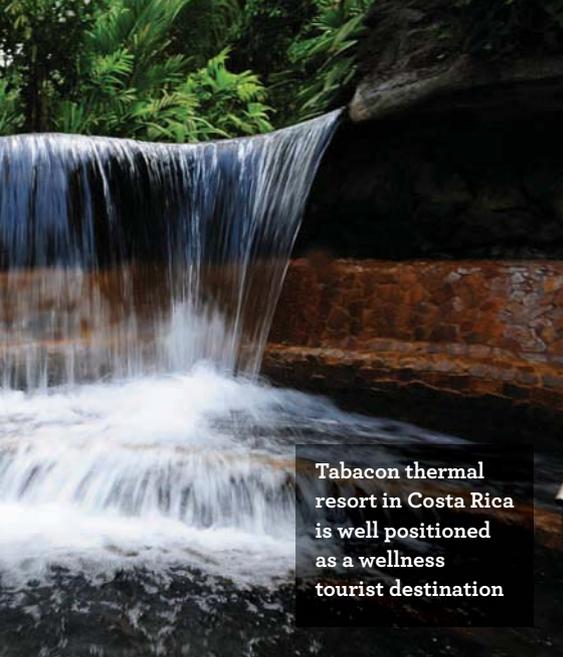
Asia is the third largest region for wellness tourism in the world

The rapid rise in income and education levels in the emerging markets is expected to drive wellness tourism growth in Asia, with a projected 13.4 per cent annual growth in expenditures over the next five years. Businesses that are able to deliver authentic and locally-rooted services and treatments, and package them at various price points, can expect to see strong growth from international travellers as well as domestic visitors.

■ **Latin America & Caribbean**

Latin America and the Caribbean is the fourth largest region for wellness tourism expenditures – US\$22.4bn (€16.3bn, £13.4bn) in 2012 – and trips (31.7 million).

This region will see strong growth, with 13.4 per cent annual growth in expenditures through 2017: albeit from a much smaller base than the three largest regions. International wellness travellers account for almost 30 per cent of all wellness tourism trips in this region and most of



Tabacon thermal resort in Costa Rica is well positioned as a wellness tourist destination



There's been a huge amount of investment in resorts in the Middle East

these originate from other Latin American countries, North America and Europe.

Latin American consumers tend to associate wellness with beauty, pampering and luxury, but will likely evolve toward more holistic approaches with rising incomes and growing consciousness of health and prevention. The growth of wellness tourism in this region can leverage and tap into its rich biodiversity and indigenous traditions, which are already supporting a vibrant and growing eco, adventure, and active-travel market.

■ Middle East & Africa

While the Middle East & Africa wellness tourism market is relatively small – US\$7.3bn (€5.3bn, £4.4bn) expenditures, 7 million trips in 2012 – it's expected to post the highest expenditures growth rate through 2017, at 15.3 per cent annually.

The region attracts mostly international tourists who account for more than 60 per cent of all wellness trips. There's a long

tradition of therapeutic hammam and Turkish bath experiences, but the concept of holistic wellness is still nascent here.

In recent years, many Gulf countries have seen massive infrastructure investments and the construction of resort and residential developments with extensive spa, fitness and recreational facilities. Many of the new businesses target well-heeled travellers from the surrounding regions of Asia and Europe (especially Russia).

On most of the African continent, wellness and spa are still burgeoning concepts outside of South Africa. Much of the market is dominated by European leisure travellers, such as in Tunisia and Morocco, or linked with safari/adventure tourism, such as in South Africa and Botswana. With the growth of unhealthy lifestyles and chronic diseases that accompany rising incomes, the concept of wellness and wellness tourism are only going to gain ground throughout the Middle East and Africa as their economies grow. ●

➔ ABOUT THE AUTHORS

Ophelia Yeung has led global research and consulting projects for more than 20 years. She's a senior consultant at SRI International and was a co-researcher on The Global Wellness Tourism Economy study. She specialises in competitiveness and innovation strategies for regions and industries.

EMAIL: ophelia.yeung@sri.com



Katherine Johnston is a senior economist at SRI International. She has 14 years of experience in industry analysis and economic modelling internationally. She has led five key spa studies for the Global Spa & Wellness Summit, including the Global Wellness Tourism Economy report.

EMAIL: katherine.johnston@sri.com



Gearing up for growth

PwC predicts that the Indian wellness industry will reach a market size of INR1 trillion in the next two years. But what does it need to do to reach its full potential? Leonor Stanton reports

“A call for action” is needed in the Indian wellness sector concluded a PricewaterhouseCoopers (PwC) report, which was revealed at the Federation of Indian Chambers of Commerce and Industry (FICCI) conference last August. *Imperatives For Growth: The Wellness Industry* shows that while the market has grown significantly – and is forecast to reach the INR1 trillion (US\$16.1bn, €11.8bn, £9.8bn) milestone by 2016 – development slowed to 18 per cent between 2011 and 2012 from 20 per cent the previous year (see Table 1). “However, the challenges that players face to achieve sustained revenue and profit growth can stymie the future growth potential of the industry, if unaddressed,” says the report. So, what are the obstacles and are they likely to be tackled?

KEY CONCERNS

PwC splits India’s wellness market into products and services (see Graph 1). Wellness products, such as hair and skincare, wellness food and beverages, dietary supplements and slimming products, constitute around 55-60 per cent



Table 1: Size of Wellness Market in India*

Year	Market size (billion INR)	Growth over previous year
2011	590	20 per cent
2012	700	18 per cent
2015	1,050-1,150	15-17 per cent

*Source: *Imperatives for Growth: The Wellness Industry*, PwC, 2013

of the total market, while wellness services such as spa, salon and beauty therapies, fitness services and cosmetic treatments represent the remaining 40-45 per cent.

The key challenges facing all sectors of the wellness market are:

- a lack of appropriately qualified and trained human resources;
- consistency in quality standards; and
- cost management

The paucity of skilled labour is not a new challenge believes Sandeep Ahuja who is the chair of FICCI’s National Wellness Committee and also the MD of VLCC which operates 232 day spa, beauty and slimming centres across India. “In 2011, a joint study conducted by leading Indian industry body FICCI, in association with PwC... projected that the Indian wellness services space will face a shortage of 600,000 skilled personnel by 2016,” he says. “A separate *Skill Gap* study conducted by IMAcS (the consulting arm of domestic credit rating agency ICRA)... projected a likely shortage of 545,000 beauticians alone by 2022. Matters have not been helped by the fact that a large



percentage of people joining the Indian wellness sector workforce, particularly at the lower levels, do not possess the requisite skill sets and have either not obtained formal training or been certified by a recognised certification body.”

According to some, including the co-founder and marketing director of the Four Fountains spa franchise Sunil Rao, this is possibly the biggest challenge facing the sector “because it derails spas’ expansion plans, dilutes service standards and puts guest’s health at risk”.

There are 20 Four Fountains day spas in India and Rao believes that in order to overcome staffing shortages “spa brands can firstly invest in setting up training academies, providing high quality training

While Jiva is a high-end brand, other spas in India would benefit from an accreditation scheme to raise standards

to freshers who wish to enter the industry and secondly, work with government bodies to generate awareness about career options in the industry and... subsidise training programmes for candidates.”

Certifications and accreditations, both domestic and international, are being used in order to build credibility. Some of these have the recognition of, and are promoted by, the Ministry of Tourism. There is, however, some scepticism as to their effectiveness to date. According to Deepa Harris, the senior vice-president of sales

and marketing at Taj Hotels, “the Indian spa industry is in its nascent stage, with most spas adopting various techniques and practices.” The company has 41 spas in its hotels in the country and Harris explains that because “a plethora of spas has mushroomed – both stand-alone and in hotels – [the] initial attempts at quality accreditation have not been effective.”

To properly address concerns, customer complaint systems are being improved. A National Advertising Monitoring Service (NAMS) has been set up to monitor print and TV ads including those by wellness service operators and product companies. According to the report, 780 complaints were received by the NAMS in 2012-13 over misleading ads. Despite the introduction ▶

of such complaint systems, the report indicates that there's still a need to ensure awareness of, and conformity to, quality standards across the industry. "Only five wellness operators have been accredited by the National Accreditation Board for Hospitals and Healthcare," it states, although it was also noted that a further 12 applications are being considered. PwC recommends that the following steps should be undertaken/implemented for further progression:

- "Tailor guidelines for various segments of the wellness industry...;
- Reduce execution challenges and costs [of cumbersome accreditation schemes];
- Improve consumer awareness regarding accreditation...; and
- Ensure implementation of regulatory norms"

REVENUE OBSTACLES

Although it's estimated that the wellness industry in India will grow at a rate of 15-17 per cent in 2014 and 2015, there are still some barriers operators and product

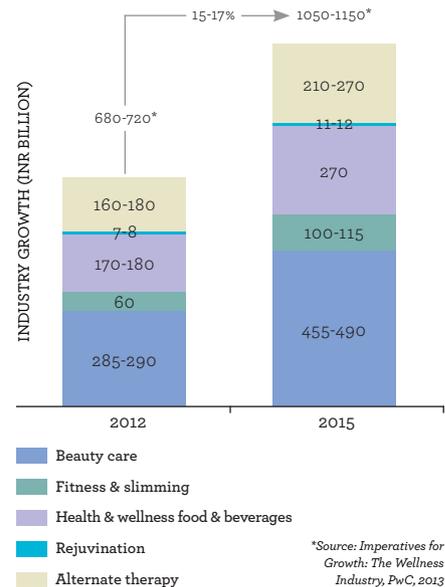
suppliers will continue to face. From a revenue perspective, the researchers identify three main challenges: the scaling up of businesses, addressing the diverse consumer segments and building up consumer awareness and trust. Significantly, ways round these obstacles are also beginning to emerge.

Franchising has been a common method of expansion for the scaling up and rapid growth of companies, but has brought with it a well-known disadvantage – the loss of control and consequent brand inconsistencies. Thus, in addition to establishing clear and consistent norms in their own facilities and choosing new franchisees carefully, operators have been adopting "hybrid models... to bridge the gap between control versus scalability". Fitness franchise Talwalkars, for example, has developed a shared capex model where it takes on some of the costs with franchisee but maintains a 51 per cent stake in the business to ensure that it has a greater degree of supervision.

Elsewhere, some operators have also created multiple brands in order to cater to diverse markets.

To stimulate consumer interest and demand, and to build brand trust, the PwC report suggests wellness-focused food and beverage companies have the right approach. Their strategy is to increasingly invest in education to promote the "benefits of specific ingredients" and this is something which is also happening in the beauty segment. The food and beverage companies also conduct free health check-ups and provide information to customers and using online media.

Graph 1: Growth in the Indian Wellness Industry by Sector*



PROFITABILITY LEVELS

Profit margins vary greatly in the wellness sector, which is a diverse market in itself. Yet there common strategies companies are adopting to increase profits including diversifying portfolios, product premiumisation and managing cost pressures.

The report estimates that pre-tax earnings (EBITDA) of product-only companies are the highest in the sector at between 20 per cent and 30 per cent. In comparison, service-only companies only have a pre-tax profit of between 8 per cent and 20 per cent. Some service companies have attempted to add products to their business offer in an attempt to increase the average pre-tax earnings.



PHOTO © FOUR FOUNTAINS SPAS

Franchising is a popular way to expand



Premium companies such as Taj need to add a distinct value proposition to their offer to succeed in the market

Companies have also pursued a premiumisation strategy such as “introducing high-end variants of popular brands, launching products for the professional services segment [such as spas] and bringing in brands from global portfolios to India”. But for these measures to succeed, the researchers believe that “a distinct value proposition and investment in building additional [branding, marketing and distribution] capabilities” is required.

Input costs (for products) have been rising significantly as a result of inflation, exchange rate volatility and increases in crude oil prices. The study estimates that the cost of goods sold as a percentage of total operating expenses has risen from

Rental levels are critical for wellness service providers... costs in India can be as high as 20-25 per cent of revenues

45-55 per cent to 55 -65 per cent between 2009 and 2012. Many companies have found it difficult to pass on rising costs to consumers, so they’re adopting strategies to minimise effects on profitability such as switching to lower cost alternatives and purchasing from tax-exempted zones.

Rental levels are also critical for wellness service providers. The study found that “rental costs in India can be as high as 20-25 per cent of revenues” and according to Gold’s Gym’s COO Istayak Ansari “one of the factors that amplifies the challenge is that unlike global markets where the rentals are typically on a carpet area basis, in India it is charged on the entire built-up area... resulting in a higher rent-to-revenue ratio compared to global markets”.

To control rental levels, some operators are rationalising stores by closing those that don’t have high enough revenue potential to cover rent. Meanwhile other operators are optimising retail formats. Another tact is shifting from fixed to



Spa and wellness companies such as VLCC are growing so fast that they need to set up their own training academies

- ▶ variable rental models – beauty and hair salon operator Naturals has set up facilities in Easy Day department stores on a revenue-sharing basis for example.

Rising manpower costs are also affecting profit margins – this is not only the result of increasing salaries due to high wage inflation, but also due to high retention and training costs because of elevated attrition rates which can be “as high as 30-50 per cent” according to the study.

For product companies, distribution costs are also significant in what is one of the most fragmented retail markets in the world – “with over 12-13 million retail outlets”. As a result of this, effective distribution is becoming a “key competitive advantage” with some players looking to improve their distribution networks (and also reduce costs) by entering into “distribution alliances with large FMCG companies”, as well as “focusing on modern trade formats such as wellness retail and supermarkets” and also pushing online retail.

INVESTMENT OPPORTUNITIES

In conclusion, there’s no doubt significant opportunities exist in the Indian wellness sector. While the rate of growth is slowing, the industry is still expanding at a phenomenal rate. Consequently, there’s been increasing interest from private equity funds and venture capitalists. According to PwC’s associate director Rashmi Upadhya, “venture capitalists and private equity investors have been increasingly willing to consider investments in the branded spa and salon industry. The wellness industry is expected to witness rapid growth over the next few years, thus offering attractive investment opportunities for early stage investors. With increasing maturity in the industry, we’ve also begun to see third and fourth stage funding, fuelling the expansion plans of established players.”

Foreign investors who may initially be concerned by the barriers and complexities of doing business in India, should be aware that, according to Upadhya, “government approvals are not required to set up

100 per cent wholly owned operations” in a number of sectors in the wellness arena. Exemptions include companies in the spa and salon sector, cosmetic treatment and product manufacturers, health club operators and businesses focused on food and beverages. This further reinforces the opportunities available in the country’s wellness industry. ●

For a full copy of *Imperatives For Growth: The Wellness Industry*, visit www.pwc.in

➔ ABOUT THE AUTHOR

Leonor Stanton is an independent hospitality and spa consultant who specialises in market and commercial assessments and financial planning in the global hospitality and spa sectors. She previously worked for Deloitte Consulting and Deloitte Corporate Finance.

EMAIL: lstanton@spabusiness.com

PHONE: +598 95 59 88 54



TECHNOGYM®

The Wellness Company

Welcome! Wellness!

Bespoke Hospitality Solutions
from Technogym

Technogym creates and transforms hotel gyms into Wellness spaces where clients can train and relax. A beautiful environment with an inviting atmosphere that will give your clients even more reason to select your hotel.

Visit our new, fully equipped showroom: Bracknell, Berkshire, RG12 1WP.

0800 316 2496 | UK_Info@technogym.com | www.technogym.com

Wellness On Demand

On Demand Wellness Suites –
delivered directly to your guests



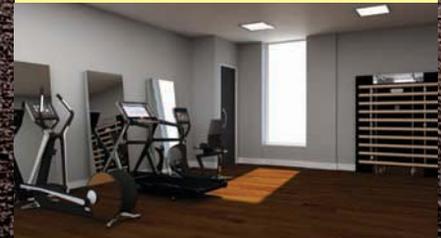
Room Conversion – from 15 m²

Creating Your Bespoke Wellness Space



Boutique Wellness – from 45 m²

Stunning Design in Wellness



Space Conversion – from 30 m²

Maximising the Return on all Your Rooms



BOTH SIDES

The opinions of both spa operators and consumers in Thailand form the basis of the *2013 Spa Industry Research* report. Research co-ordinator Prantik Bordoloi highlights the findings

The actions of Thai spa-goers was just one of the areas covered in the *2013 Spa Industry Research* report which was revealed at the World Spa & Well-being Convention (WSWC) in September. It also focused on operator opinions, industry standards, treatment trends and the impact of economic integration across Asia.

The research was carried out by Stenden Rangsit University, in collaboration with the Thai Spa Association between April and September 2013.

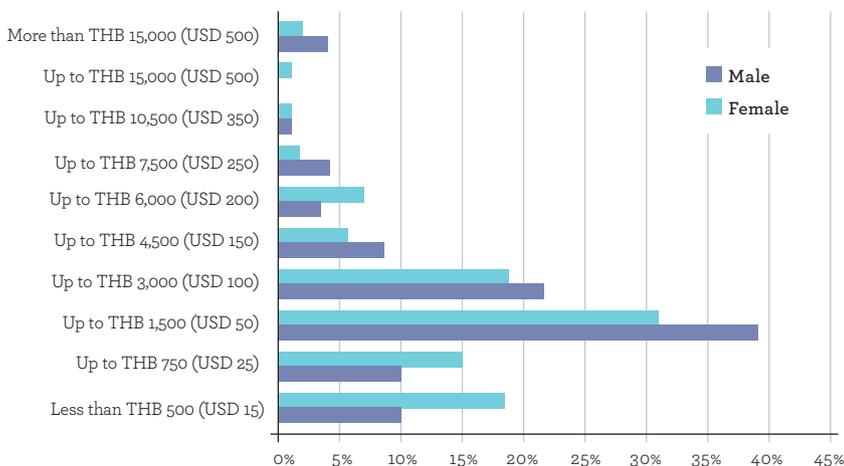
CONSUMER BEHAVIOUR

Besides confirmations of expected behaviours, such as the fact that relaxation is stated by roughly 80 per cent as

the main purpose of their spa visit, the research also revealed some unexpected results. The decision-making process of a spa consumer is, for example, much less influenced by advertisements and media. Almost every third spa-goer gets information about a spa via word-of-mouth, meaning that the recommendation by a friend is of very high importance when choosing a spa. Thus, trust plays an integral role for spa consumers. In addition, 23 per cent of respondents described the attitude of staff as the most important factor when visiting a spa. Other important, and perhaps more expected, factors included hygiene, quality of treatments and atmosphere (see Table 1). Almost half of the potential spa consumers cited “not having enough time” as the primary reason for not visiting a spa.

The consensus among spa operators is that the number of male spa consumers has increased over the past few years, although there hasn't been a significant change in the male/female ratio. Nonetheless, the spa industry expects more male customers in the near future, as male-specific products and treatments evolve.

Graph 1: Average Spend in the Spa by Gender*



*Source: *Spa Industry Research 2013*, Stenden Rangsit University, Thailand

ABOUT THE RESEARCH

Consumer findings for Thailand's 2013 *Spa Industry Research* report were based on a survey of 463 current and potential spa-goers of which 62 per cent were Thai nationals and 38 per cent were international. The male/female ratio of respondents was 35:65.

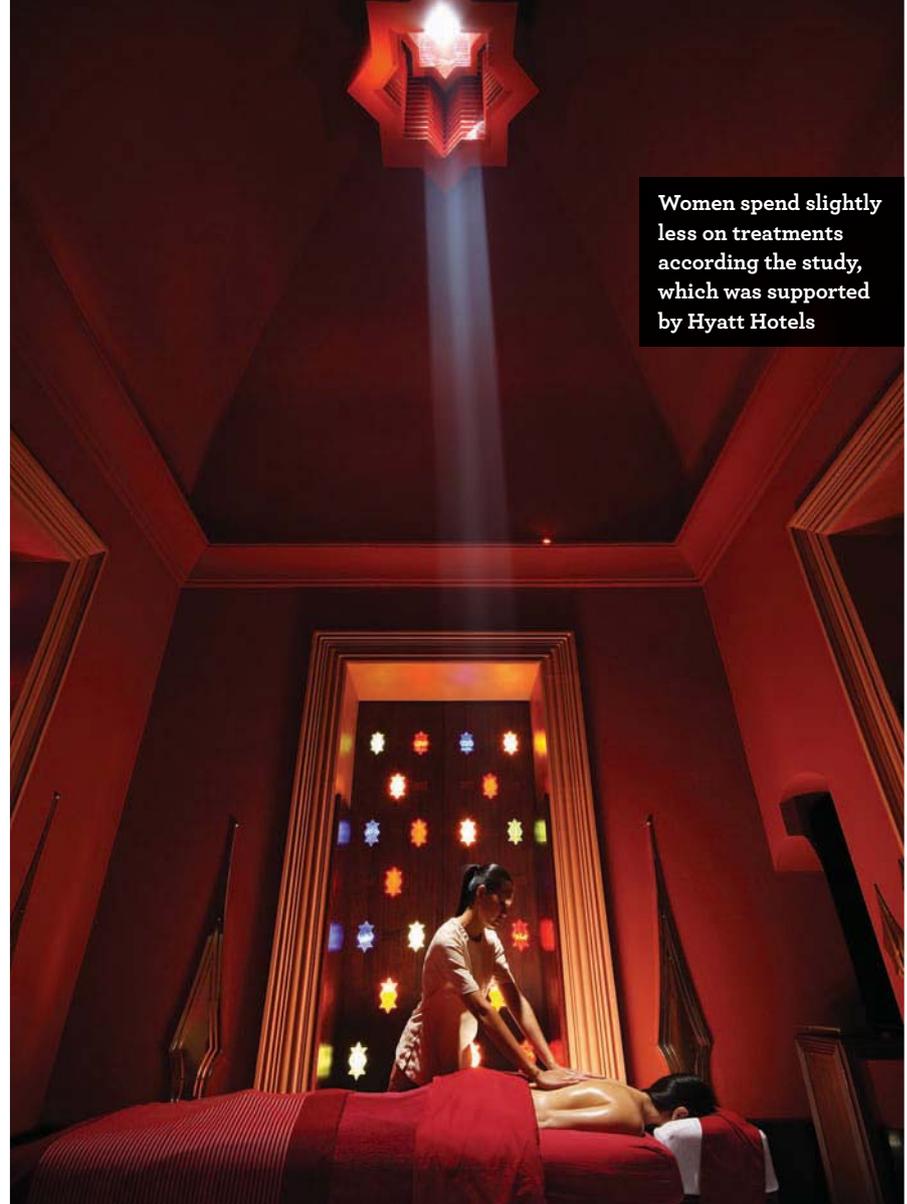
The second part of the research consisted of a focus group with 10 spa managers, 14 interviews with spa directors and professionals, as well as an online survey with 86 respondents.

Stenden Rangsit University has offered a Spa & Health Management minor programme for the past seven years and regularly collaborates with the Thai Spa Association. The university, which has a total of 11,000 students, has its main site in the Netherlands and other campuses in Thailand, Bali, Qatar and South Africa.

Women spend slightly less on treatments according to the study, which was supported by Hyatt Hotels

Currently, men mostly prefer massages – the top three favourites according to Table 2 were Thai massage (56 per cent), aromatherapy massage (31 per cent) and foot massage (26 per cent).

The research further revealed that individualised programmes and authentic, traditional treatments (those without modern adaptations) will shape future demand. Fifty per cent of male respondents (compared to 23 per cent of females) said they want see more authentic treatments. Female spa consumers, on the other hand, prioritise bespoke packages (33 per cent) and price discounts (28 per cent)



when deciding on future spa visits. The discrepancy in price sensitivity between men and women is further underlined by a slightly higher average spend per treatment by male spa goers as shown in Graph 1. The categorical data collected shows that men spend approximately THB1,372

(US\$43, €33, £27); and women spend around THB1,000 (US\$32, €24, £20).

In terms of spa products, female customers tend to try spa-owned products more often than male visitors who prefer well-known professional spa brands. The survey also shows that 80 per cent

- ▶ of female and 68 per cent of male spa consumers claim to prefer organic over non-organic products.

A third trend was confirmed when investigating consumers' preference of joint visits to spas over visits alone. With 58 per cent of males and 63 per cent of females preferring to visit spas with an accompanying person, the trend to use the spa to socialise might influence future spa design and the time spent in the spa itself. One out of three female spa consumers in Thailand visit a spa with a friend, while, male consumers tend visit spas with their partners (22 per cent of men and 12 per cent of women).

TREATMENT AND THERAPIES

In the opinion of spa operators, the quality and skills of therapists is getting as important as the treatment or product. As such, they think training has to focus

on communication and behavioural skills, sales and especially on customer service.

Spa operators believe that spa menus are too extensive – although new treatments are added, previous offers are rarely omitted. The majority feel less is more and that menus should be fine-tuned, more

“ Benefits from the AEC will include increased investment and improved standards of therapists ”

streamlined, clearer and changed regularly to highlight seasonal promotions.

Furthermore, operators report a continued merger between the medical and spa industries with the development of and demand for more medical spas.

Treatments based on eastern and western healthcare philosophies are being offered side by side, as consumers take more responsibility for their overall wellness. Medical spas, however, present some unique challenges say operators. Unless proper training is provided, therapists won't have the right skills to perform medical treatments. Medical spas also need to have a licence to be able to provide that training and offer the treatments.

STAFF AND STANDARDS

Research results show that the top three important characteristics of therapists for both current and potential spa consumers are pleasant behaviour, responding to individual needs and ability to explain therapies and treatments.

When comparing the two sets of opinions, pleasant behaviour is more important to potential spa consumers,

Table 1: Most Important Factors When Visiting a Spa*

	Current spa consumers	Potential spa consumers	All respondents
Hygiene	60%	60%	60%
Quality of treatments	50%	49%	49%
Atmosphere	36%	49%	42%
First impressions	22%	36%	28%
Attitude of staff	26%	20%	23%
Safety	14%	32%	22%
The location	12%	16%	14%
Design	4%	11%	7%
Certificates	3%	11%	7%
Environmental friendly	4%	7%	5%

*Source: Spa Industry Research 2013, Stenden Rangsit University, Thailand

Table 2: Most Important Characteristics For Therapists*

	Current spa consumers	Potential spa consumers
Pleasant behaviour	33%	43%
Ability to explain about therapies and treatments	28%	32%
Respond to my individual needs	30%	15%
Can communicate in English	4%	4%
Should communicate in the language I speak	1%	6%
Other	4%	1%

*Source: Spa Industry Research 2013, Stenden Rangsit University, Thailand



Women in Thai spas, such as Sofitel So Bangkok, prefer bespoke treatments



whereas responding to individual needs seems to be more valued by current spa consumers (see Table 2). This illustrates the fact that experienced spa-goers put a lot of emphasis on individualised attention, while newcomers want a comforting atmosphere created by the therapist.

From a business standpoint, managers mostly focused on the attitude and experience of therapists. The general opinion was that skills to properly execute spa treatments and therapies can be trained, but a good attitude is something that is intrinsic and difficult to teach. Hence, the study revealed a strong emphasis on attitude-based hiring in the spa industry. Training on language/communication skills and behavioural skills were also of growing importance, the operators said.

As for the role of standards in the industry, most spa operators thought an official national standard for operating a spa would be beneficial to the industry's image. They also believe that voluntary standards

lead to higher credibility, but there wasn't a dominant opinion on whether voluntary standards attract spa consumers.

PAN-ASIAN MARKET

By 2015, countries in Southeast Asia will be transformed by an economic integration which will see the free movement of goods, services, investment, skilled labour and a freer flow of capital across the region. The development is being led by the ASEAN (the Association of Southeast Asian Nations) and is known as AEC (the ASEAN Economic Community) 2015.

Spa managers think that AEC 2015 will bring along some challenges. They cite increased competition in the recruitment of skilled managers and experienced therapists, a rise in rivals, a higher need for differentiation and a greater need for language and communication skills as perceived obstacles.

That said, however, most spa operators are very positive about the AEC impact.

They feel it will bring about a range of benefits including increased investment, improved standards of therapists, tougher spa standards and a wider diversity of treatments and differently skilled employees from other countries. ●

A full copy of 2013 Spa Industry Research is available from the Thai Spa Association. Details: www.thaispaassociation.com

➔ ABOUT THE AUTHOR

Prantik Bordoloi is a lecturer and research co-ordinator based at Stenden Rangsit University in Thailand. He was instrumental in organising the *2013 Spa Industry Research* study. He has a particular interest in researching learning and development in hospitality and tourism.

EMAIL: prantik.bordoloi@stenden.com

TWITTER: @prantikbordoloi



Income facts

Now in its fourth year, PwC's *Middle East Spa Benchmarking Survey* focuses on spa performance and how facilities in the region can increase revenue. Mohammad Dahmash analyses the 2013 findings

The *Global Wellness Tourism Economy* report estimates that the value of the wellness industry worldwide reached US\$438.6bn (€315.8bn, £263.2bn) in 2013 (see p96). This is a staggering increase of more than 300 per cent in the past three years. Spas across the world and in the Middle East are looking to use this market to help improve their key performance indicators (KPIs).

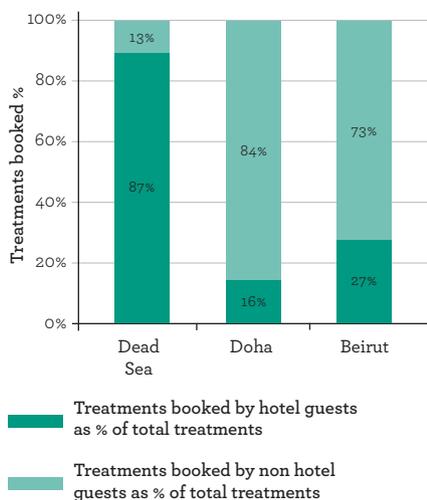
The PricewaterhouseCoopers (PwC) *Middle East Spa Benchmarking Survey* was launched in January 2010 and focuses on three key spa markets in the Middle East: the Dead Sea region in Jordan, Doha in Qatar and Beirut in Lebanon.

The report, which is prepared on a quarterly basis, aims to provide spa/hotel operators, owners, investors, as well as hospitality developers with insight on the performance of the industry to drive operational decisions and increase profitability. It reviews 11 key performance metrics related to revenue across each spa market. All of its partner spas are attached to five-star hotels, and it requires a minimum of three spas in each market to preserve confidentiality of information.

URBAN VERSUS DESTINATION SPA

The 2013 *Middle East Spa Benchmarking Survey* is based on figures from last year and showed that majority of Dubai and Beirut spa treatments were booked by non-hotel guests (84 per cent and 73 per cent, respectively). In contrast, spa

Graph 1: Treatments Booked by Hotel Guests vs Non Hotel Guests in 2013*



*Source: 2013 *Middle East Spa Benchmarking Survey*, PwC

treatments booked by non-hotel guests only accounted for 13 per cent of treatments booked in Dead Sea spas (see Graph 1). This discrepancy is mainly due to the fact that spas in Doha and Beirut are located in vibrant urban settings and tend to cater to local populations instead of hotel guests, whereas spas in the Dead Sea area are primarily used by leisure and wellness tourists looking to escape noisy cities and experience the lake's unique landscape.

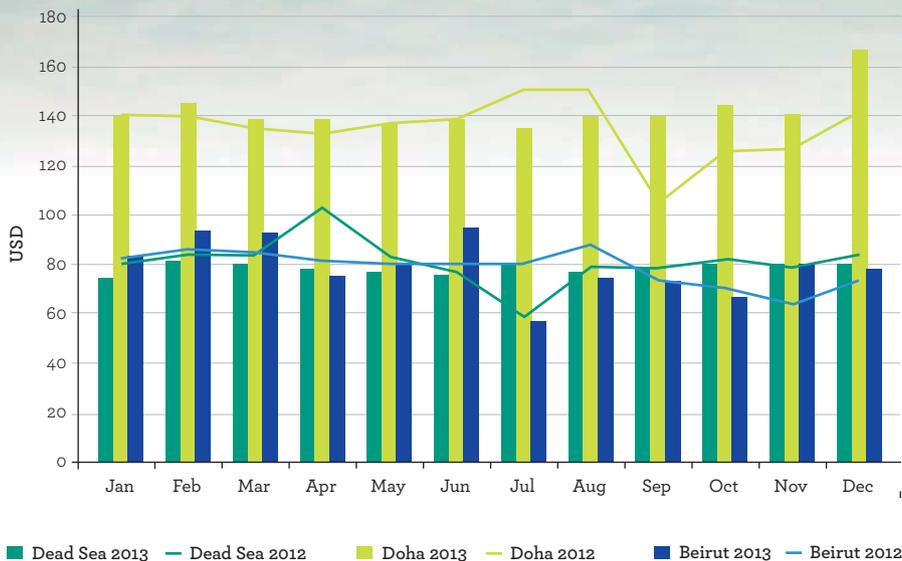
Spas in urban settings such as in Beirut and Doha place a greater emphasis on attracting local customers over hotel guests to boost the bottom line. These spas usually rely on other revenue streams to increase profitability such as fitness and membership fees. Indeed, monies from fitness and membership accounted for more 54 per cent of total revenue in Doha hotel spas and 51 per cent in Beirut.

On the other hand, spas in the Dead Sea region didn't generate any revenue from fitness and membership fees. The difference can be explained by the lack of an affluent population in the region surrounding the Dead Sea and by the fact that the destination resort attracts mainly tourists.

The Dead Sea region is popular with tourists and 87 per cent of spa-goers are hotel guests



Graph 2: Treatments Booked by Hotel Guests vs Non Hotel Guests in 2013*



*Source: 2013 Middle East Spa Benchmarking Survey, PwC

Spas in the Dead Sea region do have better retail revenue, however. They benefit from natural wellness/healing treatments stemming from the local hot springs and a wide range of products incorporate unique elements from the lake. It's no surprise therefore that retail revenues, although undercapitalised in all three markets, are the highest in Dead Sea spas.

AVERAGE TREATMENT REVENUE

Doha is the second largest growing spa market in the Middle East after Dubai. Graph 2 shows that in 2013, the average treatment revenue per treatment sold in Doha spas was an astonishing 90 per cent higher than both Dead Sea and Beirut spas at US\$142 (€102, £85) per treatment, recording an increase of 2.6 per cent from 2012. Additionally, spas in Beirut and the

PHOTO © SHUTTERSTOCK/MAGINIFOTO

RESEARCH: MIDDLE EAST

- ▶ Dead Sea area recorded a 0.5 per cent and 6 per cent decrease, respectively, in average treatment revenue per treatment sold, which can be explained by the political instability in Lebanon and neighbouring countries – Jordan sits next to Syria and Iraq.

While average treatment revenue is useful in measuring spend per booking, spas need to be careful when relying on this KPI. An increase in cost might lead consumers to look elsewhere. To raise prices but not deter guests, spas could add a unique treatment that's perceived as a higher-value service and that's different to what competitors offer. The Four Seasons in Doha, for example, offers tailored treatments with all-natural products and provides a different experience than any other spa in the city.

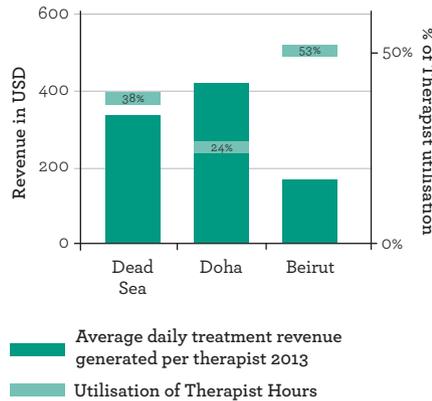
REVPATH

The revenue per available treatment hour (RevPATH) is one of the most important metrics for spas to track. It provides an insight into revenue management techniques and operational efficiency. Further, the RevPATH allows spa operators to identify patterns and peaks in demand during different times of the day which



Dead Sea spas sell the most products

Graph 3: Treatment Revenue Generated per Therapist and Utilisation of Therapists' Hours*



*Source: 2013 Middle East Spa Benchmarking Survey, PwC

helps them to tailor their offering with different prices and promotions in order to capture more customers and increase their profits. This important tool captures a standardised assessment of spas using a universal attribute irrelevant of location and offering: time.

PwC's analysis revealed that Doha spas recorded a RevPATH at US\$25 (€18, £15) in 2013, the highest among the three markets in the survey. Some factors that might explain why spas have a hard time increasing RevPATH are a lack of available treatment rooms, low revenues, as well as an inability to attract more customers. Destination spas such as in the Dead Sea region, for example, can only attract tourists. Meanwhile urban spas have access to a bigger pool of potential customers because they can attract local, visitors who are more likely to return.



Spas in the Dead Sea region offer treatments and products using local, therapeutic ingredients

THERAPIST PRODUCTIVITY

Analysing therapist productivity is a key tool in determining whether a spa is generating enough demand. It also provides insight into a spa's personnel management. A low utilisation of therapists' hours, for example, can reflect a low demand for spa treatments as well as overstaffing. It's very important for spa operators to increase their therapists' productivity by creating a balance between periods of high and low demand to ensure that the facility is not overstaffed.

Graph 3 shows that while Doha accounted for the highest average daily treatment generated per therapist in 2013 –US\$421 (€303, £253) – it reported the lowest utilisation of therapist hours in the three markets surveyed. This might be attributed to overstaffing and/or inefficient appointment scheduling.



PHOTO © FOUR SEASONS DOHA

Spas in Doha had the most bookings and generated the most revenue overall

The utilisation of therapists' hours in Beirut spas increased by 27 per cent from 2012 to 2013, which is indicative of better staffing efficiency during that year coupled with better scheduling.

It's interesting to note that, overall, almost less than half of all therapists' hours were utilised in 2013. This could translate into a crucial area of improvement for the surveyed spas.

GAINING MOMENTUM

On the whole, the Doha spa market experienced the strongest performance out of the three markets which were surveyed in 2013. Doha spas were more successful in attracting bookings and in generating treatment revenue.

Although the Beirut spa market seemed to suffer the most out of these markets – especially in terms of attracting customers

and generating revenues – it's worth noting that they were more successful at managing scheduling and therapist efficiency. Spas in this market recorded the highest utilisation of treatment room hours and therapists' hours.

The Beirut market's struggle to book revenue could have resulted from the country's political instability. This has been linked to a drop in tourism and a slowdown of the economy, resulting in a decrease in hotel guests as well as leisure/wellness spending from the local population.

Overall, however, the spa industry is gaining momentum in the Middle East and is expected to grow over the next few years. The spas in PwC's surveyed markets have an opportunity to improve their KPIs by placing more emphasis on staff and treatment room efficiency, implementing strategies to convert more hotel guests

to spa customers, boosting retail sales and increasing the number of treatments booked by guests. ●

For a full copy of the 2013 PwC Middle East Spa Benchmarking Survey email mohammad.dahmash@ae.pwc.com

➔ ABOUT THE AUTHOR

Mohammad Dahmash is a partner of PwC's real estate, hospitality and leisure advisory practice in Dubai. Prior to this, he led Ernst & Young's real estate advisory group in the Middle East and Andersen's real estate and hospitality group in the Middle East and North Africa, where he managed and supervised many of the landmark projects in the region.



EMAIL: mohammad.dahmash@ae.pwc.com

PAY ATTENTION

The US spa sector spends US\$7bn on wages, salaries and benefits according to the latest research from the International Spa Association. PwC's Colin McIlheney examines the findings

For the first time, the *2013 US Spa Industry Study* contained a detailed section on spa employee salaries and payments. An important addition given that the sector is highly labour intensive due to the nature of the services provided.

The research by the International Spa Association (ISPA) showed that 343,600 people are employed in 19,960 spas in the US, representing a 1.2 per cent increase from May 2012 to May 2013. Overall, the industry generated US\$14bn (€10.2bn, £8.4bn) in revenue in 2012, which equates to approximately US\$7bn (€5.1bn, £4.2bn) paid in wages, salaries and benefits. This is a key indication of the size of the nation's spa sector and underlines its economic impact to local people and communities.

Indeed, the large-scale survey, which was based on approximately 14,000 spa operators, shows that the US spa industry has had its strongest year since 2007. It clearly demonstrated that five key statistics – spa visits, spending per visit, revenues, the number of spa locations and staffing levels – have all grown over the course of the year.

The survey was based on detailed data from 2012 and examined criteria such as financial performance, employment and growth as well as the regional distribution of spas, ownership structures, number of visits, product and service offerings and other areas of interest. In addition, spas were also asked to give an account of the six months from September 2012 to March 2013, across four key business indicators.

The findings are a continuation of the positive news from ISPA's 2012 report (see the *2013 Spa Business Handbook*, p106), in parallel with the upturn of the national economy in the US. There is positive sentiment regarding future trends.

Workforce and wages

The fact that the spa industry is very labour intensive is reflected in the portion of total revenues attributed to staffing costs, which averages 49 per cent across the spas surveyed. Although the overall number of people working in the sector increased, a main talking point was the marked shift from full-time employment (-7.2 per cent) to part-time employment (+13.2 per cent) as shown in Table 1. This could be an indication of wider changes

Table 1: US Spa Industry Workforce*

	2012 (May)	2013 (May)	% change
Total employees	339,400	343,600	+1.2%
Full-time	163,100	151,300	-7.2%
Part-time	128,500	145,400	+13.2%
Contract	47,800	46,900	-1.9%

*Source: ISPA 2013 US Spa Industry Study. Calculations of percentage change are based on unrounded figures

Table 2: US Spa Industry Key Statistics*

	2011 (year end)	2012 (year end)	% change
Revenue	US\$13.4 billion	US\$14 billion	+4.7%
Spa visits	156 million	160 million	+2.8%
Locations	19,850	19,960	+0.5%
Revenue per visit	US\$86	US\$87	+1.8%

*Source: ISPA 2013 US Spa Industry Study. Calculations of percentage change are based on unrounded figures



Resort/hotel spas are more likely to pay their staff more, add gratuity to compensation and employ full-time members of staff

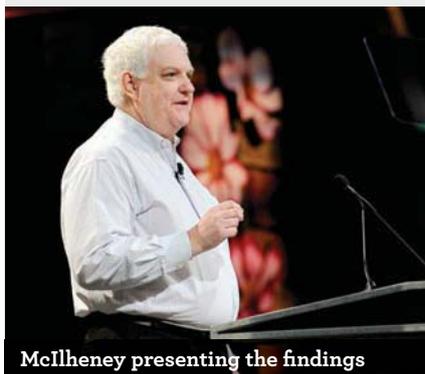
in US working practices or may reflect the industry's flexible workforce.

Resort/hotel spas have a far greater emphasis on full-time staff, with 99 per cent employing at least one full-time person (see Chart 1). In comparison, only 81 per cent of day spas employ at least one full-time staff member.

Resort/hotels are also more likely to employ a spa director and two-thirds of those pay a salary in excess of US\$70,000 (€51,000, £41,800) a year. In contrast, most day spas (57 per cent) pay their directors less than US\$60,000 (€43,800, £35,850).

This divergence in compensation between spa types is also evident in the salaries of managers, aestheticians and massage therapists. It also affects the policy around gratuities, with over half (51 per cent) of resort/hotels choosing to add an automatic gratuity, compared with only 3 per cent of day spas.

“A main talking point was the marked shift from full-time employment to part-time employment”



McIlheney presenting the findings

All rise

In the 2013 study, the five key performance measures in spas were increased from the year before which underscores the industry's recovery. Aside from the rise in employee numbers, the study found that total spa revenue is up 4.7 per cent, at US\$14bn (€10.2bn, £8.4bn) as shown in Table 2. Compared to the pre-recession peak of US\$12.8bn (€9.3bn, £7.6bn), this is a 9.4 per cent increase and highlights the extent of the recovery, in revenue terms.

Revenue-per-visit figures show that customers are spending on average US\$87.20 (€64, £52) per spa visit, an increase of 1.8 per cent on the year before and the first significant increase in four years.

As an aside, it's also interesting to note that increased economic demand continues to drive profitability, which accounts for the sustained growth observed across all areas of the spa industry. Excluding

PHOTO © SHUTTERSTOCK/WAVEBREAKMEDIA



Online booking is increasing

PHOTO © SHUTTERSTOCK/PRESSMASTER

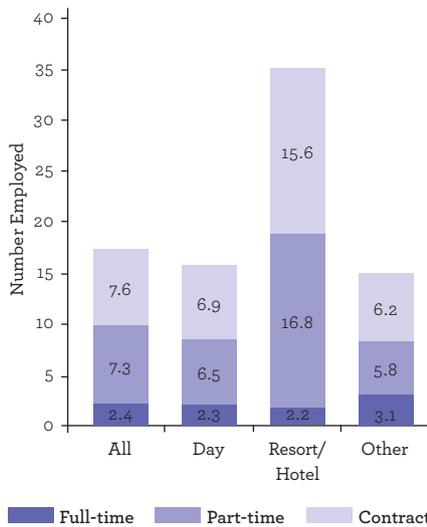


The number of US spas offering express treatments has more than doubled in a year

► spas in resorts/hotels, 61 per cent of those surveyed reported a profit percentage in excess of 10 per cent in 2012 – a rise from a total of 54 per cent in 2011 and 49 per cent in 2010. The proportion of spa operators reporting a net loss also declined, from almost one in five (18 per cent) to one in seven (14 per cent). In the resort/hotel sector, 43 per cent of spas reported a profit percentage in excess of 20 per cent for 2012 which is an improvement of the 2011 results (36 per cent).

The number of total spa locations continues to grow slowly; there are now 19,960 locations across the US, 0.5 per cent more than the 19,850 recorded in 2011. This is positive news when set against the context of 2009 and 2010 during which time the industry witnessed two years of spa closures outpacing new locations. As of May 2013, total indoor floorspace was

Chart 1: Average employment per spa*



*Source: ISPA 2013 US Spa Industry Study

estimated at 78 million sq ft, an increase of 1.1 per cent compared to May 2012.

A breakdown of spa types show that day spas remain the industry's mainstay, with 78.9 per cent of the total, followed by medical spas (8.8 per cent), resort/hotels (8.7 per cent) and club spas (2.9 per cent).

A promising trend in recent years has been the pace at which the total number of annual spa visits has increased each year. This trend continued in 2012, as total visits rose by 2.8 per cent, to 160 million.

Diversifying tactics

The ability of spas to raise prices and report increased profitability represents an increase in market demand, which is indicative of the bullish consumer sentiment witnessed across the US economy. Strategically, spas continue to diversify their services to attract greater market share and



Spa retail is diversifying – traditional beauty products have been joined by homeware and clothing ranges

“Seventy-eight per cent of operators anticipate an increase in revenues over the next six months”

cater to customers who’ve become more price-aware over the past five years.

Retail products offer an example of this diversification, as spas now offer an average of 11 different retail lines. There was variability in this data, with resort/hotels leading the way overall (18 retail lines) and ‘other’ spas (including medical) specialising in areas such as skincare products, where they offer more than double the range presented by day spas or resort/hotels.

When asked to identify the most popular new product introduced in 2012, the variety of items available was testament to the diversity spas have embraced in the wake of the recession. Traditional beauty products such as moisturising lotions,

scrubs and masks remain popular but have been bolstered with home goods, clothing and accessories and more specialised products such as homeopathy and medical/therapeutic treatments.

Treatment offerings in spas have also continued to diversify; where 28 per cent of those surveyed in 2011 offered shorter treatment times (30 minutes or less), this number has now risen to 61 per cent. Around half of spas now also offer special discounts or promotions to their social media audience (51 per cent), as well as having loyalty programmes (47 per cent), spa party packages (47 per cent) and giving customers the option to book treatments online (45 per cent).

ISPA research

ISPA represents operators and suppliers in more than 70 countries, encompassing all aspects of the spa experience. Its role is to advance the industry by providing educational and networking opportunities, promoting spas and fostering professionalism and growth.

ISPA commissioned its first US study in 2000, followed by updates and shorter tracking studies ever since.

This year’s full report, with its technical appendix, is available at experienceispa.com. ISPA members can download a complimentary copy.

PHOTO © SHUTTERSTOCK/WAVEBREAKMEDIA

Positive outlook

On top of the positive news throughout the study, 78 per cent of operators said they anticipate an increase in revenues over the next six months. This was across the range of spa types and is the same figure that was reported in the 2012 study, indicating an industry showing reinforced confidence. ●

➔ ABOUT THE AUTHOR

Colin McIlheney is the global research director at PricewaterhouseCoopers and in his 30-year career, he’s designed more than 200 global surveys. He’s also the research advisor for ISPA and was the lead manager for the 2013 *US Spa Industry Study*.

EMAIL: ispa@ispastaff.com

PHONE: +1 888 651 4772



Healthy customers, **healthy profits**

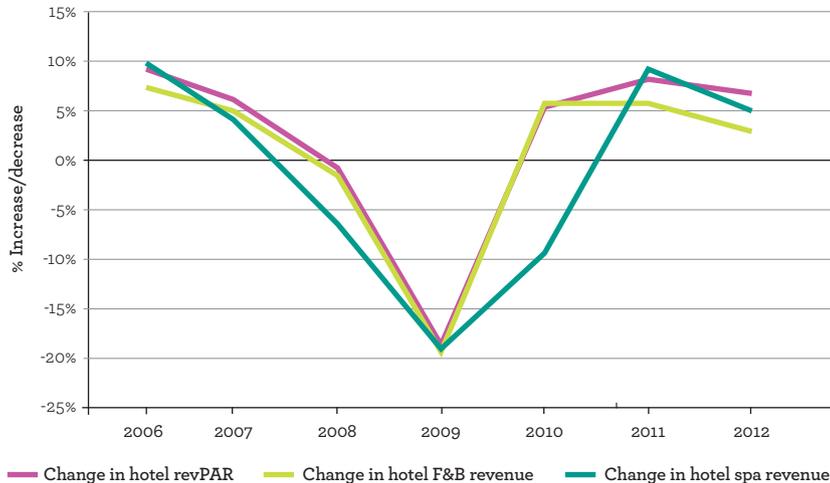
Research by PKF shows that US hotel spa revenue is increasing as more people understand the value of taking care of themselves. Andrea Foster takes a closer look at spa department performance

The 2013 edition of *Trends® in the Hotel Spa Industry* by PKF Hospitality Research (PKF-HR) revealed that spa department revenue in US hotels went up 5 per cent in 2012. The research was based on 125 hotels and the spa department performance compares favourably to the 2.5 per cent

increase in food and beverage revenue, the second largest source of revenue for most hotels. In addition, average spa revenue per treatment room per day (RevPATR) was 2.5 times higher than the hotel revenue per available guestroom (RevPAR). Not bad considering treatment rooms are typically a third smaller in size than guestrooms.

This is the second consecutive year that spa revenue has grown at a pace equal to, or greater than, most other non-guest rooms amenities (see Graph 1) and it marks a significant shift. Historically, spas in hotels have been stigmatised as being a luxurious extra and the revenue they generated initially lagged behind the growth of other revenue sources of US hotels during the early recovery stages from the economic downturn. PKF, however, anticipated the increase and puts it down to a notable change in consumers who are focused more on wellness. Specifically, more people are beginning to take better care of themselves for improved health and quality of life and spas are an important part of this.

Graph 1: Hotel Spa Revenue Continues To Recover (US\$ PAR)*



*Source: PKF-HR 2013 Trends® in the Hotel Spa Industry



In 2011 and 2012 spa revenue grew at an equal pace to most other hotel divisions

“ WHILE REVENUE IN BOTH URBAN HOTEL AND RESORT SPAS GREW BY 7.2 PER CENT AND 3.8 PER CENT RESPECTIVELY, EACH ACHIEVED THEIR GROWTH IN DIFFERENT WAYS ”

resulting increases in healthcare costs, we expect to see more demand for spa- and wellness-related services and experiences, in the spa itself and beyond the spa walls in other areas of the hotel. InterContinental will open its first EVEN wellness hotels in June in Maryland and Connecticut. The brand has been designed to provide solutions for all aspects of travellers' holistic wellness needs and there are plans to open 100 Even hotels in the next five years. Aspria in Europe and Element by Westin in the US are two other examples of wellness hotel operators.

Inspired by spa, 171 wellness-oriented guestrooms have been installed at the MGM Grand in Las Vegas. The new Stay Well® rooms by Delos have been equipped

with special lighting, wake-up and nighttime light therapy, vitamin-infused showers, air purification and water-filtration systems and wellness-focused television channels, to provide a fully-rested and recharged stay.

In many hotels food and beverage menus incorporate healthier selections, including dishes charged with superfoods; gluten-free, dairy-free, and vegan options; and reduced portion sizes to satisfy health-conscious guests. And fitness centres are being made more inviting, are better equipped and offer unique classes or local area-oriented excursions to inspire guests to stay active while away from home.

Many of these new additions are not part of the spa department itself, therefore

the resulting revenue generated would not be reflected as spa-related on the hotel's income statement. However, spas set the foundation for these experiences and, as guests try out and enjoy these wellness-oriented offerings, hotels may then be able to convert them into spa guests.

Revenue yield per guest

While revenue in both urban hotel and resort spas grew in 2012 by 7.2 per cent and 3.8 per cent respectively, each achieved their growth in different ways. Urban hotels were able to attract more guests for spa services, as well as raise prices. The net result was a very attractive 16.3 per cent per occupied [hotel guest] room (POR) increase in total spa revenue at urban

“ SPA MANAGERS ARE CONCERNED ABOUT THE LESS CONTROLLABLE BENEFITS COMPONENT OF LABOUR COSTS... BENEFITS INCREASED BY 8.2 PER CENT WHILE SALARIES, WAGES AND BONUSES ONLY GREW BY 4.9 PER CENT ”

► hotels. Resort hotels, on the other hand, suffered a 10.8 per cent decline in total spa revenue measured on a POR basis. With resort occupancy levels up by 2.4 per cent, it can be assumed that resort spa managers struggled with the pricing of services, or were unable to up-sell extra treatments to the newly captured hotel guests.

Massage, skincare and body work treatments continue to generate the most revenue at hotel spas. Combined, these services represented 72.6 per cent of total spa revenue and grew by 4.7 per cent in 2012. While these core spa services grew in 2012, salon service revenue declined by 0.1 per cent. It’s a challenge for hotel spas to compete with local hair and nail salons on price and loyalty.

Data from the 2013 spa Trends® report indicates that hotel spas continue to seek customers from the local community to supplement revenues from guests at the

property. The combined revenue from facility use and membership fees, fitness and personal training and health and wellness services – such as wellness coaching and nutritional consultations – increased by 4.6 per cent in 2012. These are revenue sources which are most frequently associated with local patrons. Consistently over the last few years, around two-thirds of demand at hotel spas comes from staying guests and the other third is generated from members and local patrons.

Spa managers were also successful at increasing the retail revenue, which grew by 6.6 per cent in 2012.

Expanding expenses

While growth in revenue is welcome news, the increase in business volume also carries with it an increase in expenses. Although spa revenues went up by 5 per cent in 2012, total spa department expenses also rose by



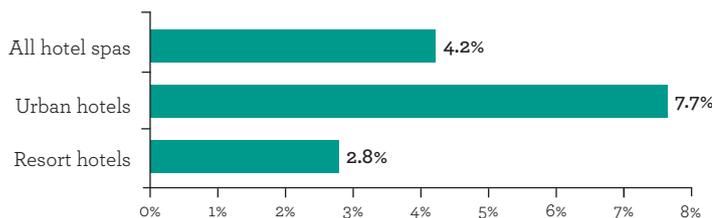
PHOTO © SHUTTERSTOCK/SBERIDERLONDON

Hotel spas are focusing more on wellness as US consumers increasingly adopt healthier ways of living

5.2 per cent. Accordingly, profit margins in spa departments declined very slightly from 21.6 per cent in 2011 to 21.4 per cent in 2012. With not as much of an increase in volume, it’s not surprising that department expenses grew less at resort hotels (+4.1 per cent) compared with urban hotels (+7.1 per cent). Like all operated departments in a hotel, total department expenses in spas do not include overhead costs such as administration, marketing, maintenance and utilities.

Labour costs are the single greatest expense for spa divisions. The combined cost of salaries, wages, bonuses and payroll-related expenses (benefits) equalled 58.6 per cent of total department

Graph 2: Select Hotel Spa Department Profits – Change from 2011 to 2012*



*Source: PKF-HR 2013 Trends® in the Hotel Spa Industry. Figures shown are before deducting undistributed and fixed charges of hotel



PHOTO © SHUTTERSTOCK/VALUA VITALY

High levels of personal service means labour is the single biggest expense in spas

revenue in 2012, or 74.5 per cent of total departmental expense.

Due to the high levels of personal service required in spas, it's not surprising that labour costs increased by a relatively strong 5.7 per cent. Similar to all hotel department heads, spa managers are concerned about the less controllable benefits component of labour costs. In 2012, benefits increased by 8.2 per cent while salaries, wages and bonuses only grew by 4.9 per cent.

Fortunately for hotel spa operators, several therapists work as independent contractors and aren't always eligible to receive a full package of benefits. Payroll-related expenses in hotel spas averaged 22.8 per cent of total

labour costs in 2012 compared with an average of 29.6 per cent for all hotel employees.

Despite the decline in department profit margins, hotel spas achieved growth in departmental income (see Graph 2). In aggregate, spa department profits increased by 4.2 per cent in 2012. As urban hotel spas had a bigger rise in revenue, they also saw more bottom-line growth compared with resort hotel spas.

Key to success

According to the September 2013 edition of PKF-HR's *Hotel Horizons*® forecast report, occupancy levels for US hotels in the luxury and upper-scale tiers, in

which the majority of hotel spas operate, will remain above 70 per cent through 2017. This minimises the potential for significant increases in guest counts in the years to come. Therefore, the opportunity for hotel spas to achieve future growth will be dependent on their ability to:

- Convert more hotel guests to spa patrons
- Increase the price of spa services
- Raise the number of treatments per guest
- Attract greater numbers of local patrons

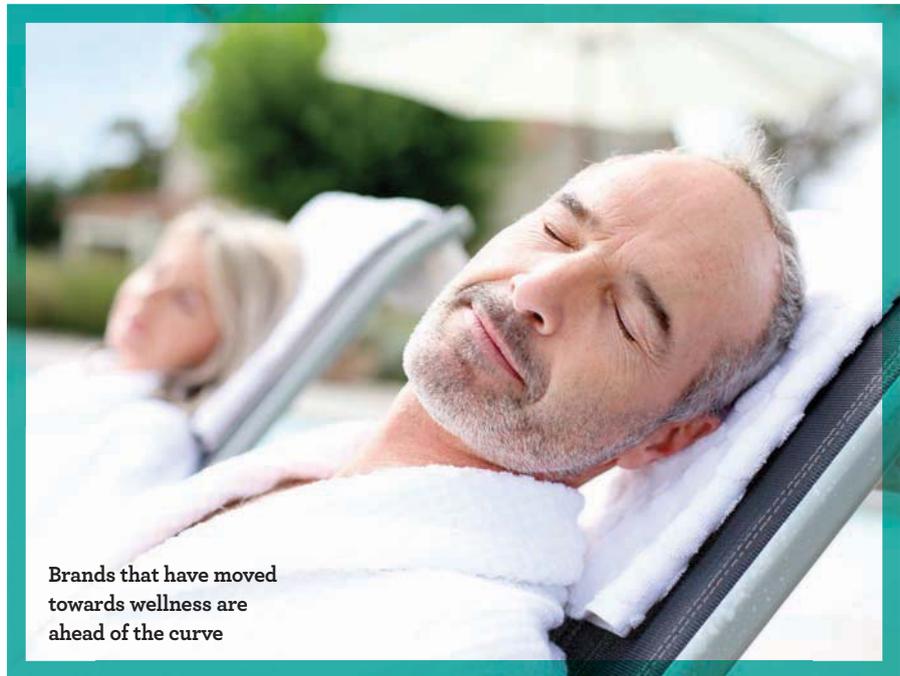
In a low inflationary and uncertain economic environment, raising prices will ►

- ▶ be a challenge. Therefore, educating and exposing travellers to the benefits of spa services from a wellness perspective will be a key to success in the future.

Picking up pace

There's been much discussion over the last several years about whether the addition of a spa facility to a hotel results in a higher average daily rate (ADR). It's been shown that those hotels which do have spas often have a higher ADR than those which don't, however a causal relationship such as this is inconclusive. Similarly, there's discussion about what impact a spa has on the occupancy figures of a hotel. Based on travel agent survey data, sourced by Spafinder Wellness, spas do generate travel demand. So it can be concluded that spas do contribute to the occupancy level of the hotels that they're located in. But is it just the spa facility itself, or is it a broader spa and wellness experience, that drives hotel occupancy and, potentially, room rates?

The broader aspect – namely wellness – is expected to become less directly correlated to the economy than spa. In the US, more people are moving toward a greater understanding of the short- and long-term value of taking care of oneself. As this happens, guest expectations at hotels, restaurants, spas and the like are expected to shift towards wellness-oriented experiences. Locations and brands that have already moved toward a more wellness-focused offering will be ahead of the curve and better positioned to capture the demand and related benefits, as a result.



Brands that have moved towards wellness are ahead of the curve

PHOTO © SHUTTERSTOCK/GOODLIZ

What's more, the US lodging industry is picking up pace. It's at a point in the recovery cycle when occupancy levels have surpassed the long-run average which has allowed hotel managers to raise their room rates more aggressively. In December 2013, PKF HR predicted that revPAR for US hotels will go up by 6.6 per cent in 2014, on top of a 5.4 per cent increase in 2013.

With strong demand levels and limited supply growth projected, lodging increases in the US are expected to remain above long-run averages for the next few years. There's no better time for spas to market the many benefits of their wellness experiences on-site so that more of these hotel guests can become spa guests too. ●

To purchase the full 2013 edition of PKF-HR's Trends® in the Hotel Spa Industry report visit www.pkfc.com/store

➔ ABOUT THE AUTHOR

PKF Consulting's Andrea Foster is the publisher of the annual *Trends® in the Hotel Spa Industry* report.

She's been in the US hospitality industry for 15 years and previously headed up business development and marketing at Miraval. She's consulted on numerous hotel and spa projects.

EMAIL: andrea.foster@pkfc.com

PHONE: +1 617 330 8189



spa business

2014 HANDBOOK

SPA CONSULTANCIES

Consultant Profiles.....	p126
• Karma Spa.....	p126
• Steiner Spa Consulting.....	p128
• Thermarium	p130
• WTS International	p132
Spa Consultants.....	p134



K

KARMA SPA

imaginative • personalized • memorable

Make your spa the soul of your resort and offer guests a sanctuary where they can slow down, breathe and be at ease. Karma Spas offer a unique approach to concept design and management to fit varying budgets and the individual character & cultural heritage of the destination. Our team of experts will work closely with you to co-create the distinctive spa brand of your dreams with the opportunity for quick ROI's and financial returns. We offer first class Asian hospitality and level of service.

SPA CONSULTANCY | RETAIL DEVELOPMENT

TREATMENT SPECIALISTS | SPA TRAINING



WE CREATE... WELLNESS

Karma Spa Pte Ltd

7 Shenton Way, #01-02, Singapore Conference Hall
Singapore 068810

Tel: +62 361 764 082

Fax: +62 361 755 512

Email: karmaspa@karmaresorts.com

www.karmaroyalgroup.com



Judy Chapman
Spa & Wellness Curator

Background briefing

The Karma Royal Group of companies – established in 1993 – develops luxury holiday-lifestyle resorts in some of the most beautiful and desired places in the world.

This expansion includes several properties in Bali, the iconic Rottnest Lodge on Rottnest Island, Western Australia; the development of Karma Reef on Gili Meno Island and the purchase of one of the world's most iconic estates – Le Preverger in the Cote D'Azur, the former estate of fashion designer Laura Ashley.

Further expansion includes land acquisition and development plans in Cuba, Brazil, Japan, India, Thailand, Indonesia, Europe, North America and the Caribbean.

Main services

Karma Spa creates wellness spas for hotels, resorts and residences. Its franchise, consultancy and development solutions comprise business development opportunities, unique treatments and bespoke retail, as well as the creation of private-label spas.

Karma Spa's consultancy team offers a collaborative yet individual approach to spa concept design, development and management, to fit varying budgets and investment objectives and suit a property's unique character, brand standards, destination and cultural heritage.

Additional services

- Concept design, development and pre-opening services
- Budget planning, financial and ROI analysis
- Spa menu treatment creation
- Staff recruitment and training
- Private label retail range
- Spa management and auditing
- PR, sales and marketing – including design services
- Ongoing support and spa management

Karma Spa's team of world-class wellness and lifestyle experts, spa consultants and treatment specialists are focused on providing creative and imaginative, custom-designed and private-label spa solutions, which are tailored to suit an operator's vision and needs.

Karma Spa's passion is to travel the world and collaborate with masters in their craft, creating bespoke treatments and retail solutions which are continually updated with seasonal offerings to make them effective and attractive to spa consumers.

All products and retail are created from ingredients sourced from sustainable farmers and growers. They are FDA certified, GMO-free, allergen-free and made without artificial colourings, additives or preservatives. Karma Spa sources and partners with ethical brands.

USPs

Karma Spa is able to take existing spaces within hospitality, residential and wellness properties and – working with you – to transform them into spas that bring quick financial returns and a healthy return on investment. At Karma Spa, when it comes to developing concepts and spa identities, the emphasis is always on authenticity and results-oriented treatments.

The Karma Spa team of bodyworkers trains under the guidance of certified reflexologists and healers, sports massage therapists and health practitioners, with the aim of reaching the highest standards of excellence.

As well as traditional Asian wellness and healing and health-giving modalities, Karma Spa offers treatments and experiences based on the philosophy that “pleasure must also be part of your cure”.

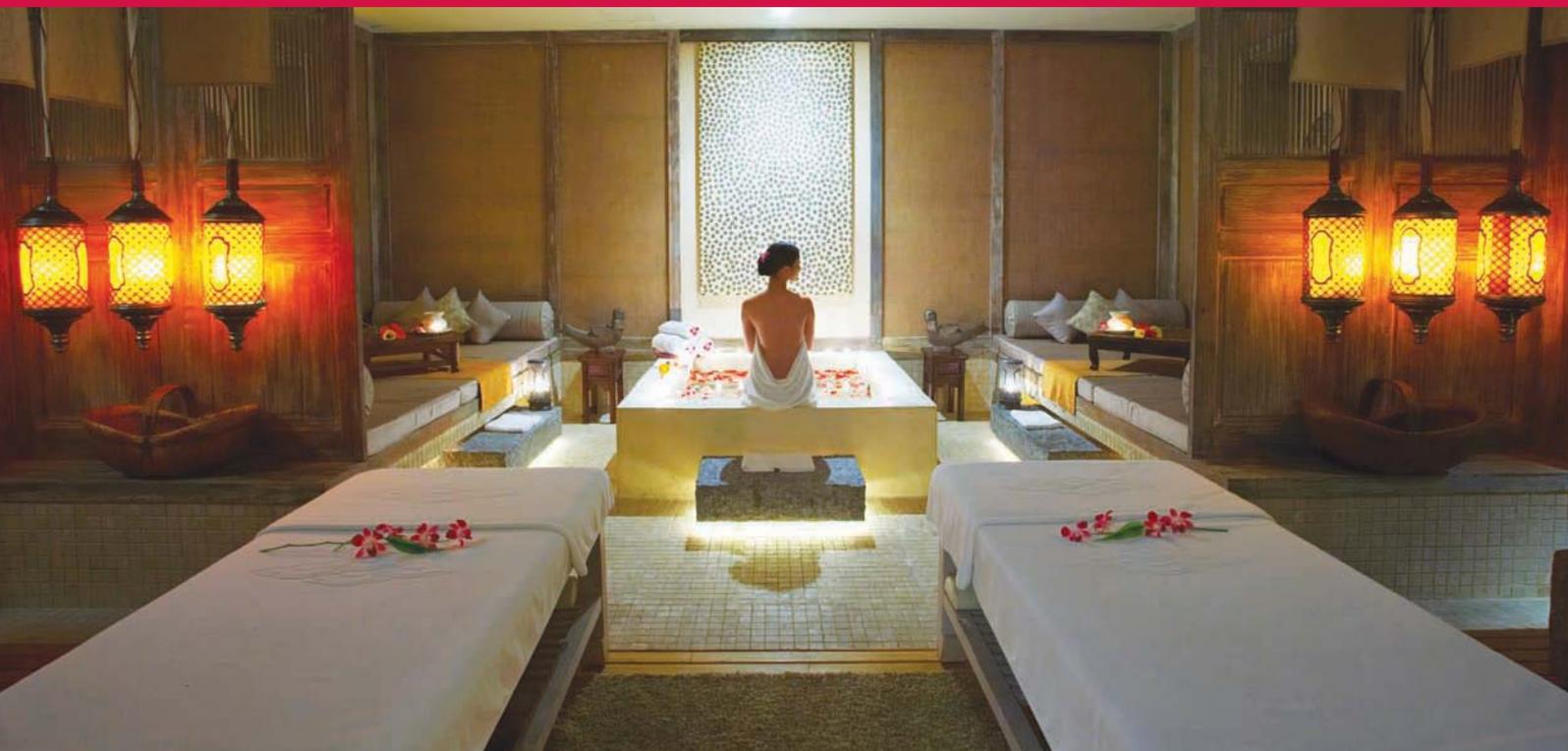
As a result, Karma Spa also offers a range of services such as celebrity-endorsed oxygen facials, trendsetting yoga practices such as Full Moon Yoga, SUP (stand-up paddle board yoga) and music-infused experiences.

Who's who?

John Spence, chairman; Gary Knowles, chief executive officer; Judy Chapman, global spa and wellness curator.

THE HOTEL SPA SPECIALISTS

with a proven track record for delivering high performing profitable spas



As the world's largest operator, we offer the most comprehensive range of services – from Concept & Design, Construction Assistance & Advice, Recruitment & Training, Pre-Opening Planning and Assistance through to Post-Opening Support and ongoing Operations Management.

With a portfolio of 7 spa brands, 6 product brands, and a network of training schools located worldwide, we have all the resources under one roof.

www.stainerspaconsulting.com



REMÈDE®
SPA



ELEMIS

LaTHÉRAPIE
PARIS

Steiner Spa Consulting

33-4, 4th Floor, Block H, Jalan PJU 1/37, Dataran Prima,
Petaling Jaya, Selangor Darul Ehsan, 47301, Malaysia

Tel: +603 7880 6588 **Fax:** +603 7880 9588

Email: info@steinerspaconsulting.com

Facebook: Steiner Spa Consulting

Blog: www.steinerspaconsulting.com/blog

www.steinerspaconsulting.com



Jeff Matthews,
co-president and COO

Background briefing

Steiner Spa Consulting is a part of Steiner Leisure, the world's largest spa operator which is traded on the NASDAQ stock exchange and is the most vertically integrated company in the spa and wellness industry, covering spa operations – on land and onboard cruise lines, training and education, skincare brands, equipment and supplies.

Main products and services

We provide the complete scope of services needed to take hotel spas from dream to reality. Services include concept and design, construction assistance and advice, recruitment and training, pre-opening planning and assistance through to post-opening support and ongoing operations management. Having developed and managed over 200 spas worldwide across multiple brands, we have the reputation for delivering on performance and profit. Moreover, we have a team of 38 full-time professionals in our spa consulting division.

Additional products

As part of the Steiner family of companies we bring several top industry brands to the table, including Mandara Spa, Chavana Spa, Elemis, Bliss, La Therapie, Remede, Steiner Education and Bodywork Mall. Moreover, with education being a key industry concern,

Steiner operates training schools, graduating over 8,000 spa therapists annually across the globe. In the United States, we operate schools at 32 campuses located in Arizona, Colorado, Connecticut, Florida, Maryland, Nevada, Pennsylvania, Utah and Virginia. In Asia, we have training centers in Indonesia, Malaysia, and Hong Kong.

Unique selling points

Quite simply, we build spas to last, consistently delivering both first class guest experiences and most importantly, strong financial performance for our hotel partners and investors.

Having developed over 200 spas in hotels, day spas and on ships, in over 25 countries, Steiner Spa Consulting has the internal resources and proven track record to deliver turnkey solutions.

Top clients

Atlantis, Bahamas; Lotte, Moscow; St Regis, Abu Dhabi; One & Only Ocean Club Bahamas; Park Plaza, London; Paris, Las Vegas; Sheraton, Malaysia; Nikko, Bali; Marriott, Thailand; The H hotel, Dubai; Marriott, Oman; Royal Park, Tokyo; Marriott, Aruba; Westin, Guam; Elemis Day Spa, London.

Where in the world?

There are more than 1,800 spas in Steiner's global network of properties.

Plans for 2014

Steiner Spa Consulting has 15 projects in development globally across all brands.

Several Mandara spas are in the works in Asia and Russia and a Chavana Spa will be opening at the Hilton DoubleTree hotel in Moscow.

Several Bliss spas are in the works, with the opening in the W hotel in Shenyang, China up next.

Who's who?

Jeff Matthews, co-president; Bruce Pine, co-president; Trent Munday, vice president.

What the clients say

"The success of Mandara Spa in adapting their concept across borders and across brands is a testament to the hard work and commitment of a dedicated team of professionals."

Frank A Liepmann, Chief Executive Officer, Sutura Harbour Resort Group

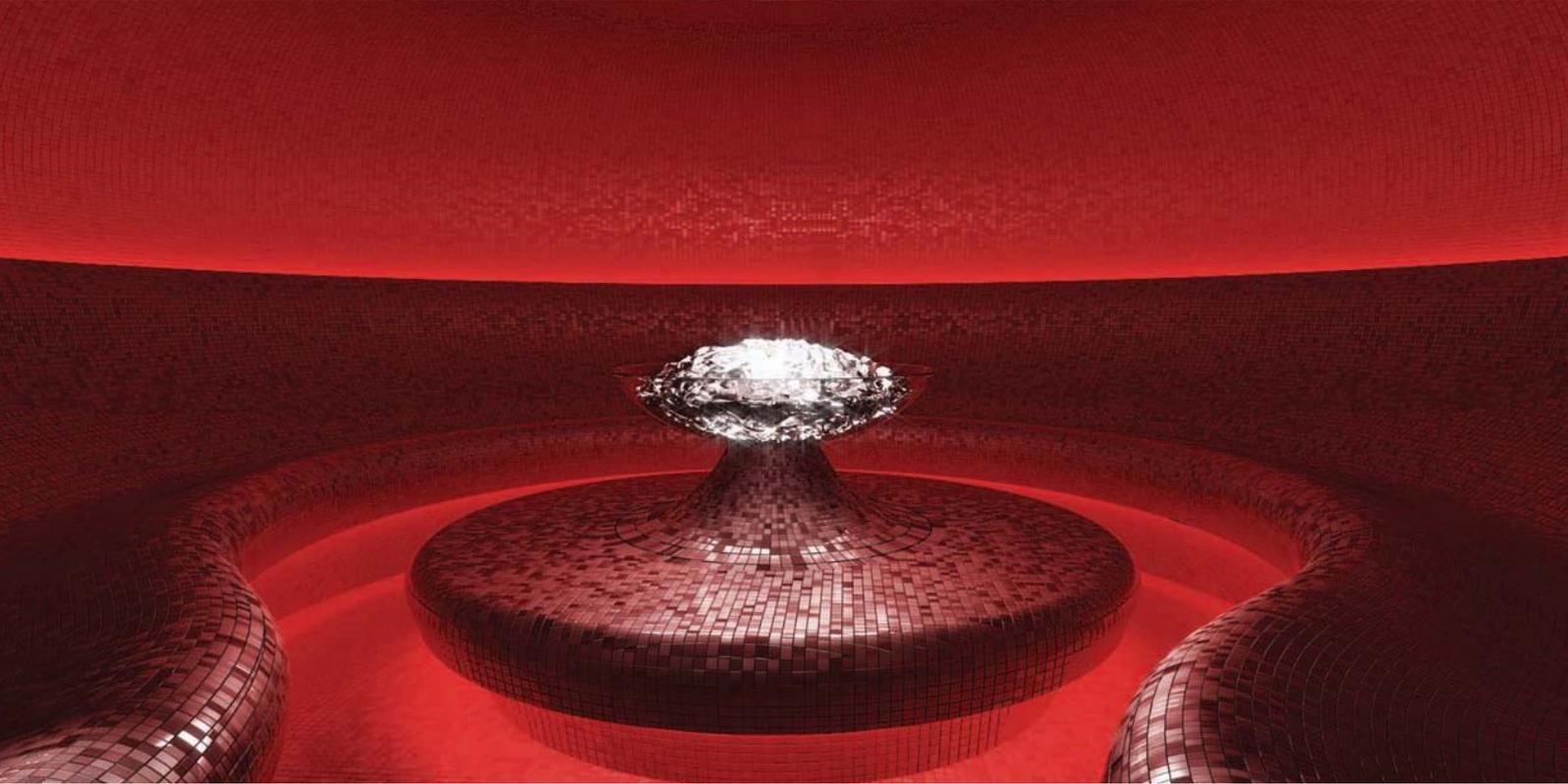
"Guest satisfaction is very high, as our guests value the consistency of service, friendliness and professionalism of Mandara Spa staff and the innovation of new products and services Mandara offers."

Marcel Hinderer, general manager, Miri Marriott Resort & Spa



THERMARIVM[®]

SPA DESIGN & MANUFACTURE



Wellness-visions of Thermarium are the perfection in aesthetics and individuality. Unique in Design and manufacture, highest level in Conception and Engineering as well as professionalism in Operating and Service. More than 600 hotels, Health Centers, Day Spas and 20 luxury Cruise Liners convince worldwide. Be inspired!

CONSULTING | DESIGN | ENGINEERING | MANUFACTURE | SERVICE | MANAGEMENT

www.thermarium.com

Thermarium Bäder-Bau GmbH

Bundesstrasse 154a, Buch in Tirol, Tirol, 6220 Austria

Tel: +43 5244 65 660

Fax: +43 5244 634 89 19

Email: office@thermarium.com

www.thermarium.com



THERMARIUM®
SPA DESIGN & MANUFACTURE



Adrian Egger, MD

Background

Thermarium, established in 1997, is a leading company for state-of-the-art spa consulting services and high-quality spa equipment.

Main products and services

■ Spa consulting services:

Market research, strategic concept development, investment costing and feasibility.

■ Spa design and engineering services:

Architecture and interior design, wellness and spa equipment design and engineering, M&E engineering, swimming and hydro pool engineering, project management.

■ Spa equipment – premium line, custom made:

Thermal rooms: hamam, saunas, steam baths, laconiums, herbal baths, infrared etc.

Water experiences: Experiences showers, snow rooms, hydro baths, kneipp walks etc.

Special treatment room equipment: Kryosauna, aquaveda treatment tables, rasul baths, mud rooms, vichy showers etc.

■ Spa equipment – dream line and tech line:

Ready-made spa equipment in pre-defined dimensions, great value and still with the same Thermarium quality.

Additional products/services

Operating worldwide, Thermarium is a leading supplier of turnkey spa services and products from A-Z for the professional spa industry.



Hotel Seespitz Seefeld, Austria

Services include consulting, feasibility studies, interior design, engineering, custom-made spa products, supply of spa consumables such as muds and essences and spa management services such as spa business reviews; spa business turnaround strategies; spa set-up and spa operating.

With head offices in Austria and international branch offices throughout Europe, Thermarium's consulting work brings together local economic and operational resources with the latest technology for each of its spa development projects.

Thermarium has a fully-manned service hotline to ensure customers can call for assistance 24/7. In addition, the company has local service partners who provide customers with full maintenance service and support. The company also offers customised service contracts.

USPs

In short, Themarium offers space planning, interior and technical design, full installation and consultancy, combined with associated trades to bring the whole package together.

Regardless of the size of the spa, each project is treated with the same care and commitment.

The company aims to ensure products and services create long lasting solutions with individual design, long-lasting equipment and best-practice solutions for every single spa.

How many spas do you supply?

More than 600 projects globally.

Top clients

Peninsula Hotel, Shanghai; Armani Hotel, Dubai; Peninsula Hotel, Tokyo; Mandarin Oriental, Las Vegas; Four Seasons, Beijing; Jumeirah Zabeel Saray, Dubai; DLF The Magnolias, Delhi; Atlantis, Bahamas; Waldorf Astoria, RAK; Jaypee Greens, Greater Noida, India; Futian Shangri-La, Shenzhen; Mandarin Oriental, Barcelona; Sparkling Hill, Canada; Peninsula, Paris; Swissotel the Bosphorus, Istanbul; *Queen Mary II* and many private customers.

Who's who

Adrian Egger, MD; Mario Stiefler, *Dipl Ing (FH)*, senior consultant; Franz Kahr, *Dipl Ing (FH)*, managing director Middle East and Africa.

email: svp@wtsinternational.com **web:** wtsinternational.com

WTS International

**We design,
brand, open
and manage spas**

We've been doing it for 40 years,
for over 300 spas, fitness centers and
recreation facilities worldwide.

Call **+1 301.761.5803** to find out how we can help you.

W T S INTERNATIONAL



WTS International

3200 Tower Oaks Blvd, Suite 400, Rockville, MD 20852, USA

Tel: +1 301-761-5803 **Fax:** +1 301 622 3373

Email: SVPDevelopment@wtsinternational.com

Twitter: @WTS_int

Facebook: www.facebook.com/wtsinternational

www.wtsinternational.com



*Gary Henkin,
president and founder*

W T S INTERNATIONAL

Background briefing

WTS International (WTS) was founded in 1973 by the president of the company, Gary Henkin.

Main services

WTS specialises in consulting and operational services for spas, fitness and leisure facilities worldwide. Services include feasibility studies, concept and brand development, design consulting, pre-opening and daily management.

Additional divisions

■ The RESORTlife™ division offers management and consulting for resorts, timeshares, and hotels targeting leisure travelers.

Our experts create unique experiences that transform traditional activities and amenities into business units that drives brand loyalty, and recognition and repeat business.

■ COMMUNITYlife™ provides qualified activities, fitness, club and lifestyle directors that support the development and execution of innovative lifestyle programs, concierge services and amenities management.

Our Experts are committed to creating experiences that transform traditional activities and amenities departments into business units that provide exemplary customer service while creating lasting memories that drive utilisation, positively impact the bottom line, and increase home sales and referrals.

■ WTS Fit provides health, fitness and wellness services to members, guests and/or residents. WTS provides fitness consultant and management services for private golf and country clubs, hotels and resorts, residential communities, offices, corporate work sites, and real estate developments.

■ WTS Tennis: This Racquet Sports Division provides qualified tennis directors and tennis pros that are all certified professionals that have received extensive training on the delivery of a proven developmental pathway for tennis players of all ages and abilities

USPs

■ Pre-opening: WTS has worked with hundreds of properties preparing them for a successful opening with the strong foundation necessary to achieve operational and financial excellence.

WTS also provides qualified staff, effective promotions and creative spa, fitness and activities menus. The seamless integration of our concepts, design and sophisticated systems enables us to produce operative excellence combined with cost-effective management.

How many spas do you supply?

WTS is currently working with over 100 properties worldwide, including hotels and resorts, private clubs, residential and real estate developments.

Top clients

Ritz Carlton Xi'an, China; The Spa at Trump, US; Hotel Arts Barcelona, Spain; Ritz-Carlton Rancho Mirage, US; The Rittenhouse Hotel, US; The Epicurean Hotel, US.

Where in the world?

Europe, Asia, the Middle East, Australia, Africa and North America.

Who's who?

Gary Henkin, president

What the clients say

"I can't say enough about our effective partnership with WTS. I'd recommend them to anyone launching a new facility or reposition a business

Spas are a critical component in successful positioning, however, adding a spa is only the first step – without an operational team that meets guests' expectations and brings strong business acumen to the table, you'll never realise the potential of your investment.

We've found such a partner in WTS. Their experience acts as a force multiplier, enabling us to provide guests with the experiences they're seeking, while broadening our appeal and reaching new audiences."

*Daniel J Young, director,
business and revenue management,
Colonial Williamsburg Resort*

Spa Consultants

In our spa consultants section, we've picked out a wide selection of leading companies worldwide which specialise in spa consultancy as well as spa contract management (starting on p141)

CONSULTANTS

360° Spa Solutions

Tel: +852 2526 5552
Email: info@36ospasolutions.com
www.36ospasolutions.com

3d Leisure

Tel: +44 1252 732 220
Email: info@3dleisure.com
www.3dleisure.com

Abbay & Associates

Tel: +1 202 607 4575
Email: sabbajay@hotmail.com

American Leisure

Tel: +1 845 371 5670
www.americanleisure.com

Anderson & Associates

Email: peter@anderspa.com
www.anderspa.com

Asia Spa & Leisure Consulting ASLC

Tel: +44 7501 962 087
Email: rohun@aslc-leisure.com
www.aslc-leisure.com

ASPA

Tel: +351 219 498 215
Email: info@a-spa.com
www.a-spa.com

Aspen Resorts International

Tel: +1 954 229 8308
Email: info@aspenresortsint.com
www.aspenresortsinternational.com

Aspen Spa Management

Tel: +1 954 229 8353
Email: info@aspenspamanagement.com
www.aspenspamanagement.com

AW Lake Spa Concepts Pte Ltd

Tel: +65 6829 7006
Email: info@awlakeonline.com
www.awlakeonline.com

Beautiful Forever Consulting

Tel: +1 201 541 5405
www.beautifulforever.com

Beauty Leaders LLC

Tel: +971 2 676 4600
Email: info@beautyleaders.com
www.beautyleaders.com

Benessere

Tel: +1 216 527 7099
Email: kristacarucci@yahoo.com

Blu Spas Inc

Tel: +1 406 862 2200
Email: cary@bluspasinc.com
www.bluspasinc.com

Blue Spa & Leisure Consultants Ltd

Tel: +44 1225 334 544
Email: info@bsandl.com
www.bluespaandleisure.co.uk

PHOTO ©SHUTTERSTOCK/
ASIER ROMERO

BluePrint Spas

Tel: +44 7842 120 956
 Email: info@blueprintspas.com
www.bluesprintspas.com

Camelot Spa & Consultancy

Tel: +27 11 880 3850/1
 Email: info@camelothhealth.co.za
www.camelotspagroup.com

Chantara Spa

Tel: +603 2300 2909
 Email: info@chantaraspa.com
www.chantaraspa.com

Closer Consulting Wessel & Matalla

Tel: +49 541 99 98 98 52
 Email: info@closer-consulting.de
www.closer-consulting.de

The Club Synergy Group Consultants

Tel: +33 6 10 26 69 00
 Email: info@clubsynergygroup.com
www.clubsynergygroup.com

Conceptasia

Tel: +852 3698 1031
 Email: sng@conceptasia.net
www.conceptasia.net

Creative Spa Concepts

Tel: +1 678 213 3080
 Email: info@creativespaconcepts.com
www.creativespaconcepts.com

Curry Spa Consulting LLC

Tel: +1 707 933 0408
 Email: lynncurry@comcast.net
www.curryspaconsulting.com

Deep Nature

Tel: +33 4 50 58 01 19
 Email: gwaeyaert@deepnature.fr
www.deepnature.fr



DEEP NATURE
 SPA & THALASSO

Deborah Evans & Associates LLC

Tel: +1 512 257 8551
www.devansassociates.com

Destination Hotels & Resorts

Tel: +1 303 799 3830
www.destinationhotels.com

Destination Spa Management

Tel: +66 81 753 5154
 Email: joy.menzies@dsmgurus.com
www.destination-spa-management.com

Dr Burgener

Email: info@drburgener.com
www.drburgener.com

dr Global

Tel: +971 4 45 111 99
 Email: admin@dr-global.com
www.dr-global.com

Ecologic Spa Development & Management

Tel: +34 971 76 85 87
 Email: info@spadevelopers.com
www.spadevelopers.com

ESPA International (UK) Ltd

Tel: +44 1252 742 800
 Email: info@espainternational.co.uk
www.espaonline.com

FH Consultancy

Tel: +44 7967 392 081
 Email: fran.hayter@ntlworld.com
www.franhayterconsulting.com

FisioSphere

Tel: +390 354 28 30 11
www.fisiosphere.it

Frederique Spa Consulting

www.frederiquespaasia.com

The Georgeson Group

Tel: +44 141 882 7575
 Email: info@georgesongroup.com
www.georgesongroup.com

GeoSpa GmbH

Tel: +49 8642 595 22 0
 Email: info@geospa.de
www.geospa.de

Global Project & Spa Advisory

Tel: +33 1 82 09 45 77
 Email: psaussay@globalspaadvisory.com
www.globalspaadvisory.com

GOCO Hospitality

Tel: +66 2 252 6288
 Email: info@goco.co
www.goco.co

Hammam Consultants LLC

Tel: +1 954 713 7301
www.hammamconsultants.com

Happy Sauna

Tel: +390 462 503023
 Email: info@happysauna.it
www.happysauna.it

Haslauer GmbH

Tel: +49 8654/4887 22
 Email: office@haslauer-gmbh.de
www.haslauer.info

HCB Associates

Tel: +44 1635 202 878
 Email: spa.consult@hcb-associates.com
www.hcb-associates.com

HFD Spa (Health Fitness Dynamics)

Tel: +1 954 942 0049
 Email: hfd@hfdspa.com
www.hfdspa.com

► Howard Spa Consulting

Tel: +44 1483 201 102
Email: neil@howardspaconsulting.co.uk
www.howardspaconsulting.co.uk

HVS Spa and Leisure Services

Tel: +1 516 248 8828
www.hvs.com/services/spaleisure

Imagine Spa Management

Tel: +44 1603 812 727
Email: davec@fitnessexpress.co.uk
www.imaginespamanagement.co.uk

Innovate Leisure

Tel: +44 8707 804 490
Email: info@innovateleisure.com
www.innovateleisure.com

InSPAration Management

Tel: +1 407 210 3928
Email: info@insparationmanagement.com
www.insparationmanagement.com

Institute of Management Consultants

Tel: +1 202 367 1134
www.imcusa.org

Intelligent Spas Pte Ltd

Tel: +65 6248 4736
www.intelligentspas.com

International Leisure Consultants (ILC)

Tel: +852 2537 4202
Email: ilc@ilc-world.com
www.ilc-world.com

IS Wellness

Email: enquiries@is-wellness.com
www.is-wellness.com

Jacqueline Ross

Tel: +44 795 766 8850
Email: jacqueline@jrspaconsultancy.co.uk

Jean Oliver Spa Consultancy

Tel: +44 1628 855 723
Email: jeo@jeanoliver.com
www.jeanoliver.com

JGA Spa Consultancy

Tel: +44 1795 890 952
www.jgspadevelopment.com

Jon'Ric International

Tel: +1 386 734 1234
Email: info@jonric.om
www.jonric.com



Karma Spa

Tel: +62 361 764 082
Email: karmaspa@karmaresorts.com
www.karmaroyalgroup.com

KIS Lifestyle Group

Tel: +44 1749 880 801
www.kislifestyle.co.uk

Kyricos & Associates

Tel: +1 207 752 2390
Email: mia@kyricos.com

Leonor Stanton Hospitality and Spa Consulting Worldwide

Tel: +598 95 59 88 54
Email: ildrstanton@btinternet.com

Linser Hospitality GmbH

Tel: +43 512 9010 5905
Email: linser@linserhospitality.com
www.linserhospitality.com

McCall & Wilson

Tel: +1 843 525 1317
Email: anne@mccallwilson.com

Medi Spa Solutions

Tel: +961 471 1016
Email: info@medispasolutions.com
www.medispasolutions.com

Mestre & Mestre Spa Consulting

Tel: +52 55 5282 3680
Email: info@mestre-spa-mestre.com
www.mestre-spa-mestre.com

Milk Leisure Ltd

Tel: +44 1625 415 071
Email: robert@milkleisure.co.uk
www.milkleisure.co.uk

MSpa International

Tel: +66 2 3656000
Email: infothailand@minornet.com
www.mspa-international.com

Natural Resources Spa Consulting Inc

Tel: +1 212 327 0439
Email: contact@nrispa.com
www.nrispa.com

Nika Consulting

Tel: +1 866 833 6452
Email: info@nikaconsulting.ca
www.nikaconsulting.ca

Niki Bryan Spas

Tel: +1 407 370 9343
www.relaxedyet.com

Omdanne

Tel: +61 432 638 361
Email: info@omdanne.com
www.omdanne.com.au

PA Wellness Consultancy

Tel: +852 2755 7182
Email: info@pa-wellness.com
www.pa-wellness.com



New sauna concept from Dalesauna

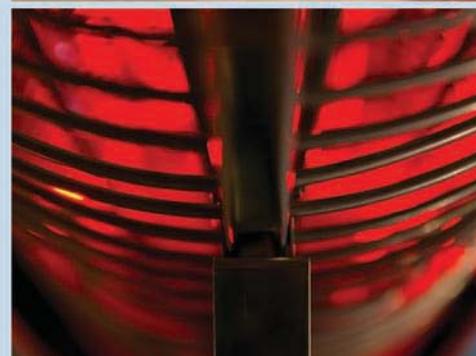
Infrared offers many benefits to sauna users, and until recently, has been an “either or” option.

Now, Dalesauna are offering the new “Combi” sauna, which allows the operator to include both I.R. heaters and conventional Finnish sauna heaters.

Infrared also offers significant savings in energy consumption of around 32%.



Grimbald Crag Close, St James Business Park
Knaresborough, North Yorkshire HG5 8PJ
E: sales@dalesauna.co.uk W: dalesauna.co.uk
T: +44 (0)1423 798630 F: +44 (0)1423 798670



► PCG Hotel Design

Tel: +49 511 954730
Email: info@pcg-hoteldesign.com
www.pcg-hoteldesign.com

PRET A SPA Ltd

Tel: +66 85 913 7676
Email: sam@pretaspa.com
www.pretaspa.com

Raison d'Être

Tel: +46 8 756 00 56
Email: info@raisondetrespas.com
www.raisondetrespas.com

Red Cashew

Tel: +1 818 284 7455
Email: info@redcashew.com
www.redcashew.com

Resense Spa

www.resensespas.com

Rizzato Spa Consulting

Tel: +49 7542 946 990
www.spa-consulting.com

Sacred Currents

Tel: +1 212 410 1832
Email: judith@sacredcurrents.com
www.sacredcurrents.com

Salamander Lifestyle Pte Ltd

Tel: +65 6336 7670
www.salamanderspa.net

Sanitas Spa & Wellness

Tel: +90 212 326 4646 - 8040
Email: info@thesanitas.com
www.thesanitas.com

Satteva

Tel: +52 1 777 103 5399
Email: bonnie@satteva.com
www.satteva.com

Schletterer Consult GmbH

Tel: +43 5244 62005
Email: office@schletterer.com
www.schletterer.com

Sedona Resorts

Tel: +1 678 974 7270
Email: info@sedona-resorts.com
www.sedona-resorts.com

Serena Spa Pvt Ltd

Tel: +960 3313866
Email: maldives@serenaspa.com
www.serenaspa.com

Spa Advisors Incorporated

Tel: +1 480 659 7730
Email: kay@spaadvisors.com
www.spaadvisors.com

Spa Balance Consulting

Tel: +34 91 563 7740
Email: info@spa-balance.com
www.spa-balance.com

Spa Botanica

Tel: +852 2238 1188
www.spabotanica.com

Spa Concepts International

Tel: +1 707 939 0101
Email: eva@spaconcepts.com
www.spaconcepts.com

Spa Consultancy

Tel: +44 7748 058 225
Email: info@spaconsultancy.co.uk
www.spaconsultancy.co.uk

The Spa Consultants

Tel: +27 11 234 2150
www.thespaconsultants.co.za

Spa Creators

Tel: +357 25 376 111
Email: info@spacreators.com
www.spacreators.com

Spa Developments

Tel: +44 141 332 4942
Email: info@spadevelopments.com
www.spadevelopments.com

Spa Genesis Business Consultancy

Tel: +44 7931 374 269
Email: felicity@spa-genesis.com
www.spa-genesis.com

Spa Guide-n-Light

Tel: +91 98195 61806
Email: info@spaguidenlight.com
www.spaguidenlight.com

Spa Innovations

Tel: +65 6386 1236
Email: services@spa-innovations.com
www.spa-innovations.com

Spa Insight Solutions

Tel: +1 888 241 2095
Email: info@spainsightsolutions.com
www.spainsightsolutions.com

Spa Management Solutions

Tel: +1 702 524 4505
Email: spamgmtsol@aol.com
www.spamanagementsolutions.com

Spa Origins Co Ltd

Tel: +66 2665 7180
Email: info@spaorigins.com
www.spaorigins.com



Couple Tub California Twin
KULM HOTEL ST. MORITZ



Floating Bed Thermo Spa
OOSMOSIS SPA GENEVA



Vichy Rainbow Shower
OOSMOSIS SPA GENEVA



Couple Tub Yin Yang
HOTEL STROMBERG

WORLD RENOWNED AND HIGHLY RATED

Trautwein has been producing baths of the highest quality since 1928. With an eye for detail, and a philosophy based on functionality and dependability, we develop unusual wellbeing solutions for spas and wellness facilities.

We produce technology for the senses that will delight your guests. Our global success is based on developing groundbreaking hydrotherapy experiences and using pioneering solutions in our easy-to-use wellness systems.

Our numerous patents – plus the many innovative features found in our products and equipment – speak for themselves. More than 20,000 satisfied customers in 83 countries worldwide value our expertise.

We take a responsible approach to the environment by using eco-friendly manufacturing processes. As part of our commitment to sustainability, we've invested in our very own solar power plant which produces 190.000kwh of clean energy each year - twice the amount needed to run all of our operations.

TRAUTWEIN

Technology for all Senses.

Trautwein GmbH
Denzlinger Str. 12
79312 Emmendingen
Germany

Tel. +49 (7641) 46 77 30
Fax. +49 (7641) 46 77 70

e-Mail: info@trautwein-gmbh.com
www.trautwein-gmbh.com

► Spa Project

Tel: +49 2156 109400
Email: info@spa-project.eu
www.spa-project.eu

Spa Resources International

Tel: +971 4 336 7100
Email: info@spa-resources-international.com
www.spa-resources-international.com

Spa Sessions

Tel: +61 4 2358 8001
Email: info@spasessions.com
www.spasessions.com

The Spa Set

Tel: +44 7956 578 608
Email: lisa@thespaset.com
www.thespaset.com

Spa Strategy

Tel: +1 303 573 8100
Email: marlene@spastrategy.net
www.spastrategy.net

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com



Steiner Spa Consulting

Tel: +603 7880 6588
Email: info@steinerspaconsulting.com
www.steinerspaconsulting.com

Stevens & Associates

Tel: +44 1792 229 090
Email: enquiries@stevensassoc.co.uk
www.stevensassoc.co.uk

Stolle Service Ltd

Tel: +1 250 370 2727
Email: info@stolle.com
www.stolle.com

Strategic Spa Solutions

Tel: +1 520 248 1901
Email: dtrieste@strategicspa.com
www.strategicspa.com

Thalgo Spa Management

Tel: +33 4 94 19 91 40
Email: tsm@thalgo.com
www.thalgospamanagement.co



THERMARIUM
SPA DESIGN & MANUFACTURE

Thermarium Bäder-Bau GmbH

Tel: +43 5244 65660
Email: office@thermarium.com
www.thermarium.com

Tip Touch International

Tel: +32 26 44 27 44
Email: jean-guy@tiptouch.com
www.tiptouch.com

Topaz Consulting

Tel: +44 1268 745 892
Email: info@topazconsulting.net
www.topazconsulting.net

Toskanaworld

Tel: +49 3 64 61 / 91826
Email: sekretariat@toskanaworld.net
www.toskanaworld.net

Trilogy Spa Ventures

Tel: +1 212 874 5649
Email: info@trilogyspaventures.com
www.trilogyspaventures.com

Under a Tree, Consulting

Tel: +1 520 400 5799
Email: amy@underatree.com
www.underatree.com

Uspa Immersion

Tel: +61 3 9596 0522
Email: info@uspa.com.au
www.uspaimmersion.com

Vanessa Gallinaro

Tel: +44 20 7828 1485
www.vanessa-gallinaro.com

Vast River

Tel: +852 6105 9048
Email: rhett.vastriver@gmail.com
www.vastriverhk.com

Voelker Gray Design

Tel: +1 949 651 0300
Email: john@voelkergraydesign.com
www.voelkergraydesign.com

Wheway Lifestyle International

Tel: +44 1494 758 058
Email: info@whewaylifestyle.com
www.whewaylifestyle.com

W T S INTERNATIONAL

WTS International

Tel: +1 301 761 5803
Email: svpdevelopment@wtsinternational.com
www.wtsinternational.com

Wuttke Group LLC

Tel: +1 404 441 4962
Email: info@wuttkegroup.com
www.wuttkegroup.com

COMPANIES TO HELP CREATE AND OPERATE YOUR SPA

Wynne Business

Tel: +1 610 368 6660

Email: consultants@wynnebusiness.com

www.wynnebusiness.com

Xellum

Tel: +36 1 269 1920

Email: lpuczko@xellum.hu

www.xellum.hu

CONTRACT MANAGEMENT

3d Leisure

Tel: +44 1252 732 220

Email: info@3dleisure.com

www.3dleisure.com

American Leisure

Tel: +1 845 371 5670

www.americanleisure.com

Aspen Resorts International

Tel: +1 954 229 8308

Email: info@aspensresortsint.com

www.aspensresortsinternational.com

Aspen Spa Management

Tel: +1 954 229 8353

Email: info@aspenspamanagement.com

www.aspenspamanagement.com

BluePrint Spas

Tel: +44 7842 120 956

Email: info@blueprintspas.com

www.blueprintspas.com

Deborah Evans & Associates LLC

Tel: +1 512 257 8551

www.devansassociates.com

Deep Nature

Tel: +33 4 50 58 01 19

Email: gwaeyaert@deepnature.fr

www.deepnature.fr



Destination Spa Management

Tel: +66 81 753 5154

Email: joy.menzies@dsmgurus.com

www.destination-spa-management.com

Dr Burgener

Email: info@drburgener.com

www.drburgener.com

Duniye Spas

Tel: +960 664 0438

Email: duniyespasdirector@meeru.com

www.duniyespas.com

Ecologic Spa Development & Management

Tel: +34 971 76 85 87

Email: info@spadevelopers.com

www.spadevelopers.com

ESPA International (UK) Ltd

Tel: +44 1252 742 800

Email: info@espainternational.co.uk

www.espaonline.com

General Hotel Management Ltd

Tel: +65 6223 3755

Email: info@gmhotels.com

www.gmhotels.com

GOCO Hospitality

Tel: +66 2 655 2323

Email: goco@goco.co

www.goco.co

Imagine Spa Management

Tel: +44 1603 812 727

Email: davec@fitnessexpress.co.uk

www.imaginespamanagement.co.uk

International Leisure Consultants (ILC)

Tel: +852 2537 4202

Email: ilc@ilc-world.com

www.ilc-world.com

Steiner
SPA CONSULTING

THE HOTEL SPA SPECIALISTS

with a proven track record for delivering high performing profitable spas



As the world's largest operator, we offer the most comprehensive range of services – from Concept & Design, Construction Assistance & Advice, Recruitment & Training, Pre-Opening Planning and Assistance through to Post-Opening Support and ongoing Operations Management.

With a portfolio of 7 spa brands, 6 product brands, and a network of training schools located worldwide, we have all the resources under one roof.

www.steinerspaconsulting.com



► Jon'Ric International

Tel: +1 386 734 1234
Email: info@jonric.com
www.jonric.com



KARMA SPA

Karma Spa

Tel: +62 361 764 082
Email: karmaspa@karmaresorts.com
www.karmaroyalgroup.com

MSpa International

Tel: +66 2 3656000
Email: infothailand@minornet.com
www.mspa-international.com

Niki Bryan Spas

Tel: +1 407 370 9343
www.relaxedyet.com

Per AQUUM

Tel: +65 6595 0300
Email: info@peraquum.com
www.peraquum.com

PRET A SPA Ltd

Tel: +66 85 913 7676
Email: sam@pretaspa.com
www.pretaspa.com

Raison d'Etre

Tel: +46 8 756 00 56
Email: info@raisondetrespas.com
www.raisondetrespas.com

Resense Spa

www.resensespas.com

Sedona Resorts

Tel: +1 678 974 7270
Email: info@sedona-resorts.com
www.sedona-resorts.com

Serena Spa Pvt Ltd

Tel: +960 3313866
Email: maldives@serenaspa.com
www.serenaspa.com

Spa Balance Consulting

Tel: +34 91 563 7740
Email: info@spa-balance.com
www.spa-balance.com

Spa Concepts International

Tel: +1 707 939 0101
Email: eva@spaconcepts.com
www.spaconcepts.com

Spa Creators

Tel: +357 25 376 111
Email: info@spacreators.com
www.spacreators.com

Spa Innovations

Tel: +65 6386 1236
Email: services@spa-innovations.com
www.spa-innovations.com

Spa Origins Co Ltd

Tel: +66 2665 7180
Email: info@spaorigins.com
www.spaorigins.com

Spa Project

Tel: +49 2156 109400
Email: info@spa-project.eu
www.spa-project.eu

Spa Sessions

Tel: +61 4 2358 8001
Email: info@spasessions.com
www.spasessions.com

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com

Steiner Leisure Ltd

Tel: +1 305 358 9002 ext 308
Email: winif@steinerleisure.com
www.steinerleisure.com



Steiner Spa Consulting

Tel: +603 7880 6588
Email: info@steinerspaconsulting.com
www.steinerspaconsulting.com

Thalgo Spa Management

Tel: +33 4 94 19 91 40
Email: tsm@thalgo.com
www.thalgospamanagement.com

Trilogy Spa Ventures

Tel: +1 212 874 5649
Email: info@trilogyspaventures.com
www.trilogyspaventures.com

WellConsult

Tel: +49 89 741 60 778
Email: info@well-consult.de
www.well-consult.de

Wheway Lifestyle International

Tel: +44 1494 758 058
Email: info@whewaylifestyle.com
www.whewaylifestyle.com



WTS International

Tel: +1 301 622 7800
www.wtsinternational.com

spa business

2 0 1 4 H A N D B O O K



PRODUCTS & SERVICES

Company Profiles.....	p144
Spa-Kit.....	p226
Contact Book.....	p234
Product Selector.....	p266

BARR + WRAY

www.barrandwray.com



Spa Engineering

Spa Engineering Consultancy

Spa Engineering Design

Spa Pool + Thermal Installation

Spa Maintenance

UK + Europe

Barr + Wray UK

T: +44 141 882 9991

E: sales@barrandwray.com

Middle East + Asia

Barr + Wray Dubai

T: +971 4 320 6440

E: sales@barrandwray.com

Asia Pacific

Barr + Wray Hong Kong

T: +852 2214 8833

E: sales@barrandwray.com

Barr + Wray Ltd

1 Buccleuch Avenue, Hillington Park,
Glasgow, G52 4NR, UK

Tel: +44 (0)141 882 9991

Fax: +44 (0)141 882 3690

Email: sales@barrandwray.com
barrandwray.com



*Alister MacDonald,
group managing director*

BARR + WRAY

Background

Barr + Wray has demonstrated the value of never standing still. Since 1959 it has grown from a traditional water engineering business to become a leading provider of aqua-leisure facilities. It's management owned.

Main products and services

Wet spa area design, installation, commissioning and after-sales service – conceptual engineering consultancy to detailed design.

Additional products

POOLS: vitality/hydrotherapy, lap/exercise pools; cold plunge pools; Onsen pools and mineral pools. THERMAL CABINS: saunas; steamrooms; hamams; snow cabins; rasuls; experience showers; ice machines; and heated loungers/benches. FFE: massage tables.

USPs

Integrated supplier of spa wet area solutions, offering flexible and cost-effective services unrestricted by geography, range or size.

How many spas do you supply?

Over 200 spa projects in over 29 countries.

Top clients

Four Seasons; Mandarin Oriental; Shangri-La; Jumeirah Group; One & Only; Ritz Carlton;



ESPA at Resorts World™ Sentosa

IHG; Fairmont/Raffles; Anantara; Rocco-Forté; Sofitel; Le Meridien; and Armani.

Where in the world?

Headquartered in the UK with subsidiary offices in Beijing, Dubai and Hong Kong.

Plans for 2014

Our plans and focus for 2014 is to continue our growth throughout our business from a global operation. This growth will come from new initiatives, new products and continuous repeat business from existing key clients.

2014 trade shows

Global Spa & Wellness Summit, Morocco; Spatec, Rhodes; Hotec Tenerife

Who's who?

Alister MacDonald, group managing director; Peter Rietveld, managing director of Barr + Wray Dubai; Derek Barton, managing director of Barr + Wray Hong Kong; Lorne Kennedy, European sales director; Corrine Sunter, sales director, Dubai; Cheryl Hanna, spa sales manager; Jan Lake, business development manager, China.

BeautyPRO

**BeautyPro are the
innovators of the
hot towel steamer**



BeautyPro

Silveroaks Farm, Hawkhurst Lane, Waldron, East Sussex TN21 0RS UK

Tel: +44 (0)1273 323232

Email: sales@beautypro.com

Twitter: @BeautyProGlobal

LinkedIn: linkedin.com/company/beautypro-ltd

Facebook: BeautyProGlobal

Blog: beautypro.com/blog

beautypro.com



Left to right, Ibs Ansari, CEO and David Herdman, MD

Background

BeautyPro was founded in 2009 by Ibs Ansari and David Herdman, who have over 25 years' combined experience in the spa industry.

Main products and services

The Hot Towel Steamer, which is designed to heat towels and stones in 15 minutes, without pre-soaking or extensive preparation. It's available as either a portable or larger-sized unit, with the option to run on either 110v or 220v.

The latest innovation is HydraTest, a pen-sized skin analyser for use during skin consultations. HydraTest is unbiased and not affiliated to a specific skincare line. It creates engagement with clients, while achieving higher aftercare product sales.

Additional products

The company also supplies products from other leading brands via its website and catalogue mail order division.

USPs

Because the owners are from a beauty and spa-owning background, BeautyPro's innovations are born from firsthand experience. Products are also inspired by customers' input. Products have been recognised in the industry as innovative, with many of the company's resellers listing BeautyPro as a best seller.



BeautyPro Hot Towel Steamer II (Multi-Product System)

Top clients

Red Door Spas and Four Seasons. BeautyPro also partners with leading spa skincare brands, one example being the company's partner, Gatineau. Products are also supplied to a number of leading international spas.

Where in the world?

BeautyPro exports to 32 countries. The number is growing via master and national distributors. The company is always seeking partnerships with new distributors.

Plans for 2014

BeautyPro's goal for 2014 is to expand its global network of distributors to consolidate its position as market leader for its innovation, the Hot Towel Steamer.

This year also sees the launch of the BeautyPro Multi-Product Steamer. Designed to heat towels and stones using steam, the new, larger

product is ideal for larger spas that offer a range of services. Stones and towels are ready in minutes, compared with conventional methods.

As well as continuing growth in Europe, BeautyPro is entering the Australian market where it will be partnering with a major brand distributor to cover Australia and New Zealand. The company is also moving to larger premises in 2014 to handle its growing business.

Who's who?

Ibs Ansari and David Herdman are the key contacts at BeautyPro. They're supported by a 48-strong national and international sales team.

Testimonials

"We have been working with BeautyPro since November 2013 to bring the HydraTest skin analysis device to our clients.

We have sold a large number of HydraTest devices since launch with our brand with very positive feedback from our clients. The quality of service we have received has been highly impressive from day one.

All of the team have been very knowledgeable and I have always been provided with a fast and efficient service.

I would highly recommend working with BeautyPro."

Lucy Vose, training and marketing manager, Gatineau UK



Unique expertise in high-end personalized beauty care

For 35 years, the Biologique Recherche Methodology has had a reputation for astounding effectiveness based on a clinical approach to beauty care, using pure, concentrated ingredients as well as innovative and haute couture protocols.

Biologique Recherche

32 Avenue des Champs-Élysées.
Paris, 75008, France

Tel: +33 (0)1 80 04 83 40

Fax: +33 (0)1 41 18 96 85

Email: info@biologique-recherche.com

www.biologique-recherche.com



Left to right, Pierre-Louis Delapalme, Rupert Schmid and Dr Philippe Allouche

Background

Biologique Recherche was founded in 1978 and is 65 per cent owned by Rupert Schmid and Pierre-Louis Delapalme and 32 per cent by the Allouche family.

Main products and services

Training is the company's focus and method of passing on know-how and the Biologique Recherche approach, which focuses on excellence and achieving results.

It took 35 years to build the company's rigorous, complex methodology and it can only be passed on through intensive training.

Biologique Recherche also provides spas with communication and marketing tools and support that help them develop their businesses.

USPs

Biologique Recherche's best asset is its methodology, which combines powerful products and effective treatment procedures with respect for skin structure and physiology.

The company's hyper-customised solutions target clients' individual needs and this makes Biologique Recherche the brand of choice for the most discerning clientele.

The manufacturing process is responsible in part for the effectiveness of the formulations, as there is no mass production and every batch receives great attention.

Biologique Recherche's products contain high concentration of botanical, marine and biological extract – over 20 per cent in most products. The company chooses the highest quality of active ingredients available and cold-made formulations to preserve their structure. Finally, to preserve their integrity and decrease the chance of allergic reactions, artificial fragrances are not used.

Top clients

Ambassade de la Beauté Champs Élysées, Paris, France; Faena Hotel, Buenos Aires, Argentina; Finca Cortesin, Malaga, Spain; Four Seasons, Beijing, Budapest and Hong Kong; Peninsula, Bangkok, New York, Beijing and Shanghai; Ritz Carlton, Chengdu, China; Spa Kennzur, Sao Paulo, Brazil; Thalassa Sea & Spa, Quiberon, France; The Alpina Gstaad, Switzerland; Mandarin Oriental hotel, Tokyo and Taipei

Where in the world?

Biologique Recherche has a global network of selected distributors and is available in 3,000 locations in over 50 countries worldwide, from medi spas to high-end urban hotels and spas.

2014 trade shows

Mondial Spa Paris, Cosmoprof Hong Kong, Beauty World Middle East

Who's who

Rupert Schmid, chairman; Pierre-Louis Delapalme, CEO; Philippe Allouche, head of creation, innovation and research.

Testimonials

"Our partnership with Biologique Recherche enables us to offer guests truly customised facial and body treatments that are luxurious, yet still highly clinical and results-oriented.

The affinity between our talented estheticians and Biologique Recherche's outstanding techniques and products showcases a truly unique spa experience that has proven extremely popular with our spa guests."

*Jonathan Crook, general manager,
The Peninsula New York*

"At the Ambassade de la Beauté on the Champs Élysées, we have a very demanding and international clientele who come to our place expecting the best and long-lasting results with non-invasive treatments. Biologique Recherche has been the key success factor in building the reputation and the loyalty-driven customer base of our business."

*Delphine Camaly,
directrice, Ambassade de la Beauté,
Paris & Air France La Première Lounge*

RELAX, WHILE YOU TEND TO YOUR GUESTS
WE TAKE CARE OF THE REST



Reliable



Simple



Scalable

Scheduling | Mobile | Marketing | CRM | Inventory | POS

book **4** time

Schedule a demo to find out why the best spa brands
in over 35 countries trust us to power their business

VISIT US AT WWW.BOOK4TIME.COM/RELAX

Book4Time

306 Town Centre Boulevard, 2nd Floor
Markham, Ontario, L3R 0Y6, Canada

Tel: +1 905 752-2590

Fax: +1 905 752-2581

Email: sales@book4time.com

Twitter: @book4time

LinkedIn: Book4Time

www.book4time.com



*Roger Sholanki,
founder and CEO*



Background

In 2004 Book4Time was the first company to bring spa management Software-as-a-Service (SaaS) to the health, wellness and hospitality industries. The company has since continued to focus on innovation and has leveraged the full potential of the world's largest cloud computing infrastructure – Amazon EC2.

As a result, Book4Time has become the leading provider of cloud-based spa management solutions to the world's most exclusive spa brands in over 35 countries.

Main Products

Book4Time's cloud-based spa management solution enables spas to solve a wide range of challenges, from online booking to acquiring new customers through social media.

With a robust software suite, including everything from real-time online booking to guest management and from marketing to social media management, Book4Time is the platform of choice for spa industry professionals and enterprises looking to scale their business.

Book4Time's open API is designed to integrate seamlessly with third-party systems and leading hotel management systems. With Book4Time, businesses can easily customise every detail of their guests' experience, from scheduling and check-in, to post-service follow-up and marketing.

Unique Selling Points

By working closely with world-class spa brands, Book4Time continues to bring leading-edge solutions to solve traditional industry challenges, including membership integrations, social marketing and centralised reporting.

Book4Time's innovative edge delivers a full range of solutions which enables businesses to holistically manage, grow and extend the value of their operation. This can result in an increased booking rate, repeat sales and a healthier bottom line for spas and the industry as a whole.

Book4Time offers customer care that is second to none; each client receives a dedicated account manager that is there every step of the way, from live 24/7 product support to online and on-site training.

Where in the world?

Book4Time is the leading solution for spa and salon management, powering many of the world's most exclusive hotel and day spas.

The company provides software to manage spa operations in over 35 countries, including the UK, USA, Canada, United Arab Emirates, India, China, Mexico and the Caribbean and is rapidly entering new and emerging markets.

Book4Time's technology is designed to operate as quickly as the pace of your business; from boutique spas and salons, to locations operating with more than 5,000sq m of space

and processing 100s of transactions every day. Book4Time is the proven choice of many spa and IT professionals around the world.

Top Clients

Many of the world's most exclusive, best-run spas, along with millions of their guests count on Book4Time. Major accounts include: W Hotels, Red Door Spas, Bliss, Four Seasons, Hyatt, St Regis, Westin and Selfridges.

2014 Trade Shows

HITEC; ISPA.

Who's who?

Roger Sholanki, founder and CEO;
Denzil Solomon, director of sales.

What the clients say

"Book4Time has been a life saver for our spa. The speed and ease of use has made our guest experience more efficient and enjoyable."

Cristina Cascio, director of spa, Hyatt Regency Indian Wells Resort & Spa

"Book4Time has been instrumental in our success from the very beginning; since the day we went live, they've provided us with excellent customer service and attention."

Alejandra Ochoa, spa director, St. Regis Mexico City

ARTISTIC FORM, FUNCTION, AND BEAUTY

From concept to installation, Bradford's stainless steel design and manufacturing expertise provides your total Spa Experience solution.



BRADFORD PRODUCTS

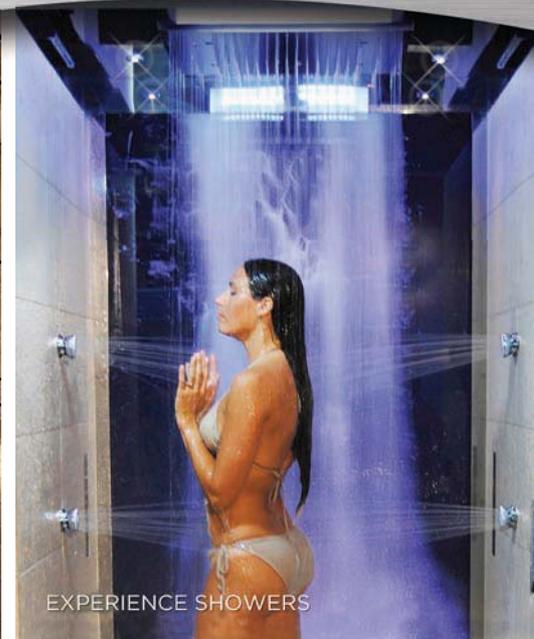
WWW.BRADFORDPRODUCTS.COM



HOT TUBS



ICE FOUNTAINS



EXPERIENCE SHOWERS



WATER FEATURES



HEATED LOUNGERS



THERMAL ROOMS

Bradford Products

710 Sunnyvale Drive, Wilmington, NC 28413, USA

Tel: +1 910 791 2202 **Fax:** +1 910 791 0566

Email: info@bradfordproducts.com

Twitter: @bradfordpools

LinkedIn: Bradford Products LLC

Facebook: www.facebook.com/mybradford

Blog: www.bradfordproductsblog.com

www.bradfordproducts.com



BRADFORD | PRODUCTS.



*Michael Brodeur,
Vice President*

Background

Founded by Dale Brodeur Sr. over 30 years ago, Bradford Products is a global fabricator of stainless steel aquatic vessels. Bradford has a fully integrated team of designers, engineers, project managers, and customer service representatives, operating from an ISO-9001 manufacturing facility in Wilmington, North Carolina.

Main Services

Bradford Products is the premier provider of specialty pools, hot tubs, thermal rooms, and water features for resorts and hotel destination spas around the world. The company designs, manufacture, and installs steamrooms, saunas, hammams, heated loungers, experience showers that feature LED starscape lighting and mood settings and a variety of water design features.

From concept design to installation and support, Bradford delivers an innovative and guaranteed product for both commercial and residential applications. Each product has a variety of finish choices in tile, vibrant stainless steel, or a distinct combination of both.

Additional Services

The team at Bradford Products has a professional understanding of aquatic engineering and collaborates with designers, architects, consultants and contractors to create specialized treatment environments.

Bradford's engineering delivers imaginative, long-lasting handcrafted products which have been tailored specifically for a property's thematic scheme. Bradford offers continuing education about the attributes of stainless steel through an AIA accredited course: "Sustainability and Stainless Steel in Elevated Pools, Spas, and Thermal Rooms."

USPs

Aquatic products constructed in stainless steel provide long-lasting, low maintenance solutions. Welded stainless steel, backed by our 25-year warranty is your first choice for pools and spas in rooftop and elevated installations and harsh salt environments. The products are made up of 65-80 per cent recycled stainless steel and are also recyclable, making Bradford a greener alternative for your project.

Top Clients

WTS International, Blu Spas, Inc, SpaEquip, Curry Spa Consulting, Resorts World, ValleyCrest Landscaping, The Related Group, Wynn Development, Mandarin Oriental Hotel Group, Trump Group, Park Hyatt, Four Seasons, Swire Properties.

Where in the world

Bradford Products has a worldwide client list.

Who's Who

Dale Brodeur Senior, owner; Michael Brodeur, VP; Peter Miller, director sales and marketing; Paul Greenman, director business development.

2014 Trade Shows

ISPA, HD Expo, IAAPA (International Association of Amusement Parks and Attractions), WWA (World Waterpark Association)

Plans for 2014

After completing the Joule in Dallas, TX, US and the Salamander in Middlburg, VA, US spa projects in 2014 will include the private day spa at the Mansions at Acqualina in Sunny Isles Beach, Florida, US; The Four Seasons in Calistoga, CA, US and Kuwait; The Langham Hotel in Pasadena, CA, US; and the Hudson Cub in Port Imperial, NY, US.

What the Clients Say

"From brainstorming to the development of quality guest experiences, the team at Bradford Products brings an organised and innovative approach to consultants and designers, helping us deliver fabulous spas. Whether a developer or operator needs a new spa, or just new relaxation or treatment ideas, Bradford Products not only delivers, but also provides detailed technical advice throughout the process"

Lynn Curry, Principal, Curry Spa Consulting

Christina - It just works!

The perfect response to each skin care concern



With over 30 years of experience, Christina's products continue to perfect skin, providing impressive and visible results from the very first application.

Christina products can be found in luxurious spas in **55 countries** around the world.



- Over 350 products and treatments.
- A unique combination of top of the line innovative formulas and traditional cosmetics efficacy.
- Each treatment is divided into easy to follow step-by-step protocols ensuring results are reached effortlessly.
- Christina's homecare products are designed in complete synergy with professional treatments, complementing them for optimum results.



Christina

58 Amal St. Petah Tikva, Israel 4951358

Tel: +972-3-7524488

Email: christina@christina.co.il

Facebook: www.facebook.com/christina.cosmeceuticals

www.christina-cosmeceuticals.com



*Christina Zehavi,
president*

—CHRISTINA—
It just works

Background

The Christina Company was founded in 1982 and is owned By Tomer Zehavi, the company's CEO, and president Christina Zehavi.

Main products and services

The Christina brand has nine distinct product lines (over 350 products) targeting different skin care concerns. It combines cosmeceutical efficacy and innovation with traditionally rich esthetic treatments and incredibly effective homecare - It Just Works!

Each of Christina's treatments comes with a simple step-by-step protocol. By using Christina products, spas assure their clients a satisfying experience and amazing results. The spa has the comfort of knowing that by following the simple numbered protocol, their estheticians can deliver consistent outstanding results for their clients, which will translate into increased visits and sales.

As a professional cosmetics brand, the company's commitment to its customers is ongoing. This dedication entails providing a full support system including in-depth workshops, educational tools, marketing support and sales assistance, all aimed at improving professional care. Christina also offers a wide-range of promotional and marketing materials - video tutorials, catalogues, brochures and manuals.

Additional services

- Spa consultancy service offering complete support in translating plans into success.
- Educational & training workshops led by a team of industry professionals.
- Ongoing support in sales, marketing, branding, design and advertising, with services tailored to the specific spa location.
- Multiple sponsorship offers and options are available which are suitable for individual spas.

USPs

- Each product contains a unique combination of traditional and scientifically advanced ingredients, delivering impressive results.
- Each treatment is divided into easy to follow steps, promising customers a great experience and startling results.
- Christina's homecare products are designed in synergy with professional treatments.
- Christina is an integrated company with all departments operating in sync from one location.

How many spas do you supply?

Close to 1,000, with distribution in 55 countries.

Top clients

Spa Shiki, Marina's of Longboat Key, Carmel Forest Spa Resort (Spafinder Readers' Choice Awards - "top spa in Middle East"), Beresheet Spa Hotel (Conde Nast Traveller - "one of the

world's finest hotels"), Cramim Spa Resort, one of the leading spas in the Middle East.

Plans for 2014

In April Christina launched the Château de Beauté vinotherapy line. The benefits of wine are translated into a cutting-edge, skin-rejuvenating treatment. The age-defying products have a clean formulation without comprising effectiveness. They're free of the following : SLS, PEG, paraben, petrochemical, glycol, EDTA, animal extracts and colour.

2014 trade shows

Spameeting Asia Ho Chi Minh, Vietnam 12-13 June, 2014; Spameeting Dubrovnik, Croatia 30th Sept - 1st Oct.

Who's who?

Adi Jacobovich, business development manager; Keren Pakes, marketing and communications manager.

What the clients say

"My skin is glowing. I've done nothing different except have the Muse facial and use the Muse Absolute Defense serum. The Restoring Eye Cream has also removed fine lines from around my eyes. Thank you"

*Natalie Maugeri,
The Beauty Room, Qld*

Integrated software solutions for Golf, Spa & Leisure industries worldwide



CONSULT • CREATE • EXCEED

CONCEPT SPA & LEISURE SOFTWARE

Concept Spa & Leisure Software is a global leading Spa product, providing functionality and management information for today's growing Spa industry.

Spa business management solutions:

- Reservations
- Inventory management
- Membership administration
- Multi-language
- Fiscal compliant in 60+ countries
- CRM Integration
- Flexible and customisable whether you have 1 or 100 treatment rooms
- Point-of-Sale
- Full PMS Integration
- Online reservations
- Multi-currency
- Local language support
- Mobile applications
- Business Intelligence



CONCEPT
SPA & LEISURE



Concept Software Systems

145 Avenida Eng° Duarte Pacheco,
Almancil, Algarve, Portugal

Tel: +351 289 351 200 **Fax:** +351 289 351 209

Email: marketing@csscorporate.com

Twitter: @conceptss

LinkedIn: concept-software-systems

www.csscorporate.com



Malcolm Rennie

Main services

Concept provides bespoke, scalable spa management software for high-end hotels, resorts and leisure venues. The software manages all operational aspects including reservations, Point-of-Sale, inventory management (retail and professional), customer profiles, membership administration, online reservations, CRM, Business Intelligence and PMS Integration to the industry's leading hotel solutions.

The key to the software is its flexibility. Whether a spa has three treatment rooms, or in excess of 100, the software has the features and customisation to match individual requirements, controlling unlimited numbers of services linked to associated resources such as locations, equipment or therapists.

Appointments are booked efficiently via a series of grid control screens or through a search, finding automatic availability. The flexibility and booking control enables a wide range of reservations, including spa treatments, tennis court rental, and pre-scheduled activities such as fitness classes.

Additional services

- Concept Golf Management: an integrated solution for golf courses and resorts. In use at five former Ryder Cup venues.
- Concept POS and Inventory Control – the most comprehensive leisure retail solution

– designed for spa retailing and golf pro-shops.

- Membership & CRM: Standalone or integrated Membership Billing & Management System for the hospitality industry, managing Pre-Membership Sales and client marketing.
- Business Intelligence: Dynamic reporting tool for golf, spa and leisure industries.
- Concept Web Services: providing online and mobile spa and leisure or golf tee-times reservations via a range of customisable APIs.
- Concept Interface Center: as a partner of MICROS, Concept continuously develops solutions and enhances interfaces to provide the industry's premier resort solution.
- Concept Services: 24/7 multi-lingual global support, installation, training and project management, retraining courses, Oracle database administration, software auditing and consultancy, development and customisation.

USPs

Multi-language, multi-currency and fiscal-compliant in 60+ countries, Concept's scalable systems work in partnership with MICROS to offer a range of interfaces for full resort solutions or single-unit businesses.

Mobile technology enables the software to be accessed anywhere. Concept's 24/7, global support and training network is key to success. Working with clients, we constantly develop to meet industry demands.

How many spas do you supply?

Over 2,000 installations globally.

Top clients

Key global accounts include Langham, Shangri-La, Peninsula, Banyan Tree, Marriott, Starwood, Canyon Ranch, De Vere and Corinthia.

Where in the world?

Distribution in more than 60 countries, with clients from remote areas of Europe to Asia, through the US, Africa and the Middle-East.

2014 trade shows

We continue our global roadshow and partner user-conferences, plus the Arabian Travel Market, HITEC and Global Spa & Wellness Summit.

Plans for 2014

Concept's utilisation audits will be available to all clients, combined with the 2.9.8 release of Concept. We aim to reach 70 countries in 2014. Many existing clients will open properties in developing markets, with most growth in Africa and Asia.

Who's who?

David Spiers, founder & director; Malcolm Rennie, MD; Luis Branca, director of development & technology; Simon Le Touze, regional general manager Asia Pacific.

DORN
BRACHT

Dornbracht Horizontal Shower^{ATT}



Merie und Meire

dornbracht.com/horizontal-shower mail@dornbrachtgroup.de
Product Design Sieger Design

Culturing Life

Aloys F. Dornbracht GmbH & Co. KG

Koebbingser Mühle 6, Iserlohn, 58640, Germany

Tel: +49 2371 433 0

Email: mail@dornbrachgroup.com

Twitter: @DornbrachtTweet

Facebook: facebook.com/dornbracht

www.dornbracht.com



Matthias Dornbracht (CTO), Andreas Dornbracht (CEO)

Background

Founded in 1950, Dornbracht is led by brothers Andreas and Matthias Dornbracht.

Main products and services

Dornbracht is a family-owned manufacturer of high-end taps, fixtures and shower systems. As a partner in both the design community and the international spa industry, it builds on the ideas and needs of professionals involved in designing spas. The result is a range of premium products in terms of both their function and their finish.

Dornbracht provides installation support and guidance and in addition, all the company's products come with a worldwide aftersales service to guarantee trouble-free operation for the client.

Additional products and services

Dornbracht regularly wins international design awards for its creative designs, and since 1996 has also been acclaimed for its sustained commitment to the arts.

Individual needs require individual treatment. If clients find the standard spout on a fitting doesn't fit perfectly with their architecture, Dornbracht's x-tra Service can produce size extensions and reductions and non-standard finishes and colours for almost every product in the Dornbracht range.



Dornbracht has a Transforming Water competence

USPs

Dornbracht's main USP is its high standard of production – 100 per cent of products are manufactured in Germany, meaning consistently high-quality. It also has a dedicated division specialising in spa operations and design. The company's goal is to assist with new ideas, while enhancing existing applications like the Horizontal Shower – its reinterpretation of a Vichy treatment.

Where in the world?

Products are distributed worldwide: 66.2 per cent of turnover in 2013 was international. The company has 16 offices and commercial agencies.

Plans for 2014

The company is working on a new development in line with its Transforming Water philosophy.

Spa is one of the fastest growing industries and this is reflected in the portfolio. There has also been an increase in day spa projects – not necessarily attached to hospitality ventures.

2014 trade shows

Boot, Düsseldorf, Germany; SHK Essen, Essen, Germany; Hannover Messe, Hannover, Germany; Salone Internazionale del Mobile, Milan, Italy; Monaco Yacht Show, Monaco.

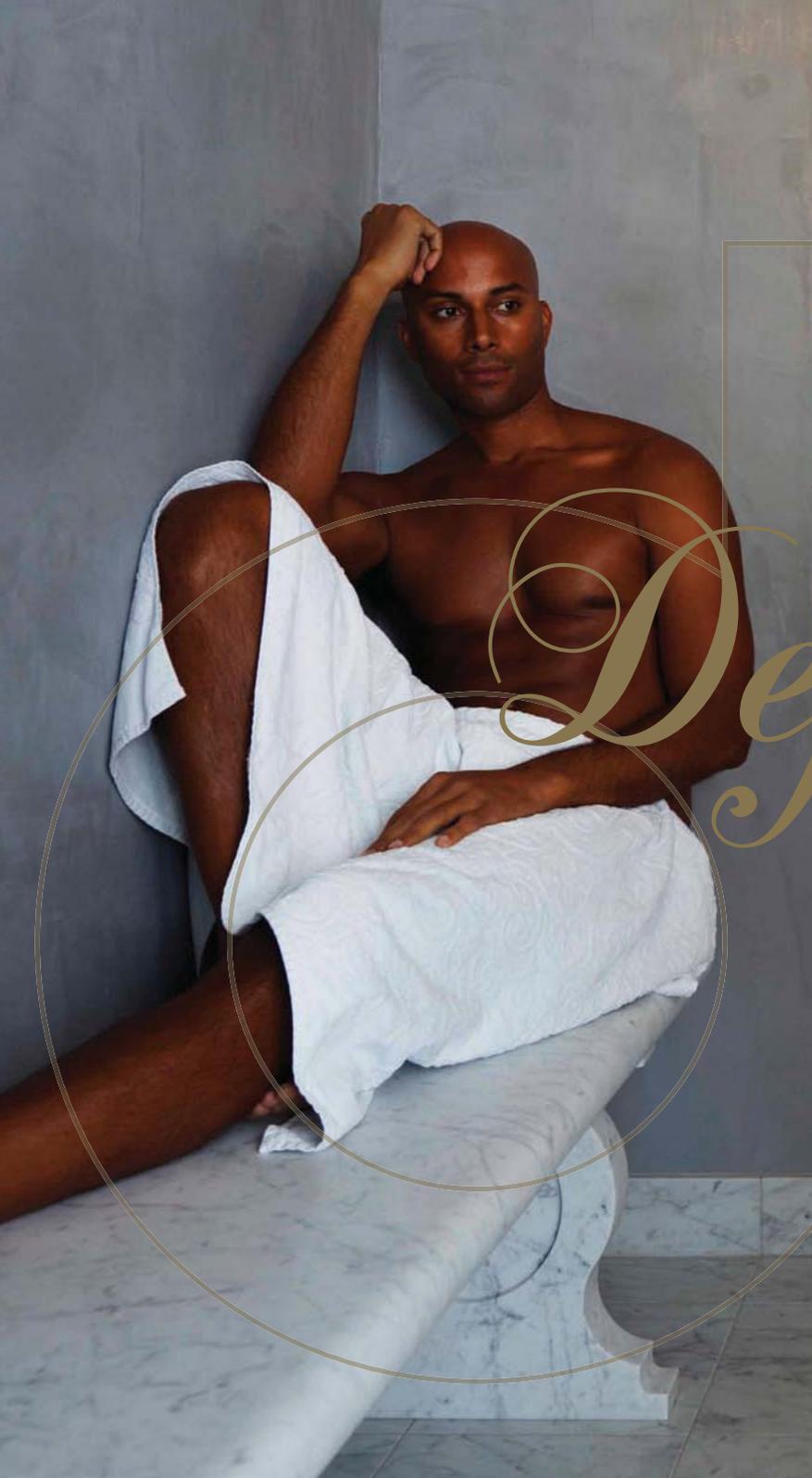
Who's who?

Andreas Dornbracht, CEO – strategy, communications and marketing; Matthias Dornbracht, CTO – systems and technology; Paul Heldens, CSO – global sales organisation, Dornbracht Group; Matthias Voit, sales management elite interiors; Bastian Hartwigsen, product lifecycle manager; Nina Heierhoff, customer service agent elite interiors /spa.

What the clients say

"Dornbracht is a brand that stands for the same values as our hotel. The quality and design of the products speak for themselves. Quality is fundamental to the company's success."

Sebastian Finkbeiner, managing director, Hotel Traube Tonbach



dromm[®]
sauna steam spa

Defined

luxury

Dröm UK creates bespoke saunas, steam rooms, feature showers, wet rooms and all types of wellbeing rooms – from concept to reality - combining shapes and forms, colours and textures, lighting and scents.

+44 (0)1932 355655

www.dromuk.com

Dröm UK Ltd

Dröm House, Abbot Close, Byfleet, KT14 7JN, UK

Tel: +44 (0)1932 355 655

Email: info@dromuk.com

Twitter: @DromUKLtd

LinkedIn: Drom UK Ltd

www.dromuk.com



Kicki Carlsson

Background

Dröm UK was launched in 2002 by managing director Kicki Carlsson and director Barry Smith. The company designs, supplies and installs saunas, steamrooms and spas.

Main services

■ **Consultancy:** Dröm UK maintains the highest level of customer satisfaction by providing 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. Dröm UK takes your vision and manifests a reality beyond your imagination.

For a hotel or spa, Dröm UK can create a truly special space that will raise the brand experience of your guests way beyond the ordinary, creating more value for your business.

■ **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 disturbance to the everyday life of any residents 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 to the highest quality and specification by the company's fully trained in-house team of professional specialist fitters.

Additional services

■ **Maintenance:** inspiration and installation is followed by reassurance and peace of mind.

All Dröm UK projects and products are covered by a comprehensive guarantee and extended service plans are also available. We will provide ongoing specialist support to keep your dream alive for many years to come.

USPs

Dröm UK's attention to detail and creative approach to the creation of innovative, bespoke designs sets it apart. These attributes, combine with a friendly, 'can-do' attitude and approach to all project briefs.

Top clients

Coworth Park Spa, UK; Foxhills Spa and Resort, UK; and The Lansdowne Club, UK.

Where in the world?

We currently design, supply and install projects throughout the United Kingdom, Europe and the Middle East.

Plans for 2014

Dröm UK is continually developing its innovative, exciting products and advancing its technical knowledge. This year the company is expanding its consultancy service into larger projects, covering a wider variety of home/spa wellbeing areas such as full hammams, ice rooms, salt caves, mud therapy rooms and Kneipp walks.

Dröm UK will also be producing more stunning conceptual drawings and images to enable clients to visualise their ideas accurately.

Who's who?

Kicki Carlsson, Managing Director; Barry Smith, Director; Erin Lee, Senior Project Manager.

What the clients say

"We were very impressed with the steamrooms and feature showers installed at Coworth Park by Dröm UK. They have done an excellent job, working within our time and budget constraints and were a pleasure to work with."

Alex Scott, Galliford Try

"The steamroom was completed on time and within budget. Dröm UK's installers were very professional, with an excellent eye for detail. Dröm UK was very helpful and approachable and I would strongly recommend them for any installation."

Stephen Kirby Maintenance Manager, The Lansdowne Club

'Packed with nutrients and patented natural actives at therapeutic levels, I am proud of everything that we put into our products... and proud of what we leave out.'

Kristy Cimesa, Founder

elemental herbology

UK / EUROPE / MIDDLE EAST / ASIA / AUSTRALIA / USA



Elemental Herbology

Studio D, Tay Building, 2a Wrentham Avenue,
London NW10 3HA United Kingdom

Tel: +44 (0)20 8968 4477 **Fax:** +44 (0)20 8043 1984

Email: sales@elementalherbology.com

Twitter: @elementalherb

Facebook: www.facebook.com/elementalherbology

www.elementalherbology.com

elemental
herbology



Kristy Cimesa, founder

Background

Elemental Herbology is a vibrant British beauty and spa brand founded by Kristy Cimesa, a TCM practitioner and authority on holistic wellbeing. The company launched in 2008 and is owned by Cimesa and private investors.

Main products and services

Elemental Herbology creates professional spa products to deliver a comprehensive and beautifully crafted spa treatment menu with an extensive skincare retail offering for prescriptive homecare. The company also offers signature and spa treatment development.

Unique selling points

Combining high performance, natural ingredients with exquisite plant oils, Elemental Herbology products are developed to counter the skin-damaging effects of ageing, poor lifestyle and the environment. Packed with nutrients and patented natural actives in therapeutic concentrations, Elemental Herbology products are super indulgent to use and deliver truly visible results.

How many spas do you supply?

Elemental Herbology supplies 29 spas in 24 countries worldwide, spanning Asia Pacific, Middle East, Europe and USA.



Elemental Herbology's products have been developed using the principles of TCM

Top clients

Mandarin Oriental, Hong Kong; Akasha Spa at the Café Royal Hotel, London, UK; Desroche Island Seychelles; The Shibui Spa at Greenwich Hotel, NYC, US; Kempinski Hotels globally. Edition Hotels in Miami, US and Abu Dhabi, and Ritz-Carlton, Virgin Islands.

Plans for 2014

New products include a Macadamia and Papaya Body Scrub, Nutritive Lip Complex, Hand Nutrition Hand Cream, The Globetrotter Travel Kit and Botanical Body Repair Gold Shimmer Body Oil.

In March the company launched a Five Element facial exclusively with the Mandarin Oriental, Hong Kong and will be launching the Bio-Rejuvenation Facial globally.

2014 trade shows

SpaTech Europe, GSWS, Spa Meeting Europe, Spa Life, ISPA USA and Professional Spa UK.

Who's who?

Kristy Cimesa, founder; Kristy Maccormick, director of global spa development; Kiwi Gleich, head of marketing; Fiona MacKenzie-Jenkin, head of operations.

What the clients say

"Our team at the Mandarin Oriental spa in Hong Kong are proud and delighted to have Elemental Herbology by our side.

Working with Kristy and the team at the company has been an amazing experience. Her passion for her products shows through in every way and the quality of ingredients, packaging, training and support we've had throughout have been second to none.

Enabling our therapists to view clients' skin by linking the Chinese five elements to various skin conditions, helps our guests understand why these conditions are occurring.

Being able to evoke change in our guests has been a very powerful experience and guests love the fact they are finally using a results-driven product that is clean and natural. The results they're seeing are fantastic."

Karen Aleksich, director of spa, Mandarin Oriental, Hong Kong



TAILORED SPA SOLUTIONS

CREATING SPAS OF DISTINCTION & SUPPLYING SPAS OF DISTINCTION

Every client is unique. Every spa we create is bespoke. We help you deliver commercially successful spas with exceptionally trained spa staff. Established for 20 years, our team of professionals ensure your spa concept is translated seamlessly throughout the process.

We have adapted our extensive spa consultancy services to offer clients a broad range of tailored and flexible spa solutions. Using our global infrastructure, ESPA now provide a comprehensive menu of operational and training services as well as stand alone product and treatment supply.



ESPA

ESPA

ESPA House, Crosby Way, Farnham,
Surrey, GU9 7XX, UK

Tel: +44 (0)1252 742 800

Fax: +44 (0)1252 742 810

Email: enquiries@espainternational.co.uk

www.espaskincare.com



ESPA



Susan Harmsworth, CEO

Background

Luxury spa consultancy, operator and product house ESPA was established by CEO Susan Harmsworth MBE in 1993.

Main services and products

With a global reputation as leader in the fast growing luxury spa market, ESPA's passion has always been for truly great spas.

In the last year, ESPA has taken big steps to adapt its spa consultancy services to offer clients a broad range of bespoke and flexible spa services. Using its global infrastructure and world-class team, ESPA now provides a comprehensive menu of design, operational and training services, as well as offering standalone product- and treatment-supply.

The approach is tailored, needs-led and underpinned by the same knowledge, training, systems and infrastructure that has given ESPA a competitive advantage at the very top of the global spa industry.

Additional services and products

ESPA has successfully partnered with hoteliers, investors and owners in 55 countries to create some of the world's finest spas.

Since its inception, ESPA has consistently delivered a wide range of efficacious natural products as well as enviable spa design and results-driven spa treatments.



ESPA at The Joule, Dallas

Technological and natural ingredient advances over the years have enabled ESPA to make all products free from synthetic colour, fragrance, parabens, phthalates, DEA, TEA, SLS, SLES, silicon and petrolatum. Formulations are – on average – over 99 per cent natural.

ESPA recruits and educates to a level that provides inspiration and the motivation to deliver award-winning standards. Finding, training and re-training the team is paramount to a spa's success and we invest focus and energy into finding the right people, both attitude- and skill set-wise, to build spa teams.

USPs

All ESPA products are developed and produced in the company's new state-of-the-art

factory – which is located in the UK – allowing control of the whole process, from sourcing to manufacturing. This ensures all ESPA's products are exceptional in every way.

The factory is licensed and accredited by the Soil Association, Ecocert and the Organic Food Federation and is also accredited by the Fairtrade Foundation, making it one of the leading naturals factories in Europe.

How many spas do you supply?

ESPA branded spas are present in over 55 countries around the world. They are mainly located in hotels and luxury resorts.

Top clients

Peninsula hotels; One & Only Resorts; The Ritz-Carlton; Corinthia Hotels; The Leela Palace; Bulgari Hotels & Resorts; Gleneagles.

Plans for 2014

ESPA has an impressive portfolio of spa projects currently in progress around the world. These include openings in Azerbaijan, the US and Saudi Arabia. With the flexible business opportunities available to prospective clients, ESPA is looking forward at embarking on a lot of exciting new partnerships in the coming year. Finally, the new product and treatment pipeline promises several ground-breaking launches for 2014.

SPA MANAGEMENT SOFTWARE MAXIMISING YOUR OPPORTUNITIES

The Ez-Runner products are designed, developed and supported in-house. Our hosted online solution enables your business to be running 24/7, 365 days a year.

Our success has been proven by over 600 clients world wide and is used by some of the biggest brands in the world.

More and more customers are benefiting from Ez-runner. With its online services such as bookings, vouchers, on-line sign up, and paper-less direct debits through to therapist optimisation, treatment room optimisation, memberships, vouchers (in SPA), in-spa point of sale, commissions, prospecting and access control!



“You can sleep but your business doesn't have to...”

Using Ez-runner's online functionality will save your business money, generate new revenue streams and improve customer service. It really is an amazing return on investment.



management software...*made easy*

t: 0844 847 5827

e: info@ez-runner.com

w: www.ez-runner.com

Ez-Runner Systems Ltd

Unit 8/9 Snowhill Business Centre, Copthorne, RH10 3EZ, UK

Tel: +44 (0)844 847 5827 **Fax:** +44 (0)844 847 5828

Email: sales@ez-runner.com

Twitter: @EzRunnerSystems

LinkedIn: Ez-Runner

Facebook: www.facebook.com/SocialEZ

www.ez-runner.com



Background

The company was founded in 1995. Stefan Drummond is the majority shareholder.

Main services

Ez-Runner spa software is a fully configurable modular solution for selling treatments, packages and vouchers and has a reporting suite – both online and in-spa – for analysing yield, membership and food and beverage sales.

Other features include the ability for spas to optimise therapist- and treatment-room usage, calculate commissions, manage stock and limit treatments per day by therapist.

Further benefits include SMS alerts, yield management tools, product recommendations and staff rota management, as well as the ability to upsell products and services online or in-spa. Ez-Runner's voucher management solution is commission-free, with online and in-spa purchasing, tracking and redemption, providing spas with the tools to control vouchers from purchase to redemption under one roof, providing limitless, cost-effective marketing.

Additional services

Fulfilment services for voucher management, gift card supplies, and membership cards. In-house programming team for custom development and web integration. We also supply, kiosks, hardware and peripherals.

USPs

Ez-Runner offers full online integration into spas' existing websites. This includes all features – bookings, packages, voucher purchases and redemption and pre-payments.

Each product or service can have YouTube video or images managed from the application, without the need to rely on expensive web teams. These online services can be linked to our automated marketing module (Campaign Manager) allowing Ez-Runner to send campaigns based on triggers such as the number of treatments bought or vouchers purchased online, without any user intervention.

The company's voucher management solutions are provided without charging commissions to the spa operator.

Ez-Runner also has the facility to provide online diary views for therapists and has recently developed mobile websites for smartphones and tablet devices such as iPad, allowing spas to expand their online reach even further without restrictions.

How many spas do you supply?

More than 120 spas.

Top clients

Shire Hotels; Handpicked Hotels; Akkeron Hotels; Amida SPA; Hilton Hotels; sk:n; and Dermalogica.

Where in the world?

Mainly Europe and the Middle East, but we have sites worldwide from the Falkland Islands to Ethiopia.

2014 trade shows

Spatec, LIW and Spa Life.

Plans for 2014

This year we plan to expand into other territories with new and existing clients. We'll also work with existing spa and wellness clients to expand their use of online and mobile functionality for packages, payments and voucher management.

Who's who?

Stefan Drummond, managing director; Shez Namooya, business development manager.

What the clients say

"Hand Picked Hotels (HPH) has been using the Ez-Runner management software system for the past four years.

The partnership has had a significant impact on the businesses by helping Hand Picked Hotels create a highly effective spa and health club revenue stream for the group."

Helen Wynne,

*Health Club & Spa Project Manager,
Hand Picked Hotels*

Exceptional Uniform Designs, Outstanding First Impressions

Who says you can't be fashionable
and comfortable at the same time?

At Fashionizer Spa we know
about style and the needs of spa
and salon environments. That's why
so many luxury clients choose
us as their uniform supplier.

Fashionizer Spa offers
both catalogue and bespoke
uniform collections made in
natural and organic fabrics.

FASHIONIZER
SPA

www.fashionizerspa.com

or contact us:
onlinesales@fashionizerspa.com
+44(0)20 8995 0088

New Linen Rich Collection Coming Soon.



Fashionizer Spa

Unit A, Chiswick Studios, 9 Power Road, London, W4 5PY UK

Tel: +44 (0)20 8995 0088 **Fax:** +44 (0)20 8995 1589

Email: onlinesales@fashionizerspa.com

Twitter: @FashionizerSpa

Blog: fashionizer.com/press/blog/

www.fashionizerspa.com



Debbie Leon, MD

Main products and services

Fashionizer Spa is a specialist designer and manufacturer of high quality uniforms for spas and luxury beauty brands. Flagship services are:

- A stock collection of natural fibre uniforms, made in exclusive organic Cotton Performance Fabric (CPF™) and linen rich fabric. The collection, for female and male staff, comprises tunics, trousers and dresses in more than 30 styles and six colours, available to purchase online.
- A bespoke uniform design service for clients wishing to have uniforms created in their own brand colours and style. Minimum quantities apply.
- A flexible Mix & Match service which enables clients to choose any style from a stock range of uniforms and combine it with a colour of their choice.

Additional products

Full uniform management programme:

- Stockholding
- Forecasting
- Uniform consultancy on financial and logistical issues
- Global distribution
- Staff measuring
- Wearer trials
- Ongoing management of uniforms following initial launch



Fashionizer has 20 years' experience

- Embroidery and monogramming
- Stock collection of housekeeping uniforms.
- Stock collection of hospitality uniforms.
- Design, development and supply of complete hotel projects, incorporating all customer-facing departments.

USPs

Organic fabrics and sustainability are at the heart of the business and Fashionizer Spa is the only international supplier of organic spa uniforms able to distribute worldwide.

Manufactured in Europe, the uniforms are created in cool, breathable, crease-resistant fabric (CPF™) developed specifically for the spa environment. The company's expertise lies in designing uniforms that are fashionable and

practical, and its stock-supported collection has the largest range of women's sizes on the market. As well as working with existing spas, Fashionizer Spa also has 20 years' experience in new openings.

How many spas do you supply?

Around 100 spas, with worldwide distribution.

Top clients

Six Senses (global); Four Seasons Hotels and Resorts, (LA, Toronto, London and Dubai); Aman Spa at The Connaught and The Jumeirah Peak in London; The Conrad, Portugal and Miami; The Spa at PGA National Resort; The Westmoor Club and Trump Hotels in the USA.

Plans for 2014

Fashionizer Spa will launch a new collection in linen-rich stretch fabric and add a silver-based anti-bacterial finish to the CPF™ fabric, enabling garments to be washed at lower temperatures.

What the clients say

"It's with great excitement that we'll be rolling out our new uniforms, which I'm delighted with. The Fashionizer team has worked diligently and we're looking forward to seeing the results in all our spas."

*Anna Bjurstam,
vice president spas, Six Senses*



www.floatspa.com

float SPA®
the premium floating manufacturer

info@floatspa.com

Float Spa Kft.

Bécsi út 195 IV.em/12, Budapest 1032 Hungary

Tel: +36-70-316-23-09

Email: info@floatspa.com

Skype: float.spa

www.floatspa.com



András Huszár

Background

The company is owned by MD András Huszár, and was founded in 2007.

Main products and services

Float Spa manufactures two different and exclusive pieces of spa equipment: the Float Spa Premium Floating Cabin and the Float Spa Premium Floating Room System.

The theory of floating is that it puts the brain into the THETA state. This is the state which directly precedes sleep under normal conditions and it's brought about when all stimulation is withdrawn, and external environmental effects are eliminated.

Float Spa's premium floating cabins are suitable for everyone who's health conscious, and wants to relax and get rid of stress. They can also be used to learn to meditate and to experience the pleasures of floating. The company recommends them for athletes, sportspeople, and busy business people.

Hotels, spas and day spas can also broaden their services with Float Spa's floating systems.

Additional products

Float Spa's goal is not only to manufacture and sell excellent products to its customers, but also to provide them with an overall service.

Over the years, the company encountered a number of difficulties in achieving co-operation



The Floating Room System can be easily installed

between the different professional companies which were working to create the final product. So in order to provide the best service for customers, it collected all the professionals needed for such projects under the same roof, to ensure the requirements of customers could be met consistently.

Now, this group of professionals – which includes architects and interior designers, 3D designers, mechanical engineers and electricians – collaborate closely, meaning Float Spa is capable of executing a wide range of complex projects with great efficiency.

Unique selling points

The company's goal is to create premium products, to be known for producing products which can be maintained hygienically, and for its superb interior design solutions.

In addition to its off the shelf range, Float Spa

can also create customised, bespoke Floating Cabins and Floating Rooms.

The company is also able to work in different finishes, such as gold, silver, crystals, tiles or any colour the customer wishes.

The water cleaning and treatment systems are most important for Float Spa: the company aims to achieve the highest quality which satisfies the most rigorous hygiene requirements.

How many spas do you supply?

The company's Float Spa Premium Floating Systems are operating in Canada, Germany, Austria, the United Kingdom, Switzerland, Italy, Serbia, the Czech Republic, Lithuania, Turkey, Russia, Belarus, Croatia and Hungary.

Plans for 2014

Float Spa has also developed its Premium Floating Room System, which is suitable for two people. This system has various functions such as a rain shower, aroma cabin and visual and audio systems. It can be easily installed in private homes as well. With this new product, the company can now provide a service in both the public and private sectors.

The company will set up an office in Canada and in the US in 2014, to provide an overall service for its premium Floating Systems, with technical support, service and maintenance available.

are you the next?

Hyatt Regency***** Dusseldorf, Germany
Ritz Carlton***** Wolfsburg, Germany
Jumeirah Frankfurt***** Frankfurt a. M., Germany
The Oberoi***** Dubai, UAE
Jumeirah Zabeel Saray, Palm Island***** Dubai, UAE
JW Marriott Hotel Ankara***** Turkey
The Dolder Grand***** Zurich, Switzerland
Hôtel de Paris Saint-Tropez***** France
Crans Ambassador***** Crans Montana, Switzerland
InterContinental Davos***** Switzerland
Radisson Blu Edwardian***** Manchester, UK
Cheval Blanc Randheli***** Noonu-Atoll, Maldives
Four Seasons Hotel Moscow***** Russia
Grand Hotel Kempinski***** Strba-Strbské Pleso, Slovakia
Hotel Union***** Geiranger, Norway
Crowne Plaza***** Kuwait City, Kuwait
Sofitel Marrakech***** Morocco

and many more...



© Guerlain (France)



© MS Europa 2



© Hyatt (Germany)



© Swiss Mountain Cosmetics GmbH (Austria)

GHARLENI

High-end spa tables, beds and equipment for your spa. Made in Germany

Gharieni Group GmbH

Gutenbergstr. 40, Moers, 47443, Germany

Tel: +49 2841 88300-164 **Fax:** +49 2841 88300-999

Email: export@gharieni.de

Twitter: @gharienigmbh

Facebook: www.facebook.com/gharieni.gmbh

www.gharieni.de



Sammy Gharieni, founder

Background

Gharieni was founded by Sammy Gharieni in 1992 in Duisburg, Germany, initially focused on beauty and medical equipment. In the last ten years the spa and beauty area has increasingly come to the foreground.

Since its launch, Gharieni's philosophy has been to realise the wishes of individual customers and meet the increasing demands of the market. The Gharieni Group has companies in southern Germany, Belgium, the Netherlands and in France. A new office in Dubai was also recently opened.

Main products

Gharieni offers high-end spa tables, equipment and furniture for luxurious spa, wellness and beauty facilities, being produced at the company's headquarters in Moers, Germany.

All steps of the production process, from concept to design, are under the permanent control of the management in order to guarantee the highest quality. Moreover, the manufacturing process is controlled by the German Technical Supervisory Association and treatment beds and treatment towers are certified by TÜV NORD CERT.

USPs

Elegant, modern design, perfect functionality, high-quality materials, complete solutions, the



The new Gharieni Libra with horizontal shower technology from Dornbracht

utmost flexibility, rapid implementation of customer requirements – these are the core values of the company.

Clients can select from a wide range of upholstery colours and high-gloss or matt wooden and coloured surfaces to create individual products.

Moreover, they can fit each bed with a number of options, such as Airback lumbar support, thermo, vibration and LED strips.

Gharieni has brought numerous innovations to market, such as the new Libra Horizontal Shower. This wet table – equipped with the exclusive Dornbracht Horizontal Shower Technology – offers a completely new showering experience. The heatable table is

adjustable in height as well as in incline, and with an upholstery option, it can be used for massages as well.

Top clients

Abu Dhabi: The Ritz Carlton; **France:** *Marseille* InterContinental; *Megève* Le M de Megève; *Paris* Clarins; Guerlain Special Flagship Store, Champs-Elysees; Lancôme; LVMH; **Germany:** *Frankfurt* Steigenberger Hotel. **Maldives:** Velaa Private Island, Randheli Le; Cheval Blanc; Ayada Resort. **South Korea:** *Seoul* The Ritz-Carlton. **Switzerland:** *Montreux* Clinique La Prairie; *Davos*, InterContinental; *Gstaad* Six Senses Spa in The Alpina Gstaad; the Crans Ambassador.

Where in the world?

Gharieni distributes to 60 countries.

2014 trade shows

Beauty International, Germany and Professional Beauty, UK; Colloque National du Spa, Monaco; COSMOPROF, Italy; Beautyworld Middle East, Dubai; ISPA Las Vegas.

Plans for 2014

In 2014 Gharieni will launch an in-house consultancy division to support all its partners and consultancies, offering services such as renderings and much more.

POWER-PACKED RESULTS



AN AUTHORITY IN ANTI-AGING SKIN CARE.

Our wellness-focused approach nourishes and rebuilds from within. The combination of over fifty peptides, AHAs, growth factors, and seventy botanical antioxidants and stem cells address several skin concerns in a few simple steps.



THE POWER OF PEPTIDES HARNESSSED.

HydroPeptide® delivers maximum results with a variety of peptides applied at clinical levels in every product. Peptides trigger cell communication for specific actions, such as increased collagen production, to visibly reduce the appearance of fine lines and wrinkles.



PERFECTLY PARTNERED.

Like our products, custom-tailored and personalized, HydroPeptide knows how to achieve results. Our global list of prestigious resorts, spas, and clinics have seen twenty to thirty percent growth on average through our close networking and communication.

VOTED THE MOST INNOVATIVE SKIN CARE
PRODUCTS BY PROFESSIONALS

PROFESSIONAL BEAUTY & WELLNESS CONFERENCE

HydroPeptide®

THE ANTI-AGING AUTHORITY

www.HydroPeptide.com 1.800.932.98723



HydroPeptide

1085 12th Avenue NW #D5, Issaquah, WA 98027, United States

Tel: +1-800-932-9873 **Fax:** +1-800-932-9873

Email: info@hydropeptide.com

Twitter: @HydroPeptide

Facebook: [facebook.com/HydroPeptide](https://www.facebook.com/HydroPeptide)

Blog: <http://blog.hydropeptide.com/>

www.hydropeptide.com



April Zangl

Background

HydroPeptide was founded in 2004 and is owned by Steve Peck, April Zangl, Chris Pachuillo and Annette Rubin.

Main services and products

Hydropeptide provides luxury, results-driven treatments for the face and body, plus a retail collection powered by over 60 peptides, botanical stem cells, and moisturizing actives.

Peptides, along with antioxidants, have become a major buzzword in anti-ageing processes. HydroPeptide specialises in the latest breakthroughs in peptides, stem cells and growth factors. Its tried and tested peptides are proven to work and do not cause irritation.

HydroPeptide has created the most advanced and comprehensive peptide collection available. Its products are paraben-free, phthalate-free and cruelty-free.

The team of scientists and doctors behind the innovation of HydroPeptide utilises the 21 most effective peptides currently on the market to achieve maximum results for users.

Additional services and products

HydroPeptide is now available in four micro-collections in sleek new packaging and featuring over 60 peptides including a proprietary peptide preservative. The new collections include targeted treatments for both

sensitive and acne-prone skins while continuing to deliver unparalleled anti-aging results.

USPs

HydroPeptide produces unparalleled anti-aging results with a combination of more peptides than any other brand (60+), at clinical levels with botanical stem cells and moisturizing actives.

HydroPeptide has replaced synthetic preservatives with a proprietary peptide preservative that helps produce a clearer complexion while giving the products a shelf life.

HydroPeptide sources ingredients that are raised and farmed in socially responsible ways. This includes the use of 100 per cent organic Buddleja and Echinacea that is cultivated in the Swiss Alps by mountain farmers dedicated to preserving natural sites and rare plants, while supporting alpine biodiversity and retaining alpine plant heritage.

Top clients

The Setai Spa Wall Street, Four Seasons Resort - The Biltmore Santa Barbara, Spa Del Rey, Eau Palm Beach Resort & Spa, The Noble House



HydroPeptide's products are powered by over 60 peptides.

Hotels & Resorts Spa Terre chain, Waldorf Astoria spas, The Westin Mission Hills Golf Resort & Spa Palm Springs, The Spa at Mandalay Bay.

Where in the world?

HydroPeptide is distributed in 24 countries including Australia, Canada, China, France, Greece, Japan, New Zealand, The Netherlands, Russia, Ukraine and the UK. HydroPeptide is found in 700+ spas in the US.

Plans for 2014

HydroPeptide will launch in Brazil and other South American countries in 2014 and continue to expand in Asia. Worldwide distribution is the goal as HydroPeptide formulas are suited to all climates and skin types.

What the clients say

"I've never seen a team fall faster or deeper in love with a product line. It has a nice presentation, the highest amount of peptides and stem cells, and definitely shows immediate results. It catapults skincare into the future."

Catherine Warren, Spa Director, Eau Palm Beach Resort & Spa



intraceuticals
it's in the skin

EXPERIENCE A NEW LEVEL OF SKINCARE

DISCOVER THE A-LISTERS SECRET

Partner with Intraceuticals to provide your customers with skincare products and treatments that deliver instant visible results.

1. REVIVE

2. REPLENISH

3. PROTECT



www.intraceuticals.com

Intraceuticals

43-45 Portman Square, London,
W1H 6HN, UK

Tel: +61 (3) 9822 2011 (international)

Email: info@intraceuticals.com

www.intraceuticals.com

intraceuticals
it's in the skin



*Anthony McMahon,
CEO and founder*

Background

Intraceuticals is an Australian company founded in 2002.

Main products and services

Intraceuticals introduces consumers to the ultimate skincare solution. The company has revolutionised the use of hyaluronic acid in skincare, enabling this amazing, water-loving molecule to be delivered to the skin via oxygen under pressure. The results are outstanding. The skin appears lifted and hydrated and facial contours look redefined.

This new, effective technology uses a three-step hyaluronic layering process which firstly revives, replenishes and then protects the skin. When combined with a results-driven spa treatment, clients see visible results just under an hour after a relaxing and soothing application. The skin appears younger and more radiant.

The three-step treatments redefine what it means to hydrate and nourish skin, when compared to more traditional moisturising products. During the treatment the low-weight hyaluronics revive skin hydration and deliver effective anti-aging ingredients; the medium-weight hyaluronics replenish moisture and ingredient levels all day long; while the high-weight hyaluronics protect and nourish the skin.

Intraceuticals offers five hyaluronic layering collections, to address concerns from fine lines, lack of brightness and glow, to problem-prone skin. The line also offers four booster+ enhancements to allow further customisation for each client's unique requirements.

Film and TV make-up artists use Intraceuticals before photo-shoots and filming. It offers results so flawless productions have benefitted financially due to reduced retouching work.

Additional services and products

The company offers a 360 degree brand partnership service which includes results-driven products and treatments, international educators, launch support, celebrity press events and a dynamic marketing story. It's a proven formula that generates a commercial return.

Each system also has the capability to deliver oxygen-enhanced aromatherapies which are perfect for business and holiday travelers.

Unique selling points

Intraceuticals marries luxury and technology in an innovative and effective way. The results offered by the products are so profound that Intraceuticals has become the leading skincare line on film sets around the world. It's not just Hollywood that's captivated, medical clinics look to Intraceuticals to enhance their retention rates post-procedure. The resort market

celebrates the beautiful – and guaranteed – results of the line; it also provides the spa market with a non-intrusive treatment that has visible results which also align with their calming and relaxing philosophy.

Where in the world

Intraceuticals has invested heavily in developing its own distribution network and now has company-owned hubs in major cities such as Hong Kong, London, Los Angeles, Melbourne, Auckland and Bangkok, to support it.

The company now supplies clients in 60 countries worldwide – there aren't many professional beauty companies that can meet the demands of an A-list clientele and hotel brands with five-star spas all over the world.

Top clients

Many top spas around the world choose the product to lead their skincare offerings. Five star resorts from the St Regis to the Ritz Carlton and Four Seasons have embraced Intraceuticals for its business-building opportunities and excellent retention rates.

Clients include The Peninsula, Hong Kong; Four Seasons Hotel Los Angeles at Beverly Hills, US; The Sense Spa at The Carlyle, New York, US; Waldorf Astoria Beijing Hotel, China; Damai Spa, Grand Hyatt, Singapore; Badrutt's Palace, St. Moritz, Switzerland.

WORLD-CLASS ARCHITECTS AND SPA CONSULTANTS PREFER INVIION® SPA EQUIPMENT

Its innovative SPA equipment design and SPA technology ensures the enthusiasm of your future guests



STEAM

© Aqua Dome



WATER

© Splash e Spa Tamaro



HEAT

© Foto Homberger, Waldhotel National



SPECIAL SPA EQUIPMENT

© Hotel Alpenrose



RELAXATION

© Seet Ken, Four Seasons Hotels



TREATMENT

© Kempinski Hotel Das Tiro

Inviion® by Schetterer Consult GmbH

Ried 19c, 6235 Reith im Alpbachtal, Austria

Tel: +43 5244 65150-0 **Fax:** +43 5244 65150-55

Email: office@inviion.com

Facebook: www.facebook.com/INViiON

LinkedIn: www.linkedin.com/company/inviion-gmbh

Xing: www.xing.com/companies/inviiongmbh

www.inviion.com



*Heinz Schletterer, CEO
and owner*

Background

Inviion® is a brand of Schetterer Consult GmbH and was founded by owner Heinz Schletterer 2002, and rebranded in 2010.

Main products and services

Inviion develops, manufactures and supplies innovative, health-oriented equipment to the highest technical standards for hotels, thermal, medical, resort and day spas as well as health and wellness facilities.

The company offers all the equipment and service needed to fit out a spa. Its portfolio includes treatment, relaxation and thermal spa experience solutions that guarantee multi-functionality and effectiveness and minimum energy and maintenance costs, by deploying smart energy systems and materials and the latest production techniques. Innovative designs and features ensure a sound economic investment and profitable spa operation for customers.

Additional services

Inviion offers tailor-made spa solutions. The product portfolio ranges from Kneipp experiences or experience showers to a multitude of thermal spa cabins; and from treatment and relaxation beds to unique equipment such as Holistic Cocooning, Four Senses Loungers, or Aquaveda and Hammam

tables. Recent innovations include a Viitality experience shower, a Healing Liquid Pool, My Spa Heaven cabin and the sensational new health-enhancing Mineral Cabin – another of Inviion's world firsts.

USPs

Inviion creates trend-setting equipment and solutions which guarantee operators' competitiveness and profitability and offer unique, sustainable, health-enhancing experiences.

The Inviion team has international competence in understanding guest expectations, planning and realisation, as well as extensive know-how in health and medical hospitality. Inviion sets the trends rather than following them and is always on the pulse. Its motto "creating the difference" encapsulates the company's aim of differentiating its products from conventional spa equipment. The aim is to be leading edge and create added value through outstanding functionality and design.

How many spas do you supply?

2,000 projects worldwide

Top clients

Four Seasons Hotel Guangzhou; Langham Hotel Chicago; W Hotel Verbier; Sheraton; Kempinski; Hilton; Mövenpick; Center Parcs UK; Aqua Dome Spa 3.000; Hotel Sacher,

Vienna; Anantara Dubai Palm Jumeirah Resort & Spa; Aspen_alpin lifestyle Hotel.

Where in the world?

Inviion operates globally from its headquarters in Austria. It has representatives or offices in Dubai, Egypt, Russia, Spain, Croatia, UK, France, Switzerland, Croatia, Hong Kong and Malaysia.

Plans for 2014?

Four Seasons Hotel Shenzhen; Langham Hotel Hong Kong; Center Parcs Woburn, UK; St Regis Hotel Chengdu; Kempinski and Rocco Forte Hotels in Jeddah; Waldorf Astoria Dubai; Abu Dhabi Country Club; Solis Hotel in Education City in Qatar, Burj Rafal Hotel Kempinski.

What the clients say

"Our cooperation with Inviion was very good, especially because of the company's sensitive understanding and extraordinary realisation of our demands. We're relishing our spa, which is a perfect combination of values that are important to me – tradition and the uniqueness of nature. Our guests have reacted with enthusiasm."

Walter Posch, Owner, Hotel Tirolerhof, Austria

"The team at Inviion has shown great creativity while taking our wishes into account. Together with Inviion we've created a hotel spa that stands out from the competition. The guests'



EDEN ROC SPA, ASCONA, CH



ESPA AT THE ISTANBUL EDITION, ISTANBUL, TR



ESPA AT THE ISTANBUL EDITION, ISTANBUL, TR

A KLAFS SPA SPEAKS FOR ITSELF. BE THE TALK OF THE TOWN.

As a manufacturer of high-grade sauna and spa solutions worldwide, we are well aware of how one becomes the talking point: through quality. We process first-class materials with care and commitment and fulfil even the most exceptional wish. Allow yourself to be inspired and order our new References Catalogue 360°. Now free of charge on our website www.klafs.com

KLAFS
MY SAUNA AND SPA

KLAFS GmbH & Co. KG

Erich-Klafs-Str. 1-3, Schwäbisch Hall, 74523, Germany

Tel: +49 (0)791 501 0

Fax: +49 (0)791 501 248

Email: info@klafs.com

www.klafs.com

KLAFS
MY SAUNA AND SPA



*Frank Strobel, 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, our 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, we also offer 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



Six Senses Spa at The Alpina Gstaad, Switzerland

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. 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. Together with renowned designers, the company not only develops innovative, but also beautifully formed products. This is proven by the numerous prestigious awards it's won, such as its gold iF Product Design Award, the European Spa Award and the Interior Innovation Award.

Top clients

The Tschuggen Grand; The Alpina Gstaad and The Dolder Grand Hotels in Switzerland; The Gleneagles Hotel in Scotland; Corinthia and Four Seasons Park Lane Hotels in London; Bulgari Hotel & Residences in London; Marriott 'The Edition' in Istanbul.

Where in the world?

With its headquarter in Germany, KLAFS has subsidiaries in Austria, Switzerland, Poland and 65 partners worldwide. KLAFS Asia Pacific Ltd takes care of projects in this area.

Who's who?

Frank Strobel, director international sales.



Lemi: the profitable choice

10%
made in italy

- Sofitel Dubai the Palm Resort & SPA ***** Dubai, UAE
- Almar Resort & Spa***** Jesolo (VE), Italy
- Spa Sisley Hotel Christopher St Barth***** St Barthélem, F.W.I
- Spa Premier Palace***** Bucharest, Romania
- Conrad Maldives Rangali Island***** Island Maldives
- Villa Del Palmar Beach Resort & Spa***** The Islands of Loreto BCS, Mexico
- The St. Regis Saadiyat Island Resort***** Abu Dhabi, UAE
- Hotel Bharat Continental**** New Delhi, India
- Radisson Blu Hotel**** Pashim Vihar New Delhi, India
- Kempinski Nile Hotel***** Cairo, Egypt
- Hotel Majestic Barrière***** Cannes, France
- Boscolo Hotel Exedra***** Nice, France
- Hotel Sportul**** Poiana, Romania
- Park Hyatt***** Milan, Italy
- Villa Honegg**** Ennetbürgen, Switzerland
- Amathus Resort***** Lymassol, Cyprus



Brusaferrri & C S.r.l.
via M. Maretti Soldi, 13 (ex S.P. n. 6) • 26011
Casalbuttano (CR) • Italy
Tel. +39 0374 363068/69 • www.lemi.it • info@lemigroup.it

Lemi[®]
MADE IN ITALY

Lemi by Brusaferrri

Via M Maretti Soldi, 13, Casalbuttano Ed Uniti (CR), 26011, Italy

Tel: +39 0374 363068/69

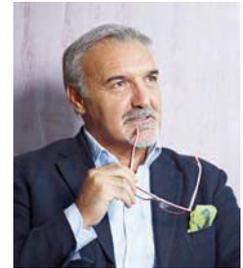
Fax: +39 0374 363071

Email: info@lemigroup.it

Facebook: LEMI By Brusaferrri

Youtube: lemigroup

www.lemi.it



Emilio Brusaferrri

Background

Lemi by Brusaferrri was founded in 1989 by Emilio Brusaferrri and his cousin Silvio Genelli, who still own the company. It has offices in Italy and Dubai.

Main products and services

The company specialises in the production of tables and equipment for the beauty, spa, medical and podiatric sector.

Lemi by Brusaferrri has transformed an often complex specifying process by involving spa designers early on to enable designs to be implemented more efficiently.

The company's beauty and spa line creates an exclusive experience which – through the choice of alternative materials – involves the senses and can be customised.

Additional products

Lemi offers both classic and wooden beds and high-performance wet and dry spa equipment.

USPs

The company's independence allows it to guarantee absolute flexibility, offering customised solutions for spas' business needs. Maximum product quality, total service efficiency and multi-year warranties come as standard.

Lemi has also achieved two important recognitions: the first is the registration of

the 'Lemi' brand in the National Register of Italian Manufacturers and the achievement of obtaining the 100 per cent Made in Italy certificate. This is the most prestigious certificate a manufacturer in Italy can obtain and not to be confused with the Made in Italy certificate which is awarded by customs to companies that manufacture 51 per cent of their products in Italy. What's more, Lemi's company procedures have obtained UNI EN ISO 9001 certification (2008 edition) from German organisation TÜV.

Top clients

Spa Sisley Hotel Christopher St Barth, St Barthélem; Sofitel Dubai The Palm Resort & Spa, Dubai, UAE; Abano Grand Hotel, L Abano Terme, Padova, Italy. Lemi will open a major spa at the Almar Jesolo 5 Stars Resort & Hotel.

Where in the world?

More than 60 countries in Europe, USA, the Middle East, Far East and Africa.

2014 trade shows

Cosmoprof Bologna, Beauty World Middle East Duabi, Hotel Show Dubai, Medical Dusseldorf.

Who's who?

Emilio Brusaferrri, general manager; Matteo Brusaferrri, key account manager; Mariagrazia Garoli, area manager.

What the clients say

"One of my main objectives is to provide my guests with unforgettable experiences and I'm extremely satisfied with the performance of Lemi's treatment tables.

Guests tell me about the incredible comfort and amazing sensations of the table – they say it's like being tucked into a cradle.

If all those who experience a treatment enjoy it to the point they decide to repeat the experience during their stay, then I believe the results speak for themselves."

Titti Cerini

Owner, Hotel Olivi, Sirmione (BS) Italy

"Lemi equipment allow therapists and practitioners to work in a way that's more convenient for both them and the customer.

The treatment tables are fantastic, and the customers – many of whom are regulars at the Hermitage – have not been shy about expressing their appreciation. Here, our guests can enjoy all the treatment possibilities offered by Lemi equipment, like the Aemotio Spa, which has set itself apart by changing the way we work. The customer is no longer required to get up or take a shower, and can remain lying down, thus rendering an extremely relaxing treatment even more pleasurable."

Indira Giordano, spa manager,

Hotel Hermitage, Breuil Cervinia, Italy



PERFORMANCE WITH STYLE

Elegantly modern, built with proven biomechanics, and loaded with premium options that enhance any facility. Each of the 21 pieces in the line offers colour, trim and shroud choices, ideal for creating a unique and striking look and feel.

The Insignia Series is a new standard in selectorised strength equipment.

LifeFitness.co.uk | 01353 666017

© 2014 Life Fitness, a division of Brunswick Corporation. All rights reserved. Life Fitness is a registered trademark of Brunswick Corporation. Insignia is a trademarks of Brunswick Corporation.

LifeFitness

WHAT WE **LIVE** FOR

Life Fitness UK Ltd

Queen Adelaide, Ely, CB7 4UB, UK

Tel: +44 (0)1353 666 017 **Fax:** +44 (0)1353 666 018

Email: life@lifefitness.com

Twitter: @LifeFitness

LinkedIn: Life Fitness

Facebook: [facebook.com/LifeFitnessUK](https://www.facebook.com/LifeFitnessUK)

Blog: www.lifefitness.co.uk/blog

www.lifefitness.co.uk



Jason Worthy,
UK Managing Director



Background

More than 40 years ago Life Fitness created the Lifecycle, the first piece of electronic fitness equipment. Life Fitness is a division of the Brunswick Corporation.

Main products and services

Life Fitness understands the needs of both independent hotels and internationally renowned chains. We help define fitness facility brand standards, differentiate your product from the competition, and increase customer satisfaction. With our equipment in your hands, every guest will want an extended stay.

Life Fitness cardio and strength equipment is the most respected and desired in the world, and when your guests see our Elevation Series cardio equipment, our Insignia Series selectorised machines, and our Lifecycle GX exercise bikes, fitness becomes more than just a diversion — it becomes an attraction.

Life Fitness has crafted a portfolio of equipment that uses the hospitality market to your advantage. Our representatives have determined which strength and cardio products are ideally suited for frequent travellers and on-the-go lifestyles. Even better, these products are some of our lowest-maintenance machines, which brings ease of operation to your staff. The end result: a fitness facility that best meets the needs of your guests, staff and bottom line.

Additional products

LFconnect is the leading cloud technology for operators looking to create the ultimate customised workout experience. For the hospitality industry – which deals with frequent travellers and repeat guests – digital management and record-keeping is ideal.

With LFconnect and the Life Fitness Discover Tablet consoles, you can monitor product usage statistics, create home screen logos, and even allow guests to track their own exercise data.

Life Fitness also provides the right layout for rooms of all sizes. We can put together a plan to convert a space to suit your requirements for a fitness area your guests will want to use. Give us the specifications of your facility, and we'll provide the ideal solution.

Unique selling points

At Life Fitness we favour a consultative approach where we collaborate with customers and partners to find solutions that cater for the growing needs of their business. This enables us to get closer and understand genuine needs.

By providing industry insight and freedom of choice through our unique product portfolio we're able to find bespoke solutions to meet customers' needs today, tomorrow and in the future. This applies whether we're working with one property or ensuring consistency in execution around the globe with multiple

properties, Life Fitness is there to add value to your offering. The end result: an asset to your hotel that improves your overall GSS as well as meeting the needs of your guests and staff.

Top clients

Raison d'Etire, Grand Hotel, Sweden; Hotel Adler Thermae, Italy. In the UK, Seaham Spa; Stanley House; Shire Hotels; Headland Hotel, Berkeley Hotel; IHG Intercontinental Hotels.

Where in the world?

120 countries around the world.

2014 trade shows

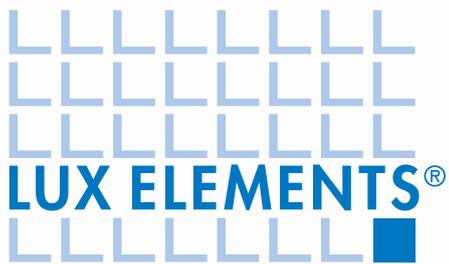
LIW; IHRSA; FIBO; SIBEC; Flame

Who's who?

Jason Worthy, UK Managing Director

What the clients say

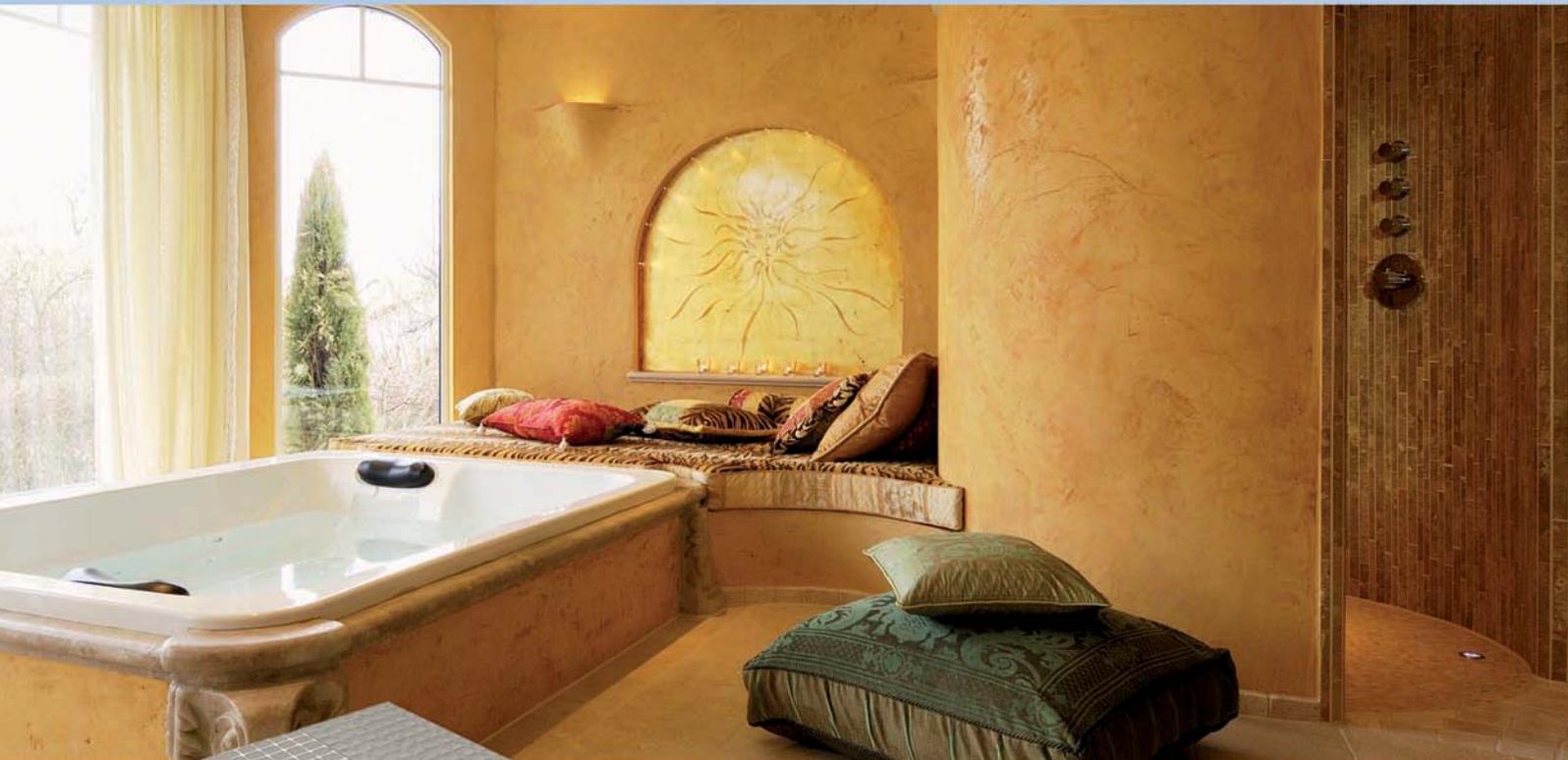
"The installation of a high-quality gym with unrivalled equipment adds another dimension to the health and wellbeing offering at Stanley House. Our guests are at the heart of everything we do and by working with Life Fitness we've been able to meet their requirements by offering the latest technical advances, while keeping in tune with our rural escape theme." *Philip Wharton, general manager, Stanley House Hotel and Spa*



www.luxelements.com

Individual concepts and prefabricated elements for spa and health resorts and leisure facilities. We produce solutions according to customer specifications or develop our own customer or project-specific solutions. Including wet areas. These can be individual or serial productions.

LUX ELEMENTS®-CONCEPT



LUX ELEMENTS GmbH & Co. KG

An der Schusterinsel 7 · D - 51379 Leverkusen-Opladen

Phone: + 49 (0) 21 71/72 12-0 · Fax: + 49 (0) 21 71/72 12 10

info@luxelements.de · www.luxelements.com

environmentally friendly · proven quality · pressure-stable and rigid · fire-retarding · design variety · waterproof · insulating · economical

Lux Elements GmbH & Co KG

An der Schusterinsel 7, Leverkusen, 51379, Germany

Tel: +49 2171 72 12 0

Fax: +49 21 71 72 12 40

Email: info@luxelements.de

www.luxelements.com



Left to right, Rolf Longrée, MD and Marco Lutz, Export Director

Background

The company was founded in Radebeul, Saxony, Germany, in 1945 by Herbert Lux. His son Thomas Lux and Rolf Longrée have been MDs since 1975 and 1996 respectively.

Main services and products

Lux Elements has had over 30 years of experience in the production of polystyrene hard foam. In addition, it is a specialist in processing products for the sanitary and wellness markets.

The company, whose expertise includes wall cladding, floor structures, bathroom upgrading and wellness facilities, produces individual concepts as well as prefabricated elements for health resorts and leisure facilities.

Lux Elements produces solutions according to customer specifications, including wet areas. These can be individual or serial productions.

Additional services and products

In addition to customised and individual concepts, on offer are standard products made of hard foam support material, including flush-with-the-floor shower bases with draining systems, rounded shower facilities such as round and curved showers, tileable washstands, bath surrounds, prefabricated steam room constructions, and decorative elements such as columns, concave trims and fountains.



Custom and standard steamrooms are available

USPs

Especially advantageous to clients is that Lux Elements offers production from a single source, which guarantees the creation of consistently high-quality materials. All processing steps - from the production of the hard foam to the release of the finished product that is ready for tiling - take place at the factory of Lux Elements.

The opportunity to offer a one-location process enables a higher degree of flexibility: as well as the ability to produce customised solutions and special designs, Lux Elements is able to respond to the needs of the market and the emergence of new trends with speed and efficiency.

Where in the world do you distribute?

Lux Elements distributes its products all over Europe, Asia, North America, Russia and Ukraine.

What trade shows will you be exhibiting at in 2014?

Batibouw, Brussels, B AQUASALON, Moskow, RUS MosBuild, Moskow, RUS Untec, Biarritz, F HTSF Forum, Waiblingen, D Interbad Stuttgart, Stuttgart, D IDA/BAD, Göteborg, SE

Plans for 2014

Lux Elements aims to drive deeper into the North American market to expand its influence and client base and grow sales of its products as wetroom solutions.

As a result, the company has adapted the technical details of some of its products to fulfil North American requirements - for example, drainage for its shower bases.

Furthermore, there will be an important modification to its CONCEPT product range regarding the panel connection. Developing the panel connection, which will enable the implementation of new technology, will facilitate a better fit when joining elements with a self-leveling tongue-and-groove connection.

And as in the previous year, spa projects in the Middle East and Russia will be completed and the company will push more into Asia.



MATRIX

It's a matter of mind over body
www.matrixfitness.co.uk



Matrix Fitness

Johnson House, Bellringer Road, Trentham Lakes
South, Stoke-on-Trent, Staffordshire ST4 8GZ UK

Tel: +44(0)800 389 6078 **Fax:** +44 (0)1782 644365

Email: info@matrixfitness.co.uk

Twitter: @MatrixFitnessUK

Facebook: www.facebook.com/MatrixFitnessUK

www.matrixfitness.co.uk



Jon Johnston

MATRIX

Background

Matrix Fitness is a subsidiary of Johnson Health Tech, a company traded on the Taiwan Stock Exchange which was founded in 1975, and is one of the world's fastest growing commercial fitness brands.

Main products and services

Matrix Fitness offers a complete range of premium, commercial cardiovascular fitness and strength-training equipment.

Our CV equipment combines technology and entertainment to provide engaging, challenging workouts. The premium 7xi series CV equipment features a high-definition touchscreen display, a myriad of entertainment options, plus Internet and social media access.

Intuitively designed, the 7xi console offers a more refined, exercise-friendly experience for your customers, with little to no typing required and simplified navigation – a necessity for people engaged in physical activity.

Matrix mPower Integrated Technology provides an enhanced experience for spa visitors with a focus on three key elements – motivate, mentor and maintain.

■ **Motivate:** Virtual Active workouts include video and ambient sounds from exotic destinations, plus incline and/or resistance changes for an immersive experience. Matrix also offers a rich entertainment package, including live

TV, thousands of on-demand videos, and personalised workout applications.

■ **Mentor:** Myride® products recreate the cycling instructor experience, while the virtual coaching option offers users tips to help them reach their fitness goals when training individually.

■ **Maintain:** Our Asset Management system gets equipment online and logs usage so maintenance can be scheduled, and equipment usage optimised to improve uptime.

We also offer a full strength range – Ultra, Aura, and Magnum products are all of commercial standard – created to address the full spectrum of end-user needs'.

Additional products

Matrix provides a comprehensive range of business solutions and services to help your operation succeed; including facility layout, design and build, finance solutions, service and maintenance, training, and marketing support.

USPs

The Matrix culture spurs innovation and values creative problem solving. As a result the company has set the standards for which others strive, and its drive for excellence ensures it meets customers' needs like no-one else.

Top clients

Four Seasons, Marriott, Accor, Carlson, IHG.

Where in the world?

Twenty five wholly-owned subsidiaries, a distributor and service network in 60 countries.

2014 trade shows

ISPA, Hotelex 2014, Hotec 2014, LIW 2014, plus ten Marriott conferences.

Plans for 2014?

The company will be continuing to develop its presence in the Middle East, India, and China, following the growth of the market for luxury brands in these regions.

Who's who?

Daniel Clayton, vice president global development; Jon Johnston, UK managing director; Jo Rich, director of commercial key accounts; James Blower, strategic account manager; Andy Loughray, UK national sales manager.

What the clients say

"We've worked with Matrix for over eight years. They've always offered fantastic equipment at a competitive price. We're so pleased we've asked them to supply the gym in our new retreat.

Fitting a 4,000 sq ft. gym is no mean feat and we needed people who could supply the best technology and whom we knew could be trusted."

*Jason Hall, managing director,
Reynolds Group*



OUR CLIENTS HELP PEOPLE COME INTO FOCUS

COURTNEY KIMBALL | WANDERLUST SALON | MINDBODY CLIENT



Stylists do so much more than cut hair. They help people see themselves in a whole new way. And with MINDBODY's salon management software, they have more time for beautiful moments behind the chair. Life, lived generously. That's MINDBODY **BOLD**.

TOUR THE SOFTWARE AT | [MINDBODYSALON.COM](https://mindbodysalon.com) | 1.877.755.4279

Mindbody

2-7 Clerkenwell Green, London, UK EC1R 0DE

Tel: +44 0203 397 4810

Email: sales@mindbodyonline.com

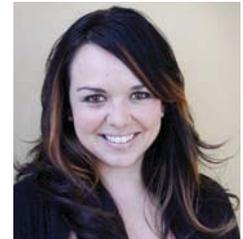
Twitter: @mindbodyonline

LinkedIn: mindbody-online

Facebook: www.facebook.com/mindbodyuk

Blog: blog.mindbodyonline.com

https://uk.mindbodyonline.com



*Stephanie Jennings,
director of sales*

Background

MINDBODY is the largest and fastest growing provider of web and mobile business management solutions for the wellness and beauty industries. Its web-based platform streamlines all business needs and allows business owners and staff to manage from anywhere at any time.

Main services

MINDBODY's core product is all-in-one business management software that allows spa owners and managers to operate all aspects of their spa under one roof, all online – including scheduling and eCommerce capabilities, staff and customer management, retail point of sale, and extensive metric reporting and analytics.

Additional services

Additional products and services which fully integrate with MINDBODY's software include point-of-sale hardware; gift cards; credit card processing; automated marketing features; social media integrations; and mobile and social apps, such as the Facebook Appointment Booker app.

USPs

All-in-one business management software; online appointment booking; automated marketing; credit card processing; gift card programmes, including full integration with



MindBody software runs on a range of platforms

SpaFinder Wellness gift cards; staff management; automated administrative tasks; retail management; free setup and training; unlimited, free technical support; free software upgrades; business education resources; and free listings on searchable mobile apps.

How many spas do you supply?

Over 35,000 locations spanning 100 countries use MINDBODY and thousands of locations are adopting the software each month. It is the fastest growing SaaS provider in the industry.

Top clients

Completely Bare, New York, NY and Atlanta, GA; Spavia, Denver, CO, US; Elements Therapeutic Massage, various US locations; Exhale Spa, various US locations; Champneys, UK; Park House Hotel, UK; Soholic, London, UK.

Where in the world?

Everywhere.

2014 trade shows

Global Beauty Exchange, CA; Pro Beauty, London; America's Beauty Show, Chicago; International Beauty Show, NY; Esthetique Spa International Toronto; Premiere Orlando, FL; International Esthetics, Cosmetics, and Spa Conference, Las Vegas, FL; Sydney International Spa and Beauty Expo; Face & Body, CA; Salon International, London; ISPA, FL; International Salon and Spa Expo.

Who's who?

Rick Stollmeyer, CEO and co-founder; Bob Murphy, CSMO and co-founder; Stephanie Jennings, director of sales.

What the clients say

"I love MINDBODY because it's a dynamic platform that's constantly evolving."

Stephanie Gerk, owner, Therapiea Massage, San Francisco, California

"I love MINDBODY! I learned to use the software in less than 30 days. My therapists are happy with it as well."

Alvina Ryan, owner, Relax Massages and SPA, Pointe-Claire, Canada

OAKWORKS® Spa & OAKWORKS® MEDICAL

For any type of facility, Oakworks has a solution.

Oakworks offers integrated product solutions that feature a high level of comfort and functionality for any blend of Spa and Medical services. Call us to discuss your custom design needs ranging from simple aesthetic touches on spa tables to complex medical tables designed to work with the latest technologies in imaging and surgery.

Let us help you
find *your* solution today!



Clodagh
Gemini



300 Series
Procedure Chair



visit www.oakworks.com view our full line of spa and medical tables & chairs

Contact us: info@oakworks.com | 001 717.235.6807 | www.oakworks.com

Oakworks Inc

923 East Wellspring Road, New Freedom, PA 17349, USA

Tel: +1 717 235 6807 **Fax:** +1 717 235 6798

Email: customerservice@oakworks.com

Skype: Oakworks

Twitter: @oakworks

LinkedIn: www.linkedin.com/in/oakworks

Facebook: www.facebook.com/Oakworks

www.oakworks.com



*Jeff Riach,
founder and owner*



Background

Oakworks was co-founded in 1977 by Jeff and Linda Riach who today remain owners of the Pennsylvania, US-based manufacturer.

Main services and products

The company has a broad line of spa and medical products including an extensive line of accessories: stools, trolleys, bolsters and specialised positioning devices. In addition, it offers customised solutions ranging from simple aesthetic touches on spa tables to complex medical tables that are designed to work with the latest technological developments.

USPs

Oakworks is a market leader in both spa and medical equipment and is recognised for the comfort and quality of its products. It has the unique ability to meet the needs of spas that incorporate medical services and understands the functional requirements of the medical community, so it can offer solutions that deliver the best possible patient experiences. Oakworks has the capability to create integrated product solutions for any blend of spa and medical services, with products that offer a high level of comfort and functionality.

How many spas do you supply and where in the world do you distribute?

Oakworks' products can be found in thousands of spas across the world. It has a global network of distributors and works direct with large customers worldwide.

Top clients

Canyon Ranch; Shangri-La; Hilton; Nitesh Residency Hotels; Four Seasons; Peninsula; St Regis; Revive Spa, Marriott; Disney; Westin; Omni; Starwood; Ritz Carlton; Bliss; Hyatt; Intercontinental; Armani; Sheraton; Le Méridien; Banyan Tree; Sofitel; ESPA; Borgata; Waldorf Astoria; Aveda; Belmond; Venetian.

What trade shows will you be exhibiting at in 2014?

ISPA Conference; ACE Summit Reverse Expo; American Academy of Dermatology International Spa Expo; SPA Meeting Asia.

Plans for 2014/2015

Oakworks will continue to develop its international network in the spa and medical markets, adding dealers in additional countries and strengthening its international service network. Comfort and aesthetics will be the



Oakworks continues to grow its Procedure Chair line

focus of work in the spa line with the addition of a patent pending solution to issues women face when laying prone and new base designs with a more modern look.

Additionally, Oakworks will continue to expand its medical and medi-spa lines, with its Procedure Chair line growing to support more services in the wellness industry.

Who's who?

Jeff Riach, CEO; Rich Shuman, COO; Rich Elsen, senior VP of sales; Joe D'Antonio, director of business development.

What the clients say

"We've recommended Oakworks exclusively for nine years. We know their tables are the best and have placed them everywhere from grand hotel spas to high-end medical spas. Spas report that they exceed expectations and clients comment on their exceptional comfort." *Stephanie Foy, owner, Spa Resources*

"Oakworks beds stand the test of time, are versatile, durable and comfortable. I recommend them to anyone buying a massage table." *Laura Walker, Owner, Spa Solutions*

Spa software specially designed to optimise the guest experience in hotel spas

SpaConnect software has been built by spa experts who understand your needs. It marries spa functionality with front office systems to optimise the guests experience in the finest hotels.

Our easy-to-deploy, robust spa software is scalable, from a simple, single-site operation to a large-scale business, with possibly the best features available from any spa software in the world.

We make your success our responsibility.

Installed or cloud-based - enjoy the best of both worlds

visit us at

www.paradigm-shift.net



Paradigm Shift Japan KK

Level 6, Nakashiro Building, 2-18-9 Shinkawa, Chuo-ku, Tokyo 104-0033 Japan

Email: info@paradigm-shift.co

Skype: pmandha

Twitter: @PSJKKGroup

LinkedIn: www.linkedin.com/company/paradigm-shift-it-consulting

Facebook: www.facebook.com/paradigmshiftgroup

www.paradigm-shift.net



*Prashant Nandha,
senior director*

Background

Paradigm Shift Japan was founded in 2005 which subsequently became the Paradigm Shift Group. The company is privately owned.

Main products and services

The company supplies complete spa & leisure management software for businesses of all sizes, from small and medium-sized operations right up to enterprise spa management solutions for large operations which are spread across wide geographical regions.

Spa and leisure products are designed specifically for hotel integrated operations, whether chain or individual.

The system's features include spa business analytics and business intelligence, web portals and web reservations, SMS and social media functionality to enable engagement with customers and members.

Profit enhancement solutions available with the Paradigm Shift system include marketing and customer engagement solutions.

Additional products

The system also has leisure management functionality to support the running of things such as activities, golf, and associated memberships. In addition, it offers customer recognition and relationship management; point of sales for retail, with full inventory management and

procurement; point of sales for restaurant and food outlets at membership club and golf courses, SMS and social media engagement with customers and members.

Unique selling points

Paradigm Shift is the easiest to use solution with the greatest functionality when compared to other top tier peers in the market. The company offers sophisticated, highest quality, enterprise software made by people who have experience in the business.

The system supports both online and offline models; it's reliable and robust and has business continuity in the event of local machine failure or internet disconnection.

How many spas do you supply?

Paradigm Shift supplies over 100 high-end spas supporting complex requirements.

Top clients

Taivex Malo at the Venetian, Macau; Remede Spa, St Regis, Bali; Away Spa at W Taipei; Heavenly Spa by Westin, Tokyo; Mizuki Spa at Conrad, Tokyo; Joule Spa at Hyatt, Tokyo; The Spa at Star City Casino, Sydney; All Spas at Crown Casinos Worldwide; Mori Hills Spa Group, Japan; Cheval Blanc, Maldives; RACV One Spa, Australia-wide; Per Aquum Lime, Maldives and Dubai.

Where in the world?

Japan, North Asia, South Asia, Oceania (Greater Asia Pacific); and as of September 2015, we will expand to North America, the Middle East and Europe.

Plans for 2014

Paradigm Shift recently noted that two thirds of prospects' users they talked with in the Asia Pacific region were unhappy with hosted solutions. The company also noticed that most of its peers and competition based out of North America have SaaS solutions that are not working for customers.

As a result, the company has launched a service which will provide true business continuity and solutions based on the SaaS pricing model, but which provide total peace of mind for users through offering the best of both worlds, i.e. high performance and business continuity in case of internet malfunction.

In addition, in 2014-2015, the company is setting up new offices in Atlanta, Georgia and the UAE. New contracts this year include locations in Bali, Guam, Jakarta, Manila, Singapore, Japan, and Fiji.

Who's who?

Prashant Nandha, senior director; Michael Once, sales and marketing manager; Pauline Quay, group administration manager.



concept | design | engineering | production | construction | project management | consulting

UNIQUE and INNOVATIVE **SPA WELLNESS SOLUTIONS**



ISTANBUL HEAD OFFICE T: +90 216 368 48 40 E: info@promet.com.tr www.promet.com.tr

Promet Spa Wellness

Cemil Topuzlu Cad.Tibas Vakfi Dalyan Konut Sit.E Blok
No:17,Fenerbahçe-Kadikoy, Istanbul, Turkey 34726

Tel: +90 216 368 48 40

Fax: +90 216 368 41 71

E-mail: info@promet.com.tr, promet@promet.com.tr

www.promet.com.tr



Mehmet Kabas, chairman

Background

Promet Spa-Wellness was established in 1993 in Istanbul.

Main products and services

Promet is the market leader in Turkey for the design and implementation of Turkish hamam, pools, saunas and spa and wellness systems for international hotel chains, major day spas and fitness centres.

Promet offers a comprehensive package of services for spa projects, starting with consultancy, architecture and concept design/implementation and progressing to turnkey construction and after sales service. It also develops engineering solutions.

With its expertise and experience in high quality installations, Promet brings a fresh, innovative approach to the planning and realisation of hot/wet and hydro thermal areas. The company also supplies custom made products for private customers.

Additional products

With its team of experienced architects, interior and industrial designers, technicians and project managers, Promet is deeply committed to improving its clients' businesses with innovative, sustainable solutions.

The company specialises in identifying spa design trends and directions and then uses

these ideas to design, engineer, manufacture and construct whole spa and wellness areas. These can include Turkish baths, steamrooms; saunas, cold rooms, pools, shower systems, wellness and therapy rooms and fitness areas.

In addition, Promet supplies a high-end range of spa equipment, as well as custom-made fixtures which are developed at its facilities.

The company feels a responsibility for Turkey's cultural heritage and works to preserve the sense of culture and space by integrating hamam with new innovations to influence design standards at a global level.

With vast experience and knowledge gained from completing hundreds of prestigious projects, Promet is able to complete every aspect of a project, down to the smallest detail and create a harmony between aesthetics and functionality and flexibility and sustainability.

How many spas do you supply?

Around 50 spa and wellness projects per year.

Key clients

Jumeirah Baku, Fairmont Baku by ESPA, D Hotel Maris by ESPA, Palmalife Bodrum by ESPA, Hilton Baku, Amritta Spa of Swissotel Izmir, Sheraton Adana, Sheraton Istanbul, Four Seasons Istanbul, Four Seasons Bosphorus, Kempinski Barbaros Bay Bodrum, Les Ottomans Caudalie Vinotherapie Spa Istanbul,

Marriott Istanbul, Marriott Asia, Radisson Blue Tuzla, Movenpick Istanbul, Wyndham Istanbul Kalamis Marina, Wyndham Istanbul Petek, Ramada Plaza Istanbul and high-end hotel chains in Turkey.

Where in the world?

Mainly Turkey and neighbouring countries such as Turkmenistan, Azerbaijan and Russia.

Plans for 2014

Promet is working on the construction of the Mandarin Oriental Hotel in Bodrum and the Raffles Hotel in Istanbul, as well as working on few facilities for a number of high end hotel chains such as Maxx Royal Kemer, The Sense, Vinero, Carya Golf Club, Rixos Eskişehir, Caresse Bodrum, Mivara Bodrum and many day spas and fitness clubs.

Promet aims to be the preferred supplier to high-end and international hotel chains in its territory. Moreover, it intends to continue to highlight the importance of Turkish hamams to the global spa and wellness industry.

2014 trade shows

Local pool and sauna exhibitions in Turkey.

Who's who?

Mehmet Kabas, chairman and owner; Ayşegül Sungur, general manager.

Personalization is the new Expectation.



Wholeistic Software for Holistic Experiences



Your relationship with your guest is built around many small interactions that when added together create trust in your brand. To truly service a guest “one to one”, you ideally need to have one, rich customer profile across all of your departments and touch-points. Today’s guest may prefer to engage in different ways--either face-to-face or by phone, web, email, mobile or even via facebook. It starts with a guest-centric foundation and it must always end with a delighted guest.

Request your free whitepaper at: www.resortsuite.com/personalization

ResortSuite 
Know your Guest.

PMS | SPA | F&B | CATERING | CLUB | GOLF | SKI | RETAIL | CONCIERGE | WEB | MOBILE
Integrated Hospitality Management Software www.resortsuite.com

ResortSuite

171 East Liberty Street, Suite 207,
Toronto, ON M6K 3P6, Canada

Tel: +1 416 259 0715 **Fax:** +1 416 352 5511

Email: info@resortsuite.com

Twitter: @resortsuite

Facebook: facebook.com/resortsuite

LinkedIn: www.linkedin.com/company/resortsuite

www.resortsuite.com



Frank Pitsikalis, CEO

Background

Founded in 2000, ResortSuite is owned by Frank Pitsikalis, its founder and CEO. The company maintains a key employee stock option pool.

Main services and products

- ResortSuite SPA: software to manage and operate the most complex spa operations.
- ResortSuite PMS: software to manage room reservations.
- ResortSuite F&B: software to manage dining areas and venues.
- ResortSuite WEB: online booking engine allowing 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.

Additional services and products

ResortSuite MOBILE is a branded mobile app that enables guests to book spa services and classes, activities, room reservations and golf tee times, and it also features a new ski lift ticket functionality.

ResortSuite SOCIAL is a Facebook app, enabling guests to book spa services, classes, activities, golf tee times and ski lift tickets from a property's Facebook Fan Page.

And ResortSuite DASHBOARD monitors KPIs across all operations to ensure it is possible to make better business decisions.

USPs

Best of breed spa software that is fully integrated with a full suite of modules to completely run an entire resort, hotel, club or spa operation.

The SPA module features:

- Easy and intuitive bookings
- Drag-and-drop spa appointment schedule/calendar
- Easy and fast group-booking feature
- Recipe-level inventory management
- Layered employee compensation/commission structures
- E-marketing and email automation
- Real-time yield/revenue management capabilities

Where in the world do you distribute?

The US, Canada, Mexico, the UK, Europe and the Middle East.

Top clients

OMNI La Costa; OMNI Barton Creek; OMNI Grove Park; Hershey Resorts; Palms Casino and Glen Ivy Spa, US; Champneys, UK; Rancho la Puerta, Mexico; Jumeirah, worldwide; Spa Eastman, Ste Annes and AVEDA, Canada.

What trade shows will you be exhibiting at in 2014?

ISPA; HITEC; CMAA; SPATEC; HTNG; BITAC; and The Global Spa and Wellness Summit.

Plans for 2014

ResortSuite will continue to launch apps within the ResortSuite OPS (operations) framework. ResortSuite OPS uses tablet-based devices to deliver cost-effective and highly specific functional use cases.

The Spa Check-In App will be launched at HITEC to add to TabletSide POS and Hotel Check-In apps.

What major spa projects will you be working on in 2014?

The Breakers Palm Beach, additional OMNI Hotels & Resorts properties and a number of 5-star resorts in the U.S.

What the clients say

"Glen Ivy welcomes over 200,000 Guests and provides 100,000 Spa Services annually along with multiple other offerings in various outlets across property. After 153 years of operations, ResortSuite has been instrumental in helping Glen Ivy bridge to our next 153 years of serving our guests."

*Jim Root, CEO/President,
Glen Ivy Hot Springs*

dreamSoft®

NEW EXCLUSIVE
RANGE

UNRIVALLED
SUPER-SOFT
SILK TOUCH



Carita, Clarins, Cinq Mondes, Decléor, Filorga, Gharieni, Guerlain, Ioma, Iyashi Dôme, Lancôme, La Roche Posay, L'Occitane, LPG Systems, My Blend by Clarins, Niance Switzerland, Nohèm, Skinceuticals, Terraké, Thalgo, Thémaé...
... and many other brands trust us!



RKF®
LUXURY LINEN

the Art of fine linen - *l'Art du linge raffiné*

www.rkf.fr

RKF luxury linen

Techn'Hom 1, 6, rue de l'Etang, Belfort 90 000 FRANCE

Tel: +33 (0)3 84 90 08 56

Fax: +33 (0)3 84 90 08 29

Email: rkf@rkf.fr

Facebook: www.facebook.com/RKFluxurylinen

www.rkf.fr



Riadh Bouaziz, CEO

Main products and services

The company specialises in the design and manufacture of linen which is fine enough to satisfy the guests of luxury hotels and spas.

It also caters for restaurants and golf courses, as well as for the exclusive and closed world of yachting and private jets. RKF Luxury Linen ranks among the market leaders.

About the company

RKF was launched 15 years ago. It's built on the foundations of a century-old company and today RKF Group has five offices and two factories, with a head office in Belfort in eastern France. Its two production units are located in the Vosges region of France – an area with strong traditions in the textile trades.

To guarantee the production of the highest quality products, RKF has a full R&D department, design division and analysis laboratory.

Additional products

RKF offers personalised advice and individual on-site support for all projects. By listening carefully to the needs of clients, using the highest quality materials and working rigorously and without compromise, the company is successful at fulfilling the most demanding requests from clients and pushing the boundaries of technical limitations to design exceptional, custom-made products.

How many spas do you supply?

RKF luxury linen supply thousands of hotel spas and day spas around the world.

Top clients

RKF is partner to some of the greatest spa brands. Recent contracts include Day Spa Guerlain Champs Elysees in Paris and the newly opened Spa My Blend by Clarins at Velaa Private Island in the Maldives.

Other clients include Biologique Recherche, Carita, Cinq Mondes, Clarins, Decleor, Filorga, Ioma, Lancome, La Roche Posay, L'Occitane, LPG Systems, Niance Switzerland, Nohèm, Skincenticals, Terraké, Thalgo and Thémaé.

In addition, RKF has just launched its complete line in Sofitel's SoSpas, as well as in Marriott, JW Marriott and Ritz Carlton hotels for EMEA and Russia.

Other projects include the MGallery Molitor Club&Spa in Paris for bath and spa linen, or the eagerly awaited Palace The Peninsula Paris – for which RKF is the exclusive designer and supplier of all bedroom, bath and spa linen.

Where in the world?

RKF supplies spas worldwide.

Plans for 2014

In 2014, RKF will open a subsidiary company in Dubai in the Middle East – an area which

is experiencing extraordinary levels of hotel development and attracting a significant proportion of global investment.

Innovation is one of the engines that powers the company and RKF has recently launched its latest hi-tech product – Dreamsoft® – a fabric which is comfortable, light and strong, making it the ultimate material. It can be made into a wide range of products.

Ultimately, RKF's objectives remain the same for the coming year: namely continuing to develop partnerships with the biggest spas and hotel brands. That is why the company strives to grow its level of service – to reinforce its leading position in the luxury niche market.

2014 trade shows

Beyond Beauty; Spatec Europe and Middle East; Hotec Europe and Middle East; Mit, Tunisia; Mondial Spa, Paris; Professional Beauty, London; GSWS, Morocco; HOTSPA, Paris; Spa meeting Europe and Middle East; Colloque du Spa, Monaco; EquipHotel, Paris.

Who's who?

Riadh Bouaziz is CEO and founder of the group and works in partnership with his two brothers, who manage other sectors of the group.

Fadhel Bouaziz is export director; Leïla Enjari is sales director; Rudolph Sandretti is marketing and communication director.

definiti[®] - new dimensions in relaxation



Relaxation Dome, a LivingGlobe Project



Sky-Skan, Inc
Nashua • Munich • Melbourne

Sky-Skan Europe GmbH

Einsteinstrasse 28, 81675 Munich, Germany

Tel: +49 89 6428 9231

Fax: +49 89 6428 9232

Email: sse@skyskan.com

www.skyskan.com



Background

Since 1967 Sky-Skan has been the leading provider of multi-media products, services and turnkey installations to the planetarium industry. For over 15 years this has included projection systems designed to cover full or partial spherical surfaces with seamless video in stunningly high resolution.

This technical capability has enabled Sky-Skan to expand into other areas like spa and wellness, special venue theatres, Expos, product launches and research visualisation.

Digital image generators allow rapid configuration to any one of countless themes.

Recently Sky-Skan technology has been specified for a number of new spa and wellness applications and several new projects are including Sky-Skan in their designs.

Additional services

The Sky-Skan Definiti® line of projection systems covers everything from the smallest to largest spaces, using configurations based on single projectors with fisheye optics or multi-projector layouts using sophisticated masking and edge-blending technology.

Definiti®Surround is the company's 360° sound environment, and CoveEX lighting brings sophisticated RGB lighting effects with 32-bit control, so fades and transitions are smooth and invisible at very slow speeds.



The dome-themed Therme Bad Aibling in Germany has a relaxation dome which uses Sky-Skan technology

USPs

Sky-Skan is unique in its 45-year history of dealing with almost any type of situation and request and has won numerous awards for its technology and installations. The company is also unique in that it offers full support in-house from concept phase to post-sale support, including content creation and distribution.

With the immersive nature of Sky-Skan's installations there's been a growing number of requests from leading film festivals around the world, which are looking to take the cinema experience to the next level.

Main services

Our in-house design department includes an architect for liaison with project planners, and an engineering department which handles special requests for function or adaptation.

Sky-Skan works all over the world, sometimes with local partners – as happens in China. Everything which is delivered to our customers is fully supported by the in-house team.

New products

- The Definiti®8K projection system: delivers 30 million pixels to a hemispheric screen.
- Definiti®Surround: a 360° sound environment based on wave-field synthesis from IOSONO.
- CoveEX: modular cove lighting with unique high-resolution control, designed to eliminate visible stepping or other artifacts in operation.

Top clients

Many of the world's leading science centres and Expos. Sky-Skan was part of the gold-medal team at EXPO 2012 (German Pavilion) and EXPO2010 (Saudi Arabia pavilion).

The dome-themed Therme Bad Aibling in Southern Bavaria has a special relaxation dome based on Sky-Skan technology.

Where in the world?

Sky-Skan serves clients worldwide from offices near Boston, USA; Munich, Germany; and Melbourne, Australia. It has partners in China, India, Korea, South America and Japan.

DESIGN. HYGIENE. VITALITY.



HEALING CLAY SPA

Ceremony for Body and Soul



Sommerhuber GmbH

Resthofstr. 69, 4400 Steyr, Austria

Tel: +43 7252 893 0

Fax: +43 7252 893 210

Email: keramik@sommerhuber.com

www.sommerhuber.com



*Christian Sommerhuber,
owner*

Background

Owned by the Sommerhuber family, Sommerhuber Ceramic Manufactory combines the advantages of traditional tile manufacturing with modern living.

Following research and intensive technological developments, the company established a range of ceramics for spas in 2004.

Main services

Sommerhuber specialises in the production of heat storage 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 storage ceramic stands out from other ceramic materials because it transmits health-promoting, long-wave infrared ceramic radiant heat to the body.

Ceramic radiant heat acts in a comforting way on the vegetative nervous system, promotes blood circulation, relieves muscular tension and thus positively influences relaxation and vitality. Large area ceramics provide maximum hygiene as there are only a few joints, and the ergonomic surface perfectly follows the contours of the human body. The velvety-soft surface is pleasant to touch and



Sommerhuber's heated loungers in their most beautiful form

thereby further promotes relaxation.

Sommerhuber's home spa suite concept is unique within the spa market, offering a multifunctional room for use as a steamroom or tepidarium, for aromatherapy sessions or simply as a shower room. Each project is customised to the individual needs of the customer and the area they have available. TA minimum of 3sq m space is required.

New products

The Healing Clay Spa combines Sommerhuber's unique heated, infra-red ceramics with therapeutic mud treatments to create a treatment that rejuvenates the entire body.

Top clients

The Venetian, Las Vegas, US; Blythswood Square, Glasgow, UK; Lucknam Park Hotel & Spa, Bath, UK; David Lloyd, Southampton, UK; Holmes Place, Berlin, Germany; Lion Rise Club House, Hong Kong; Flame Towers, Baku, Azerbaijan; and Royal Caribbean's *Oasis of the Seas* and *Allure of the Seas*.

Where in the world?

Europe, USA, UAE and Asia.

Who's who?

Christian Sommerhuber, owner.

Sothys, l'essence
du maquillage.



 **SOTHYS**
PARIS

Exclusively in
beauty institutes & spas.

www.sothys.com

Sothys UK

Hillhurst House, Hillhurst Farm, Saltwood,
Hythe, Kent, CT214HU UK

Tel: +44 1303 262 666 **Fax:** +44 1303 267 503

Email: sothys@sothys-uk.co.uk

Twitter: @SothysUK

Facebook: www.facebook.com/SothysUK

www.sothys-uk.co.uk



Graham Clarke

Background

Sothys, founded in 1946, is owned by the Mas family. Brothers Christian and Frédéric oversee the company internationally.

Main products and services

As the world's leading skincare solution specialists, Sothys aims to provide answers 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 and Sothys has become the market leader and industry innovator in producing synergistic beauty treatments, techniques and of course world class high performance homecare products.

Additional products

Sothys produces formulations that have stood the test of time, employing stringent pharmaceutical production teamed with sensorial pleasures. Sothys exclusive global method, Digi-Esthétique® is an original technique specially developed to heighten the effectiveness of the treatments and the assimilation of active ingredients. By combining Eastern and Western acupressure methods and massage procedures, Sothys is able to achieve absolute effectiveness and wellbeing for the customer.



L'essence du Maquillage – exclusively available in salons and spas

USPs

The brand complies with the most stringent 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 product quality.

How many spas do you supply?

Sothys supplies over 15,000 spa and beauty locations worldwide.

Top clients

Sothys maintains a presence in some of the world's most outstanding salons and spas. Most notably, The Milestone London, The Six Senses Paris and the Spa at Pinehurst USA.

Where in the world?

Sothys is distributed worldwide and is currently available in 115 countries.

Plans for 2014

Since May 2014 Sothys UK has offered a business support class. This two-day class will provide tools, programmes and resources for all spas and salons to ensure their success. The company launched a new prestige makeup line in April and will also launch a new skincare line in September.

2014 trade shows

Professional Beauty London

Who's who?

Graham Clarke, general manager UK.

YOUR SPA'S FUTURE SUCCESS IS NOW



Start Booking Appointments Online



Sell More Products



Automate Marketing to Guests



Increase Overall Revenue



1-866-966-9798
spabooker



SOFITEL
LUXURY HOTELS

Kempinski
HOTELLERS SINCE 1897

SpaBooker

22 Cortlandt Street, Floor 18, New York, NY 10007, USA

Tel: US +1 866 966 9798

UK +44 (0)20 7193 3780

Email: sales@booker.com

Twitter: @spabooker @getbooker

www.booker.com



*Tracey Solanas,
VP enterprise sales*

Background

SpaBooker is the leading web-based business management software for the spa and wellness industry. Over 7,000 clients choose SpaBooker to help run and grow their businesses, including independent spas, multi-location chains, and global hospitality brands such as Hard Rock Hotels & Resorts and Hotel Sofitel.

Main products

SpaBooker's cloud-based solution replaces outdated technologies, from manual methods to disconnected software, and unifies the essential components of running a spa with tools such as an appointment book, a robust customer database, integrated marketing tools, inventory management, point of sale, and reporting.

SpaBooker enables spas to increase revenue from their own websites with real-time online booking and eCommerce features. Businesses can also fill open appointments and attract new customers with social media integration, discounts, yield management tools, Facebook booking apps and gift certificate sales.

USPs

SpaBooker's web-based, mobile and tablet apps give spas back-office access on the go and allow spa customers to book their own appointments around the clock. SpaBooker

also automatically captures customer data with web-based forms, and it tracks every customer's history from past appointments to retail sales and gift certificate sales.

Global hospitality brands like Hotel Sofitel choose SpaBooker because of its commitment to innovation. With quarterly software releases, SpaBooker clients benefit from exciting new features and enhancements that support trends and align with business needs.

SpaBooker offers PMS integration so hotel spas can provide a seamless experience for guests. It also offers 300+ APIs — the most in the industry — so clients can custom-build appointment booking apps and integrate SpaBooker features with third-party systems.

SpaBooker is a leader in both enterprise and small business markets and delivers positive results in revenue, customer retention, spa capture rates and retail sales to spas of all sizes.

How many spas do you supply?

SpaBooker powers over 60,000 spa professionals across 7,000 spas in over 75 countries and is available in eight languages.

Top clients

Hotel Sofitel; Six Senses; Hard Rock Hotels & Resorts; Meliá Hotels; Six Senses; Kempinski; Banyan Tree; MSPA International; Waldorf Astoria; and Barcelo.

2014 trade shows

ISPA; IECSC; Global Spa & Wellness Summit; ISSE; ICES; Premiere; Spa China.

Who's who?

Tracey Solanas, VP enterprise sales; Paul Morris, Ana Rodriguez-Santos and Mahmood Qureshi – International Market Development.

What the clients say

"We selected SpaBooker because they're the most robust, forward-thinking and innovative. We now offer booking through our in-room concierge using their web-based system. With five releases a year, SpaBooker is constantly evolving, with a focus on revenue-driving marketing tools."

Jose Antonio Abud, Director of Tourism Services, Hard Rock Hotels & Resorts

"Superior customer relationship management is at the heart of our business. By providing an easy online booking experience, SpaBooker has become a key element to our success."

*Rachel Boddy, owner,
Boddy Language, Edinburgh, UK*

"SpaBooker really saved us. Now, 90 percent of our bookings are online and completely straightforward for our customers."

Johny Miric, co-founder, Energy Clinic at the Atlantic Kempinski, Hamburg, Germany



Your Next Customer is Looking for You

Join the Spafinder Wellness 365™ Network and reach millions of *successful, active, wellness-focused travelers*, ready to book their next wellness vacations.

Be found at
spafinder.com
spafinder.ca
spafinder.co.uk

"Best website for spa travel"
— Forbes

Spafinder Wellness, Inc.®

252 Park Avenue South, New York, NY 10010, USA

Tel: +1 212 924 6800 **Fax:** +1 212 924 7240

Email: sales@spafinder.com

Twitter: @spafinder

Facebook: Spafinder Wellness 365

Wellness Lifestyle Content: <http://blog.spafinder.com>

www.spafinder.com www.spafinder.ca www.spafinder.co.uk



Pete Ellis, chairman & CEO

Background

The company debuted in 1986 as Spafinder. It rebranded in 2012 as Spafinder Wellness, Inc.® in recognition of its status as the world's largest marketer of spa, wellness and fitness.

Main products and services

Spafinder connects its partners with consumers who are ready to find and book a service, travel to a wellness destination, buy and redeem a gift card or kick start a wellness routine. The company excels in matching active, wellness-focused consumers with the services and experiences its partners offer.

Products and services include:

- Inclusion in the Spafinder Wellness 365 Network; partners receive listings and profiles on spafinder.co.uk, spafinder.ca and spafinder.com
- Participation in the world's largest spa wellness gift card program. Spafinder pays its partners over US\$2.5 million a month in redemptions and 71 percent of recipients spend more than the value of their gift card
- Online advertising and integrated digital marketing campaigns to an opted-in consumer database of hundreds of thousands of targeted spa and wellness consumers
- Referrals and bookings through Spafinder's exclusive Travel Agent Program
- New customers through the company's Corporate Wellness 365™ division, which

offers incentives and partnerships that support employee wellness programmes and help companies motivate employees to live a healthier lifestyle

Additional services

- Editorial opportunities with Spafinder's Wellness Lifestyle Content and social media channels, reaching millions of wellness enthusiasts
- Listing and information on the Spafinder app
- Last Minute — a secure inventory management solution that helps partners fill appointments
- Special events and promotions, including network television opportunities
- Proprietary research, such as Spafinder's annual *Global Spa & Wellness Trends Forecast*; *The State of Spa Travel*, an annual survey of travel agents; and ongoing consumer studies
- Research and insight into the global spa and wellness industry through our sister think-tank, the Global Wellness Institute, the industry research and education authority

USPs

Spafinder offers an unparalleled global network of 20,000 wellness locations, 70,000 retail partners and an audience of millions of highly engaged consumers ready to book their next appointment or holiday. Described by the *New York Times* as "a milestone in the growth of the worldwide spa industry."

Where in the world?

Spafinder has an audience reaching 217 countries and covering 70,000 retailers.

New for 2014

The launch of the first Wellness Travel Awards, along with a new mobile app that has a digital wallet to make it easier to book.

Top clients

One&Only Spa, Chiva Som, Gwinganna Lifestyle Retreat, Champneys, Rancho La Puerta, Lefay Resort & SPA, Canyon Ranch, Spa Eastman, Miraval Resorts, Mandarin Oriental, Shangri La, Golden Door, Travaasa, Red Door Spa, The Ritz-Carlton and JW Marriot.

Key contacts

Pete Ellis, chairman and CEO; Susie Ellis, president; Mia Kyricos, chief brand officer; Steve Kane, group president; John Bevan, MD and VP, Spafinder Wellness UK.

What the clients say

"Spafinder Wellness 365 really 'gets it' when it comes to working with us and always takes the time to listen. We're never surprised when we ask clients how they heard about us and hear the answer, 'Spafinder Wellness 365.'" *Heather Hanning, spa director, The Spa at Mandarin Oriental New York*

*Sparcstudio design beautiful award
winning spas for **discerning** owners,
operators and spa guests*

SPARCSTUDIO
DESIGN CONSULTANTS



OUR CLIENTS INCLUDE

DORMY HOUSE SPA • CALCOT MANOR HOTEL & SPA • SO SPA SOFITEL ST JAMES • AB HOTELS SPA AT SOPWELL HOUSE
CENTER PARCS AQUA SANA & SPA SUITES WOBURN • CARITA SPA AT RICHARD WARD • RE:SPA AT THE REEBOK CLUB • ENGLISH CARE VILLAGES

CONTACT US EMAIL beverley@sparcstudio.co.uk TELEPHONE +44(0) 844 879 3765

www.sparcstudio.co.uk

Sparcstudio Ltd

The Boathouse, Embankment,
Putney, London, SW15 1LB UK

Tel: +44 (0)844 879 3765

Email: beverley@sparcstudio.co.uk

Facebook: [sparcstudio](#)

Twitter: [Sparcstudio@sparcstudio](#)

www.sparcstudio.co.uk

SPARCSTUDIO
DESIGN CONSULTANTS



Neil Fairplay, Beverley Bayes, Tom Howell

Background

The company was established by Beverley Bayes, Neil Fairplay and Tom Howell, who have over 20 years' experience in spa and wellness design.

Main products and services

Sparcstudio creates beautiful, award-winning spas for discerning owners, operators and spa guests. The company has a detailed knowledge of the operational requirements and technical aspects needed to deliver an outstanding experience for spa guests.

Sparcstudio always strive to create unique, inspiring environments based on a detailed understanding of the brand aspirations, unique location and target market of a spa.

Work stages include concept vision, operational layout, detailed design, FF&E selection and specification, site consultancy and final realisation. The company is passionate about good lighting design which forms a key element of its service.

Additional areas of work

As well as spa and hotel design, Sparcstudio is working on a number of wellness facilities in new-build, five-star Retirement Villages. It is also designing spa accommodation, including spa suites for Center Parcs UK, and suites and rooms for Disney at Paris' 'Villages Nature' resort.

Sparcstudio also has an in-depth knowledge of the health and fitness market, with projects including: So FIT Sofitel St James, London; The Harbour Club, London; The Reebok Club, London; and The Amida Clubs, UK.

USPs

Sparcstudio provides a personal, friendly service, with director involvement throughout every project, and aims to build long-term relationships with clients and their businesses. The team at Sparcstudio produces highly creative, unique design solutions with great attention to detail and believe its specialist knowledge of spa design is key to the delivery of spas that don't just look good, but actually work.

Awards

Design awards for So SPA Sofitel St James, London include the Condé Nast Traveller award for favourite UK hotel spa, Condé Nast Johansens Award for most excellent spa, FX design award, and numerous awards for Calcot Spa, including the Condé Nast Traveller award for favourite UK hotel spa.

Top clients

Dormy House Hotel, AB Hotels, Aspria, Calcot Manor, Center Parcs UK, English Care Villages, David Lloyd Leisure, Disney, PennyHill Park, Ramada Hotels, Reebok, Rockcliffe Hall, Sofitel.

Where in the world?

United Kingdom, central and eastern Europe.

Projects for 2014

House Spa Dormy House Hotel; Center Parcs Aqua Sana Woburn; Calcot Hotel Spa; English Care Villages Bishopstoke Park; Harbour Club David Lloyd Leisure; Pennyhill Park The Spa UK; Ramada Hotels; Re:Spa Reebok Club Canary Wharf London; Rockcliffe Hall Spa; Sopwell House Hotel Spa; St Georges Hill Lawn Tennis Club.

Who's who?

Beverley Bayes, co-founder and creative director; Neil Fairplay co-founder and commercial director; Tom Howell, co-founder and architectural/technical director; Asta Gasparaviciute, senior designer; Adam Croft, Designer; Jade Lane, designer.

What the clients say

"The Dormy House Spa has been designed by the Sparcstudio team with flair, imagination and vision. We believe it is one of the most beautiful and welcoming spas in Britain. I could not be more proud of this splendid addition, which turns the lovely Dormy House Hotel into an international five-star destination."

Andrew C Grahame, chief executive, Dormy House Hotel



Providing the Perfect Spa Experience? Simple.

No matter the size of your business, SpaSoft™ offers a flexible interface that empowers you and your staff to provide the best service imaginable. Select an edition that fits your business and enjoy:

- Personalizing each guest's experience

- Secure point-of-sale transactions
(PCI-DSS/PABP-PA DSS Validated)

- Simple solutions to maximize revenue opportunities

Visit www.spasoft.com to request your demo now!



SpaSoft® Springer-Miller International

Sovereign House, 3rd Floor, 26/30 London Road,
Twickenham, TW1 3RW, UK

Tel: +44 (0)20 8538 9098

Fax: +44 (0)20 8891 2109

Twitter: @spasoft

www.spasoft.com



Larry Hall,
president and CEO



Background

SpaSoft has been a spa technology leader for more than 15 years. The company is part of PAR Springer-Miller Systems Inc, a wholly owned subsidiary of PAR Technology Corporation (NYSE:PAR) and a leading provider of guest-centric hospitality management systems.

Main products

The SpaSoft Spa and Activity Management System allows spa operators to comprehensively manage spas and provide staff with a user-friendly system backed by the industry's best technology and operational knowledge.

SpaSoft streamlines resource management, activity scheduling, internet booking, group booking and business and financial reporting and analysis systems. The software is built on a highly secure PA-DSS-validated platform.

Additional services

SpaSoft also offers the SMS|Host® Hospitality Management System and the ATRIO™ cloud-based hospitality technology 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 PAR technologies, to create a seamless flow of



The SpaSoft Spa and Activity Management System allows you to comprehensively manage your spa

guest-centric information. Flexible and customisable, SpaSoft spa management software can streamline:

- Mobile solutions for guests and staff
- Resource management
- Activity scheduling
- Internet booking
- Waitlist management and turnaway tracking
- Group booking
- Yield management, revenue management and forecasting
- Club membership
- Secure point-of-sale transactions (PCI-DSS / PABP-PA DSS validated)

- Inventory management
- Business and financial reporting and analysis

Where in the world?

SpaSoft serves customers in over 50 countries and more than 800 spas worldwide.

2014 trade shows

Green Spa Network Conference; Global Spa and Wellness Summit; HITEC; ISPA.

Who's who?

Larry Hall, president & chief executive officer;
Michelle Young, director of major accounts.



Subtle Energies®
AYURVEDA AROMATHERAPY



Results based **Aromatherapy**
founded on **Ayurveda** principles

www.subtleenergies.com.au | info@subtleenergies.com.au | +61 2 9634 1677



Australian Owned,
Australian Made

Subtle Energies

80 Coonara Ave, West Pennant Hills, NSW 2125 Australia

Tel: +61 2 9634 1677 **Fax:** +61 2 9634 2914

Email: nick@subtleenergies.com.au

Twitter: @subtle_energies

Facebook: Subtle Energies Ayurveda Aromatherapy

www.subtleenergies.com.au

Subtle Energies®
AYURVEDA AROMATHERAPY



Founder Farida Irani

Background

Founded by Farida Irani in 1993, Subtle Energies is completely family owned and operated by the Irani Family – Farida, Sheriar, Khursheed and Nick

Main products and services

Subtle Energies creates results-based aromatherapy skincare solutions founded on authentic Ayurveda principles.

The range is designed to address multiple skin and body concerns, and to deliver high performance results with holistic benefits to physical, mental and emotional wellbeing.

Subtle Energies' Ayurveda Aromatherapy Spa Concept® provides treatment programs that incorporate diverse and skilled techniques, combining the finest traditional Ayurveda practices with modern methods.

All manufacturing is done in Australia, following European standards of natural skincare. Subtle Energies doesn't add any parabens, mineral oils, silicones or artificial fragrances to its products.

Additional products and services

The company offers a private label service for select clients using a range of rare ingredients to offer creations with specific intent and profound impact. Subtle Energies' brand expertise is built on its education- and

practitioner-based origins and all spa treatments are created using the protocols of the Australian government-accredited Diploma in Ayurveda Aromatherapy.

Subtle Energies offers a bespoke service that's tailored to its partners, encompassing primary, complimentary and retail-only offerings. It collaborates closely to provide intensive, substantial treatment and retail training programs, in addition to marketing and promotional support.

USPs

Farida Irani is regarded as a pioneer in Ayurveda Aromatherapy with over 20 years' clinical experience. Her research, book and courses have received international recognition and awards. Subtle Energies has a history as a master blender in creating formulations that are distinctive and different from traditional Ayurveda herbal oil decoctions and unlike western aromatherapy blends.

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?

54 spas, including private label partners

Top clients

Jiva Spas by Taj Hotels, Resorts and Palaces; Six Senses; Gwinganna Lifestyle Retreat, Australia.

Plans for 2014

A new deep hydration skincare range will launch, with a high anti-oxidant formulation of botanicals, including a new eye cream. Also planned is a packaging redesign of the 24K Gold Cream and travel-size skin and hair products that can also be used as amenities.

Who's who?

Farida Irani, founder Nick Irani, director of operations and brand development.

What the clients say

"In 2003, after reading Farida's book on Ayurveda Aromatherapy, I was so impressed we collaborated to design signature spa blends. These are the best oils I've ever worked with and we're proud to have Subtle Energies in our spas." *Anna Bjurstam, vice president spas, Six Senses*

"The service provided by Subtle Energies is extremely professional. They've worked with us to create a bespoke range of essential oil massage blends. Each has been perfectly blended to create a sense of wellbeing for guests."

*Bina Patel, vice president, spa operations
Taj Hotels, Resorts and Palaces*



ReservationAssistant

Spa & Activity Management Software



COMO
HOTELS & RESORTS

ASPRIA
Est. 1976

LA MAMOUNIA
MARRAKECH

RF

Kempinski
HOTELS & RESORTS

TAC | The Assistant Company

TAC | The Assistant Company

Schildbach 111, Hartberg, Styria, 8230, Austria

Tel: +43 3332 6005 990 Fax: +43 3332 6005 950

Email: office@tac.eu.com

LinkedIn: www.linkedin.com/company/tac-gmbh

Facebook: www.facebook.com/reservationassistant

www.tac.eu.com



Thomas Roessler, MD

Background

TAC is an owner-managed, entrepreneurial company and was founded in 2001.

Main services

Reservation Assistant, TAC's spa and activity software, facilitates all procedures necessary for spa management, including scheduling, membership management, table reservation, personnel administration, stock control, golf management, web shop, voucher management, guest relationship management and billing.

In addition, Reservation Assistant offers more than 140 interfaces to external systems such as PMS and access control, as well as reports and statistics for measuring performance and a dashboard providing a quick overview of a spa's economic performance.

Additional services

TAC Digital Signage is another tool aimed at increasing a spa's revenue. These electronic posters are located in strategic positions like the spa reception and are animated with advertisements for treatments and products.

The Reservation Assistant software highlights last-minute treatments and advertises them on the electronic boards, attracting guests' attention and generating extra sales.

With the Facebook Booking App, spas can now offer the full functionality of TAC's web

shop on their Facebook page, so Facebook fans can book treatments, buy or redeem gift certificates and purchase products. The Facebook Booking App works in real time with the core Reservation Assistant system. Guest reservations and sales completed via Facebook instantly appear on the Reservation Assistant availability screens, in guest profiles and on revenue reports. Product inventory, employee schedules and treatment room allocation plans are all immediately updated.

RA SENSE, TAC's touch-optimised software solution in responsive design, can be used on smartphone, tablet and desktop PC. RA SENSE runs on all operating systems without local installation.

USPs

Reservation Assistant is available in 18 different languages and individual adaptations are possible for each location. Modules can be added to create tailor-made solutions.

The interlocking modules enable resorts to cover all their needs, from reservation and billing management to table, golf and membership management and stock control.

A qualified support team is at customers' disposal 24/7 via telephone, email, Skype or fax. Due to a worldwide partner network, technical support is also provided in the customer's native tongue.

How many spas do you supply?

TAC has more than 6,500 users in 53 countries.

Top clients

La Mamounia; Como Hotels; Rocco Forte Hotels; Swissotel; Kempinski Hotels & Resorts; Grand Resort Bad Ragaz; Nivea Spa; Radisson; Palace Gstaad; The Dolder Grand; Aspria; and Richmond Nua Wellness-Spa Sapanca.

Where in the world?

Fifty three countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

2014 trade shows

Interbad, Stuttgart, Turkey; FIBO, Germany; HITEC, USA; ITB, Germany; and ISPA, USA.

Who's who?

Thomas Roessler, managing director; Guenther Poellabauer, director marketing and sales; Gernot Tobisch, director operations.

What the clients say

"TAC supports us through Reservation Assistant, its holistic spa management solution. It helps us manage our resources efficiently and react flexibly to our guests' needs."

*Hakan Balcan, General Manager,
Richmond Nua Wellness-Spa Sapanca*



THALION

Beauty from the heart of seaweeds

THE EXCELLENCE OF MARINE SKIN CARE

THALION Laboratories

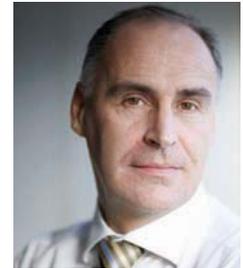
Prat Menan, Plouguerneau, Brittany 29880 France

Tel: +33 (0)2 98 04 59 69

Fax: +33 (0)2 98 04 55 15

Email: contact@thalion.com

www.thalion.com



André Prigent, CEO

Background

Thalion Laboratories, established in 1994 is a family-owned company, managed by CEO, André Prigent.

Main products and services

Thalion offers face, body and men's products and protocols, together with a full range of spa and retail products, including Thalisons, an innovative spa ritual concept.

Thalion is based in Brittany, France, by the Iroise Sea, which is known as the best harvesting location for seaweed. The company benefits from unique know-how in the workings of the seaweed industry.

Thalion Laboratories controls the whole process, from the harvesting of the raw materials to the production of the finished products. Thalion selects the richest seaweeds and preserves their original qualities to develop highly efficient treatments which offer some of the best price:quality ratios on the market.

Dealing with Thalion means having a partner working alongside you, providing a complete solution with excellent results for the client and optimum revenue for the spa.

Additional products

Thalion is committed to its partners' success. The company's sales managers and trainers work closely with them and also organise



Thalion's products harness the power of the sea

meetings during the year to explore and implement new ways of growing business.

The company also offers guaranteed training on protocols and products and special sales-oriented session to boost development. Thalion creates rich marketing plans for spas, with trial and promotional packages available all year long. The aim is to offer a wide range of sales tools for agents and their clients.

Earlier this year, Thalion launched a new turnkey service website which is dedicated to supporting busy beauticians.

In addition, Thalion offers spas the opportunity to create treatment menus which include a range of tailor-made rituals.

How many spas do you supply?

Our products are distributed in 40 countries worldwide. Our strongest markets are Russia, Japan, Saudi Arabia and of course Europe.

Top clients

Radisson Blu Thermes Marins de Cannes, France; Aldemar Hotels & Spa, Greece; Mardan Palace, Turkey; Atlas Hospitality Group and Es Saadi, Morocco; Royal Elyssa, Tunisia; Vilalara Thalassa Resort, Portugal; Relais & Châteaux Le Brittany & Spa, France.

Plans for 2014

Thalion will launch an all-new whitening treatment which offers great results on Asian skin. The company will also work on creating surprising textures and fragrances in order to combine pleasure with efficiency. New products will benefit from this innovation.

2014 trade shows

The company will exhibit at Beauty World, Dubai; Cosmoprof, Hong Kong; and Beyond Beauty, Paris. It will also support its agents by exhibiting at major trade fairs locally.

Who's who?

Ulla-Pia Dyrland-Lagadec, sales and marketing director; Rodolphe Gagnepain, export manager.

UNBESCHIEDEN –
expertise that meets the highest standards



www.unbescheiden.com

UNBESCHIEDEN 
Baden-Baden

Unbescheiden GmbH

Ruhrstrasse 6, Baden-Baden, 76532, Germany

Tel: +49 7221 95340

Fax: +49 7221 67186

Email: info@unbescheiden.com

www.unbescheiden.com



*Heinrich Unbescheiden,
director sales & marketing*

Background

Unbescheiden GmbH was founded in 1869 in Baden-Baden, Germany. The company is family-owned: Veronika Unbescheiden is the CEO and her two sons Heinrich and Mark are members of the management board.

Main products

Equipment for spas and wellness centres, as well as hydrotherapy equipment.

The Spa Sensations product line features equipment for spas and the delivery of professional health and beauty treatments. This includes hydrotherapy baths for fully automated underwater massages, partner baths, dry floatation systems for body wraps, and tables for oil massages, hot-stone treatments, Ayurveda sessions and Vichy showers.

Additional services

The services range from equipment solutions for individual treatment rooms to designs for hydrotherapy areas with therapeutic facilities, such as movement baths and swimming pools.

Unbescheiden also offers pool equipment and water attractions – especially for pools with sea water or thermal water.

USPs

The company offers equipment used in the delivery of a broad range of treatment options



Unbescheiden develops each system to meet the needs of the user with a focus on the highest quality

and specialises in offering advanced technical solutions. Each system is developed to meet the requirements and preferences of the user.

Where in the world?

Unbescheiden's products are available worldwide.

Top clients

Evian les Thermes, Evian, France; Sofitel Bahrain Zallaq, Bahrain; Waldorf Astoria, Berlin, Germany; Hotel Palace, Meran, Italy.

Plans for 2014

Unbescheiden's Avantgarde and Spa Sensations lines are well established and the company is now concentrating on expanding its range, focusing specifically on developing new applications and functionalities.

Who's who?

Veronika Unbescheiden, CEO; Heinrich Unbescheiden, director sales & marketing; Mark Unbescheiden, director of engineering and production.

VOYA

Organic beauty from the sea



For more information visit us at www.voya.ie

THE AWARD WINNING SPA & BEAUTY BRAND

t: +353-71-9161872 e: sales@voya.ie



VOYA

Unit 2, IDA Cluster, Finisklin Business Park, Sligo, Ireland

Tel: +35 371 916 1872 **Fax:** +35 371 915 0007

Email: sales@voya.ie

Twitter: @VOYAbeauty

LinkedIn: voya-organic-beauty-from-the-sea

Facebook: VOYAorganicbeautyfromthesea

Blog: <http://blog.voya.ie/>

www.voya.ie

VOYA



Mark and Kira Walton

Background

VOYA was founded in 1912. It's run by husband and wife duo, Mark and Kira Walton.

Main products and services

VOYA is proud to have produced the world's first range of certified organic seaweed-based products. All 100 retail and professional products contain extracts of wild seaweed, sustainably hand-harvested by the Walton family.

All VOYA products combine the therapeutic properties of seaweed with scientific excellence and contain a minimum of 70 per cent organic ingredients, specially chosen to complement the properties of the seaweed. The products are made without mineral oils, genetically modified ingredients, synthetic colours, artificial fragrances or preservatives and are suitable for sensitive skin types.

Additional products

VOYA offers turndown service, a full range of bedroom amenities (in mini and bulk sizes), retail products, professional products and spa treatments. The company also supports accounts by offering a comprehensive promotional calendar, staff incentives schemes, event and marketing support and corporate gifting. Its training programme includes staff retail training, certified professional treatment training and refresher courses when necessary.

Unique selling points

Unique, innovative treatment and product development: VOYA specialises in creating bespoke spa experiences and supporting products for clients. **Certified organic spa offering:** products are licensed by the Soil Association. **Certified halal treatment and product range.** **Authentic history in holistic wellbeing:** offers a credible reference to a 300-year-old tradition. **Strategic client selection:** has strategically worked with reputable partners globally, ensuring brand integrity and protection from dilution.

How many spas do you supply?

Over 150 accounts in 36 countries.

Top clients

Jumeirah; Ritz Carlton; Four Seasons; Queen Mary II; Canyon Ranch; St. Regis Hotels and Resorts; Grand Hyatt; The Landmark Hotel, The Chateau; GHM Hotels; Waldorf Astoria; Six Senses; Gili Lankanfushi; The Mirage.

Where in the world?

We distribute to 36 countries across Europe, the Americas, the Middle East and Far East.

Plans for 2014

2014 has already seen the launch of the VOYA Skincare Travel Kit and the VOYA Organic

Illuminating Facial. The company will also be launching a new organic Body Oil in 2014.

2014 has seen VOYA enter Bahrain and Romania and the company plans to enter China and Australia in the near future. VOYA plans to build on its spa development, with openings in Bahrain and the Maldives and is launching multiple new products across a variety of categories in 2014.

Who's who?

Mark Walton, MD and co-founder; Kira Walton, creative director and co-founder; Katherine Durcan, commercial manager.

What the clients say

"VOYA is a truly authentic wellness and prevention brand. We've been working with the company for over four years, the organic seaweed bath has become our top spa service, we can't keep the retail in stock."

Michelle Kelthy, spa director, Ritz Carlton Naples

"I personally selected VOYA as one of the key products for the spa because I strongly believe in the detoxifying properties of seaweeds and the effectiveness of the products. And the fact that it is organic and sustainable is like icing on the cake."

Michael Monsod, director of spa & recreation, Sofitel The Palm, Dubai

spa-kit.net

The search engine for spa buyers

For full company and contact details of the products, equipment and services featured here, please visit www.spa-kit.net

JASON HOLLAND, PRODUCT EDITOR, SPA BUSINESS



Make up with La Biosthetique

Pastels meet earth colours in the new spring/summer make-up collection from La Biosthetique which can be used to create a relaxed summer day look or a seductive night-time appearance.

Its Oxana range (pictured) features a pearly mint cream eyeshadow and tropical green pencil, along with summer gold lipstick and flesh-coloured gloss.

The Danguole eye and lip range is based on hues of rose and taupe, while the Justyna line mixes shades of lilac and plum with peaches and corals.

spa-kit.net KEYWORDS: **LA BIOSTHETIQUE**

Shower power from Gharieni and Dornbracht

Gharieni – manufacturer of luxury spa beds – has joined forces with bathroom fittings specialist Dornbracht to create the Libra, an innovative wet table which enables guests to shower lying down.

The heatable table has a horizontal shower module with six recessed water bars. Users can choose from a variety of pre-programmed 'aqua choreographies' which offer either a balancing, an energising or a de-stressing effect. There's also a range of settings for water temperature, intensity and quantity.



spa-kit.net KEYWORD: **GHARIENI**



spa-kit.net KEYWORD: **SPOTLIGHT**

Book focuses on retail in spas

How can you improve your spa retail sales? An answer which baffles most spa operators and one which is the subject of a new book. *Driving Retail* is designed to give leaders motivation, inspiration and check-lists/reminders of what they can do on a daily basis to help raise retail revenues. It's been written by Dubai-based Sally Hewerdine, owner of the Spotlight On Spa & Wellness training and recruitment company.

For more information, or to contact any of these companies, log on to www.spa-kit.net

Multi-sensory room concepts by Aquamental Spa

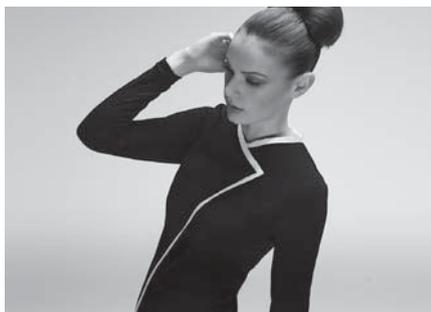
Aquamental Spa has launched seven different, scalable room concepts using water, light and acoustics.

In the Columns concept (right), pressure is pumped into water-filled columns causing them to vibrate and make different tones. The columns have an in-built light so fluctuating water levels create a wave-shaped room pattern. Sensors pick up on movement in the room – the faster people move the quicker the column sequence becomes.

Other concepts include Circles, Deep Sea, Flux, Tours, Swing and Stonefly.



spa-kit.net KEYWORDS: AQUAMENTAL SPA



spa-kit.net KEYWORDS: NOEL ASMAR

Noel Asmar's new uniform

White satin edging creates a striking, elegant finish for Noel Asmar's new Valentina uniform range. The design also comprises matt and shine detailing and subtle pockets. Knit sleeves have been added for ease of movement. Signature fabrics from Noel Asmar provide stretch and breathability. The durable fabric, which is stain-, pill- and wrinkle-resistant, is suitable for machine washing.

Fill up bookings using TAC's digital signage

Spa software specialist TAC has created a digital sign which can be used on-site to market special daily deals or last minute treatment availability to increase utilisation. Spas can decide what they want to promote (it's possible to offer multiple deals) and reservations are made fast and easy. Real-time interfaces prevent double bookings for a single appointment.



spa-kit.net KEYWORD: TAC



THE FORMULA
to become the next
award-winning spa



Unite your expertise
with LPG's Skin Technology

- Spa specific face & body treatments
- Anti-aging, silhouette, detox, firming and contouring
- Scientifically proven express results



Dalesauna combines infrared and traditional sauna heat

Spa equipment supplier, Dalesauna, has developed the Rohol Sauna which combines both infrared technology and traditional sauna heaters. The sauna – which has a modern look thanks to veneered panels – features wall heaters that produce heat via infrared light. The infrared rays penetrate the body to make people feel warm from the inside out. It's claimed that the infrared rays can aid detoxification, pain relief and strengthen the immune system. The unit has also been designed to use 30 per cent less energy than conventional saunas.



spa-kit.net KEYWORD: DALESAUNA

New no-dent hair tie

Designed in London, and already used by operators such as Ritz-Carlton, Popbands are soft stretchy hair ties that don't leave a dent. They hold hair up tight – often a necessity in the spa or health club – but leave it kink-free for when customers take it down and leave the facility. They come in a variety of colours and packs, with or without different Swarovski beads, and can be retailed in spa shops or placed in locker rooms as a useful amenity. Head bands are also available.



spa-kit.net KEYWORD: POPBAND

Advanced firming by Amala

Amala is creating a buzz worldwide with its latest bestselling, breakthrough age-fighting solution – Advanced Firming Complex.

Designed to target fine lines and wrinkles, a loss of firmness and youthful density, and dry, taut, dehydrated skin, this plant-powered luxury face moisturiser is made in Germany and harnesses the bio-actives of organic, whole plant ingredients. Included are cocoa bean, rich in collagen-boosting plant peptides; soy, found to improve firmness and offer a youthful smoothness; and Inca inchi seed, providing nourishment with a high concentration of omega 3 essential fatty acids and protecting the skin from free radical age-related damage.



Specially developed to greatly enhance the skin's ability to strengthen and repair itself, clinical results on Amala's newest NATRUE-certified product have shown a significant improvement in wrinkle depth after seven days.

spa-kit.net KEYWORD: AMALA



Whatever your vision:

Create a great changing experience by providing Craftsman lockers to fully meet all your expectations.



They had the vision...

- Calcot Manor Hotel
- Cornwall Hotel & Spa
- DW Sports
- The Hogarth Health Club
- Lagoon Spa
- Pure Jatomi
- Pennyhill Park Hotel
- Rushton Hal Hotel Spa
- Rockcliffe Hall
- The Chapel
- Titanic Spa
- Wyboston Lakes Hotel

Craftsman's expertise has led the industry in shaping changing rooms that are at the heart of every facility. Our design led and quality orientated approach is the key to delivering:

- Lockers
- Cubicles
- Vanity units
- Bench seating
- Treatment room furniture

Let us help fulfil your vision!



Tel: +44 (0)1480 405396

Email: johng@cqlockers.co.uk

www.cqlockers.co.uk



Klafs and Babor launch a sauna care range

Sauna, pool and spa company Klafs has launched a Sauna Care range in partnership with product house Babor.

The cosmetics, which incorporate a seaweed-based algae, have been created specially for use with heat experiences to stimulate circulation and cleanse and invigorate the skin.

The news line includes a hair and body shower gel, a body peeling cream, a lifting body cream and ampules of algae-active fluid.



spa-kit.net KEYWORD: **KLAFS**

Customised music to suit your spa

Private Label Music's mission is to programme and deliver quality, customised music to spas, hotels and a range of other businesses around the globe, which can then be retailed to guests and customers.

The company produces music for communal areas, bespoke compilation CDs, and music download cards for clients. Each package is customised with a company's logo, photos, text and music, with clients being able to choose from a large catalogue of 25,000 tracks covering 30 genres.

Private Label Music offers low minimums, all-inclusive pricing, no set up fees and a top design team which turns a product around in two weeks.

Noted clients include – among others – Leading Spas Of The World, Relais



& Chateau, Ritz-Carlton, Waldorf Astoria, Westin, Hard Rock Hotels, Capella, Rosewood, Hilton, Marriott, Oberoi and Langham Hotels.

spa-kit.net KEYWORDS:
PRIVATE LABEL MUSIC



Strategic deals for SpaBooker

Spa software company SpaBooker has two new strategic tie-ups with Yelp and MapQuest. Both deals are designed to enable spa operators using the SpaBooker system to be more 'discoverable' and bookable by consumers. Yelp is an online search engine that connects up to 120m consumers a day with local businesses. MapQuest is a search and mapping website highlighting local services and businesses.

spa-kit.net KEYWORDS: **SPA BOOKER**

For more information, or to contact any of these companies, log on to www.spa-kit.net

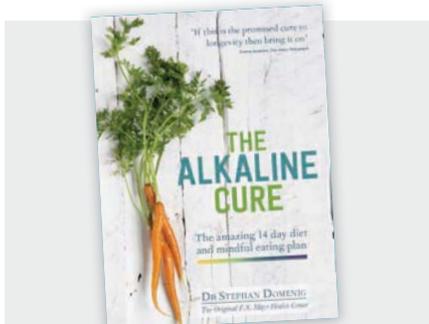
Elemis reveals specialist Biotec skincare machine

Elemis is taking results-driven skincare a step further with its first treatment machine. Biotec fuses together machine-based technology with potent activator products and hands-on touch.

Different functions of Biotec include ultrasonic peeling, microcurrent lifting, galvanic rejuvenation, light therapy rebalancing and oxygen infusion. These are used across seven new 'super-charged' facials to help with skin radiance, lines and wrinkles, resurfacing, lifting, blemishes, sensitivity and brightening.



spa-kit.net KEYWORD: **ELEMIS**



spa-kit.net KEYWORDS: **ALKALINE CURE**

Spa doctor's nutritious book

Dr Stephan Domenig, head medical doctor at Austria's Original FX Mayr Cure Health Centre, has written a book on the renowned FX Mayr eating regime which focuses on gut restoration. *The Alkaline Cure* features an easy to follow 14 day kick-start lifestyle plan along with 40 healthy recipes. Benefits of the approach include weight loss, increased energy, clearer skin and a stronger immune system.

Beauty drink and capsule by Daniele de Winter

Health and beauty specialist Daniele de Winter has added two natural boosters to her skincare range. Beauty Shot, containing collagen, antioxidant botanicals and super-fruits, can be added to water; while the Skinergie capsule include a range of anti-inflammatory nutrients. Taken together, the two are designed to optimise skin smoothness, radiance and beauty.



spa-kit.net KEYWORDS: **DE WINTER**



Working with you,
for you



Management software for the
leisure, spa and wellness industry

tel: 01543 466580

web: www.premier-core.com

email: sales@premiersoftware.co.uk

► Zen-sations sensorial and artful surroundings for spas

Spanish-based company Zen-sations Arboreum specialises in photographing elements of nature – especially trees – that are high in energy. The pieces, by environmental scientist Sergi Nogués and artist Albert Cuevas, are designed to highlight the intricate patterns of nature and the images feature in the company's new Evolutive Wellness room.

The Evolutive Wellness environments use the still art panels of natural tree imagery as a backdrop and match them with coloured lighting, sound and scent for a sensory and atmospheric experience. The aim is to help guests connect with nature in a new way as they relax.

The designs can be customised to a range of spaces and can be used in spa, hotel, museum, sport and leisure facilities.

spa-kit.net KEYWORD: **ZEN-SATIONS**



More effective Ergolift

The updated Ergolift treatment head by LPG has been designed to be twice as effective as the previous model in tightening sagging skin, improving fine lines and wrinkles as well as the radiance of the skin's complexion.

The head, which uses micro-motor technology, is a key feature in LPG's new Endermolift anti-ageing facials which use hyaluronic acid. It has two settings, one for sensitive areas around the eyes, mouth and hands, and one for other face areas as well as the neck and décolletage.

spa-kit.net KEYWORD: **LPG**

Destress with Aromatherapy Associates' latest oil

Aromatherapy Associates has unveiled a new De-stress Massage and Body Oil which combines arnica, lavender and rosemary to improve circulation and ginger to warm overworked muscles.

Company founder Geraldine Howard says: "I first developed the blend while working in a nursing home back in my early 20s. I found massaging patients with this combination helped keep their joints moving and eased their aches and pains."

The De-Stress Muscle Gel and Muscle Bath products are already top sellers.



spa-kit.net KEYWORDS: **AROMATHERAPY ASSOCIATES**



spa-kit.net KEYWORD: **SANDALEI**

Sandalei's bespoke footwear

Sandalei's flip flops and sandals can be customised with any image, design or coloured strap a spa chooses. They can be branded according to a property, or spas can pick from a collection of artist designs.

The footwear, which can be used in the spa or sold in spa shops as a retail item, is already supplied to leading spa hotels like Four Seasons, Ritz-Carlton and Auberge Resorts.



AROMATHERAPY
ASSOCIATES
LONDON

MAKE YOUR SPA UNIQUE



Leading luxury spa brand for 30 years
Award-winning products
Treatments that transform
Exceptional results
A bespoke service for you

For more information, call us on: +44 (0)20 8569 7030
or email: sales@aromatherapyassociates.com

www.aromatherapyassociates.com

Contact Book

How to use the 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 p266. The Product Selector outlines products and services by types and categories.

3d Leisure

Tel: +44 1252 732 220
 Email: info@3dleisure.com
www.3dleisure.com

360° Spa Solutions

Tel: +852 2526 5552
 Email: info@360spasolutions.com
www.360spasolutions.com

4SeasonsSpa

Tel: +31 20 528 6656
 Email: info@4seasonsspa.com
www.4seasonsspa.com

90210 Organics

Tel: +1 661 877 1327
 Email: sales@90210organics.com
www.90210organics.com

AB Audio Visual Ltd

Tel: +44 1945 476 973
 Email: web@abaudiovisual.co.uk
www.abaudiovisual.co.uk

AB Concept Ltd

Tel: +852 2525 2428
www.abconcept.net

Abbajay & Associates

Tel: +1 202 607 4575
 Email: sabbajay@hotmail.com

Abbey Furnishings

Tel: +44 1242 673 555
 Email: ray@abbey-furnishings.co.uk
www.abbey-furnishings.co.uk

Absolo Fitness Inc

Tel: +1 877 422 7656
 Email: joe@absolo.com
www.absolo.com

Absolute Aromas

Tel: +44 1420 540 400
 Email: relax@absolute-aromas.com
www.absolute-aromas.com

Absolute Design

Tel: +44 1326 316 372
 Email: mark@absolutedesign.co.uk
www.absolutedesign.co.uk

Academie Scientifique de Beaute

Tel: +1 713 688 5900
 Email: info@academiescientifique.com
www.skinacademie.com

Acutonics

Tel: +1 575 587 2689
 Email: info@acutonics.com
www.acutonics.com

Adache Group Architects Inc

Tel: +1 954 525 8133
 Email: info@adache.com
www.adache.com

aDesign

Tel: +44 1926 400 068
 Email: info@atlamdesignworldwide.com
www.atlamdesignworldwide.com

Adidas Ag

Tel: +49 9132 840
www.adidas-group.com

ADM Leisure Wear

Tel: +44 1942 498 120
Email: matt@admdirect.co.uk
www.admdirect.co.uk

ADN Informatique

Tel: +33 4 79 72 96 26
www.adn-informatique.com

Aedas Architects

Tel: +44 20 7837 9789
Email: london@aedas.com
www.aedas.com

Aegean Master Spas

Tel: +44 20 8959 1529
Email: sales@masterspas.com
www.aegeanspas.co.uk

Aequum

Tel: +44 1522 532 220
www.aequum.com

Africology

Tel: +27 11 791 6890
Email: info@africology-sa.com
www.africology-sa.com

After the Rain SA

Tel: +41 22 807 06 40
Email: development@aftertherain.ch
www.aftertherain.ch

Agadir International LLC

Tel: +1 201 261 3757
Email: info@agadirint.com
www.agadirint.com

Agilysys (Europe) Limited

Tel: +44 7967 338 810
Email: info@agilysys.com
www.agilysys.com/hospitality

Agnes Bourgeon

www.agnesbourgeon.com

Agoy Ltd

Tel: +44 845 345 7335
Email: hello@agoy.com
www.agoy.co.uk

Ahava

Tel: +972 3557 1111
Email: gmail@ahava.co.il
www.ahava.com

Airdri Ltd

Tel: +44 1865 882 330
Email: sales@airdri.com
www.airdri.com

Airex Ag

Tel: +41 41 789 66 00
www.bebalanced.net

Airnergy AG

Tel: +49 22 42 93 30 0
Email: export@airnergy.com
www.airnergy.com

Akhassa

Tel: +1 323 462 8927
Email: info@akhassausa.com
www.akhassausa.com

AKRON

Tel: +44 1473 461 042
Email: sales@akronproducts.co.uk
www.akronproducts.co.uk

Alacer

Tel: +44 1354 692 677
Email: info@alacer.co.uk
www.alacer.co.uk

Alban Muller International

Tel: +33 1 48 08 81 00
www.albanmuller.com

Alchimie Forever LLC

Tel: +1 202 530 3930
Email: customerservice@alchimie-forever.com
www.alchimie-forever.com

Allure Africa

Tel: +233 302 782 651
Email: info@allureafrica.com
www.allureafrica.com

Alma Lasers Ltd

Tel: +972 4 627 5357
Email: info@almalasers.com
www.almalasers.com

Aloys F Dornbracht GmbH & Co Kg

Tel: +49 2371 433 470
Email: mail@dornbracht.de
www.dornbracht.com

Alpha-H

Tel: +61 7 55 294 866
www.alpha-h.com

Alpienne

Tel: +43 5412 64 128
Email: info@alpienne.at
www.alpienne.at

Alqvimia SL

Tel: +34 972 287 003
Email: mail@alqvimia.com
www.alqvimia.com

Alterna

Tel: +1 888 425 8376
Email: admin@alternahaircare.com
www.alternahaircare.com

Altro Ltd

Tel: +44 1462 707 600
Email: info@altro.com
www.altro.com

Amala Inc

Email: info@amalabeauty.com
Tel: +1 877 262 5208
www.amalabeauty.com

Amber Products Co

Tel: +1 724 695 1882
Email: education@amberproducts.com
www.amberproducts.com

► Amer Sports UK & Ireland Ltd

Tel: +44 1294 316 200

www.amersports.com

American Leisure

Tel: +1 845 371 5670

www.americanleisure.com

Amrit Organic

Tel: +1 847 823 1727

Email: info@redcherrygroup.com

www.redcherrygroup.com

Anakiri BioEnergetic Skin Care

Tel: +1 800 545 7302

Email: info@anakiri.com

www.anakiri.com

Anapos Thermal Spa Equipment by SteamWorks

Tel: +44 1942 226 539

www.anapos.co.uk

Andrew Morgan Collection

Tel: +1 914 668 9400

Email: cs@morgancollection.com

www.morgancollection.com

Anhui Saunaking Co Ltd

Tel: +86 551 6235 5467

Email: sales@chinasauna.com

www.chinasauna.com

Anna Lotan Ltd

Tel: +972 4 626 4243

Email: info@annalotan.com

www.annalotan.com

Anne Semonin

Tel: +33 1 47 05 09 50

Email: info@annesemonin.com

www.annesemonin.com

Apavisa Porcelanico SL

Tel: +34 964 701 120

www.apavisa.com

Aqae

Tel: +390 85 46 85 733

Email: export@aqae.eu

www.aqae.eu

Aqualisa

Tel: +44 1959 560 010

Email: enquiries@aqualisa.co.uk

www.aqualisa.co.uk

Aquamental Spa

Tel: +49 211 456001

Email: info@aquamentalspa.com

www.aquamentalspa.com

AR457

Tel: +33 5 56 43 56 43

Email: contact@ar457.com

www.ar457.com

Architrave Design & Planning Co Ltd

Tel: +66 7632 4366

www.banyantree.com

ARK

Tel: +44 20 8788 7080

Email: shula@arkskincare.com

www.arkskincare.com

Armacell UK Ltd

Tel: +44 161 287 7100

Email: armasport@armacell.com

www.armacell.com

Armitage Shanks

Tel: +44 1543 490 253

Email: arm-idealinfo@aseur.com

www.armitage-shanks.co.uk

Aroma Naturals

Tel: +1 949 263 1400

Email: jeffrey@aromanaturals.com

www.aromanaturals.com

AromaJet

Email: info@aromajet.com

www.aromajet.com

Aromapothecary

Tel: +1 570 270 2534

Email: info@aromapothecary.com

www.aromapothecary.com

Aromatherapy Associates Ltd

Tel: +44 20 8569 7030

Email: info@aromatherapyassociates.com

www.aromatherapyassociates.com

Aromatica

Tel: +358 10 548 3400

Email: info@aromatica.fi

www.aromatica.fi

AromaWorks

Tel: +44 118 948 7071

Email: stacey@aroma-works.com

www.aroma-works.com

Asfour Guzy Architects

Tel: +1 212 334 9350

Email: info@asfourguzy.com

www.asfourguzy.com

Asia Spa & Leisure Consulting ASLC

Tel: +44 7501 962087

Email: rohun@aslc-leisure.com

www.aslc-leisure.com

ASPA

Tel: +351 219 498 215

Email: info@a-spa.com

www.a-spa.com

Aspen Resorts International

Tel: +1 954 229 8308

Email: info@aspenresortsint.com

www.aspenresortsinternational.com

Aspen Spa Management

Tel: +1 954 229 8353

Email: info@aspenspamanagement.com

www.aspenspamanagement.com

Aspley Leisure Limited

Tel: +44 1908 582 525
Email: retail@aspleyleisure.co.uk
www.aspleyleisure.co.uk

Atmosphère Diffusion

Tel: +33 1 42 12 77 01
Email: contacts@atmospherediffusion.fr
www.atmospherediffusion.fr

Atmosphere Spa Design

Tel: +1 514 332 8941
Email: sam@atmospheredesign.com
www.atmospherespadesign.com

Asquith London

Tel: +44 20 7792 9414
Email: alice@asquithlondon.com
www.asquithlondon.com

AtarNaive SRL

Tel: +390 10 772 9038
Email: info@atarnaive.com
www.atarnaive.com

Atelier Landauer Ltd

Tel: +43 5243 5423
Email: office@atelier-landauer.com
www.atelier-landauer.com

Athlegen Pty Ltd

Tel: +61 2 9561 0111
Email: info@athlegen.com
www.athlegen.com.au

Australian Conservation Foundation

Tel: +61 3 9345 1111
Email: membership@acfonline.org.au
www.acfonline.org.au

Avalon Couches

Tel: +44 1264 364 646
Email: enquiries@avaloncouches.co.uk
www.avalon-couches.co.uk

Aveda

Tel: +1 763 783 4000
www.aveda.com

AW Lake Spa Concepts Pte Ltd

Tel: +65 6829 7006
Email: info@awlakeonline.com
www.awlakeonline.com

Azurra Mosaics

Tel: +44 845 090 8110
Email: info@mosaics.co.uk
www.mosaics.co.uk

B2Beauty Products Ltd

Email: email@b2beautyproducts.com
www.b2beautyproducts.com

Babor GmbH & Co Kg

Tel: +49 241 5296 0
Email: service@babor.de
www.babor.com

Balance Master UK Ltd

Tel: +44 1293 787 075
Email: info@balancemaster.co.uk
www.balancemaster.co.uk

Balanced Body Inc

Tel: +1 800 7220 0008
Email: info@pilates.com
www.pilates.com

Balaton Spa

Tel: +44 845 643 1065
Email: simonslee@btinternet.com
www.balaton-spa.co.uk

Balineum

Tel: +44 20 7431 9364
Email: orders@balineum.co.uk
www.balineum.co.uk

Balnea GmbH & Co Kg

Tel: +49 86 64 98 45 0
Email: info@balnea.de
www.balnea.de

Baranova Monaco

Tel: +377 97 98 04 66
www.baranovamonaco.com

Barco Uniforms

Tel: +1 310 323 7315
www.barcouniforms.com

Barielle

Tel: +44 20 7363 0234
Email: orders@barielle.co.uk
www.barielle.co.uk

Barr + Wray

Tel: +44 141 882 9991
Email: sales@barrandwray.com
www.barrandwray.com

BC Softwear

Tel: +44 845 210 4000
Email: enquiries@bcsoftwear.co.uk
www.bcsoftwear.co.uk

BD Barcelona Design

Tel: +34 93 458 6909
Email: comercial@bdbarcelona.com
www.bdbarcelona.com

Be Bronze

Tel: +1 707 546 6240
Email: ksuzr@sbcglobal.net
www.shopbebronze.com

Beau Bronz

Tel: +44 20 8788 7770
Email: info@beaubronz.co.uk
www.beaubronz.co.uk

Beautelle Therapy Equipment Ltd

Tel: +44 121 322 0920
Email: enquiry@beautelle.co.uk
www.beautelle.co.uk

Beauty Express

Tel: +44 141 620 2805
Email: keyaccounts@beautyexpress.co.uk
www.beautyexpress.co.uk

Beauty Leaders LLC

Tel: +971 2 676 4600
Email: info@beautyleaders.com
www.beautyleaders.com

► Beauty of Life

Tel: +44 20 7195 1992
Email: jacob787@btinternet.com
www.beautyoflife.net

BeautyPro Ltd

Tel: +44 1273 323 232
www.beautypro.com

Becca (London) Ltd

Tel: +44 20 7352 4007
www.beccacosmetics.com

Bellitas Ltd

Tel: +44 1543 416 611
Email: sales@bellitas.co.uk
www.bellitas.co.uk

BHC International Ltd

Tel: +44 1733 201 075
Email: sales@bhc-international.com
www.bhc-international.com

Bio Water Technology

Tel: +44 7970 094 175
Email: jeremy@biowatertech.co.uk
www.biowatertech.co.uk

Biodroga Cosmetic GmbH

Tel: +49 7221 68803
www.biodroga.com

Biola Organic Cosmetics Ltd

Tel: +36 20 211 9978
Email: info@biola-organics.com
www.biola-organics.com

Biologique Recherche

Tel: +33 1 41 18 96 84
Email: info@biologique-recherche.com
www.biologique-recherche.com

Biossentials Ltd

Tel: +603 2300 2909
Email: info@biossentials.com
www.biossentials.com

Biosysco Inc

Email: b.martindale@biosysco.com
www.biosysco.com

Biotone

Tel: +1 619 582 0027
Email: sales@biotone.com
www.biotone.com

Biotropica LLC

Tel: +1 724 312 2441
Email: info@biotropicabody.com
www.biotropicabody.com

Blenheim Carpet Company Ltd

Tel: +44 20 7823 6333
Email: info@blenheim-carpets.com
www.blenheim-carpets.com

Bliss

Tel: +1 888 243 8825
www.blissworld.com

Blu Spas Inc

Tel: +1 406 862 2200
Email: cary@bluspasinc.com
www.bluspasinc.com

Blue Spa & Leisure Consultants Ltd

Tel: +44 1225 334 544
Email: info@bsandl.com
www.bluespaandleisure.co.uk

Boa Skin Care

Tel: +1 908 832 2871
Email: infous@boaskincare.com
www.boaskincare.com

Body Bistro

Tel: +1 310 859 8788
Email: customerservice@bodybistro.com
www.bodybistro.com

Body Coach

Tel: +32 9 333 9000
Email: info@bodycoach.net
www.bodycoach.net

Body Control Pilates

Tel: +44 20 7636 8900
Email: info@bodycontrol.co.uk
www.bodycontrol.co.uk

Body Health

Tel: +54 11 4740 9444
Email: info@bodyhealthgroup.com
www.bodyhealthgroup.com

Bond Recruitment

Tel: +44 121 702 0827
Email: jtreagus@bondrecruitment.com
www.bondrecruitment.com

Book4time

Tel: +1 905 752 2590
Email: sales@book4time.com
www.book4time.com

Borghese Inc

Tel: +1 212 659 5318
www.borghesecosmetics.com

Bose Ltd

Tel: +44 870 741 4500
Email: uk_pro@bose.com
www.bose.co.uk/business_solutions

Bossini SpA

Tel: +39 030 213 4211
www.bossini.it

Botanicals Ltd

Tel: +44 1664 464 005
Email: info@botanicals.co.uk
www.botanicals.co.uk

Bradford Products LLC

Tel: +1 910 791 2202
Email: info@bradfordproducts.com
www.bradfordproducts.com

Brennard Textiles Ltd

Tel: +44 161 761 5656
Email: info@brennardtextiles.co.uk
www.brennardtextiles.co.uk

Bretherton Therapy Products

Tel: +44 1767 680 041
Email: info@bremed.co.uk
www.bremed.co.uk

Bristan Group

Tel: +44 844 701 6273
www.specifybristan.com

BSweden

Tel: +46 474 23040
Email: info@bsweden.com
www.bsweden.com

Buddha-bar

Tel: +33 1 44 77 95 95
Email: presse@george-v-records.fr
www.buddha-bar.com

Bursali Towels (UK) Ltd

Tel: +44 1443 844 011
www.bursali.co.uk

Burt's Bees

Tel: +1 919 998 5200
www.burtsbees.com

Buttercups Collection

Tel: +353 1 2190 215
Email: info@buttercupsuniforms.com
www.buttercupsuniforms.com

BUZ Design Consultants Ltd

Tel: +852 2899 2357
Email: jrofkind@buzdesign.biz
www.buzdesign.biz

Cabiola

Tel: +33 1 48 78 00 00
www.cabiola.com

CACI International

Tel: +44 20 8731 5676
Email: info@caci-international.co.uk
www.caci-international.co.uk

Caldera

Tel: +852 2543 4190
Email: contact@caldera-products.com
www.caldera-products.com

California Tan

Email: cservice@caltan.com
www.californiatan.com

Callegari Spa

Tel: +390 521 273274
www.callegari1930.com

Camellia's Tea House

Tel: +44 20 7734 9939
Email: info@camelliasteahouse.com
www.camelliasteahouse.com

Candle Impressions

Tel: +1 905 940 8300 (ext 238)
Email: gma@candleimpressions.net
www.spa.candleimpressions.net

Canfield Scientific Inc

Tel: +1 973 276 0336
Email: info@canfieldsci.com
www.canfieldsci.com

The Carbon Trust

Tel: +44 800 085 2005
Email: customercentre@carbontrust.co.uk
www.carbontrust.co.uk

Cardio Infrared Technologies

Tel: +1 801 558 9646
Email: wbailey@thebiofit.com
www.thebiofit.com

Caribbean Essentials

Tel: +44 7852 723 030
Email: lindahall@caribbeanessentials.com
www.caribbeanessentials.com

Carita International

Tel: +33 1 78 46 73 73
Email: info@carita.com
www.carita.com

Carlton Beauty & Spa Ltd

Tel: +44 1903 768 388
Email: info@thecarltongroup.co.uk
www.thecarltongroup.co.uk

Catalina Spas

Tel: +44 1980 611 555
Email: sales@catalinaspas.co.uk
www.catalinaspas.co.uk

CatchOn & Company

Tel: +852 2566 8988
Email: admin@catchonco.com
www.catchonco.com

Caudalie

Tel: +44 20 7498 8944
Email: spapartner@caudalie.com
www.caudalie.com

Centre for Alternative Technology

Tel: +44 1654 705 950
www.cat.org.uk

Champalimaud

Tel: +1 212 807 8869
Email: info@chamaplimauidesign.com
www.champalimauidesign.com

Changeland

Tel: +30 210 322 22 08
www.changeland.com

Chantara Spa

Tel: +603 2300 2909
Email: info@chantaraspa.com
www.chantaraspa.com

Chantecaille

Tel: +1 877 673 7080
Email: customerservice@chantecaille.com
www.chantecaille.com

Charme d'Orient

Tel: +33 1 60 37 84 67
Email: contact@charmedorient.com
www.charmedorient.com

► Cheshire Wellness UK

Tel: +44 151 336 3417

Email: sales@cheshire-spas-pools.co.uk

www.cheshirewellness.co.uk

Chill Out Design Evolution

Tel: +33 5 4774 3930

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

www.christopherdrummond.com

Christy Towels

Tel: +44 161 368 1961

Email: info@christy-towels.com

www.christy-towels.com

Ciclotte

Tel: +390 35 700011

Email: info@ciclotte.com

www.ciclotte.com

Cinq Mondes

Tel: +33 1 78 09 59 42

www.cinqmondes.com

Clap Tzu

Tel: +49 4731 87140

Email: info@claptzu.de

www.claptzu.de

Clarins

Tel: +33 1 47 38 12 12

Email: spa-activities@clarins.net

int.clarins.com

Clarisonic

Tel: +1 425 283 5700

Email: info@clarisonic.com

www.clarisonic.com

Clinogen Ltd

Tel: +44 845 225 2909

Email: enquiry@clinogen.com

www.clinogen.com

Clodagh

Tel: +1 212 780 5300

Email: info@clodagh.com

www.clodagh.com

Closer Consulting Wessel & Matalla

Tel: +49 541 99 98 98 52

Email: info@closer-consulting.de

www.closer-consulting.de

ClubCom UK

Tel: +44 1932 593 000

Email: sales@clubcom.co.uk

www.clubcom.co.uk

CND (Creative Nail Design)

Tel: +1 760 599 2900

www.cnd.com

Coco-Mat

Tel: +30 210 6251 971

Email: info@coco-mat.com

www.coco-mat.com

Collin

Tel: +33 1 42 97 99 74

Email: contact@ici-paris.com

fr.collinparis.com

Comfort Zone

Tel: +390 521 965 611

Email: contactcz@comfortzone.it

www.comfortzone.it

Complete Pool Controls

Tel: +44 1242 662 700

Email: sales@cpc-chemicals.co.uk

www.cpc-chemicals.co.uk

Concept Software Systems

Tel: +351 289 351 200

Email: marketing@csscorporate.com

www.csscorporate.com

Concept2 Ltd

Tel: +44 115 945 5522

Email: sales@concept2.co.uk

www.concept2.co.uk

Conceptasia

Tel: +852 3698 1031

Email: sng@conceptasia.net

www.conceptasia.net

Conscious Water by Flow Below Ltd

Tel: +44 20 3287 5788

Email: info@consciouswater.com

www.consciouswater.com

Consonni

Tel: +390 31 706 393

Email: ctc@consonni.it

www.consonni.it

Continuum Footspas

Tel: +1 262 754 4900

Email: info@continuumfootspas.com

www.salonpedicurespas.com

Contract Tile Consultants

Tel: +44 161 941 4143

Email: info@ctc-tiles.co.uk

www.ctc-tiles.co.uk

Coola Suncare

Tel: +1 760 940 2125

Email: hello@coolasuncare.com

www.coolasuncare.com

Cor LLC

Tel: +1 617 440 5623

Email: info@corsilver.com

www.corsilver.com

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
www.cosmed.it

Cosmopro

Tel: +1 866 698 6580
Email: pevoniac@pevoniac.com
www.cosmopro.com

Courage + Khazaka Electronics

Tel: +49 221 956 4990
Email: info@courage-khazaka.de
www.courage-khazaka.de

Coyuchi Inc

Tel: +1 510 903 0407
Email: info@coyuchi.com
www.coyuchi.com

Craftsman Quality Lockers

Tel: +44 1480 405 396
Email: johng@cqlockers.co.uk
www.craftsman-quality-lockers.co.uk

Creative Spa Concepts

Tel: +1 678 213 3080
Email: info@creativespaconcepts.com
www.creativespaconcepts.com

Crystal Clear Skincare

Tel: +44 151 709 7227
Email: shop@crystalclear.co.uk
www.crystalclear.co.uk

CSHE Australia Pty Ltd

Tel: +61 3 350 6898
www.clinicalpro.com.au

Cures by Avance

Tel: +1 201 796 4073
www.curesbyavance.com

Curry Spa Consulting LLC

Tel: +1 707 933 0408
Email: lynncurry@comcast.net
www.curryspaconsulting.com

Custom Craftworks

Tel: +1 541 345 7212
www.customcraftworks.com

C'watre

Tel: +1 410 267 9636
Email: beauty@cwatre.com
www.cwatre.com

Cybox International Inc

Tel: +1 508 533 4300
Email: info@cyboxintl.com
www.cyboxintl.com

Cynosure Inc

Tel: +1 978 256 4200
www.cynosure.com

Daisy Global Ltd

Tel: +44 20 3214 3175
Email: trade@daisyjewellery.com
www.daisyjewellery.com

Daisy Roots (UK) Ltd

Tel: +44 1604 880 066
Email: sales@daisy-roots.com
www.pilatesshoes.co.uk

Dalesauna Ltd

Tel: +44 1423 798 630
Email: info@dalesauna.co.uk
www.dalesauna.co.uk

Daniel Aubry Studio

Tel: +1 212 414 0014
Email: daniel1aubry@gmail.com
www.aubryphoto.com

Daniel Sandler Ltd

Tel: +44 1923 845 370
Email: orders@danielsandler.com
www.danielsandler.com

Daniela Steiner

Tel: +390 471 840 153
Email: info@steinercosmetics.com
www.steinercosmetics.com

Daniele de Winter

Tel: +37 7999 99939
www.danieledewinter.com

Darphin

Tel: +33 1 47 03 17 77
www.darphin.com

Davide Macullo Architetto

Tel: +41 91 971 8234
Email: davide@macullo.com
www.macullo.com

Davines

Tel: +390 521 965 611
www.davines.com

DDF Skincare

Tel: +1 800 818 9770
www.ddfskincare.com

Deborah Lippmann

Tel: +1 212 675 2911
www.deborahlippmann.com

Decl or

Tel: +33 1 78 46 73 73
Email: info@decleor.com
www.decleor.com

Decotex Ltd

Tel: +44 7768 721159
Email: glenn@decotex.co.uk
www.decotex.co.uk

Dedon

Tel: +49 41 31 22 44 7 0
Email: office@dedon.de
www.dedon.de

Deep Nature

Tel: +33 4 50 58 01 19
Email: gwaeyaert@deepnature.fr
www.deepnature.fr

Delicious!

Tel: +86 138181 20392
Email: fresh@delicious-skin.com
www.delicious-skin.com

► Denniston International Architects & Planners Ltd

Tel: +603 2031 3418
Email: denniston@denniston.com.my
www.denniston.com.my

Dermalogica

Tel: +1 310 900 4000
www.dermalogica.com

Dermaquest Skin Therapy

Tel: +1 510 489 8836
Email: education@dermaquestinc.com
www.dermaquestinc.com

Dermasilk

Tel: +44 870 042 4232
Email: info@dermasilk.co.uk
www.dermasilk.co.uk

Dermatude

Tel: +31 49 55 47 409
Email: export@dermatude.com
www.dermatude.com

Deserving Thyme Inc

Tel: +1 604 683 7740
Email: info@deservingthyme.com
www.deservingthyme.com

Design for Leisure Ltd

Tel: +44 20 8144 7537
Email: uk@designforleisure.com
www.designforleisure.com

Di Vapor Ltd

Tel: +44 845 465 0800
Email: sales@divapor.com
www.divapor.com

Diamond Designs

Tel: +353 42 974 6333
Email: aisling@diamonddesigns.ie
www.diamonddesigns.ie

Digital Ceramic Systems Ltd

Tel: +44 1782 512 843
Email: info@digitalceramics.com
www.digitalceramics.com

Digital Right Brain

Tel: +1 631 524 5335
Email: info@salonpos.net
www.salonpos.net

DP Architects Pte Ltd

Tel: +65 6338 3988
Email: dparchitects@dpa.com.sg
www.dpa.com.sg

Dr Bronner's Magic Soaps

Tel: +1 760 743 2211
Email: info@drbronner.com
www.drbronner.com

Dr Burgener

Email: info@drburgener.com
www.drburgener.com

Dr Fish Spa Therapy

Tel: +353 91 442 568
Email: info@drfishspatherapy.com
www.drfishspatherapy.com

dR Global

Tel: +971 4 45 111 99
Email: admin@dr-global.com
www.dr-global.com

Dr Hauschka

Tel: +49 7164 930 317
Email: info@wala.de
www.wala.de

Dragonfly Teas

www.dragonfly-teas.com

Dröm UK Ltd

Tel: +44 1932 355 655
Email: info@dromuk.com
www.dromuk.com

DRV Phytolab

Tel: +34 91 847 39 93
Email: info@drvsa.com
www.drvsa.com

DTS MG Co Ltd

Tel: +82 2 558 5482
Email: info@dtsmg.com
www.dtsmg.com

Duravit Ag

Tel: +49 7833 700
Email: info@duravit.de
www.duravit.de

Duscholux SA

Tel: +41 33 33 44 111
Email: info@duscholux.ch
www.duscholux.ch

Dyson Airblade

Tel: +44 800 345 7788
www.dysonairblade.co.uk

Earth 911 for Business

Tel: +1 480 889 2650
www.earth911.com

Earthlite Massage Tables

Tel: +1 760 559 1112
www.earthlite.com

Eastward Ltd

Tel: +44 1284 830 863
Email: info@eastward.co.uk
www.eastward.co.uk

EC3 Global

Tel: +61 7 3238 1900
www.ec3global.com

Eco Furniture International Ltd

Tel: +44 1386 702 911
www.avconservatoryfurniture.co.uk

Ecocert

Tel: +33 5 62 07 34 24
Email: contact@ecocert.com
www.ecocert.com

EcoDirectory

Tel: +61 2 4342 6589
www.ecodirectory.com.au

Ecolite IPL

Tel: +44 20 8998 6657
Email: info@ecoliteipl.com
www.ecoliteipl.com

ECOTRANS

Tel: +49 681 374 679
Email: contact@ecotrans.de
www.ecotrans.de

EcoYoga

Tel: +44 20 8888 8588
www.ecoyoga.co.uk

Ecru New York

Tel: +1 888 327 8692
Email: ecru@ecrunewyork.com
www.ecrunewyork.com

Edge Systems LLC

Tel: +1 562 597 0102
www.edgeforlife.com

Eldmakaren Ab

Tel: +46 171 21450
www.eldmakaren.se

Electric Body Europe

Tel: +44 1444 235 475
Email: info@electricbody.co.uk
www.electricbody.eu

Eleiko Sport Ab

Tel: +46 35 177 070
Email: info@eleikosport.se
www.eleikosport.se

Elemental Herbology

Tel: +44 20 8968 4477
Email: sales@elementalherbology.com
www.elementalherbology.com

Elemis Ltd

Tel: +44 20 7907 2700
Email: sales@elemis.com
www.elemis.com

Eleusian Skin Care

Tel: +61 3 9509 9384
Email: eleusian@iprimus.com.au
www.eleusian.com.au

Ella Baché

Tel: +33 1 48 18 16 16
Email: contact@ellabache.fr
www.ellabache.fr

Ellisons

Tel: +44 845 130 6126
Email: sales@ellisons.co.uk
www.ellisons.co.uk

EMAS

Tel: +33 1 53 90 11 75
www.ec.europa.eu/environment/emas

EmerginC

Tel: +1 212 254 3322
Email: info@emerginc.com
www.emerginc.com

Emeyu

Tel: +44 7809 565 284
Email: info@emeyu.com
www.emeyu.com

Éminence Organic Skin Care

Tel: +1 888 747 6342
Email: info@eminenceorganics.com
www.eminenceorganics.com

Emirates Environmental Group

Tel: +971 4 344 8622
Email: eeg@emirates.net.ae
www.eeg-uae.org

Energist Medical Group

Tel: +44 1792 798 768
Email: info@energistgroup.com
www.energistgroup.com

Energy Star

Tel: +1 888 782 7937
www.energystar.gov

Environ Skin Care Pty Ltd

Tel: +27 21 671 1467
www.environ.co.za

Epicuren Discovery

Tel: +1 800 235 1217
www.epicuren.com

Erchonia Corporation

Tel: +1 214 544 2227
www.erchonia.com

Er'go Candle

Tel: +1 214 905 9050
www.ergocandle.com

Ergo-Fit GmbH & Co Kg

Tel: +49 6331 2461 0
Email: info@ergo-fit.de
www.ergo-fit.de

Ergomotion Inc

Tel: +1 805 979 9400
Email: info@ergomotion.us
www.ergomotion.us

Ericson Laboratoire

Tel: +33 1 48 96 17 50
Email: export@ericson-laboratoire.com
www.ericson-laboratoire.com

ES Skincare

Email: easomapala@aol.com
www.esskincare.co.uk

Escape Fitness Ltd

Tel: +44 1733 313 535
Email: sales@escapefitness.com
www.escapefitness.com

ESP Online

Tel: +27 73 034 8140
www.esponline.co.za

► **ESPA International (UK) Ltd**

Tel: +44 1252 742 800

Email: enquiries@espainternational.co.uk

www.espaskincare.com

Esse Cosmetics

Tel: +390 30 988 4023

Email: sales@essocosmetics.com

www.essocosmetics.com

Essential Care

Tel: +44 1638 716 593

Email: info@essential-care.co.uk

www.essential-care.co.uk

Essential Wholesale

Tel: +1 503 722 7557

Email: info@essentialwholesale.com

www.essentialwholesale.com

Essie Cosmetics

Tel: +1 718 726 5000

www.essie.com

ETE Wellness Engineering

Tel: +34 91 551 42 47

Email: info@ete.es

www.ete.es

European Platform on Life Cycle Assessment

Tel: +32 2 299 3552

Email: lca@jrc.ec.europa.eu

lca.jrc.ec.europa.eu

Eve Lom Ltd

Tel: +44 20 8740 2076

Email: customerservices@evelom.com

www.evelom.com

Eve Taylor (London) Ltd

Tel: +44 1733 260 161

Email: sales@eve-taylor.com

www.eve-taylor.com

EV-Med Ltd

Tel: +44 1455 290 007

Email: info@lazerclinics.co.uk

www.evlaseruk.co.uk

Evo2lution France

Tel: +33 1 47 55 43 72

Email: contact@evo2lution.com

www.evo2lution.com

EXF Perform Better Europe Ltd

Tel: +44 1473 735 115

Email: info@exf-fitness.com

www.exf-fitness.com

Ez-Runner

Tel: +44 844 847 5827

Email: sales@ez-runner.com

www.ez-runner.com

Fabio Alemanno Design

Tel: +49 261 1600 4820

Email: info@alemanno.de

www.alemanno.de

Fake Bake

Tel: +1 800 269 9660

Email: sales@fakebake.com

www.fakebake.com

Falkner Massagetische

Tel: +43 72 87 7243 0

Email: office@massagetable.at

www.massagetable.at

Fantaay

Tel: +44 870 626 8086

Email: sales@fantaay.com

www.fantaay.com

Fashion At Work (UK) Ltd

Tel: +44 1246 570 470

Email: uniforms@fashionatwork.co.uk

www.fashionatwork.co.uk

Fashionizer Spa

Tel: +44 20 8995 0088

Email: enquiry@fashionizerspa.com

www.fashionizerspa.com

Finders International

Tel: +44 1580 211 055

Email: info@findershealth.com

www.shopforspatrade.com

SF Finimex Oy

Tel: +358 9 2398 550

www.kelosauna.eu

FisioSphere

Tel: +390 354 28 30 11

www.fisiosphere.it

Fitbug Holdings PLC

Tel: +44 20 7449 1000

www.fitbugholdings.com

Fitech UK

Tel: +44 870 744 7252

Email: sales@fitech.co.uk

www.fitech.co.uk

Fitness-Mad

Tel: +44 1386 859 551

Email: customercare@fitness-mad.com

www.fitness-mad.com

Fitter International Inc

Tel: +1 403 243 6830

Email: sales2@fitter1.com

www.fitter1.com

Fitvibe

Tel: +32 89 510 510

Email: info@gymna-uniphy.com

www.fitvibe.com

Fitzgerald Lighting Ltd

Tel: +44 1208 262 200

Email: info@fitzlight.co.uk

www.fitzlight.co.uk

Flexi-Sports UK

Tel: +44 1452 770 075
Email: info@flexi-sports.co.uk
www.flexi-bar.co.uk

Flint Edge

Tel: +44 20 8429 1214
Email: customer.service@flintedge.com
www.flintedge.com

Float Spa

Tel: +36 70 316 23 09
Email: info@floatspa.com
www.floatspa.com

Floataway

Tel: +44 1953 851 515
Email: admin@floataway.com
www.floataway.com

Floor Gres Ceramiche

Tel: +39 536 840 111
Email: info@floorgres.it
www.floorgres.it

Florence Roby Ltd

Tel: +44 151 548 2228
Email: nicky@uniformcollection.com
www.uniformcollection.com

Forest Secrets Skincare

Email: info@forestsecretsskincare.com
www.forestsecretsskincare.com

Forlle'd Inc

Email: info@forlle-d.com
www.forlled.com

Foster & Partners

Tel: +44 20 7738 0455
Email: enquiries@fosterandpartners.com
www.fosterandpartners.com

Fox Linton

Tel: +44 20 7368 7700
Email: info@foxlinton.com
www.foxlinton.com

Fragrant Earth Co Ltd

Tel: +44 1458 831 216
Email: sales@fragrant-earth.co.uk
www.fragrant-earth.co.uk

Francis & Alexander

Tel: +1 707 637 6968
Email: peggy@resource4spas.com
www.francisandalexander.com

Franke GmbH

Tel: +43 5574 67 35 0
Email: fah-info@franke.com
www.franke.com

Franz Kaldewei GmbH & Co Kg

Tel: +49 2382 785 0
Email: info@kaldewei.de
www.kaldewei.de

Fratelli Fantini Spa

Tel: +390 322 969 127
Email: fantini@fantini.it
www.fantini.it

FreeMotion Fitness

Tel: +1 435 786 2900
Email: customerservice@freemotionfitness.com
www.freemotionfitness.com

Futuresse Spa GmbH

Tel: +49 7221 688 428
Email: info@futuresse.de
www.futuresse.de

Gaiam Inc

Tel: +1 877 989 6321
www.gaiam.com

Gallotti & Radice SRL

Tel: +39 031 777 111
www.gallottiradice.it

Gandia Blasco

Tel: +34 96 291 13 20
Email: info@gandiablasco.com
www.gandiablasco.com

Gap MuSiC

Tel: +44 1322 289 459
Email: gapmusic@btinternet.com
www.gapmusic.co.uk

Gappt

Tel: +44 20 7493 0333
Email: support@gappt.com
www.gappt.com

Garra Rufa Europe

Tel: +31 76 763 0975
Email: a.pluijmert@garrarufa.nl
www.garrarufa.nl

Gatineau

Tel: +33 1 55 74 33 33
www.gatineau-paris.com

Gentlemen's Tonic

Tel: +44 20 7323 2393
Email: sales@gentlemenstonic.co.uk
www.gentlemenstonic.co.uk

The Georgesong Group

Tel: +44 141 882 7575
Email: info@georgesongroup.com
www.georgesongroup.com

GeoSpa GmbH

Tel: +49 8031 90 895-0
Email: info@geospa.de
www.geospa.de

Gerrard International

Tel: +44 20 8381 7793
Email: info@gerrardinternational.com
www.gerrardinternational.com

Germaine de Capuccini

Tel: +34 96 554 70 70
www.germaine-de-capuccini.com

Gervasport

Tel: +34 91 870 2343
www.gervasport.es

► Gharieni Group GmbH

Tel: +49 2841 88300 164
Email: export@gharieni.de
www.gharieni.de

The GHG Protocol

Tel: +41 22 839 3100
Email: info@wbcsd.org
www.ghgprotocol.org

Global Footprint Network

Tel: +1 510 839 8879
Email: info@footprintnetwork.org
www.footprintnetwork.org

Global Spa & Wellness Summit

Tel: +1 212 716 1205
Email: alexandra@gsws.org
www.globalspaandwellnesssummit.org

GMT Spas

Tel: +44 1244 629 252
www.gmtspas.com

GOCO Hospitality

Tel: +66 2 252 6288
Email: info@goco.co
www.goco.co

Graff

Tel: +1 800 954 4723
www.graff-faucets.com

Gravity UK Ltd

Tel: +44 845 602 7485
Email: greg@gravityuk.net
www.gravityuk.net

Green Biz

Tel: +1 510 550 8285
Email: info@greenerworldmedia.com
www.greenbiz.com

The Green Guide

Tel: +1 813 979 6845
www.thegreenguide.com

Green Lodging News

Tel: +1 440 243 2055
Email: hasekcom@aol.com
www.greenlodgingnews.com

Green Pages

Tel: +41 44 272 3479
www.eco-web.com

Green Spa Network

Tel: +1 800 275 3045
Email: info@greenspanetwork.org
www.greenspanetwork.org

Green Washing Index

Tel: +1 512 476 4368
www.greenwashingindex.com

GreenBlue

Tel: +1 434 817 1424
Email: info@greenblue.org
www.greenblue.org

Leonor Greyl

Tel: +33 1 42 65 32 26
Email: contact@leonorgreyl.com
www.leonorgreyl.com

Groupe GM

Tel: +33 1 49 65 63 63
Email: gm@groupegm.com
www.groupegm.com

Groupon

Tel: +1 877 788 7858
www.groupon.com

Grupokettal

Tel: +34 93 487 90 90
Email: info@grupokettal.com
www.kettalgroup.com

Guinot

Tel: +33 1 44 55 55 00
www.guinot.com

Gumnut Systems International

Tel: +61 2 80 114 780
Email: sales@gumnutsoftware.com
www.gumnuts.com

Halomed UAB

Tel: +37 52 392591
Email: info@halomed.com
www.halomed.com

Hamberger Flooring GmbH & Co KG

Tel: +49 8031 700 713
www.haro.com

Hamman Consultants LLC

Tel: +1 954 713 7301
www.hammanconsultants.com

Hansa Metallwerke Ag

Tel: +49 711 1614 0
Email: info@hansa.de
www.hansa.com

Hansgrohe Ag

Tel: +49 7836 510
Email: info@hansgrohe.com
www.hansgrohe.com

Happy Sauna

Tel: +390 462 503023
Email: info@happysauna.it
www.happysauna.it

Harley Street Cosmetic Ltd

Tel: +44 20 7612 4530
Email: cuross@harleystreetcosmetic.com
www.harleystreetcosmetic.com

Harms Software Inc

Tel: +1 973 402 9500
Email: sales@harms-software.com
www.harms-software.com

Harnn

Tel: +662 664 8009
Email: info@tichaa.com
www.harnn.com

Haslauer GmbH

Tel: +49 8654/4887 22
Email: office@haslauer-gmbh.de
www.haslauer.info

Hawaiian Body Products LLC

Tel: +1 808 959 2358
Email: info@hawaiianbodyproducts.com
www.hawaiianbodyproducts.com

Hawley International

Tel: +61 2 9317 2980
Email: info@hawley.net.au
www.hawley.net.au

HBA/Hirsch Bedner Associates

Tel: +1 404 873 4379
Email: atlanta@hbadesign.com
www.hba.com

HCB Associates

Tel: +44 1635 202 878
Email: spa.consult@hcb-associates.com
www.hcb-associates.com

Healing Co Ltd

Tel: +81 997 46 2876
Email: overseas@healing-relax.com
www.healing-relax.com

Healing Earth

Tel: +27 861 432 784
Email: info@healingearth.co.za
www.healingearth.co.za

Helmsman

Tel: +44 1284 727 600
www.helmsman.co.uk

Helo (UK) Ltd

Tel: +44 1342 300 555
Email: sales@helo.co.uk
www.helo.co.uk

Heritage Healers

Tel: +61 2 9905 2136
www.heritagehealers.com

He-Shi Enterprises

Tel: +44 845 301 1060
Email: info@he-shi.eu
www.he-shi.eu

HFD Spa (Health Fitness Dynamics)

Tel: +1 954 942 0049
Email: hfd@hfdspa.com
www.hfdspa.com

HIS-Solution GmbH

Tel: +49 511 473 502 0
Email: info@his-solution.de
www.his-solution.eu

Hobe Pergh SRL

Tel: +390 424 692 352
Email: info@hobepergh.it
www.hobepergh.it

Hoesch Design GmbH

Tel: +49 24 22 540
Email: info@hoesch.de
www.hoesch.de

Hommage

Tel: +1 214 329 1300
Email: sales@hommage.com
www.hommage.com

Horst Kirchberger Makeup Studio

Tel: +49 89 22 37 84
Email: info@horst-kirchberger.de
www.horst-kirchberger.de

Howard Spa Consulting

Tel: +44 1483 201 102
Email: neil@howardspaconsulting.co.uk
www.howardspaconsulting.com

HRS Hotel and Restaurant Systems

Tel: +7 495 796 9900
Email: hrs@hrs.ru
www.hrs.ru

Hucke Ag

Tel: +49 40 89 720 0
Email: info@venice-beach.de
www.venice-beach.com

Hughes Safety Showers

Tel: +44 161 430 6618
Email: info@hughes-safety-showers.co.uk
www.hughes-safety-showers.co.uk

Human Touch

Tel: +1 800 404 0975
Email: sales@humantouch.com
www.humantouch.com

Hungarian Wellness Mud

Tel: +1 800 957 8427
www.hungarianwellnessmud.com

Hungarymud

Email: info@hungarymud.com
www.hungarymud.com

HUR

Tel: +358 6 83 25 500
Email: mats.manderbacka@hur.fi
www.hur.fi

Hutchinson Consulting

Tel: +1 707 935 9760
Email: lori@hutchinsonconsulting.com
www.hutchinsonconsulting.com

HVS Spa and Leisure Services

Tel: +1 516 248 8828
www.hvs.com

Hydro Physio

Tel: +44 1952 885 112
Email: lifestyle@hydrophysio.com
www.hydrophysio.com

HydroCo

Tel: +61 3 8770 4000
Email: info@hydroco.com
www.hydroco.com

► Hydroconcept

Tel: +377 92 16 51 49
Email: info@hydro-concept-spa.com
www.hydro-concept-spa.com

HydroPeptide

Tel: +1 800 932 9873
Email: info@hydropeptide.com
www.hydropeptide.com

Hydrotherm Ltd

Tel: +44 1344 707 413
Email: info@hydrothermspa.com
www.hydrothermspa.com

HygroMatik

Tel: +49 4193 895 0
Email: hy@hygromatik.de
www.hygromatik.de

IDP Design

Tel: +44 1306 875 514
Email: info@idpdesign.com
www.idpdesign.com

iHost Hospitality

Tel: +61 3 9525 0525
Email: sales@ihost-hospitality.com
www.ihost-hospitality.com

Ikaati

Tel: +1 612 216 1127
Email: info@ikaati.com
www.ikaati.com

iKou

Tel: +61 2 4784 1777
Email: shop@ikou.com.au
www.ikou.com.au

ILA-Spa Ltd

Tel: +44 1608 677 676
Email: info@ila-spa.com
www.ila-spa.com

Ilcsi Beautifying Herbs

Tel: +36 1 200 56 03
www.ilcsi.com

Illume

Tel: +1 952 885 9600
www.illumecandles.com

i-Lupo

Tel: +44 1554 755 444
www.myilupo.com

Image Skincare

Tel: +1 800 796 7546
Email: info@imageskincare.com
www.imageskincare.com

Imagine Spa Management

Tel: +44 1603 812 727
Email: davec@fitnessexpress.co.uk
www.imaginespamanagement.co.uk

Imagine Tile Inc

Tel: +1 973 771 0977
Email: customer.service@imagine tile.com
www.imagine tile.com

Inada Massage Chairs

Tel: +1 888 769 0555
www.inadausa.com

Indoor Cycling Group

Tel: +44 20 8944 6632
Email: info@indoorecycling.com
www.teamicg.com

Industrias Cosmic SAU

Tel: +34 938 654 277
Email: info@icosmic.com
www.icosmic.com

InfinitySun

Tel: +1 323 782 1049
www.infinitysun.com

Inline London

Tel: +44 845 077 0045
Email: info@inlinelondon.co.uk
www.inlinelondon.co.uk

Inner Balance

Tel: +44 1782 644 900
Email: james.mair@johnsonfitness.co.uk
www.ib-wellness.co.uk

Innovag AG

Tel: +49 8139 9102
Email: info@innovag.de
www.innovag.de

Innovate Leisure

Tel: +44 870 780 4490
Email: info@innovateleisure.com
www.innovateleisure.com

Institut Esthederm

www.esthederm.com

Instyle Fitness

Tel: +44 1342 315 933
Email: duncan@instylefitness.co.uk
www.instylefitness.co.uk

Intelligent Nutrients

Tel: +1 800 311 5635
Email: customerservice@intelligentnutrients.com
www.intelligentnutrients.com

Intelligenz Solutions

Tel: +61 7 3102 5666
Email: sales@intelligenzsolutions.com
www.intelligenzsolutions.com

International Leisure Consultants (ILC)

Tel: +852 2537 4202
Email: ilc@ilc-world.com
www.ilc-world.com

International Organisation for Standardization

Tel: +41 22 749 0111
www.iso.org

Intraceuticals

Tel: +61 3 9822 2011
Email: info@intraceuticals.com
www.intraceuticals.com

Invasix

Tel: +972 4 9097473
Email: info@invasix.com
www.invasix.com

Inviion® – by Schletterer Consult GmbH

Tel: +43 5244 65150-0
Email: office@inviion.com
www.inviion.com

Invotech Ltd

Tel: +353 1 294 1088
Email: info@invotech.ie
www.invotech.ie

IPulse

Email: info@hightechlaser.com.au
www.ipulse.com.au

Iredale Mineral Cosmetics

Tel: +1 413 644 9900
www.janeiredale.com

IS Wellness

Email: enquiries@is-wellness.com
www.is-wellness.com

Iskra Medical

Tel: +386 4 53 25 760
Email: info@iskramedical.eu
www.iskramedical.eu

Iso Italia Group Srl

Tel: +390 421 311700
Email: contact@isoitalia.com
www.isoitalia.com

I-sopod

Tel: +44 20 7357 0111
www.i-sopod.com

Iyashi Dome

Tel: +33 1 40 25 03 25
www.iyashidome.com

JadeYoga

Tel: +1 888 784 7237
www.jadeyoga.com

Jamu Asian Spa Rituals

Tel: +1 877 626 5268
Email: info@jamuspa.com
www.jamuspa.com

Jaya International Design

Tel: +1 305 720 2900
Email: info@jayainternational.com
www.jayainternational.com

Jessica Cosmetics International

Tel: +1 818 759 1050
www.jessicacosmetics.com

uwe JetStream GmbH

Tel: +49 7171 103-600
Email: jet@uwe.de
www.uwe.de

JGA Spa Consultancy

Tel: +44 1795 890 952
Email: jennifer@jgspadevelopment.com
www.jgspadevelopment.com

JK-International GmbH

Tel: +49 2224 818 0
www.ergoline.de

JKL Clothing

Tel: +44 114 239 8000
Email: sales@jklclothing.co.uk
www.jklclothing.co.uk

JMSR Europe Ltd

Tel: +44 20 8868 4411
Email: info@jmsreurope.com
www.jmsreurope.com

Johnson Health Tech UK Ltd

Tel: +44 1782 644 900
Email: info@jhtuk.co.uk
www.jhtuk.co.uk

Jon'Ric International

Tel: +1 386 734 1234
Email: info@jonric.com
www.jonric.com

Jordan Fitness

Tel: +44 1553 763 285
Email: sales@jordanfitness.co.uk
www.jordanfitness.co.uk

Julianna Rae

Tel: +1 800 662 5723
Email: conciierge@juliannarae.com
www.juliannarae.com

Julisis

Tel: +49 30 420 284 40
Email: kontakt@julisis.com
www.julisis.com

Jurlique

Tel: +61 8 8391 0577
Email: customercare@jurlique.com.au
www.jurlique.com.au

Kanebo Cosmetics Inc

Tel: +81 3 6430 5111
Email: info@kanebo-cosmetics.com
www.kanebo-international.com

Karen Neuburger

Tel: +1 415 258 0701
www.karenneuburger.com

Karma Spa

Tel: +62 361 764 082
Email: karmaspa@karmaresorts.com
www.karmaroyalgroup.com

Karora Cosmetics

Tel: +353 1 902 2333
Email: barbara.dalton@karoracosmetics.com
www.karoracosmetics.com

Kashwère LLC

Tel: +1 818 773 8090
Email: info@kashwere.com
www.kashwereathome.com

Keiser

Tel: +1 559 256 8000
www.keiser.com

► Kenmen

Tel: +1 514 521 0999
www.kenmen.net

Kenneth Green Associates

Tel: +44 1932 827 060
Email: mail@kgafrag.co.uk
www.kennethgreenassociates.co.uk

Kérastase

Tel: +33 1 40 20 60 00
www.kerastase.com

Kerry Hill Architects

Tel: +65 6323 5400
Email: enquiries@kerryhillarchitects.com
www.kerryhillarchitects.com

Kerstin Florian

Tel: +1 949 595 4300
Email: customerservice@kerstinflorian.com
www.kerstinflorian.com

Keyless Security

Tel: +1 972 331 2770
<http://keyless.co>

Keyton

Tel: +34 965 109 150
Email: info@keyton.com
www.keyton.com

Kimberly-Clark Professional

Tel: +1 888 346 4652
Email: kcpinfo@kcc.com
www.kcprofessional.com

Kimia Skincare Ltd

Tel: +44 844 588 5346
Email: customerservices@kimia.co.uk
www.kimia.co.uk

Kinele Group SL

Tel: +34 93 753 7080
Email: info@kinele.com
www.kinele.com

KIS Lifestyle Group

Tel: +44 1749 880 801
www.kislifestyle.co.uk

KLAFS GmbH & Co Kg

Tel: +49 791 501 0
Email: info@klafs.com
www.klafs.com

Klapp Cosmetics GmbH

Tel: +49 5602 9359 0
Email: vertrieb@klapp-cosmetics.com
www.klapp-cosmetics.com

Kneipp-Werke

Tel: +49 931 8002 0
Email: info@kneipp.de
www.kneipp.de

Kohler Mira

Tel: +44 1242 282 527
Email: rada_technical@mirashowers.com
www.radacontrols.com

KRD Science & Technology Co Ltd

Tel: +86 516 8362 6178
Email: krdsauna@gmail.com
www.krdsauna.com

KROMA

Tel: +1 407 622 1086
Email: reserve@kromamakeup.com
www.kromamakeup.com

KuuSh Pty Ltd

Tel: +61 8 8556 8688
Email: shaun@kuush.com.au
www.kuush.com.au

L Raphael

Tel: +41 22 732 2828
Email: reception@l-raphael.com
www.l-raphael.com

La Beeby

Tel: +44 114 251 3511
Email: sales@labeeby.co.uk
www.labeeby.co.uk

La Biosthétique

Tel: +49 7231/456 0
Email: info@labiosthetique.de
www.labiosthetique.com

La Mer Corporate

Tel: +1 866 850 9400
www.cremedelamer.com/corporate

La Paz Group

Tel: +33 6 33 54 21 04
Email: llaine@lapazgroup.com
www.lapazgroup.com

La Sultane de Saba

Tel: +33 1 48 59 03 29
Email: vanessasitbon@lasultanedesaba.com
www.lasultanedesaba.com

Laboratoire Remède

www.remede.com

Laboratoires Camylle

Tel: +33 3 8702 3814
Email: contact@camylle.com
www.camylle.com

Laboratoires Ingrid Millet SA

Tel: +33 1 42 66 66 20
Email: export@ingrid-millet.fr
www.ingridmillet.com

Laboratoires La Prairie SA

Tel: +41 44 947 82 82
Email: info@laprairie.ch
www.laprairie.com

Laboratoires Reunis Junglinster

Tel: +352 780 290 1
www.labo.lu

Laboratori Royal

Tel: +390 521 395 611
www.movie-cosmetics.it

Laboratory of Flowers

Tel: +1 703 433 2499
Email: mhscholes@aol.com
www.labofflowers.com

LadyPillo

Tel: +44 20 8144 5047
Email: hello@ladypillow.com
www.ladypillow.com

LaGaia Hydraceutical

Tel: +61 1 300 843 848
Email: info@lagaia.com.au
www.lagaia.com.au

LaNatura

Tel: +1 800 352 6288
Email: lanatura@aol.com
www.lanatura.com

Lane Pettigrew

Tel: +1 305 513 3989
Email: mail@lanepettigrew.com
www.lanepettigrew.com

L'anza

www.lanza.com

LCN Spa

Tel: +49 67 23 6020 0
Email: info@wilde-cosmetics.com
www.wilde-cosmetics.com

Le Labo

Tel: +1 212 219 2230
Email: founders@lelabofragrances.com
www.lelabofragrances.com

Le Velaqua Diffusion

Tel: +33 6 63 20 23 04
www.levelaqua.com

Leadership in Energy and Environmental Design (LEED)

Tel: +1 202 742 3792
www.usgbc.org

Leighton Denny Expert Nails

Tel: +44 20 3137 7138
www.leightondennyexpertnails.com

Lemi

Tel: +390 374 363069/68
Email: info@lemigroup.it
www.lemi.it

Lenox Pedicure Spa

Tel: +1 631 243 3336
Email: marketing@jausainc.com
www.lenoxpedicurechair.com

Les Sens de Marrakech

Tel: +212 524 33 69 91
Email: lessensdemarrakech@menara.ma
www.lessensdemarrakech.com

Life Fitness

Tel: +44 1353 666 017
Email: life@lifefitness.com
www.lifefitness.com

Lighting Design International Ltd

Tel: +44 20 8600 5777
Email: design@ldi-uk.com
www.lightingdesigninternational.com

Lightstim International Inc

Tel: +1 949 502 4088
Email: info@lightstim.com
www.lightstim.com

Ligne St Barth

Tel: +59 590 27 82 63
Email: headquarter@lignestbarth.com
www.lignestbarth.com

Linda Troeller

Tel: +1 646 752 1528
Email: troeller@bway.net
www.lindatroeller.com

Linser Hospitality GmbH

Tel: +43 512 9010 5905
Email: linser@linserhospitality.com
www.linserhospitality.com

Li'Tya

Tel: +61 3 9587 7088
Email: admin@litya.com
www.litya.com

Living Earth Crafts

Tel: +1 866 612 4531
Email: sales@livingearthcrafts.com
www.livingearthcrafts.com

LivingGlobe

Tel: +49 89 3229 9850
Email: contact@livingglobe.com
www.livingglobe.com

L'Occitane

Tel: +33 1 55 35 17 17
Email: spacontact@loccitane.fr
www.loccitane.com

LOHAS

Tel: +1 303 222 8263
Email: info@lohas.com
www.lohas.com

LPG Systems

Tel: +33 4 92 38 39 00
www.lpgsystems.com

Lubatti

Tel: +44 1344 741 028
Email: info@lubatti.co.uk
www.lubatti.co.uk

Lumenis Ltd

Tel: +972 4 959 9000
www.lumenis.com

Lumina Italia SRL

Tel: +390 2903 7521
Email: info@lumina.it
www.lumina.it

Lux Elements GmbH & Co Kg

Tel: +49 21 717 2120
Email: info@luxelements.de
www.luxelements.com

► Luxsit Organic Care

Tel: +46 8 715 23 09
Email: info@luxsit.se
www.luxsit.se

Luzern Laboratories

Tel: +1 212 780 1921
Email: info@luzernlabs.com
www.luzernlabs.com

Lynton Lasers

Tel: +44 1477 536 977
Email: info@lynton.co.uk
www.lynton.co.uk

Lytess

Tel: +33 2 4773 8016
www.lytess.com

Macon Meerescosmetic

Tel: +49 36 041 48 0 80
Email: info@maconmeerescosmetic.de
www.maconmeerescosmetic.de

Madara Cosmetics Ltd

Tel: +371 6747 0243
Email: info@madara-cosmetics.lv
www.madara-cosmetics.lv

MagnaPool

Tel: +61 7 3323 6547
Email: info@magnapool.com
www.magnapool.com

Malie Inc

Tel: +1 808 335 5285
Email: info@maliekauai.com
www.malie.com

Malin+Goetz

Tel: +1 212 244 7771
www.malinandgoetz.com

ManageMySpa

Tel: +91 40 4025 4441
Email: sales@managemyspa.com
www.managemyspa.com

Manatee Spa

Tel: +33 1 42 96 44 32
www.manateespa.com

Manduka LLC

Tel: +1 310 426 1495
www.manduka.com

Manfred Ronstedt

Tel: +49 511 9055 544
Email: info@ronstedt-hotelconcepts.de
www.ronstedt-hotelconcepts.de

Manosa & Company

Tel: +632 842 7499
Email: mail@manosa.com
www.manosa.com

Manuka Tree Ltd

Tel: +44 20 7371 0900
Email: yogi@manukalife.com
www.manukalife.com

Maps Design

Tel: +65 6 297 6166
Email: info@mapsdesign.com
www.mapsdesign.com

Marie Veronique Organics

Tel: +1 510 655 1543
Email: info@mvorganics.com
www.mvorganics.com

Marie W.

Tel: +49 2052 92 78 490
Email: info@marie-w.de
www.marie-w.de

Marine Beauty Care Ltd

Tel: +44 1707 257 548
Email: sales@marinebeautycare.co.uk
www.marinebeautycare.co.uk

MASS Designers

Tel: +44 844 344 5566
Email: contact@massdesigners.com
www.massdesigners.com

Matis Paris

Tel: +33 1 30 30 79 79
Email: france@matis-paris.com
www.matis-paris.com

Matrix Fitness Systems Ltd

Tel: +44 1782 644 900
Email: info@matrixfitness.co.uk
www.matrixfitness.co.uk

Mavala International SA

Tel: +41 22 827 0101
Email: info@mavala.com
www.mavala.com

Maya Beauty Engineering

Tel: +390 51 782368
Email: info@mayabeauty.it
www.mayabeauty.it

MBR Cosmetics

Tel: +49 37 72 - 39 52 8-0
Email: info@m-b-r.de
www.mbr-cosmetics.com

MD Formulations

Tel: +1 415 489 5000
www.mdformulations.com

Medi Spa Solutions

Tel: +961 471 1016
Email: info@medispasolutions.com
www.medispasolutions.com

Medical Technology SRL

Tel: +390 11 086 7880
Email: info@medicaltec.it
www.medicaltec.it

Medik8 Dermaceuticals

Tel: +44 20 8458 2500
Email: marianne@pangaea.co.uk
www.medik8.com

MedX Germany

Tel: +49 40 796 7012
Email: info@medxonline.de
www.medxonline.co.uk

Mei Kuai Cosmetics Co Ltd

Tel: +886 6 246 5678
Email: mkrita@ms27.hinet.net
www.meikuai.com.tw

Melt Design Hub

Tel: +44 1628 607 720
www.meltdesignhub.com

Melvita

Tel: +33 4 75 37 09 48
www.melvita.com

Mens Space

Tel: +1 312 466 9585
Email: info@mensspace.com
www.mensspace.com

Mestre & Mestre Spa Consulting

Tel: +52 55 5282 3680
Email: info@mestre-spa-mestre.com
www.mestre-spa-mestre.com

MFsport GmbH Schloss Holte

Tel: +49 5207 9170 0
Email: info@mf-sport.de
www.mf-sport.de

Micros Systems Inc

Tel: +1 443 285 6000
Email: info@micros.com
www.micros.com

Microsalt International BV

Tel: +31 30 687 8000
Email: info@microsalt.com
www.microsalt.com

Mighty Leaf Tea Company

Tel: +1 877 698 5323
Email: friends2@mightyleaf.com
www.mightyleaf.com

Milk Leisure Ltd

Tel: +44 1625 415 071
Email: robert@milkleisure.co.uk
www.milkleisure.co.uk

Milon Industries GmbH

Tel: +49 8293 965 50-0
Email: info@milon.com
www.milon.com

MINDBODY Inc

Tel: +1 877 755 4279
Email: sales@mindbodyonline.com
www.mindbodyonline.com

Monarch Cypress

Tel: +1 800 729 7623
Email: info@monarchrobe.com
www.monarchrobe.com

Monique Mathieu

Tel: +1 954 537 0732
Email: info@monique-mathieu.us
www.monique-mathieu.com

Moor Spa International Ltd

Tel: +44 1825 762 658
Email: info@moorspa.co.uk
www.moorspa.co.uk

Morjana

Tel: +33 2 96 92 91 30
Email: contact@morjana.fr
www.morjana.fr

Moroccanoil

Tel: +1 514 448 8967
Email: info@moroccanoil.com
www.moroccanoil.com

Motion Waves

Tel: +33 6 78 24 14 20
Email: contact@motion-waves.com
www.motion-waves.com

Motionsoft Inc

Tel: +1 301 255 6400
Email: info@motionsoft.net
www.motionsoft.net

MSpa International

Tel: +66 2 3656000
Email: infothailand@minornet.com
www.mspa-international.com

Murad

Tel: +1 310 726 0470
Email: muradspa@murad.com
www.murad.com

My Blend

Tel: +33 1 46 41 32 88
Email: ghislain.waeyaert@clarins.net
www.myblendbeauty.com

My Spirit

Tel: +46 8 662 0005
Email: parlan@myspirit.se
www.myspirit.se

NARS Cosmetics Inc

Tel: +1 888 788 5167
Email: customerservice@narscosmetics.com
www.narscosmetics.com

National Resources Conservation Service

Tel: +1 888 526 3227
Email: landcare@usda.gov
www.nrcs.usda.gov

Natura Bissé Internacional SA

Tel: +34 93 591 02 30
Email: naturabisse@naturabisse.es
www.naturabisse.es

Natural Resources Spa Consulting Inc

Tel: +1 212 327 0439
Email: contact@nrspa.com
www.nrispa.com

Naturalaser

Tel: +44 870 240 7072
Email: info@naturalaser.com
www.naturalaser.com

► Naturopathica

Tel: +1 631 329 2525
Email: service@naturopathica.com
www.naturopathica.com

Nautilus Inc

Tel: +1 360 859 2900
Email: enquiries@nautilus.com
www.nautilusinc.com

Nectar Essences

Tel: +1 415 295 1539
Email: info@nectaessences.com
www.nectaessences.com

NEOM Luxury Organics

Tel: +44 870 460 4677
Email: info@neomorganics.com
www.neomorganics.com

Neuma Beauty

Tel: +1 800 333 0707
Email: breathe@neumabeauty.com
www.neumabeauty.com

New Seasons Natural Products

Tel: +44 1235 767 199
Email: sales@newseasons.co.uk
www.newseasons.co.uk

Newport Collaborative Architects

Tel: +1 401 846 9583
Email: newport@narchitects.com
www.narchitects.com

Next2Skin

Tel: +61 2 6495 4841
Email: next2skin@opusnet.com.au
www.next2skin.com.au

Nickel Spa London

Tel: +44 20 7240 4048
Email: info@nickelspalondon.co.uk
www.nickelspalondon.co.uk

Nika Consulting

Tel: +1 866 833 6452
Email: info@nikaconsulting.ca
www.nikaconsulting.ca

Nilo

Tel: +390 522 7631
Email: info@nilo-beauty.com
www.nilo-beauty.com

Nohem

Tel: +33 2 40 42 09 06
Email: n.degoys@ethic-creation.com
www.nohem.com

Noel Asmar Uniforms Inc

Tel: +1 604 534 9667
Email: marketing@noelasmars.com
www.noelasmaruniforms.com

NOLA 7

Tel: +359 2 962 9910
Email: rdimitrova@nola7.com
www.nola7.com

Nordic Sauna and Leisure Ltd

Tel: +44 1342 333 999
Email: info@nordic.co.uk
www.nordic.co.uk

Nous Design

Tel: +44 20 7794 9273
Email: info@nousdesign.co.uk
www.nousdesign.co.uk

Nouveau Beauty Group

Tel: +44 1977 652 232
Email: info@nouveaulashes.co.uk
www.nouveaulashes.co.uk

Nu Skin

Tel: +1 801 345 1000
Email: contactus@nuskin.com
www.nuskin.com

NUDE

Tel: +44 20 7702 0077
Email: hello@nudeskincare.com
www.nudeskincare.com

Oakworks Inc

Tel: +1 717 235 6807
Email: customerservices@oakworks.com
www.oakworks.com

Obagi Medical Products Inc

Tel: +1 562 628 1007
Email: inquiries@obagi.com
www.obagi.com

OceanLife Aquatics

Tel: +44 161 339 9339
Email: info@oceanlifeaquatics.net
www.oceanlifeaquatics.net

Officina de' Tornabuoni

Tel: +390 559 180 643
Email: info@officinadetornabuoni.com
www.officinadetornabuoni.com

Ógra Skincare

Tel: +353 57 932 2817
www.ograskincare.com

Ojmar SA

Tel: +34 943 748484
www.ojmar.es

Oka-B

Tel: +1 678 730 5320
www.oka-b.com

Okabashi Brands

Tel: +1 770 945 1330
Email: customerservice@okabashi.com
www.okabashi.com

Olavie

Tel: +1 212 316 9828
Email: info@olavie.com
www.olavie.com

Omdanne

Tel: +61 432 638 361
Email: info@omdanne.com
www.omdanne.com.au

Omnico Group

Tel: +44 1256 365 150
Email: info@omnicogroup.com
www.omnicogroup.com

Omnisens Paris

Tel: +33 1 43 74 76 96
Email: lpierotti@omnisens.fr
www.omnisens.fr

Omorovicza

Email: info@omorovicza.com
www.omorovicza.com

OmVeda Ayurvedic Skin & Hair Care

Tel: +61 2 9810 1830
Email: info@omveda.com.au
www.omveda.com.au

ONLY YOURx

Tel: +1 661 257 7777
www.onlyyourx.com

OPI Products Inc

Tel: +1 818 759 2400
www.opi.com

Organic Male OM4

Tel: +1 877 898 6253
www.om4men.com

The Organic Pharmacy

Tel: +44 20 7225 0524
Email: info@theorganicpharmacy.com
www.theorganicpharmacy.com

The Organic Spa

Tel: +49 7249 952 251
Email: contact@theorganicspa.eu
www.theorganicspa.eu

Orly International Inc

Tel: +1 818 994 1001
www.orlybeauty.com

ORMS architecture design

Tel: +44 20 7833 8533
Email: orms@orms.co.uk
www.orms.co.uk

OSEA International

Tel: +1 310 589 1942
Email: sales@oseamalibu.com
www.oseamalibu.com

Osmium for Men

Tel: +44 20 7498 8693
Email: info@osmiumformen.com
www.osmiumformen.com

Outback Organics

Tel: +44 1823 663 322
Email: info@essentialbeautysupplies.co.uk
www.essentialbeautysupplies.co.uk

Overland Partners

Tel: +1 210 829 7003
Email: peopleandprojects@overlandpartners.com
www.overlandpartners.com

P49 Deesign & Associates Co Ltd

Tel: +66 2 652 2900 15
www.p49deesign.com

P&A Engineering Ltd

Tel: +852 2755 7182
Email: paengineering@paengineeringltd.com
www.paengineeringltd.com

PA Wellness Consultancy

Tel: +852 2755 7182
Email: info@pa-wellness.com
www.pa-wellness.com

Pai Skincare

Tel: +44 20 8579 6213
www.paiskincare.com

Panatta Sport

Tel: +390 733 611 824
Email: info@panattasport.it
www.panattasport.com

Panpuri

Tel: +66 2234 7888
Email: info@panpuri.com
www.panpuri.com

Paradigm Shift

Tel: +81 3 3553 0812
Email: info@paradigm-shift.net
www.paradigm-shift.net

Paramount Fitness Corp

Tel: +1 323 721 2121
Email: intsales@paramountfitness.com
www.paramountfitness.com

Parfums Givenchy

Tel: +33 1 44 31 50 00
Email: info@givenchy.fr
www.parfumsgivenchy.com

Parmar and Parmar

Tel: +44 845 450 7314
Email: info@parmarandparmar.com
www.parmarandparmar.com

Payot

Tel: +33 1 55 62 54 54
Email: info@payot.fr
www.payot.com

PBI Spa Solutions

Tel: +33 4 91 29 96 10
Email: bruno.rebibou@pbifrance.com,
www.probeauticinstitut.com

Peak Pilates

Tel: +1 800 925 3674
Email: info@peakpilates.com
www.peakpilates.com

► Pedicure Bowls

Tel: +1 604 601 2028
Email: info@pedicurebowls.com
www.pedicurebowls.com

Peter Muller

Tel: +61 2 9241 2010
www.petermuller.org

Peter Thomas Roth

Tel: +1 212 581 5800
www.peterthomasroth.com

Pevonia International LLC

Tel: +1 386 254 1967
Email: pevonia@pevonia.com
www.pevonia.com

Physical Company Ltd

Tel: +44 1494 769 222
Email: sales@physicalcompany.co.uk
www.physicalcompany.co.uk

Physician Endorsed

Tel: +1 954 318 6060
Email: style@physicianendorsed.com
www.physicianendorsed.com

Physiotherapie Generale France S.A.S.

Tel: +33 553 9304 25
Email: allan@g5concept.com
www.g5cellutec.com

Physiotherm GmbH Thaur

Tel: +43 5223 54777
www.physiotherm.com

Phytomer

Tel: +33 2 23 18 31 31
Email: phytomer@phytomer.com
www.phytomer.com

Phyt's

Tel: +33 5 65 20 20 21
Email: infos@phyts.com
www.phyts.com

Pierantonio Bonacina

Tel: +390 36 286621
Email: info@pierantonionbonacina.it
www.pierantonionbonacina.it

Piscine Laghetto

Tel: +390 372 819 411
Email: info@piscinelaghetto.com
www.piscinelaghetto.com

Pilates Foundation

Tel: +44 7071 781 859
Email: admin@pilatesfoundation.com
www.pilatesfoundation.com

Pilates Training Solutions

Tel: +44 845 094 4916
Email: belinda@pilates Trainingsolutions.co.uk
www.pilates Trainingsolutions.co.uk

Pinks Boutique

Tel: +44 1332 204 804
www.pinksboutique.com

Pino GmbH

Tel: +49 40 89 97 85 0
www.pinoshop.de

Planika Fires

Tel: +48 52 364 11 60
Email: planika@planikafires.com
www.planikafires.com

Plank

Tel: +1 617 241 6900
Email: info@plankdesigns.com
www.plankdesigns.com

Plinth 2000

Tel: +44 1449 767 887
Email: sales@plinth2000.com
www.plinth2000.com

Pôle Cosmétique

Tel: +33 4 98 03 08 23
www.pole-cosmetique.fr

Popband

www.thepopband.com

Portcrl Spas

Tel: +351 22 730 02 10
Email: portcrl@portcrl.com
www.portcrl.com

Power Plate

Tel: +44 20 7317 5000
www.powerplate.co.uk

Precor

Tel: +1 425 486 9292
www.precor.com

Premchit Prateap Na Thalang Ltd

Tel: +66 2260 2915
Email: premchit@experiencepremchit.com
www.experiencepremchit.com

Premier Software Solutions

Tel: +44 1543 466 580
Email: info@premiersoftware.co.uk
www.premiersoftware.co.uk

Pressalit Group AS

Tel: +45 8788 8788
Email: pressalit@pressalit.com
www.pressalit.com

Primavera Aromatherapy Ltd

Tel: +44 1373 467 103

Primavera Life GmbH

Tel: +49 8376 808 0
Email: info@primavera-life.de
www.primaveralife.com

Priori

Tel: +1 804 743 9850
www.prioriskincare.com

Private Label Music

Tel: +1 818 705 0800 x201
www.privatelabelmusic.com

Priverus Software

Tel: +1 905 754 5193
Email: sales@priverus.com
www.priverus.com

ProLight Aesthetics International

Tel: +1 702 245 4842
www.prolightaesthetics.com

Promet

Tel: +90 216 368 4840
Email: info@promet.com.tr
www.promet.com.tr

Proto-col

Tel: +44 844 472 0401
Email: info@proto-col.com
www.proto-col.com

ProVib International

Tel: +43 664 242 34 10
Email: info@provib.com
www.provib.com

Pulse Fitness Solutions

Tel: +44 1260 294 600
Email: info@pulsefitness.com
www.pulsefitness.com

Pur Natural Skincare

Tel: +44 2920 552 691
Email: sales@purskin.co.uk
www.purskin.co.uk

Pure Altitude

Tel: +33 4 50 90 63 46
www.pure-altitude.com

Pure Fiji

Tel: +679 337 3431
Email: info@purefiji.com.fj
www.purefiji.com

Pure Pod

Tel: +61 2 6290 0127
Email: info@purepod.com.au
www.purepod.com.au

Puretoes

Tel: +1 813 774 6903
Email: sales@puretoes.com
www.puretoes.com

Purex International Ltd

Tel: +44 1709 763 000
Email: marketing@purex.co.uk
www.purex.co.uk

Purus

Tel: +46 416 257 00
Email: info@purus.se
www.purus.se

Qetre

Tel: +390 35 691325
www.qetre.com

QMS Medicosmetics

Tel: +44 20 7730 8060
Email: info@qmsmedicosmetics.com
www.qmsmedicosmetics.com

Qosmedix

Tel: +1 631 242 3270
Email: info@qosmedix.com
www.qosmedix.com

Quench Solutions Pty Ltd

Tel: +61 3 9786 7887
www.quenchshowers.com

Raison d'Etre

Tel: +46 8 756 00 56
Email: info@raisondetrespas.com
www.raisondetrespas.com

Ramer Sponges

Tel: +44 1252 845 292
Email: info@ramer.ltd.uk
www.ramersponges.com

Rare Tea Company Ltd

Tel: +44 20 7681 0115
www.rareteacompany.com

Rock the Spa, LLC

Email: rockthespa@gmail.com
www.rockthespa.com

Real Music

Tel: +1 415 331 8273
Email: realmusic@realmusic.com
www.realmusic.com

RealRyder International

Tel: +1 800 976 6280
Email: sean@realryder.com
www.realryder.com

Red Cashew

Tel: +1 818 284 7455
Email: info@redcashew.com
www.redcashew.com

Red Flower

Tel: +1 212 966 5301
Email: shop@redflower.com
www.redflower.com

REN Skincare

Tel: +44 20 7724 2900
Email: info@renskincare.com
www.renskincare.com

Repêchage Ltd

Tel: +1 201 549 4200
www.repechage.com

Resense Spa

www.resensespas.com

ResortSuite

Tel: +1 416 259 0715
Email: info@resortsuite.com
www.resortsuite.com

Responsible Purchasing Network

Tel: +1 866 776 1330
www.responsiblepurchasing.org

Revolution Tea, LLC

Tel: +1 888 321 4738
www.revolutiontea.com

Richard Haworth & Co Ltd

Tel: +44 1204 702 300
Email: info@richardhaworth.co.uk
www.richardhaworth.co.uk

► Richardson Sadeki

Tel: +1 212 366 4118
www.rsdnyc.com

Rishi Tea

Tel: +1 414 747 4001
Email: websales@rishi-tea.com
www.rishi-tea.com

Rizzato Spa Consulting

Tel: +49 7542 946 990
www.spa-consulting.com

RKF Luxury Linen

Tel: +33 3 84 90 08 56
Email: rkf@rkf.fr
www.rkf.fr

Robert Buelteman Studio

Tel: +1 615 728 1010
Email: info@buelteman.com
www.buelteman.com

Robert D Henry Architects

Tel: +1 212 533 4145
Email: info@rdh-architects.com
www.rdh-architects.com

The Robeworks Inc

Tel: +1 213 748 1471
Email: therobeworks@therobeworks.com
www.robeworks.com

Rodial Ltd

Tel: +44 20 7351 1720
Email: info@rodial.co.uk
www.rodial.co.uk

Roja Dove

Tel: +44 1273 827 430
www.rojadove.com

Russie Blanche

Tel: +33 1 40 70 16 49
Email: jlemigova@russieblanche.com
www.russieblanche.com

S & P

Tel: +44 20 7831 8877
Email: answers@s-parchitects.com
www.s-parchitects.com

Sacred Currents

Tel: +1 212 410 1832
Email: judith@sacredcurrents.com
www.sacredcurrents.com

SafeTIC

Tel: +1800 33 68 42
www.safetic.ie

Salamander Lifestyle Pte Ltd

Tel: +65 6336 7670
Email: farida@salamanderspa.net
www.salamanderspa.net

Salon Ambience

Tel: +390 522 276 755
Email: internationalsales@salonambience.com
www.salonambience.com

SalonBiz

Tel: +1 888 809 2802
www.salonbizsoftware.com

Salonwear Direct

Tel: +44 871 524 0300
Email: info@salonweardirect.co.uk
www.salonweardirect.co.uk

Salt of the Earth

Tel: +1 801 294 3101
Email: info@saltearthspa.com
www.saltearthspa.com

Salus Group

Tel: +48 501 403 272
Email: salusgroup@salusgroup.pl
www.salusgroup.pl

Samtosa Clothing

Tel: +1 514 571 7171
Email: info@phrcanada.com
www.phrcanada.com

Samuel Heath & Sons PLC

Tel: +44 121 766 4200
Email: info@samuel-heath.com
www.samuel-heath.co.uk

Sandalei

Tel: +1 562 626 9220
Email: info@sandalei.com
www.sandalei.com

Sanipex Group

Tel: +971 4 3381375
Email: info@sanipexdubai.com
www.sanipexdubai.com

Sanitas Skincare

Tel: +1 303 449 1875
Email: info@sanitas-skincare.com
www.sanitas-skincare.com

Sanitas Spa & Wellness

Tel: +90 212 326 4646 - 8040
Email: info@thesanitas.com
www.thesanitas.com

Sasaki International Ltd

Tel: +44 1908 322 888
www.sasaki.co.uk

Sasy n Savy Pty Ltd

Tel: +61 2 9534 4077
Email: info@sasynsavy.com.au
www.sasynsavy.com.au

Saturn Projects Ltd

Tel: +44 1454 202 076
Email: info@saturnprojects.com
www.saturnprojects.com

Saunex

Tel: +1 877 772 8639
Email: info@saunex.com
www.saunex.com

SB Architects

Tel: +1 415 673 8990
Email: contactsf@sb-architects.com
www.sb-architects.com

Scandle LLC

Tel: +1 866 531 9916

www.scandlecandle.com

Scentys Fragrance Systems

Tel: +33 1 55 43 75 30

Email: commercia@presensia.com

www.scentys.com

Schletterer Consult GmbH

Tel: +43 5244 62005

Email: office@schletterer.com

www.schletterer.com

SCIFIT

Tel: +1 918 359 2000

Email: info@scifit.com

www.scifit.com

Sedona Resorts

Tel: +1 678 974 7270

Email: info@sedona-resorts.com

www.sedona-resorts.com

SelfOptima

Tel: +1 408 912 1908

Email: info@selfoptima.com

www.selfoptima.com

Serena Spa Pvt Ltd

Tel: +960 3313866

Email: maldives@serenaspa.com

www.serenaspa.com

Serene House International

Tel: +886 2 8751 9681

Email: service@serene-house.com

www.serene-house.com

Serralunga SRL

Tel: +390 15 2435711

www.serralunga.com

Seyo

Tel: +49 40 688 920 480

Email: info@seyo.de

www.seyo.de

Sha Holding GmbH

Tel: +43 1 532 9811

Email: office@sha-art.com

www.sha-art.com

Shapemaster Toning Systems

Tel: +44 1484 667 474

Email: sales@shapemaster.co.uk

www.shapemaster.co.uk

Shea Terra Organics

Tel: +1 877 427 6627

Email: customerservice@sheaterraorganics.com

www.sheaterraorganics.com

Shiseido Spa Division EMEA

Tel: +44 7825 215737

Email: shiseidospas@jv.shiseido.co.uk

www.shiseidospas.com

Shortcuts Software

Tel: +1 866 678 7324

www.shortcuts.net

Silhouet-Tone Corporation

Tel: +1 866 340 9456

www.silhouettone.com

Simon Jersey

Tel: +44 8444 994414

www.simonjersey.com

Simply Washrooms

Tel: +44 161 643 8484

Email: sales@simplywashrooms.co.uk

www.simplywashrooms.co.uk

Simulated Environment Concepts Inc

Tel: +1 305 651 9200

Email: allen@spacapsule.com

www.spacapsule.com

Sismo Fitness International

Tel: +33 1 49 08 02 50

Email: contact@sismofitness.com

www.sismofitness.com

Själ Skincare

Tel: +1 212 560 9561

Email: info@sjal.com

www.sjalskincare.com

Skin 2 Skin Care

Tel: +1 877 754 6790

Email: ken@skin2skincare.com

www.skin2skincare.com

Skin Authority

Tel: +1 760 268 0047

Email: info@skinauthority.com

www.skinauthority.com

Skin for Life

Tel: +1 866 312 7546

www.skinforlife.com

SkinCeuticals

Tel: +1 800 771 9489

www.skinceuticals.com

Sky-Skan Europe GmbH

Tel: +49 89 6428 9231

Email: office@skyskan.com

www.skyskan.com

Slim Images Ltd

Tel: +44 1733 897 202

Email: info@slimimages.co.uk

www.slimimages.co.uk

Smart Candle

Tel: +44 1753 621 777

Email: enquiries@smartcandle.co.uk

www.smartcandle.co.uk

Smiths of Jersey

Tel: +44 1534 854 262

Email: contact@smithsofjersey.com

www.smithsofjersey.com

So Sound Solutions

Tel: +1 303 926 5316

Email: info@sosoundsolutions.com

www.sosoundsolutions.com

► Sodashi Pty Ltd

Tel: +61 8 9336 6837
Email: sales@sodashi.com
www.sodashi.com

Soleil Organique

Email: sales@soleilorganique.com
www.soleilorganique.com

Solta Medical Inc

Tel: +1 877 782 2286
Email: info@solta.com
www.solta.com

Soltron

Tel: +1 866 243 9861
www.soltron.us

Somme Institute

Tel: +1 212 593 0070
Email: sales@sommeinstitute.com
www.sommeinstitute.com

Sommerhuber GmbH

Tel: +43 7252 893 0
Email: keramik@sommerhuber.com
www.sommerhuber.com

Sorisa

Tel: +34 93 721 69 20
Email: sorisa@sorisa.com
www.sorisa.com

Sothys

Tel: +44 1303 262 666
Email: sothys@sothys-uk.co.uk
www.sothys-uk.co.uk

Spa Advisors Incorporated

Tel: +1 480 659 7730
Email: kay@spaadvisors.com
www.spaadvisors.com

Spa Alila

Tel: +65 6735 8300
Email: ask@alilahotels.com
www.alilahotels.com

Spa Balance Consulting

Tel: +34 91 563 7740
Email: info@spa-balance.com
www.spa-balance.com

Spa Concepts International

Tel: +1 707 939 0101
Email: eva@spaconcepts.com
www.spaconcepts.com

The Spa Consultants

Tel: +27 11 234 2150
www.thespaconsultants.co.za

Spa Creators

Tel: +357 25 376 111
Email: info@spacreators.com
www.spacreators.com

Spa Factory Bali

Tel: +62 361 701 439
Email: sales@spafactorybali.com
www.spafactorybali.com

Spa Guide-n-Light

Tel: +91 98195 61806
Email: info@spaguidenlight.com
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
Email: spamgmtsol@aol.com
www.spamanagementsolutions.com

Spa Opportunities

Tel: +44 1462 431 385
Email: spaopps@leisuremedia.com
www.spaopportunities.com

Spa Origins Co Ltd

Tel: +66 2665 7180
Email: info@spaorigins.com
www.spaorigins.com

Spa Revolutions

Tel: +1 760 480 7586
Email: info@sparev.com
www.sparevolutions.com

Spa Ritual

Tel: +1 818 988 2228
Email: info@sparitual.com
www.sparitual.com

Spa Sessions

Tel: +61 4 2358 8001
Email: info@spasessions.com
www.spasessions.com

Spa Sounds

Tel: +61 2 9693 1596
Email: sales@spasounds.com.au
www.spasounds.com.au

Spa Strategy

Tel: +1 303 323 1330
Email: elaine@spastrategy.net
www.spastrategy.net

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com

Spa Technologies

Tel: +845 589 0000
Email: info@spatechnologies.com
www.spatechnologies.com

SpaAudit

Tel: +61 4 2358 8001
www.spaaudit.com

SpaBooker

Tel: +1 866 966 9798
Email: sales@booker.com
www.booker.com

SpaDunya

Tel: +33 4 66 04 07 07
Email: info@spadunya.com
www.spadunya.com

SpaEquip Inc

Tel: +1 310 388 9030
Email: assist@spaequip.com
www.spaequip.com

SpaFinder Wellness Inc

Tel: +1 212 924 6800
Email: info@spafinder.com
www.spafinder.com

Spameeting

Tel: +33 1 44 69 97 67
Email: spameeting@spameeting.com
www.spameeting.com

Sparcana Ltd

Tel: +44 1789 204 904
Email: info@spapliance.com
www.spapliance.com

Sparcstudio

Tel: +44 844 879 3765
Email: neil@sparcstudio.co.uk
www.sparcstudio.co.uk

SpaSoft

Tel: +1 800 448 6505
www.spasoft.com

Spatec Middle East

Tel: +356 9945 8305
Email: spacebonello@questex.com
www.spatecme.com

Spirit Music Group

Tel: +1 212 614 8137
www.spiritmusicgroup.com

SportsArt Worldwide

Tel: +886 6 3840888
Email: info@sportsart.com.tw
www.sportsartfitness.com

St Tropez

Tel: +44 20 7845 6330
www.st-tropez.com

Star Trac

Tel: +1 714 669 1660
Email: sales@startrac.com
www.startrac.com

Star Wellness

Tel: +33 4 97 06 51 07
www.starwellness.com

Starpool srl

Tel: +390 462 571 881
Email: info@starpool.com
www.starpool.com

Stas Doyer Hydrotherapie

Tel: +33 5 61 51 93 20
Email: info@stas-doyer.com
www.stas-doyer.com

Steiner Leisure Ltd

Tel: +1 305 358 9002 ext 308
Email: winif@steinerleisure.com
www.steinerleisure.com

Steiner Spa Consulting

Tel: +603 7880 6588
Email: info@steinerspaconsulting.com
www.steinerspaconsulting.com

Steve Leung Designers Ltd

Tel: +852 2527 1600
Email: sld@steveleung.com
www.steveleung.com

Stolle Service Ltd

Tel: +1 250 370 2727
Email: info@stolle.com
www.stolle.com

Stone Forest

Tel: +44 845 617 0617
www.stone-forest.co.uk

Storz Medical Ag

Tel: +41 71 677 4545
Email: info@storzmedical.com
www.storzmedical.ch

STOTT Pilates

Tel: +1 416 482 4050
Email: info@stotpilates.com
www.stotpilates.com

Strategic Spa Solutions

Tel: +1 520 248 1901
Email: dtrieste@strategicspa.com
www.strategicspa.com

Stress & Motivation UK Ltd

Tel: +44 20 7603 2846
Email: info@soundwavetherapy.co.uk
www.soundwavetherapy.co.uk

Studio Noach

Tel: +31 20 404 0733
Email: info@studiooach.nl
www.studiooach.com

Studio RHE

Tel: +44 20 7253 5358
Email: architect@rhe.uk.com
www.rhe.uk.com

Subtle Energies

Tel: +61 2 9634 1677
www.subtleenergies.com.au

Suissences

Tel: +41 32 631 1667
Email: info@suisssences.ch
www.suisssences.ch

Sundari

Tel: +1 562 435 5000
www.sundari.com

Sunlighten Saunas

Tel: +1 913 754 0831
www.sunlighten.com

Suntech Group Ab

Tel: +46 521 230 255
Email: helen.ottosson@suntechgroup.se
www.suntechgroup.se

► Swan/Svanen

Tel: +46 8 55 55 24 00
Email: info@ecolabel.se
www.svanen.se

Swiss Mountain Cosmetics GmbH

Tel: +41 55 28 45 390
Email: info@swiss-mountain-cosmetics.ch
www.swiss-mountain-cosmetics.ch

Swiss Perfection

Tel: +41 21 962 88 90
Email: info@pp-products.com
www.swissperfection.com

Sybaritic Inc

Tel: +1 952 888 8282

Sylvia Planning And design Inc (SPAd)

Tel: +1 928 204 2338
Email: spad@sylviaspa.com
www.sylviaspa.com

Syneron-Candela Ltd

Tel: +44 845 521 0698
Email: info@syneron-candela.co.uk
www.syneron-candela.co.uk

System4 Technologies GmbH

Tel: +49 421 9601 330
Email: mail@human-regenerator.com
www.human-regenerator.com

TAC IT GmbH

Tel: +43 3332 6005 990
Email: office@tac.eu.com
www.tac.eu.com

Tanamera Tropical Spa Products

Tel: +603 80 684 978
Email: info@tanamera.com.my
www.tanamera.com.my

Tao Freedom LLC

Tel: +1 718 599 2163
Email: info@taofreedom.com
www.taofreedom.com

TAP Technology Co Ltd

Tel: +66 53 920 144
Email: cs@tap10.com
www.tap10.com

Tara Spa Therapy Inc

Tel: +1 866 224 1391
Email: customerservice@taraspa.com
www.taraspa.com

TavTech Ltd

Tel: +972 3 536 0515
Email: sales@tav-tech.co.il
www.tav-tech.com

TCO Development Sweden

Tel: +46 8 782 9200
Email: development@tcodevelopment.com
www.tcodevelopment.com

Teo Cabanel

Tel: +33 1 64 22 84 95
Email: info@teo-cabanel.com
www.teo-cabanel.com

Teatulia

Tel: +1 303 433 2980
Email: orders@teatulia.com
www.teatulia.com

Technodesign SRL

Tel: +39 45 715 6988
Email: info@nuvolaitalia.it
www.nuvolaitalia.it

Technogym

Tel: +390 547 56047
www.technogym.com

Teeter Hang Ups

Tel: +1 242 362 1001
Email: info@inversioninternational.com
www.inversioninternational.com

Telegraph Hill Robes

Tel: +1 888 398 7010
www.telegraphhill.com

Temple Spa Ltd

Tel: +44 1903 719 429
Email: customerservice@templespa.com
www.templespa.com

Tempus Clothing

Tel: +44 1538 385 888
Email: enquiries@tempusclothing.com
www.tempusclothing.com

Terraké

Tel: +33 4 94 19 73 73
Email: contact@terrake.com
www.terrake.com

Terres D'Afrique

Tel: +27 78 953 5051
Email: info@terres-dafrique.com
www.terres-dafrique.com

Teuco Guzzini S.p.A.

Tel: +39 0733 220391
www.teuco.com

Thaiyurveda

Tel: +1 831 521 6493
Email: info@thaiyurveda.com
www.thaiyurveda.com

Thalgo

Tel: +33 4 94 19 73 73
Email: contactpro@thalgo.com
www.thalgo.com

Thalgo Spa Management

Tel: +33 4 94 19 91 40
Email: tsm@thalgo.com
www.thalgospamanagement.com

Thalion

Tel: +33 2 98 04 59 69
Email: contact@thalion.com
www.thalion.com

Thann-Oryza Co Ltd

Tel: +662 714 3239 44
www.thann.info

Themae

Tel: +33 1 75 77 59 60

www.themae.fr

TheraVine

Tel: +27 21 886 6623

Email: lisa@lsenterprises.co.za

www.spaproducts.co.za

Thermarium Bäder-Bau GmbH

Tel: +43 5244 65660

Email: office@thermarium.com

www.thermarium.com

Tip Touch International

Tel: +32 26 44 27 44

Email: jean-guy@tiptouch.com

www.tiptouch.com

Tisserand

Tel: +44 1273 325 666

Email: sales@tisserand.com

www.tisserand.com

Tonon & C SpA

Tel: +390 432 740740

www.tononitalia.com

Topaz Consulting

Tel: +44 1268 745 892

Email: info@topazconsulting.net

www.topazconsulting.net

Toskanaworld

Tel: +49 3 64 61 / 91826

Email: sekretariat@toskanaworld.net

www.toskanaworld.net

Total Environment Centre

Tel: +61 2 9261 3437

www.tec.org.au

TouchAmerica

Tel: +1 919 732 6968

Email: info@touchamerica.com

www.touchamerica.com

Trautwein GmbH

Tel: +49 76 41 46 77 30

Email: info@trautwein-gmbh.com

www.trautwein-gmbh.com

Trend Group

www.trend-group.com

Tri-Dosha Ltd

Tel: +44 20 8566 1498

Email: info@tri-dosha.co.uk

www.tri-dosha.co.uk

Trilogy Spa Ventures

Tel: +1 212 874 5649

Email: info@trilogyspaventures.com

www.trilogyspaventures.com

Trixter Europe Ltd

Tel: +44 844 979 4567

Email: eusales@trixter.net

www.trixter.net

Tropical Science Center

Tel: +506 2253 3267

Email: cct@cct.or.cr

www.cct.or.cr

True Fitness Technology

Tel: +1 800 426 6570

Email: info@truefitness.com

www.truefitness.com

Tru Fragrance

Tel: +1 630 590 5836

www.trufragrance.com

Tumiturbi

Tel: +39 348 38 61 346

Email: mariella.maiorano@tumiturbi.it

www.tumiturbi.it

Twyford Bathrooms

Tel: +44 1270 879 777

Email: twyford.sales@twyfordbathrooms.com

www.twyfordbathrooms.com

Tylö Ab

Tel: +46 35 299 00 00

Email: info@tylo.se

www.tylo.com

U International Ltd

Tel: +44 1256 701 788

Email: info@men-u.co.uk

www.men-u.co.uk

The Ultimate Sauna Company Ltd

Tel: +44 1933 303 077

Email: service@theultimatesauna.co.uk

www.theultimatesauna.co.uk

Ultrasun International BV

Tel: +31 74 291 22 15

Email: info@ultrasun.nl

www.ultrasun.nl

Unbescheiden GmbH

Tel: +49 7221 9 53 40

Email: info@unbescheiden.com

www.unbescheiden.com

Under a Tree, Consulting

Tel: +1 520 400 5799

Email: amy@underatree.com

www.underatree.com

Under the Canopy

Tel: +1 561 955 9311

Email: info@underthecanopy.com

www.underthecanopy.com

Unite Eurotherapy

Tel: +1 888 957 5372

Email: info@uniteeurotherapy.com

www.uniteeurotherapy.com

Universal Companies Inc

Tel: +1 276 466 9110

Email: info@universalcompanies.com

www.universalcompanies.com

► Universal Essences

Tel: +44 870 062 0206
Email: belinda@universalesences.com
www.universalesences.com

Uspa

Tel: +61 3 9596 0522
Email: info@uspa.com.au
www.uspaimmersion.com

Vanessa Gallinaro

Tel: +44 20 7828 1485
Email: info@vanessa-gallinaro.com
www.vanessa-gallinaro.com

Vani-T Pty Ltd

Tel: +61 8 8381 0000
Email: info@vani-t.com
www.vani-t.com

Vasper

Tel: +1 808 679 1268
Email: info@vasper.com
www.vasper.com

Vendor International BV

Tel: +31 13 578 66 90
Email: info@vendorinternational.com
www.vendorinternational.com

Veribel Skincare

Tel: +390 45 896 1068
Email: info@veribelskincare.com
www.veribelskincare.com

VersaClimber USA

Tel: +1 714 850 9716
Email: email@heartrateinc.com
www.versaclimber.com

Vi Spa Experience Rooms

Tel: +44 1257 451 666
www.vi-spa.co.uk

Vibrogym UK

Tel: +44 20 7272 0770
Email: info@react-fitness.com
www.vibrogym.com

Victoria Moore Ltd

Tel: +44 7525 812 275
Email: victoria@victoriamoore.eu
www.victoria-moore.eu

Viora Inc.

www.vioramed.com

Vita Liberata

Tel: +44 28 9334 4411
Email: enquiries@vitaliberata.com
www.vitaliberata.com

VitaMan Pty Ltd

Tel: +61 2 9725 6994
Email: info@vitaman.com.au
www.vitaman.com.au

Voelker Gray Design

Tel: +1 949 651 0300
Email: john@voelkergraydesign.com
www.voelkergraydesign.com

VOYA

Tel: +353 71 916 1872
Email: sales@voya.ie
www.voya.ie

Vulsini

Tel: +44 20 8816 8161
Email: info@vulsini.com
www.vulsini.net

Wahanda

Tel: +44 20 3384 5358
Email: hello@wahanda.com
www.wahanda.com

Wala Heilmittel GmbH

Tel: +49 71 64 930 0
Email: info@wala.de
www.wala.de

Washroom Washroom Ltd

Tel: +44 845 470 3000
Email: contact@washroom.co.uk
www.washroom.co.uk

Water Footprint Network

Tel: +31 53 489 4320
Email: info@waterfootprint.org
www.waterfootprint.org

Water-to-Go Ltd

Tel: +44 1582 841 412
www.watertogo.eu

WaterRower UK

Tel: +44 20 8749 9090
Email: support@waterrower.co.uk
www.waterrower.co.uk

Weil Lifestyle LLC

www.drweil.com

Weleda International

Tel: +41 61 705 21 21
www.weleda.com

Wellmondo

Tel: +49 89 3890 28 54
Email: info@wellmondo.de
www.wellmondo.de

Werner Dosiertechnik GmbH & Co KG

Tel: +49 82 72/9 86 97 0
Email: info@werner-dosiertechnik.de
www.werner-dosiertechnik.de

Wheway Lifestyle International

Tel: +44 1494 758 058
Email: info@whewaylifestyle.com
www.whewaylifestyle.com

Wild Earth Pvt Ltd

Tel: +977 1 437 41 78
Email: info@wildearthnepal.com
www.wildearthnepal.com

Wimberly Allison Tong & Goo

Tel: +1 808 521 8888
www.watg.com

Wisdom of Africa

Tel: +27 83 266 5615
Email: enquiries@wisdomcosmetics.com
www.wisdomcosmetics.com

Woodway GmbH

Tel: +49 7621 94 09 99 0
Email: info@woodway.de
www.woodway.de

World Business Council for Sustainable Development

Tel: +41 22 839 3100
Email: info@wbcasd.org
www.wbcasd.org

World Green Building Council

Tel: +1 289 268 3900
Email: info@worldgbc.org
www.worldgbc.org

World Resources Institute

Tel: +1 202 729 7600
www.wri.org

WTS International

Tel: +1 301 761 5803
Email: svpdevelopment@wtsinternational.com
www.wtsinternational.com

Xen-Tan

Tel: +44 7966 153 995
Email: info@xen-tan.co.uk
www.xentan.co.uk

xPlan

Tel: +31 113 253 280
Email: info@dimmbizz.com
www.xplanonline.com

Yamarama

Tel: +44 20 7703 2901
Email: info@yamarama.com
www.yamarama.com

Yayasan IDEP Foundation

Tel: +62 361 981504
Email: info@idepfoundation.org
www.idepfoundation.org

Yeah Baby

Tel: +1 480 765 0555
Email: info@yeahbabypl.com
www.yeahbabypl.com

Yemaya

Tel: +33 5 59 31 51 80
Email: contact@yemaya-fine-food.com
www.yemaya-the.com

Yoga Professionals

Tel: +44 20 7689 2407
Email: bookings@ymcafit.org.uk
www.yogaprofessionals.net

Yogamasti

Tel: +44 7723 423 719
Email: info@yogamasti.com
www.yogamasti.com

Yon-Ka

Tel: +33 1 41 19 56 56
www.yonka.com

Ytsara

Tel: +66 2 656 7060 1
Email: sale@ytsara.com
www.ytsara.com

Yum Skin Care Inc

Tel: +1 604 279 5525
Email: info@yumskincare.com
www.yumskincare.com

Yves Rocher

Tel: +44 870 049 2222
www.yves-rocher.co.uk

Yvonne Gray Cosmetics

Tel: +44 1491 639 400
Email: sales@yvonne-gray.co.uk
www.yvonne-gray.co.uk

Z.Bigatti

Tel: +1 651 489 2058
Email: info@zbigatti.com
www.zbigatti.com

Zendals

Tel: +1 973 584 0168
Email: info@zendals.com
www.zendals.com

Zen-sations

Email: info@zen-sations.com
www.zen-sations.com

ZENsei

Tel: +1 760 487 1316
Email: info@zensei.com
www.zensei.com

Zepter Cosmetics International

Tel: +44 20 8622 3684/5
Email: hrifai@zepter.co.uk
www.zepter.com

Zoki UK

Tel: +44 121 766 7888
Email: zokiuk@btconnect.com
www.zokiuk.co.uk

Zoya

Tel: +1 216 438 6363
www.zoya.com

Zucchetti Rubinetteria SpA

Tel: +390 322 954700
Email: customer&zucchettidesign.it
www.zucchettirub.it

Zynk Design

Tel: +44 20 7467 7332
Email: stavros@zynkdesign.com
www.zynkdesign.com

Product Selector

How to use the product selector

Choose the category of product or service which you need and you'll find all relevant companies listed, along with their basic contact details. Other essential contact details, including phone, email and website listings can be found for each listed company in the Contact Book (which starts on p234) and also online at www.spa-kit.net

ACCESSORIES

Manatee Spa
www.manateespa.com
Next2Skin
www.next2skin.com.au
Popband
www.thepopband.com

ANTI-AGEING PRODUCTS

Africology
www.africology-sa.com
After the Rain SA
www.aftertherain.ch
Ahava
www.ahava.com
Alchimie Forever LLC
www.alchimie-forever.com
Allure Africa
www.allureafrica.com
Alqvimia SL
www.alqvimia.com
Amala Inc
www.amalabeauty.com
Anne Semonin
www.annesemonin.com
AR457
www.ar457.com
Aromatherapy Associates Ltd
www.aromatherapyassociates.com
Aromatica
www.aromatica.fi
Aveda
www.aveda.com
AW Lake Spa Concepts Pte Ltd
www.awlakeonline.com

Babor GmbH & Co Kg
www.babor.com
Biodroga Cosmetic GmbH
www.biodroga.com
Biola Organic Cosmetics
www.biola-organics.com
Bliss
www.blissworld.com
Carita International
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
Clarins
int.clarins.com
Collin
fr.collinparis.com
Comfort Zone
www.comfortzone.it
Cor LLC
www.corsilver.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
Decleor
www.decleor.com
Delicious!
www.delicious-skin.com
Dermalogica
www.dermalogica.com
Dr Burgener
www.drburgener.com
DRV Phytolab
www.drvs.com
Elemental Herbology
www.elementalherbology.com
Elemis Ltd
www.elemis.com
Eleusian Skin Care
www.eleusian.com.au
Ella Baché
www.ellabache.fr
Éminence Organic Skin Care
www.eminenceorganics.com
Environ Skin Care Pty Ltd
www.environ.co.za
ESPA International (UK) Ltd
www.espaskincare.com
Eve Lom Ltd
www.evelom.com
Eve Taylor (London) Ltd
www.eve-taylor.com
Finders International
www.shopforspatrade.com
FisioSphere
www.fisiosphere.it
Forlle'd Inc
www.forlled.com

Gatineau

www.gatineau-paris.com

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Harnn

www.harnn.com

Hobe Pergh SRL

www.hobepergh.it

HydroPeptide

www.hydropeptide.com

Institut Esthederm

www.esthederm.com

Intraceuticals

www.intraceuticals.com

Julisis

www.julisis.com

Jurlique

www.jurlique.com.au

Kanebo Cosmetics Inc

www.kanebo-international.com

Kerstin Florian

www.kerstinflorian.com

Kimia Skincare Ltd

www.kimia.co.uk

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

KuuSh Pty Ltd

www.kuush.com.au

L Raphael

www.l-raphael.com

La Mer Corporate

www.cremedelamer.com/corporate

Laboratoire Remède

www.remede.com

Laboratoires Ingrid Millet SA

www.ingridmillet.com

Laboratoires La Prairie SA

www.laprairie.com

LaNatura

www.lanatura.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Li'Tya

www.litya.com

L'Occitane

www.loccitane.com

LPG Systems

www.lpgsystems.com

Lubatti

www.lubatti.co.uk

Luxsit Organic Care

www.luxsit.se

Macon Meerescosmetic

www.maconmeerescosmetic.de

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

MD Formulations

www.mdformulations.com

Melvita

www.melvita.com

Moor Spa International Ltd

www.moorspa.co.uk

My Blend

www.myblendbeauty.com

Nannic Int

www.nannic.com

Natura Bissé Internacional SA

www.naturabisse.es

Nohem

www.nohem.com

Nu Skin

www.nuskin.com

NUDE

www.nudeskincare.com

Ógra Skincare

www.ograskincare.com

Omnisens Paris

www.omnisens.fr

Omorovicza

www.omorovicza.com

On Group

www.on-group.co.uk

The Organic Pharmacy

www.theorganicpharmacy.com

Payot

www.payot.com

Pevonia International LLC

www.pevonia.com

Phytomer

www.phytomer.com

Phyt's

www.phyts.com

Priori

www.prioriskincare.com

Pure Altitude

www.pure-altitude.com

QMS Medicosmetics

www.qmsmedicosmetics.com

REN Skincare

www.renskincare.com

Repêchage Ltd

www.repechage.com

Rodial Ltd

www.rodial.co.uk

Sanitas Skincare

www.sanitas-skincare.com

Shiseido Spa Division EMEA

www.shiseidospas.com

Skin 2 Skin Care

www.skin2skincare.com

Skin Authority

www.skinauthority.com

SkinCeuticals

www.skinceuticals.com

Sothys

www.sothys-uk.co.uk

Spa Technologies

www.spatechnologies.com

Subtle Energies

www.subtleenergies.com.au

Sundari

www.sundari.com

Swiss Mountain Cosmetics GmbH

www.swiss-mountain-cosmetics.ch

Swiss Perfection

www.swissperfection.com

Temple Spa Ltd

www.templespa.com

Terraké

www.terrake.com

Thalgo

www.thalgo.com

Themae

www.themae.fr

TheraVine

www.spaproducts.co.za

Wisdom of Africa

www.wisdomcosmetics.com

Yon-Ka

www.yonka.com

Yves Rocher

www.yves-rocher.co.uk

AROMATHERAPY

Absolute Aromas

www.absolute-aromas.com

Alqvimia SL

www.alqvimia.com

Amala Inc

www.amalabeauty.com

Anakiri BioEnergetic Skin Care

www.anakiri.com

Aromapothecary

www.aromapothecary.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Aromatica

www.aromatica.fi

Aveda

www.aveda.com

Biodroga Cosmetic GmbH

www.biodroga.com

Biossentials Ltd

www.biossentials.com

Botanicals Ltd

www.botanicals.co.uk

Caribbean Essentials

www.caribbeanessentials.com

► AROMATHERAPY *cont...*

Cinq Mondes

www.cinqmondes.com

Clarins

int.clarins.com

Comfort Zone

www.comfortzone.it

Daniele de Winter

www.danieledewinter.com

Darphin

www.darphin.com

Decléor

www.decleor.com

Delicious!

www.delicious-skin.com

Deserving Thyme Inc

www.deservingthyme.com

Elemental Herbology

www.elementalherbology.com

Elemis Ltd

www.elemis.com

Éminence Organic Skin Care

www.eminenceorganics.com

ES Skincare

www.esskincare.co.uk

ESPA International (UK) Ltd

www.espaskincare.com

Eve Taylor (London) Ltd

www.eve-taylor.com

FisioSphere

www.fisiosphere.it

Fragrant Earth Co Ltd

www.fragrant-earth.co.uk

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Harnn

www.harnn.com

Heritage Healers

www.heritagehealers.com

Jurlique

www.jurlique.com.au

Kerstin Florian

www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

KuuSh Pty Ltd

www.kuush.com.au

Laboratory of Flowers

www.labofflowers.com

LaNatura

www.lanatura.com

Le Labo

www.llelabofragrances.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Li'Tya

www.litya.com

L'Occitane

www.loccitane.com

Matis Paris

www.matisparis.com

MoroccanOil

www.moroccanoil.com

Nectar Essences

www.nectaresences.com

NEOM Luxury Organics

www.neomorganics.com

Pevonia International LLC

www.pevonia.com

Pino GmbH

www.pinoshop.de

Premchit Prateap Na Thalang Ltd

www.experienceprechit.com

Primavera Life GmbH

www.primaveralife.com

Red Flower

www.redflower.com

REN Skincare

www.renskincare.co

Russie Blanche

www.russieblanche.com

Sasy n Savy Pty Ltd

www.sasynsavy.com.au

Shiseido Spa Division EMEA

www.shiseidospas.com

Sothys

www.sothys-uk.co.uk

Spa Technologies

www.spatechnologies.com

SpaDunya

www.spadunya.com

Subtle Energies

www.subtleenergies.com.au

Tara Spa Therapy Inc

www.taraspa.com

Thalgo

www.thalgo.com

Thann-Oryza

www.thann.info

Tisserand

www.tisserand.com

Tru Fragrance

www.trufragrance.com

Universal Essences

www.universalessences.com

VOYA

www.voya.ie

Yon-Ka

www.yonka.com

Ytsara

www.ytsara.com

AUDIO-VISUAL

AB Audio Visual Ltd

www.abaudiovisual.co.uk

Bose Ltd

www.bose.co.uk/
business_solutions

ClubCom UK

www.clubcom.co.uk

Fantaay

www.fantaay.com

LivingGlobe

www.livinglobe.com

Motion Waves

www.motion-waves.com

Real Music

www.realmusic.com

Sky-Skan Europe GmbH

www.skyskan.com

BOOKING SYSTEMS

See computer systems/software

CANDLES

Akhassa

www.akhassausa.com

Aroma Naturals

www.aromanaturals.com

AromaWorks

www.aroma-works.com

AtarNaive SRL

www.atarnaive.com

Candle Impressions

www.candleimpressions.net

Deserving Thyme Inc

www.deservingthyme.com

Er'go Candle

www.ergocandle.com

Hawaiian Body Products LLC

www.hawaiianbodyproducts.com

Illume

www.illumecandles.com

LaNatura

www.lanatura.com

Le Labo

www.llelabofragrances.com

NEOM Luxury Organics

www.neomorganics.com

Red Flower

www.redflower.com

Scandle

www.scandlecandle.com

Smart Candle

www.smartcandle.co.uk

Tanamera Tropical Spa Products

www.tanamera.com.my

Temple Spa Ltd

www.templespa.com

Universal Essences

www.universalessences.com

Victoria Moore Ltd
www.victoria-moore.eu

CLOTHING FOR RETAIL

90210 Organics
www.90210organics.com

Adidas Ag
www.adidas-group.com

Aspley Leisure Limited
www.aspleyleisure.co.uk

Asquith London
www.asquithlondon.com

Dermasilk
www.dermasilk.co.uk

Fashionizer Spa
www.fashionizerspa.com

Gaiam Inc
www.gaiam.com

Hucke Ag
www.venice-beach.com

Julianna Rae
www.juliannarae.com

Karen Neuburger
www.karenneuburger.com

Kashwére LLC
www.kashwereathome.com

Laboratoires Camylle
www.camylle.com

Lytess
www.lytess.com

Noel Asmar Uniforms Inc
www.noelasmaruniforms.com

Physician Endorsed
www.physicianendorsed.com

Pure Pod
www.purepod.com.au

The Robeworks Inc
www.robeworks.com

Samtosa Clothing
www.phrcanada.com

Tao Freedom LLC
www.taofreedom.com

Telegraph Hill Robes
www.telegraphhill.com

Under the Canopy
www.underthecanopy.com

Zendals
www.zendals.com

COMPUTER SYSTEMS/ SOFTWARE

ADN Informatique
www.adn-informatique.com

Agilysys (Europe) Ltd
www.agilysys.com/hospitality

Alacer
www.alacer.co.uk

Book4time
www.book4time.com

Concept Software Systems
www.csscorporat.com

Digital Right Brain
www.salonpos.net

ESP Online
www.esponline.co.za

Ez-runner
www.ez-runner.com

Fitbug Holdings PLC
www.fitbugholdings.com

Fitech UK
www.fitech.co.uk

Gappt
www.gappt.com

Groupon
www.groupon.com

Gumnut Systems International
www.gumnuts.com

Harms Software Inc
www.harms-software.com

His-Solution GmbH
www.his-solution.eu

**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

ManageMySpa
www.managemyspa.com

MICROS Systems Inc
www.micros.com

MINDBODY Inc
www.mindbodyonline.com

Motionsoft Inc
www.motionsoft.net

Omnicogroup
www.omnicogroup.com

Paradigm Shift
www.paradigm-shift.net

Premier Software Solutions
www.premiersoftware.co.uk

Priverus Software
www.priverus.com

ResortSuite
www.resortsuite.com

SalonBiz
www.salonbizsoftware.com

SelfOptima
www.selfoptima.com

Shortcuts Software
www.shortcuts.com.au

SpaBooker
www.booker.com

SpaOne Software
www.spaone.com.au

SpaSoft
www.spasoft.com

TAC IT GmbH
www.tac.eu.com

TAP Technology Co Ltd
www.tap10.com

Wahanda
www.wahanda.com

xPlan
www.xplanonline.com

Personalization is the new Expectation.



Wholeistic Software for Holistic Experiences



Click to Learn More

ResortSuite 
Know your Guest.

► CONSULTANCY/RESEARCH

See p125

CONTRACT MANAGEMENT

See p125

COSMETICS/MAKE-UP

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

www.allureafrica.com

Alqvimia SL

www.alqvimia.com

Aveda

www.aveda.com

Babor GmbH & Co Kg

www.babor.com

Barielle

www.barielle.co.uk

Beauty of Life

www.beautyoflife.ne

Becca (London) Ltd

www.beccacosmetics.com

Biodroga Cosmetic GmbH

www.biodroga.com

Borghese Inc

www.borghesecosmetics.com

Chanticaillé

www.chanticaillé.com

Christopher Drummond Beauty

www.christopherdrummond.com

Clarins

int.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 Cosmetics

www.essecosmetics.com

Essential Wholesale

www.essentialwholesale.com

Essie Cosmetics

www.essie.com

Gerrard International

www.gerrardinternational.com

Germaine de Capuccini

www.germaine-de-capuccini.com

Harley Street Cosmetic Ltd

www.harleystreetcosmetic.com

Hawley International

www.hawley.net.au

Horst Kirchberger Makeup Studio

www.horst-kirchberger.de

Iredale Mineral Cosmetics

www.janeiredale.com

Jessica Cosmetics International

www.jessicacosmetics.com

Kanebo Cosmetics Inc

www.kanebo-international.com

Kenneth Green Associates

www.kennethgreenassociates.co.uk

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

KROMA

www.kromamakeup.com

KuuSh Pty Ltd

www.kuush.com.au

La Biothétique

www.labiosthetique.com

Laboratoires Ingrid Millet SA

www.ingridmillet.com

Laboratoires La Prairie SA

www.laprairie.com

Laboratori Royal

www.movie-cosmetics.it

Ligne St Barth

www.lignestbarth.com

LPG Systems

www.lpgsystems.com

Madara Cosmetics Ltd

www.madara-cosmetics.lv

Marie W.

www.marie-w.de

Mavala International SA

www.mavala.com

MD Formulations

www.mdformulations.com

Mei Kuai Cosmetics Co Ltd

www.meikuai.com.tw

Nannic Int

www.nannic.com

NARS Cosmetics Inc

www.narscosmetics.com

Natura Bissé Internacional SA

www.naturabisse.es

Nouveau Beauty Group

www.nouveaulashes.co.uk

OPI Products Inc

www.opi.com

Orly International Inc

www.orlybeauty.com

Parfums Givenchy

www.parfumsgivenchy.com

Phytomer

www.phytomer.com

Phyt's

www.phyts.com

Proto-col

www.proto-col.com

Russie Blanche

www.russieblanche.com

QMS Medicosmetics

www.qmsmedicosmetics.com

Qosmedix

www.qosmedix.com

Ramer Sponges

www.ramersponges.com

REN Skincare

www.movie-cosmetics.co

Repêchage Ltd

www.repechage.com

Shiseido Spa Division EMEA

www.shiseidospas.com

Sothys

www.sothys-uk.co.uk

Swiss Mountain Cosmetics GmbH

www.swiss-mountain-cosmetics.ch

U International Ltd

www.men-u.co.uk

VitaMan Pty Ltd

www.vitaman.com.au

Wisdom of Africa

www.wisdomcosmetics.com

Yvonne Gray Cosmetics

www.yvonne-gray.co.uk

Z.Bigatti

www.zbigatti.com

Zepter Cosmetics International

www.zepter.com

DISTRIBUTORS

Ellisons

www.ellisons.co.uk

Beauty Express

www.beautyexpress.co.uk

PBI Spa Solutions

www.probeauticinstitut.com

SpaEquip Inc

www.spaequip.com

Universal Companies Inc.

www.universalcompanies.com

DRINKS

Africology

www.africology-sa.com

Camellia's Tea House

www.camelliasteahouse.com

Conscious Water by Flow Below

www.consciouswater.com

Dragonfly Teas

www.dragonfly-teas.com

Emeyu

www.emeyu.com

Ikaati

www.ikaati.com

LaGaia Hydraceuticals

www.lagaia.com.au

Mighty Leaf Tea Company

www.mightyleaf.com

Premchit Prateap Na Thalang Ltd

www.experienceprechit.com

Rare Tea Company Ltd

www.rareteacompany.com

Revolution Tea

www.revolutiontea.com

Rishi Tea

www.rishi-tea.com

Teatulia

www.teatulia.com

Thalgo

www.thalgo.com

Thann-Oryza

www.thann.info

VOYA

www.voya.ie

Water-to-Go Ltd

www.watertogo.eu

Wellmondo

www.wellmondo.de

Yemaya

www.yemaya.the.com

Yves Rocher

www.yves-rocher.co.uk

DRY FLOATATION

4SeasonsSpa

www.4seasonsspa.com

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

GeoSpa GmbH

www.geospa.de

Haslauer GmbH

www.haslauer.info

HydroCo

www.hydroco.com

Hydroconcept

www.hydro-concept-spa.com

Iso Italia Group

www.isoitalia.com

Inviion® - by Schletterer

www.inviion.com

Consult GmbH

www.inviion.com

Lemi

www.lemi.it

Stas Doyer Hydrotherapie

www.stas-doyer.com

Technodesign SRL

www.nuvolaitalia.it

Trautwein GmbH

www.trautwein-gmbh.com

Unbescheiden GmbH

www.unbescheiden.com

**ENERGY MANAGEMENT
/ENVIRONMENTAL
SERVICES**

**Australian Conservation
Foundation**

www.acfonline.org.au

The Carbon Trust

www.carbontrust.co.uk

**Centre for Alternative
Technology**

www.cat.org.uk

Earth 911 for Business

www.earth911.com

EC3 Global

www.ec3global.com

Eco Directory

www.ecodirectory.com.au

Ecocert

www.ecocert.com

ECOTRANS

www.ecotrans.de

EMAS

www.ec.europa.eu/environment/emas

Emirates Environmental Group

www.eeg-uae.org

Energy Star

www.energystar.gov

**European Platform on
Life Cycle Assessment**

lct.jrc.ec.europa.eu

The GHG Protocol

www.ghgprotocol.org

Global Footprint Network

www.footprintnetwork.org

Green Biz

www.greenbiz.com

The Green Guide

www.thegreenguide.com

Green Lodging News

www.greenlodgingnews.com

Green Pages

www.eco-web.com

Green Spa Network

www.greenspanetwork.org

Green Washing Index

www.greenwashingindex.com

GreenBlue

www.greenblue.org

**International Organization
for Standardization**

www.iso.org

**Leadership in Energy and
Environmental Design (LEED)**

www.usgbc.org

LOHAS

www.lohas.com

**National Resources
Conservation Service**

www.nrcs.usda.gov

Responsible Purchasing Network

www.responsiblepurchasing.org

Swan/Svanen

www.svanen.se

TCO Development

www.tcodevelopment.com

Total Environment Centre

www.tec.com.au

Tropical Science Center

www.cct.or.cr

Water Footprint Network

www.waterfootprint.org

**World Business Council for
Sustainable Development**

www.wbcsd.org

World Green Building Council

www.worldgbc.org

World Resources Institute

www.wri.org

Yayasan IDEP Foundation

www.idepfoundation.org

FISH THERAPY

Dr Fish Spa Therapy

www.drfishspatherapy.com

Garra Rufa Europe

www.garrarufa.nl

Ocean Life Aquatics

www.oceanlifeaquatics.net

FITNESS EQUIPMENT

Absolo Fitness Inc

www.absolo.com

Amer Sports UK & Ireland Ltd

www.amersports.com

Balance Master UK Ltd

www.balancemaster.co.uk

Cardio Infrared Technologies

www.cardioinfraredtech.com/

newage

Ciclotte

www.ciclotte.com

Concept2 Ltd

www.concept2.co.uk

Cybox International Inc

www.cyboxintl.com

EXF Perform Better Europe Ltd

www.exf-fitness.com

Eleiko Sport Ab

www.eleikosport.se

Ergo-Fit GmbH & Co Kg

www.ergo-fit.de

Escape Fitness Ltd

www.escapefitness.com

Fitbug Holdings PLC

www.fitbugholdings.com

► FITNESS EQUIPMENT *cont...*

Fitter International Inc

www.fitter1.com

Flexi-Sports UK

www.flexi-bar.co.uk

FreeMotion Fitness

www.freemotionfitness.com

Gaiam Inc

www.gaiam.com

Gervaspport

www.gervaspport.es

HUR

www.hur.fi

Hydro Physio

www.hydrophysio.com

Indoor Cycling Group

www.teamicg.com

Instyle Fitness

www.instylefitness.co.uk

Johnson Health Tech UK Ltd

www.jhtuk.co.uk

Jordan Fitness

www.jordanfitness.co.uk

Keiser

www.keiser.com

Le Velaqua Diffusion

www.levelaqua.com

Life Fitness

www.lifefitness.com

Matrix Fitness Systems Ltd

www.matrixfitness.co.uk

MedX Germany

www.medxonline.co.uk

MFsport GmbH Schloss Holte

www.mf-sport.de

Milon Industries GmbH

www.milon.com

Nautilus Inc

www.nautilusinc.com

Panatta Sport

www.panattasport.com

Paramount Fitness Corp

www.paramountfitness.com

Precor

www.precor.com

Pulse Fitness Solutions

www.pulsefitness.com

RealRyder International

www.realryder.com

SCIFIT

www.scifit.com

Shapemaster Toning Systems

www.shapemaster.co.uk

SportsArt Worldwide

www.sportsartfitness.com

Star Trac

www.startrac.com

Technogym

www.technogym.com

Teeter Hang Ups

www.inversioninternational.com

Trixter Europe Ltd

www.trixter.net

True Fitness Technology

www.truefitness.com

Vasper

www.vasper.com

VersaClimber USA

www.versaclimber.com

WaterRower UK

www.waterrower.co.uk

Woodway GmbH

www.woodway.de

FLOATATION TANKS & POOLS

4SeasonsSpa

www.4seasonsspa.com

Barr + Wray

www.barrandwray.com

Cheshire Wellness UK

www.cheshirewellness.co.uk

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

www.promet.com.tr

Stas Doyer Hydrotherapie

www.stas-doyer.com

Technodesign SRL

www.nuvolaitalia.it

FLOORING

Altro Ltd

www.altro.com

Apavisa Porcelanico SL

www.apavisa.com

Azorra Mosaics

www.mosaics.co.uk

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

FOOTWEAR

Aspley Leisure Limited

www.aspleyleisure.co.uk

Kashwére LLC

www.kashwereathome.com

Oka-B

www.oka-b.com

Puretoes

www.puretoes.com

Samtosa Clothing

www.phrcanada.com

Yeah Baby

www.yeahbabypl.com

Zendals

www.zendals.com

FRAGRANCES AND DIFFUSERS

Amala Inc

www.amalabeauty.com

AromaJet

www.aromajet.com

Atmosphère Diffusion

www.atmospherediffusion.fr

Clarins

int.clarins.com

Laboratory of Flowers

www.labofflowers.com

NOLA 7

www.nola7.com

Roja Dove

www.rojadove.com

Scentys Fragrance Systems

www.scentys.com

Serene House International

www.serene-house.com

Teo Cabanel

www.teo-cabanel.com

Tru Fragrance

www.trufragrance.com

FURNITURE AND FURNISHINGS

Abbey Furnishings
www.abbey-furnishings.co.uk

AKRON
www.akronproducts.co.uk

Aloys F Dornbracht GmbH & Co Kg
www.dornbracht.com

Andrew Morgan Collection
www.morgancollection.com

Athlegen Pty Ltd
www.athlegen.com.au

Avalon Couches
www.avalon-couches.co.uk

BD Barcelona Design
www.bdbarcelona.com

Beautelle Therapy Equipment Ltd
www.beautelle.co.uk

Blenheim Carpet Company Ltd
www.blenheim-carpets.com

Boden Furnishings
www.bodenfurnishings.com

Bretherton Therapy Products
www.bremed.co.uk

Cheshire Wellness UK
www.cheshirewellness.co.uk

Chill Out Design Evolution
www.chillout-design.com

Coco-Mat
www.coco-mat.com

Dedon
www.dedon.de

Eastward Ltd
www.eastward.co.uk

Eco Furniture International Ltd
www.avconservatoryfurniture.co.uk

Eldmakaren Ab
www.eldmakaren.se

Ergomotion Inc
www.ergomotion.us

Fabio Alemanno Design
www.alemanno.de

Gallotti & Radice SRL
www.gallottiradice.it

Gandia Blasco SA
www.gandiablasco.com

Gharieni Group GmbH
www.gharieni.de

Grupo Kettal
www.kettalgroup.com

Haslauer GmbH
www.haslauer.info

Healing Co Ltd
www.healing-relax.com

Kashwére LLC
www.kashwéreathome.com

LadyPillo
www.ladypillo.com

Lenox Pedicure Spa
www.lenoxpedicurechair.com

Living Earth Crafts
www.livingearthcrafts.com

Nilo
www.nilo-beauty.com

NOLA 7
www.nola7.com

Oakworks Inc
www.oakworks.com

Parmar and Parmar
www.parmarandparmar.com

Pierantonio Bonacina
www.pierantonionbonacina.com

Planika Fires
www.planikafires.com

Plinth 2000
www.plinth2000.com

Salon Ambience
www.salonambience.com

Sandalei
www.sandalei.com

Serralunga SRL
www.serralunga.com

Sha Holdings GmbH
www.sha-art.com

Silhouet-Tone Corporation
www.silhouettone.com

Sommerhuber GmbH
www.sommerhuber.com

Tonon & C SpA
www.tononitalia.com

HAIRCARE

Agadir International LLC
www.agadirint.com

AlternA
www.alternahaircare.com

Aveda
www.aveda.com

Davines
www.davines.com

Leonor Greyl
www.leonorgreyl.com

Kérastase
www.kerastase.com

La Biosthétique
www.labiosthetique.com

Laboratory of Flowers
www.labofflowers.com

LaNatura
www.lanatura.com

L'anza
www.lanza.com

Luxsit Organic Care
www.luxsit.se

Moroccan Oil
www.moroccanoil.com

Neuma Beauty
www.neumabeauty.com

Peter Thomas Roth
www.peterthomasroth.com

Thann-Oryza
www.thann.info

Unite Eurotherapy
www.uniteeurotherapy.com

Yves Rocher
www.yves-rocher.co.uk

HAY-BATH EQUIPMENT

Hobe Pergh SRL
www.hobepergh.it

HEAT EXPERIENCES

4SeasonsSpa
www.4seasonsspa.com

Aegean Master Spas
www.aegeanspas.co.uk

Anapos Thermal Spa Equipment by SteamWorks
www. www.anapos.co.uk

Anhui Saunaking Co Ltd
www.chinasauna.com

Aqae
www.aqae.eu

Balnea GmbH & Co Kg
www.balnea.de

Barr + Wray
www.barrandwray.com

Bradford Products LLC
www.bradfordproducts.com

Bretherton Therapy Products
www.bremed.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

Drom UK Ltd
www.dromuk.com

ETE Wellness Engineering
www.ete.es

Fabio Alemanno Design
www.alemanno.de

SF Finimex Oy
www.kelos sauna.eu

GeoSpa GmbH
www.geospa.de

Hamman Consultants
www.hammamconsultants.com

Happy Sauna
www.happysauna.it

► HEAT EXPERIENCES *cont...*

Haslauer GmbH
www.haslauer.info

Helo (UK) Ltd
www.helo.co.uk

Hydroconcept
www.hydro-concept.spa.com

Hydrotherm Ltd
www.hydrothermspa.com

HygroMatik
www.hydromatik.de

Inner Balance
www.ib-wellness.co.uk

Innovag AG
www.innovag.de

Inviion® – by Schletterer Consult GmbH
www.inviion.com

Iyashi Dome
www.iyashidome.com

KLAFS GmbH & Co Kg
www.klafs.com

KRD Science & Technology Co Ltd
www.krdsauna.com

Lux Elements GmbH & Co Kg
www.luxelements.com

Milk Leisure Ltd
www.milkleisure.co.uk

NOLA 7
www.nola7.com

Nordic Sauna and Leisure Ltd
www.nordic.co.uk

P&A Engineering Ltd
www.paengineeringltd.com

Physiotherm GmbH Thaur
www.physiotherm.com

Promet
www.promet.com.tr

Saunex
www.saunex.com

Sommerhuber GmbH
www.sommerhuber.com

Starpool srl
www.starpool.com

Sunlighten Saunas
www.sunlighten.com

Thermarium Bäder-Bau GmbH
www.thermarium.com

Tylö Ab
www.tylo.com

The Ultimate Sauna Company Ltd
www.theultimatesauna.co.uk

Vi Spa Experience Rooms
www.vi-spa.co.uk

Zoki UK
www.zokiuk.co.uk

HYDROTHERAPY EQUIPMENT

4SeasonsSpa
www.4seasonsspa.com

Anapos Thermal Spa Equipment by SteamWorks
www.anapos.co.uk

Balnea GmbH & Co Kg
www.balnea.de

Barr + Wray
www.barrandwray.com

Biosysco Inc
www.biosysco.com

Bradford Products LLC
www.bradfordproducts.com

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

Di Vapor Ltd
www.divapor.com

Finders International
www.shopforspatrade.com

GeoSpa GmbH
www.geospa.de

Hansgrohe Ag
www.hansgrohe.com

Happy Sauna
www.happysauna.it

Haslauer GmbH
www.haslauer.info

HydroCo
www.hydroco.com

Hydroconcept
www.hydro-concept-spa.com

Hydrotherm Ltd
www.hydrothermspa.com

Inviion® – by Schletterer Consult GmbH
www.inviion.com

KLAFS GmbH & Co Kg
www.klafs.com

Lemi
www.lemi.it

NOLA 7
www.nola7.com

Portcrl Spas
www.portcrl.com

Promet
www.promet.com.tr

Schletterer Consult GmbH
www.schletterer.com

Simulated Environment Concepts Inc
www.spacapsule.com

Sommerhuber GmbH
www.sommerhuber.com

Starpool srl
www.starpool.com

Stas Doyer Hydrotherapie
www.stas-doyer.com

Thermarium Bäder-Bau GmbH
www.thermarium.com

Trautwein GmbH
www.trautwein-gmbh.com

Unbescheiden GmbH
www.unbescheiden.com

HYDROTHERAPY POOLS

Barr + Wray
www.barrandwray.com

Cheshire Wellness UK
www.cheshirewellness.co.uk

Bradford Products LLC
www.bradfordproducts.com

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

GeoSpa GmbH
www.geospa.de

GMT Spas
www.gmtspas.com

HydroCo
www.hydroco.com

Hydroconcept
www.hydro-concept-spa.com

Hydrotherm Ltd
www.hydrothermspa.com

NOLA 7
www.nola7.com

P&A Engineering Ltd
www.paengineeringltd.com

Piscine Laghetto
www.piscinelaghetto.com

Portcrl Spas
www.portcrl.com

Promet
www.promet.com.tr

Starpool srl
www.starpool.com

INTERIOR DESIGN

See spa design/architects

JEWELLERY

Daisy Global Ltd
www.daisyjewellery.com

Yogamasti
www.yogamasti.com

LASERS AND LIGHT THERAPY

Alma Lasers Ltd
www.almalasers.com

BHC International Ltd
www.bhc-international.com

Body Health

www.bodyhealthgroup.com

CACI International

www.caci-international.co.uk

Clinogen Ltd

www.clinogen.com

Cynosure Inc

www.cynosure.com

Ecolite IPL

www.ecoliteipl.com

Energist Medical Group

www.energistgroup.com

Erchonia Corporation

www.erschonia.com

EV-Med Ltd

www.evlaseruk.co.uk

Invasix

www.invasix.com

IPulse

www.ipulse.com.au

Iso Italia Group

www.isoitalia.com

JK-International GmbH

www.ergoline.de

L Raphael

www.l-raphael.com

Lightstim International Inc

www.lightstim.com

Lumenis Ltd

www.lumenis.com

Lynton Lasers

www.lynton.co.uk

Naturalaser

www.naturalaser.com

ProLight Aesthetics International

www.prolightaesthetics.com

Skin for Life

www.skinforlife.com

Sorisa

www.sorisa.com

Suntech Group Ab

www.suntechgroup.se

Syneron-Candela Ltd

www.candelalaser.co.uk

www.spahandbook.com

Viora Inc

www.vioramed.com

LIGHTING

BSweden

www.bsweden.com

Fitzgerald Lighting Ltd

www.fitzlight.co.uk

Lighting Design International Ltd

www.lightingdesigninternational.com

Lumina Italia SRL

www.lumina.it

LINEN

Andrew Morgan Collection

www.morgancollection.com

Balineum

www.balineum.co.uk

BC Softwear

www.bcsoftwear.co.uk

Brennard Textiles Ltd

www.brennardtextiles.co.uk

Bursali Towels (UK) Ltd

www.bursali.co.uk

Christy Towels

www.christy-towels.com

Coyuchi Inc

www.coyuchi.com

Decotex

www.decotex.co.uk

Monarch Cypress

www.monarchrobe.com

Noel Asmar Uniforms Inc

www.noelasmaruniforms.com

Richard Haworth & Co Ltd

www.richardhaworth.co.uk

RKF Luxury Linen

www.rkf.fr

Under the Canopy

www.underthecanopy.com

Yeah Baby

www.yeahbabypl.com

LOCKERS

Craftsman Quality Lockers

www.craftsman-quality-lockers.co.uk

Helmsman

www.helmsman.co.uk

Keyless Security

http://keyless.co

Ojmar SA

www.ojmar.es

MARKETING

CatchOn & Company

www.catchonco.com

SpaFinder Wellness

www.spafinder.com

MASSAGE CHAIRS

Avalon Couches

www.avaloncouches.co.uk

Beautelle Therapy Equipment Ltd

www.beautelle.co.uk

Boden Furnishings

www.bodenfurnishings.com

Bretherton Therapy Products

www.bremed.co.uk

Clap Tzu

www.claptzu.de

Design for Leisure Ltd

www.designforleisure.com

Gharieni Group GmbH

www.gharieni.de

Healing Co Ltd

www.healing-relax.com

Human Touch

www.humantouch.com

Inada Massage Chairs

www.inadausa.com

Inner Balance

www.ib-wellness.co.uk

Iso Italia Group

www.isoitalia.com

Keyton

www.keyton.com

OTS

RFID LOCK

THE SIMPLE AND EFFECTIVE
SOLUTION FOR YOUR LOCKERS



NEW

OCS
TOUCH LOCK



ojmar

Ojmar Leisure UK
Mrs. Bev Sharpe
Phone: + 44 1 727840513
bev@ojmarleisureuk.com
www.ojmar.com



► **MASSAGE CHAIRS** *cont...*

Living Earth Crafts

www.livingearthcrafts.com

Oakworks Inc

www.oakworks.com

Plinth 2000

www.plinth2000.com

Sasaki International Ltd

www.sasaki.co.uk

Simulated Environment

Concepts Inc

www.spacapsule.com

TouchAmerica

www.touchamerica.com

MASSAGE OILS

Absolute Aromas

www.absolute-aromas.com

Africology

www.africology-sa.com

After the Rain SA

www.aftertherain.ch

Alqvimia SL

www.alqvimia.com

Amber Products Co

www.amberproducts.com

Amrit Organic

www.redcherrygroup.com

Anakiri BioEnergetic Skin Care

www.anakiri.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Aromatica

www.aromatica.fi

Aveda

www.aveda.com

Biodroga Cosmetic GmbH

www.biodroga.com

Biossentials Ltd

www.biossentials.com

Charme d'Orient

www.charmedorient.com

Cinq Mondes

www.cinqmondes.com

Clarins

int.clarins.com

Comfort Zone

www.comfortzone.it

Daniele de Winter

www.danieledewinter.com

Darphin

www.darphin.com

Decléor

www.decleor.com

Delicious!

www.delicious-skin.com

Dermalogica

www.dermalogica.com

Deserving Thyme Inc

www.deservingthyme.com

Elemental Herbology

www.elementalherbology.com

Elemis Ltd

www.elemis.com

ESPA International (UK) Ltd

www.espaskincare.com

Evo2lution France

www.evo2lution.com

FisioSphere

www.fisiosphere.it

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Harnn

www.harnn.com

Healing Earth

www.healingearth.co.za

Heritage Healers

www.heritagehealers.com

Jamu Asian Spa Rituals

www.jamuspa.com

Jurlique

www.jurlique.com.au

Kerstin Florian

www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

Kneipp-Werke

www.kneipp.de

Haslauer GmbH

www.haslauer.info

La Sultane de Saba

www.lasultanedesaba.com

Laboratoires Camylle

www.camylle.com

Laboratory of Flowers

www.labofflowers.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Ligne St Barth

www.lignestbarth.com

Li'Tya

www.litya.com

L'Occitane

www.loccitane.com

Moroccan Oil

www.moroccanoil.com

NEOM Luxury Organics

www.neomorganics.com

OmVeda Ayurvedic

Skin & Hair Care

www.omveda.com.au

Osmium For Men

www.osmiumformen.com

Pevonia International LLC

www.pevonia.com

Phyt's

www.phyts.com

Pinks Boutique

www.pinksboutique.com

Pino GmbH

www.pinoshop.de

Premchit Prateap Na Thalang Ltd

www.experiencepremchit.com

Primavera Life GmbH

www.primaveralife.com

The Sanctuary Group

www.thesanctuarygroup.co.za

Shiseido Spa Division EMEA

www.shiseidospas.com

Sothys

www.sothys-uk.co.uk

SpaDunya

www.spadunya.com

Tanamera Tropical Spa Products

www.tanamera.com.my

Temple Spa Ltd

www.templespa.com

Terraké

www.terrake.com

Thalgo

www.thalgo.com

Themae

www.themae.fr

Tisserand

www.tisserand.com

Tri-Dosha Ltd

www.tri-dosha.co.uk

Wild Earth Pvt Ltd

www.wildearthnepal.com

Wisdom of Africa

www.wisdomcosmetics.com

Yon-Ka

www.yonka.com

Ytsara

www.ytsara.com

MEDI SPA

Airnergy AG

www.airnergy.com

Alma Lasers Ltd

www.almalasers.com

BHC International Ltd

www.bhc-international.com

Biosysco Inc

www.biosysco.com

Body Health

www.bodyhealthgroup.com

Bretherton Therapy Products

www.bremed.co.uk

CACI International

www.caci-international.co.uk

Callegari Spa

www.callegari1930.com

Canfield Scientific Inc

www.canfieldsci.com

Carlton Beauty & Spa Ltd

www.thecarltongroup.co.uk

Clinogen Ltd

www.clinogen.com

Cosmed SRL

www.cosmed.it

Courage + Khazaka Electronics

www.courage-khazaka.de

Crystal Clear Skincare

www.crystalclear.co.uk

Cynosure Inc

www.cynosure.com

DTS MG Co Ltd

www.dtsmg.com

Ecolite IPL

www.ecoliteipl.com

Edge Systems LLC

www.edgeforlife.com

Energist Medical Group

www.energistgroup.com

EV-Med Ltd

www.evlaseruk.co.uk

FisioSphere

www.fisiosphere.it

i-Lupo

www.myilipo.com

Invasix

www.invasix.com

IPulse

www.ipulse.com.au

L Raphael

www.l-raphael.com

Lightstim International Inc

www.lightstim.com

LPG Systems

www.lpgsystems.com

Lumenis Ltd

www.lumenis.com

Lynton Lasers

www.lynton.co.uk

Maya Beauty Engineering

www.mayabeauty.it

Medical Technology SRL

www.medicaltec.it

Medik8 Dermaceuticals

www.medik8.com

Nannic Int

www.nannic.com

Naturalaser

www.naturalaser.com

NOLA 7

www.nola7.com

Physiotherapie Generale France

www.gtcellutec.com

ProLight Aesthetics International

www.prolightaesthetics.com

Qetre

www.qetre.com

Skin for Life

www.skinforlife.com

Solta Medical Inc

www.solta.com

Sorisa

www.sorisa.com

Storz Medical Ag

www.storzmedical.ch

Suntech Group Ab

www.suntechgroup.se

Sybaritic Inc

tel: 1 952 888 8282

Syneron-Candela Ltd

www.candelalaser.co.uk

System4 Technologies GmbH

www.human-regenerator.com

TavTech Ltd

www.tav-tech.com

Viora Inc

www.vioramed.com

MUD

Balaton Spa

www.balaton-spa.co.uk

Blue Spa & Leisure

Consultants Ltd

www.bluespaandleisure.co.uk

Finders International

www.shopforspatrade.com

Haslauer GmbH

www.haslauer.info

Hungarian Wellness Mud

www.hungarianwellnessmud.com

Hungarymud

www.hungarymud.com

Moor Spa International Ltd

www.moorspa.co.uk

NOLA 7

www.nola7.com

Ógra Skincare

www.ograskincare.com

Pevonia International LLC

www.pevonia.com

Stone Forest

www.stone-forest.co.uk

MUSIC

Buddha-bar

www.buddha-bar.com

Gaiam Inc

www.gaiam.com

Gap MuSic

www.gapmusic.co.uk

Motion Waves

www.motion-waves.com

Private Label Music

www.privatelabelmusic.com

Real Music

www.realmusic.com

So Sound Solutions

www.sosoundsolutions.com

Spa Sounds

www.spasounds.com.au

Spirit Music Group

www.spiritmusicgroup.com

NAILCARE

Clarins

int.clarins.com

CND (Creative Nail Design)

www.cnd.com

Deborah Lippmann

www.deborahlippmann.com

Essie Cosmetics

www.essie.com

Horst Kirchberger Makeup Studio

www.horst-kirchberger.de

Jessica Cosmetics International

www.jessicacosmetics.com

LCN Spa

www.wilde-cosmetics.com

Leighton Denny Expert Nails

www.leightondennyexpertnails.com

Mavala International SA

www.mavala.com

OPI Products Inc

www.opi.com

Orly International Inc

www.orlybeauty.com

Spa Ritual

www.sparitual.com

Zoya

www.zoya.com

NUTRITION/SUPPLEMENTS

Baranova Monaco

www.baranovamonaco.com

Bliss

www.blissworld.com

Dr Burgener

www.drburgener.com

Evo2lution France

www.evo2lution.com

Intelligent Nutrients

www.intelligentnutrients.com

Laboratoires Reunis Junglinster

www.labo.lu

Officina de' Tornabuoni

www.officinadetornabuoni.com

► NUTRITION/SUPPLEMENTS

cont...

On Group

www.on-group.co.uk

The Organic Pharmacy

www.theorganicpharmacy.com

Proto-col

www.proto-col.com

QMS Medicosmetics

www.qmsmedicosmetics.com

Sanitas Skincare

www.sanitas-skincare.com

Skin Authority

www.skinauthority.com

Thalgo

www.thalgo.com

Weil Lifestyle LLC

www.drweil.com

Yves Rocher

www.yves-rocher.co.uk

ORGANIC/NATURAL PRODUCTS

90210 Organics

www.90210organics.com

Africology

www.africology-sa.com

Alpienne

www.alpienne.at

Alqvimia SL

www.alqvimia.com

Amala Inc

www.amalabeauty.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Aveda

www.aveda.com

AW Lake Spa Concepts Pte Ltd

www.awlakeonline.com

B2Beauty Products

www.b2beautyproducts.com

Babor GmbH & Co KG

www.babor.com

Biola Organic Cosmetics

www.biola-organics.com

Biossentials Ltd

www.biossentials.com

Bliss

www.blissworld.com

Body Bistro

www.bodybistro.com

Botanicals Ltd

www.botanicals.co.uk

Burt's Bees

www.burtsbees.com

Caribbean Essentials

www.caribbeanessentials.com

Caudalie

www.caudalie.com

Christina

www.christina-cosmeceuticals.com

Christopher Drummond Beauty

www.christopherdrummond.com

Cinq Mondes

www.cinqmondes.com

Closer Consulting

www.closer-consulting.de

CSHE Australia Pty

www.clinicalpro.com.au

Daniele de Winter

www.danieledewinter.com

Decléor

www.decleor.com

Delicious!

www.delicious-skin.com

Deserving Thyme Inc

www.deservingthyme.com

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Dr Hauschka

www.wala.de

Elemental Herbology

www.elementalherbology.com

Éminence Organic Skin Care

www.eminenceorganics.com

ES Skincare

www.esskincare.co.uk

Essential Care

www.essential-care.co.uk

Evo2lution France

www.evo2lution.com

Harnn

www.harnn.com

Healing Earth

www.healingearth.co.za

Heritage Healers

www.heritagehealers.com

Hobe Pergh SRL

www.hobepergh.it

iKou

www.ikou.com.au

ILA-Spa Ltd

www.ila-spa.com

Intelligent Nutrients

www.intelligentnutrients.com

Jamu Asian Spa Rituals

www.jamuspa.com

Jurlique

www.jurlique.com.au

Kimia Skincare Ltd

www.kimia.co.uk

Kneipp-Werke

www.kneipp.de

KROMA

www.kromamakeup.com

KuuSh Pty Ltd

www.kuush.com.au

Laboratory of Flowers

www.labofflowers.com

LaNatura

www.lanatura.com

Ligne St Barth

www.lignestbarth.com

Li'Tya

www.litya.com

L'Occitane

www.loccitane.com

Luxsit Organic Care

www.luxsit.se

Malie Inc

www.malie.com

Marie Veronique Organics

www.mvorganics.com

Marie W.

www.marie-w.de

Melvita

www.melvita.com

Naturopathica

www.naturopathica.com

NEOM Luxury Organics

www.neomorganics.com

Nohem

www.nohem.com

NUDE

www.nudeskincare.com

Officina de' Tornabuoni

www.officinadetornabuoni.com

Ógra Skincare

www.ograskincare.com

Omnisens Paris

www.omnisens.fr

Omorovicza

www.omorovicza.com

OmVeda Ayurvedic

www.omveda.com.au

On Group

www.on-group.co.uk

The Organic Pharmacy

www.theorganicpharmacy.com

The Organic Spa

www.theorganicspa.eu

OSEA International

www.oseamalibu.com

Outback Organics

www.essentialbeautysupplies.com

Pai Skincare

www.paiskincare.com

Pevonia International LLC

www.pevonia.com

Phyt's

www.phyts.com

Pinks Boutique

www.pinksboutique.com

Pino GmbH

www.pinoshop.de

Premchit Prateap Na Thalang Ltd

www.experienceprechit.com

Pur Natural Skincare

www.purskincare.co.uk

Red Flower

www.redflower.com

REN Skincare

www.renskincare.co

Salt of the Earth

www.saltearthspa.com

Sanitas Skincare

www.sanitas-skincare.com

Sasy n Savy Pty Ltd

www.sasynsavy.com.au

Shea Terra Organics

www.sheaterraorganics.com

Skin 2 Skin Care

www.skin2skincare.com

Smiths of Jersey

www.smithsofjersey.com

Sodashi Pty Ltd

www.sodashi.com

Spa Technologies

www.spatechnologies.com

SpaDunya

www.spadunya.com

Subtle Energies

www.subtleenergies.com.au

Tanamera Tropical Spa Products

www.tanamera.com.my

Terraké

www.terrake.com

Terres D'Afrique

www.terres-dafrique.com

Thann-Oryza

www.thann.info

Tisserand

www.tisserand.com

Victoria Moore Ltd

www.victoria-moore.eu

VOYA

www.voya.ie

Wala Heilmittel GmbH

www.wala.de

Weleda International

www.weleda.com

Wild Earth Pvt Ltd

www.wildearthnepal.com

Ytsara

www.ytsara.com

Yum Skin Care Inc

www.yumskincare.com

PHOTOGRAPHY

Daniel Aubry Studio

www.aubryphoto.com

Linda Troeller

www.lindatroeller.com

Robert Buelteman Studio

www.robertbuelteman.com

Zen-Sations

www.zen-sations.com

PILATES/YOGA

Agoy Ltd

www.agoy.com

Airex Ag

www.bebalanced.net

Armacell UK Ltd

www.armacell.com

Asquith London

www.asquithlondon.com

Balanced Body Inc

www.pilates.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 Uniforms Inc

www.noelasmaruniforms.com

Peak Pilates

www.peakpilates.com

Physical Company Ltd

www.physicalcompany.co.uk

Pilates Foundation

www.pilatesfoundation.com

Pilates Training Solutions

www.pilates Trainingsolutions.co.uk

Plank

www.plankdesigns.com

Puretoes

www.puretoes.com

STOTT Pilates

www.stotpilates.com

Yamarama

www.yamarama.com

Yoga Professionals

www.yogaprofessionals.net

Yogamasti

www.yogamasti.com

ZENsei

www.zensei.com

**PLANETARIUMS/
LARGE FORMAT FILM**

LivingGlobe

www.livingglobe.com

Sky-Skan Europe GmbH

www.skyskan.com

PLUNGE POOLS

Barr + Wray

www.barrandwray.com

Cheshire Wellness UK

www.cheshirewellness.co.uk

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

GMT Spas

www.gmtspas.com

Hydroconcept

www.hydro-concept-spa.com

NOLA 7

www.nola7.com

**PRIVATE LABEL
MANUFACTURING**

Alban Muller International

www.albanmuller.com

Groupe GM

www.groupegm.com

New Seasons Natural Products

www.newseasons.co.uk

Pôle Cosmétique

www.pole-cosmetique.fr

Primavera Aromatherapy Ltd

www.primavera.co.uk

Spa Factory Bali

www.spafactorybali.com

Spa Technologies

www.spatechnologies.com

RECRUITMENT

Bond Recruitment

www.bondrecruitment.com

Hutchinson Consulting

www.hutchinsonconsulting.com

Spa Opportunities

www.spaopportunities.com

► RELAXATION BEDS

Aequum Ltd
www.aequum.com

Anapos Thermal Spa Equipment by SteamWorks
www.anapos.co.uk

Avalon Couches
www.avaloncouches.co.uk

Balnea GmbH & Co Kg
www.balnea.de

Boden Furnishings
www.bodenfurnishings.com

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

Ergomotion Inc
www.ergomotion.us

Fabio Alemanno Design
www.alemanno.de

GeoSpa GmbH
www.geospa.de

Gharieni Group GmbH
www.gharieni.de

Happy Sauna
www.happysauna.it

Haslauer GmbH
www.haslauer.info

Healing Co Ltd
www.healing-relax.com

Hydroconcept
www.hydro-concept-spa.com

Hydrotherm Ltd
www.hydrothermspa.com

Inviion® - by Schletterer Consult GmbH
www.inviion.com

Iso Italia Group
www.isoitalia.com

KLAFS GmbH & Co Kg
www.klafs.com

Living Earth Crafts
www.livingearthcrafts.com

NOLA 7
www.nola7.com

Oakworks Inc
www.oakworks.com

Promet
www.promet.com.tr

Schletterer Consult GmbH
www.schletterer.com

Sha Holdings GmbH
www.sha-art.com

Sommerhuber GmbH
www.sommerhuber.com

Stas Doyer Hydrotherapie
www.stas-doyer.com

Thermarium Bäder-Bau GmbH
www.thermarium.com

Trautwein GmbH
www.trautwein-gmbh.com

SALON EQUIPMENT

Amber Products Co
www.amberproducts.com

BeautyPro Ltd
www.beautypro.com

Bretherton Therapy Products
www.bremed.co.uk

CACI International
www.caci-international.co.uk

Caldera
www.caldera-products.com

Callegari SPA
www.callegari1930.com

Canfield Scientific Inc
www.canfieldsci.com

Carlton Beauty & Spa Ltd
www.thecarltongroup.co.uk

Clarisonic
www.clarisonic.com

Clinogen Ltd
www.clinogen.com

Continuum Footspas
www.salonpedicurespas.com

Cosmed SRL
www.cosmed.it

Cosmopro
www.cosmopro.com

Courage + Khazaka Electronics
www.courage-khazaka.de

Crystal Clear Skincare
www.crystalclear.co.uk

Dermatude
www.dermatude.com

Edge Systems LLC
www.edgeforlife.com

Finders International
www.shopforspatrade.com

FisioSphere
www.fisiosphere.it

Gharieni Group GmbH
www.gharieni.de

Invasix
www.invasix.com

Iskra Medical
www.iskramedical.eu

Iyashi Dome
www.iyashidome.com

L Raphael
www.l-raphael.com

LadyPillo
www.ladypillo.com

Lemi
www.lemi.it

Lenox Pedicure Spa
www.lenoxpedicurechair.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

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

Rock the Spa, LLC
www.rockthespa.com

SafeTIC
www.safetic.ie

Salon Ambience
www.salonambience.com

Seyo
www.seyo.de

Silhouet-Tone Corporation
www.silhouettone.com

Skin for Life
www.skinforlife.com

Slim Images Ltd
www.slimimages.co.uk

Solta Medical Inc
www.solta.com

Sorisa
www.sorisa.com

Spa Revolutions
www.sparevolutions.com

Sparcana Ltd
www.spaplance.com

Storz Medical AG
www.storzmedical.ch

Sybaritic Inc

tel: 1 952 888 8282

TavTech Ltd

www.tav-tech.com

TouchAmerica

www.touchamerica.com

Tumiturbi

www.tumiturbi.it

Vulsini

www.vulsini.net

SALT THERAPY

Barr + Wray

www.barrandwray.com

Changeland

www.changeland.com

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

GeoSpa GmbH

www.geospa.de

Halomed UAB

www.halomed.com

Haslauer GmbH

www.haslauer.info

Hydroconcept

www.hydro-concept-spa.com

KLAFS GmbH & Co Kg

www.klafs.com

Microsalt International BV

www.microsalt.com

NOLA 7

www.nola7.com

Salus Group

www.salusgroup.pl

Starpool srl

www.starpool.com

SAUNA AND STEAM

See heat experiences

SHOWERS

4SeasonsSpa

www.4seasonsspa.com

Aqualisa

www.aqualisa.co.uk

Balnea GmbH & Co Kg

www.balnea.de

Bossini Spa

www.bossini.it

Bradford Products LLC

www.bradfordproducts.com

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

Di Vapor Ltd

www.divapor.com

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

Happy Sauna

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

Inviion® - by Schletterer

www.inviion.com

Consult GmbH

www.klafs.com

KLAFS GmbH & Co Kg

www.klafs.com

Kohler Mira

www.radacontrols.com

Lux Elements GmbH & Co Kg

www.luxelements.com

NOLA 7

www.nola7.com

P&A Engineering Ltd

www.paengineeringltd.com

Promet

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

SKINCARE - MEN

Academie Scientifique de Beaute

www.skinacademie.com

Ahava

www.ahava.com

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

www.allureafrica.com

Alpha-H

www.alpha-h.com

Anne Semonin

www.annesemonin.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

Biologique Recherche

www.biologique-recherche.com

Burt's Bees

www.burtsbees.com

Caribbean Essentials

www.caribbeanessentials.com

Clarins

int.clarins.com

Comfort Zone

www.comfortzone.it

DDF Skincare

www.ddfskincare.com

Decléor

www.decleor.com

Dermalogica

www.dermalogica.com

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Elemis Ltd

www.elemis.com

EmerginC

www.emerginc.com

Environ Skin Care Pty Ltd

www.environ.co.za

ESPA International (UK) Ltd

www.espaskincare.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Flint Edge

www.flintedge.com

► SKINCARE – MEN *cont...*

Gentlemen's Tonic

www.gentlemenstonic.co.uk

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Hommage

www.hommage.com

Ilcsi Beautifying Herbs

www.ilcsi.com

Institut Esthederm

www.esthederm.com

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

La Sultane de Saba

www.lasultanedesaba.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Ligne St Barth

www.lignestbarth.com

Li'Tya

www.litya.com

LPG Systems

www.lpgsystems.com

Lubatti

www.lubatti.co.uk

Malin+Goetz

www.malinandgoetz.com

Matis Paris

www.matisparis.com

MBR Cosmetics

www.mbr-cosmetics.com

MD Formulations

www.mdformulations.com

Medik8 Dermaceuticals

www.medik8.com

Melvita

www.melvita.com

Mens Space

www.mensspace.com

Natura Bissé Internacional SA

www.naturabisse.es

NEOM Luxury Organics

www.neomorganics.com

Nickel Spa London

www.nickelspalondon.co.uk

Obagi Medical Products Inc

www.obagi.com

L'Occitane

www.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.phytomer.com

Phyt's

www.phyts.com

Pure Fiji

www.purefiji.com

REN Skincare

www.renskincare.co

Repêchage Ltd

www.repechage.com

Shiseido Spa Division EMEA

www.shiseidospas.com

Skin 2 Skin Care

www.skin2skincare.com

SkinCeuticals

www.skinceuticals.com

Sothys

www.sothys-uk.co.uk

Terraké

www.terrake.com

Thalgo

www.thalgo.com

Themae

www.themae.fr

Tisserand

www.tisserand.com

VitaMan Pty Ltd

www.vitaman.com.au

VOYA

www.voya.ie

Weleda International

www.weleda.com

Wisdom of Africa

www.wisdomcosmetics.com

Yon-Ka

www.yonka.com

Ytsara

www.ytsara.com

Yum Skin Care Inc

www.yumskincare.com

Yves Rocher

www.yves-rocher.co.uk

SKINCARE – WOMEN

Academie Scientifique de Beaute

www.skinacademie.com

Africology

www.africology-sa.com

After the Rain SA

www.aftertherain.ch

Ahava

www.ahava.com

Akhassa

www.akhassausa.com

Alchimie Forever LLC

www.alchimie-forever.com

Allure Africa

www.allureafrica.com

Alpha-H

www.alpha-h.com

Alqvimia SL

www.alqvimia.com

Amala Inc

www.amalabeauty.com

Amber Products Co

www.amberproducts.com

Amrit Organic

www.redcherrygroup.com

Anakiri BioEnergetic Skin Care

www.anakiri.com

Anna Lotan Ltd

www.annalotan.com

Anne Semonin

www.annesemonin.com

AR457

www.ar457.com

ARK

www.arkskincare.com

Aromapothecary

www.aromapothecary.com

Aromatherapy Associates Ltd

www.aromatherapyassociates.com

Aromatica

www.aromatica.fi

Aveda

www.aveda.com

AW Lake Spa Concepts Pte Ltd

www.awlakeonline.com

Babor GmbH & Co Kg

www.babor.com

Balaton Spa

www.balaton-spa.co.uk

Bellitas Ltd

www.bellitas.co.uk

Biodroga Cosmetic GmbH

www.biodroga.com

Biola Organic Cosmetics

www.biola-organics.com

Biologique Recherche

www.biologique-recherche.com

Biossentials Ltd

www.biossentials.com

Biotone

www.biotone.com

Biotropica LLC

www.biotropicabody.com

Bliss

www.blissworld.com

Boa Skin Care

www.boaskincare.com

Body Bistro

www.bodybistro.com

Botanicals Ltd

www.botanicals.co.uk

Burt's Bees

www.burtsbees.com

Caribbean Essentials

www.caribbeanessentials.com

Carita International

www.carita.com

Caudalie

www.caudalie.com

Chanticaillé

www.chanticaillé.com

Charme d'Orient

www.charmedorient.com

Christina

www.christina-cosmeceuticals.com

Cinq Mondes

www.cinqmondes.com

Clarins

int.clarins.com

Collin

fr.collinparis.com

Comfort Zone

www.comfortzone.it

Cor LLC

www.corsilver.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

www.dermalogica.com

Dermaquest Skin Therapy

www.dermaquestinc.com

Deserving Thyme Inc

www.deservingthyme.com

Dr Bronner's Magic Soaps

www.drbronner.com

Dr Burgener

www.drburgener.com

Dr Hauschka

www.wala.de

DRV Phytolab

www.drsva.com

Electric Body Europe

www.electricbody.eu

Elemental Herbology

www.elementalherbology.com

Elemis Ltd

www.elemis.com

Ella Baché

www.ellabache.fr

EmerginC

www.emerginc.com

Éminence Organic Skin Care

www.eminenceorganics.com

Environ Skin Care Pty Ltd

www.environ.co.za

Epicuren Discovery

www.epicuren.com

Ericson Laboratoire

www.ericson-laboratoire.com

ES Skincare

www.esskincare.co.uk

ESPA International (UK) Ltd

www.espaskincare.com

Essential Care

www.essential-care.co.uk

Eve Lom Ltd

www.evelom.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Finders International

www.shopforspatrade.com

FisioSphere

www.fisiosphere.it

Forest Secrets Skincare

www.forestsecretsskincare.com

Forlle'd Inc

www.forlled.com

Futuresse Spa GmbH

www.futuresse.de

Gatineau

www.gatineau-paris.com

Germaine de Capuccini

www.germaine-de-capuccini.com

Guinot

www.guinot.com

Harnn

www.harnn.com

Haslauer GmbH

www.haslauer.info

Hawaiian Body Products LLC

www.hawaiianbodyproducts.com

Healing Earth

www.healingearth.co.za

Hobe Pergh SRL

www.hobepergh.it

HydroPeptide

www.hydropeptide.com

ILA-Spa Ltd

www.ila-spa.com

Ilcsi Beautifying Herbs

www.ilcsi.com

Christina

Excellent products
Excellent results



More than 350 products
and treatments for:

- Amazing treatment results
- Customers' total satisfaction
- Increase in spa visits

Christina - it just works!

www.christina-cosmeceuticals.com
christina@christina.co.il

CHRISTINA
It just works

► SKINCARE – WOMEN *cont...*

Image Skincare

www.imageskincare.com

Institut Esthederm

www.esthederm.com

Intelligent Nutrients

www.intelligentnutrients.com

Intraceuticals

www.intraceuticals.com

Jamu Asian Spa Rituals

www.jamspa.com

JMSR Europe Ltd

www.jmsreurope.com

Julisis

www.julisis.com

Jurlique

www.jurlique.com.au

Kanebo Cosmetics Inc

www.kanebo-international.com

Kerstin Florian

www.kerstinflorian.com

Kimia Skincare Ltd

www.kimia.co.uk

Kneipp-Werke

www.kneipp.de

KuuSh Pty Ltd

www.kuush.com.au

L Raphael

www.l-raphael.com

L'anza

www.lanza.com

La Biosthétique

www.labiosthetique.com

La Mer Corporate

www.cremedelamer.com/corporate

La Sultane de Saba

www.lasultanedesaba.co

Laboratoire Remède

www.remede.com

Laboratoires Ingrid Millet SA

www.ingridmillet.com

Laboratoires La Prairie SA

www.laprairie.com

Laboratory of Flowers

www.labofflowers.com

LaGaia Hydraceutical

www.lagaia.com.au

LaNatura

www.lanatura.com

LCN Spa

www.wilde-cosmetics.com

Les Sens de Marrakech

www.lessensdemarrakech.com

Li'Tya

www.litya.com

L'Occitane

www.loccitane.com

LPG Systems

www.lpgsystems.com

Lubatti

www.lubatti.co.uk

Luxsit Organic Care

www.luxsit.se

Luzern Laboratories Inc

www.luzernlabs.com

Macon Meerescosmetic

www.maconmeerescosmetic.de

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

MD Formulations

www.mdformulations.com

Medik8 Dermaceuticals

www.medik8.com

Melvita

www.melvita.com

Morjana

www.morjana.fr

Moor Spa International Ltd

www.moorspa.co.uk

Moroccanoil

www.moroccanoil.com

My Blend

www.myblendbeauty.com

Natura Bissé Internacional SA

www.naturabisse.es

Naturopathica

www.naturopathica.com

Nannic Int

www.nannic.com

NEOM Luxury Organics

www.neomorganics.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

Skin & Hair Care

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

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.phytomer.com

Phyt's

www.phyts.com

Pino GmbH

www.pinoshop.de

Primavera Life GmbH

www.primaveralife.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.co

Repêchage Ltd

www.repechage.com

Rodial Ltd

www.rodial.co.uk

Russie Blanche

www.russieblanche.com

Salt of the Earth

www.saltearthspa.com

Shiseido Spa Division EMEA

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

www.sothys-uk.co.uk

Spa Ritual

www.sparitual.com

Spa Technologies

www.spatechnologies.com

SpaDunya

www.spadunya.com

Subtle Energies

www.subtleenergies.com.au

Suissences

www.suissences.com

Sundari

www.sundari.com

Swiss Perfection

www.swissperfection.com

Tanamera Tropical Spa Products

www.tanamera.com.my

Temple Spa Ltd

www.templespa.com

Terraké

www.terrake.com

Thal'ion Laboratories

www.thalion.com

Thalgo

www.thalgo.com

Thann-Oryza

www.thann.info

Themae

www.themae.fr

TheraVine

www.spaproducts.co.za

Tri-Dosha Ltd

www.tri-dosha.co.uk

Uspa

www.uspaimmersion.com

Veribel Skincare

www.veribelskincare.com

Victoria Moore Ltd

www.victoria-moore.eu

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

SOUND THERAPY

Acutonics

www.acutonics.com

So Sound Solutions

www.sosoundsolutions.com

Stress & Motivation UK Ltd

www.soundwavetherapy.co.uk

SPA BATH/WHIRLPOOLS

4SeasonsSpa

www.4seasonsspa.com

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

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

Inviion® - by Schletterer

www.inviion.com

uwe JetStream GmbH

www.uwe.de

KLAFS GmbH & Co Kg

www.klafs.com

NOLA 7

www.nola7.com

Portcrl Spas

www.portcrl.com

Promet

www.promet.com.tr

Schletterer Consult GmbH

www.schletterer.com

Teuco Guzzini S.p.A.

www.teuco.com

Thermarium Bäder-Bau GmbH

www.thermarium.com

Trautwein GmbH

www.trautwein-gmbh.com

Unbescheiden GmbH

www.unbescheiden.com

SPA DESIGN/ARCHITECTS

3d Leisure

www.3dleisure.com

360° Spa Solutions

www.360spasolutions.com

AB Concept

www.abconcept.net

Absolute Design

www.absolutedesign.co.uk

Adache Group Architects Inc

www.adache.com

aDesign

www.atlamdesignworldwide.com

Aedas Architects

www.aedas.com

Agnes Bourgeon

www.agnesbourgeon.com

American Leisure

www.americanleisure.com

Anapos Thermal Spa

Equipment by SteamWorks

www.anapos.co.uk

Aqae

www.aqae.eu

Aquamental Spa

www.aquamentalspa.com

Architrave Design &

Planning Co Ltd

www.banyantree.com

Asfour Guzy Architects

www.asfourguzy.com

ASPA

www.a-spa.com

Aspen Resorts International

www.aspenresortsinternational.com

Aspen Spa Management

www.aspenspamanagement

Atelier Landauer Ltd

www.atelier-landauer.com

► SPA DESIGN/ ARCHITECTS *cont...*

Atmosphere Spa Design

www.atmospherespadesign.com

AW Lake Spa Concepts Pte Ltd

www.awlakeonline.com

Beauty Leaders LLC

www.beautyleaders.com

Bensley Design Studios

www.bensley.com

Blu Spas Inc

www.bluspasinc.com

BUZ Design Consultants

www.buzdesign.biz

Champalimaud

www.champalimauddesign.com

Chantara Spa

www.chantaraspacom

Clodagh

www.clodagh.com

Conceptasia

www.conceptasia.net

Consonni

www.consonni.it

Creative Spa Concepts

www.creativespaconcepts.com

Curry Spa Consulting LLC

www.curryspaconsulting.com

Daive Macullo Architetto

www.macullo.com

Deep Nature

www.deepnature.fr

Denniston International

www.denniston.com.my

DP Architects

www.dpa.com.sg

dR Global

www.dr-global.com

Foster + Partners

www.fosterandpartners.com

Fox Linton

www.foxlinton.com

Francis & Alexander

www.francisandalexander.com

The Georgesong Group

www.georgesongroup.com

GeoSpa GmbH

www.geospa.de

GOCO Hospitality

www.goco.co

Hammam Consultants

www.hammamconsultants.com

Happy Sauna

www.happysauna.it

HCB Associates

www.hcb-associates.com

Health Fitness Dynamics

www.hfdspa.com

HBA/Hirsch Bedner Associates

www.hba.com

Howard Spa Consulting

www.howardspaconsulting.com

HVS Spa and Leisure Services

www.hvs.com

IDP Design

www.idpdesign.com

Imagine Spa Management

www.imaginespamanagement.co.uk

Innovate Leisure

www.innovateleisure.com

International Leisure Consultants

www.ilc-world.com

IS Wellness

www.is-wellness.com

Jaya International Design

www.jayainternational.com

JG Spa Consultancy

www.jgspadevelopment.com

Jon'Ric International

www.jonric.com

Karma Spa

www.karmaroyalgroup.com

Kerry Hill Architects

www.kerryhillarchitects.com

La Paz Group

www.lapazgroup.com

Lane Pettigrew

www.lanepettigrew.com

Linser Hospitality GmbH

www.linserhospitality.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

MSPA International

www.msipa-international.com

Natural Resources Spa

www.nrispa.com

Newport Collaborative Architects

www.ncarchitects.com

Nika Consulting

www.nikaconsulting.ca

NOLA 7

www.nola7.com

Nous Design

www.nousdesign.co.uk

Omdanne

www.omdanne.com.au

ORMS architecture design

www.orms.co.uk

Overland Partners

www.overlandpartners.com

P49 Deesign & Associates Co Ltd

www.p49deesign.com

PA Wellness Consultancy

www.pa-wellness.com

Peter Muller

www.petermuller.org

Promet

www.promet.com.tr

Raison d'Etre

www.raisondetrespas.com

Red Cashew

www.redcashew.com

Resense Spa

www.resensespa.com

Richardson Sadeki

www.rsdnyc.com

Rizzato Spa Consulting

www.spa-consulting.com

Robert D Henry Architects

www.rdh-architects.com

S & P

www.s-parchitects.com

Sacred Currents

www.sacredcurrents.com

Salamander Lifestyle Pte Ltd

www.salamanderspa.net

Sanipex Group

www.sanipexdubai.com

Sanitas Spa & Wellness

www.thesanitas.com

Saturn Projects Ltd

www.saturnprojects.com

SB Architects

www.sb-architects.com

Schletterer Consult GmbH

www.schletterer.com

Sedona Resorts

www.sedona-resorts.com

Serena Spa Pvt Ltd

www.sedrenaspa.com

Spa Alila

www.alilahotels.com

Spa Concepts International

www.spaconcepts.com

The Spa Consultants

www.thespaconsultants.co.za

Spa Creators

www.spacreators.com

Spa Guide-n-Light

www.spagidenlight.com

Spa Innovations

www.spa-innovations.com

Spa Management Solutions

www.spamanagementsolutions.com

Spa Origins Co Ltd

www.spaorigins.com

Spa Sessions

www.spasessions.com

Spa Strategy

www.spastrategy.net

Spa Success Consultants

www.spasuccess.com

Sparcstudio

www.sparcstudio.co.uk

Starpool srl

www.starpool.com

Steiner Leisure Ltd

www.steinerleisure.com

Steiner Spa Consulting

www.steinerspaconsulting.com

Steve Leung Designers Ltd

www.steveleung.com

Stolle Service Ltd

www.stolle.com

Strategic Spa Solutions

www.strategicspa.com

Studio Noach

www.studiooach.com

Studio RHE

www.rhe.uk.com

Sylvia Planning And design Inc (SPAd)

www.sylviaspa.com

Thalgo Spa Management

www.thalgospamanagement.com

Thermarium Bäder-Bau GmbH

www.thermarium.com

Tip Touch International

www.tiptouch.com

Topaz Consulting

www.topazconsulting.net

Toskanaworld

www.toskanaworld.com

Trilogy Spa Ventures

www.trilogyspaventures.com

Under a Tree, Consulting

www.underatree.com

Vanessa Gallinaro

www.vanessa-gallinaro.com

Voelker Gray Design

www.voelkergraydesign.com

Wheway Lifestyle International

www.whewaylifestyle.com

Wimberly Allison Tong & Goo

www.watg.com

WTS International

www.wtsinternational.com

Zynk Design

www.zynkdesign.com

SUNCARE

Coola Suncare

www.coolasuncare.com

Decléor

www.decleor.com

JK-International GmbH

www.ergoline.de

Soleil Organique

www.soleilorganique.com

Xen-Tan

www.xen-tan.co.uk

Yves Rocher

www.yves-rocher.co.uk

TANNING/SUNBEDS

Be Bronze

www.shopbebronze.com

Beau Bronz

www.beaubronz.co.uk

California Tan

www.californiatan.com

Elemis Ltd

www.elemis.com

Fake Bake

www.fakebake.com

Finders International

www.shopforspatrade.com

He-Shi Enterprises Ltd

www.he-shi.eu

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

Nannic Int

www.nannic.com

On Group

www.on-group.co.uk

Soltron

www.soltron.us

St Tropez

www.st-tropez.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

www.bluespaandleisure.co.uk

Consultants Ltd

www.bluespaandleisure.co.uk

Collin

fr.collinparis.com

Cor LLC

www.corsilver.com

C'watre

www.cwatre.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

Haslauer GmbH

www.haslauer.info

Kerstin Florian

www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

Haslauer GmbH

www.haslauer.info

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.phytomer.com

► THALASSO/MARINE *cont...*

Repêchage Ltd

www.repechage.com

Smiths of Jersey

www.smithsofjersey.com

Sothys

www.sothys-uk.co.uk

Terraké

www.terrake.com

Thal'ion Laboratories

www.thalion.com

Thalgo

www.thalgo.com

VOYA

www.voya.ie

TREATMENT BEDS

4SeasonsSpa

www.4seasonsspa.com

Aequum Ltd

www.aequum.com

Athlegen Pty Ltd

www.athlegen.com.au

Avalon Couches

www.avaloncouches.co.uk

Beautelle Therapy Equipment Ltd

www.beautelle.co.uk

Boden Furnishings

www.bodenfurnishings.com

Chill Out Design Evolution

www.chillout-design.com

Clap Tzu

www.claptzu.de

Custom Craftworks

www.customcraftworks.com

Earthlite Massage Tables

www.earthlite.com

ETE Wellness Engineering

www.ete.es

Falkner Massagetische

www.massagetable.at

GeoSpa GmbH

www.geospa.de

Gharieni Group GmbH

www.gharieni.de

Happy Sauna

www.happysauna.it

Haslauer GmbH

www.haslauer.info

HydroCo

www.hydroco.com

Hydrotherm Ltd

www.hydrothermspa.com

Inviion® – by Schletterer

www.inviion.com

Lemi

www.lemi.it

Living Earth Crafts

www.livingearthcrafts.com

Nilo

www.nilo-beauty.com

NOLA 7

www.nola7.com

Oakworks Inc

www.oakworks.com

Pierantonio Bonacina

www.pierantoniononacina.it

Pino GmbH

www.pinoshop.de

Silhouet-Tone Corporation

www.silhouettone.com

Thermarium

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

Inline London

www.inlinelondon.co.uk

Monique Mathieu

www.monique-mathieu.com

Noel Asmar Uniforms Inc

www.noelasmaruniforms.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

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

Airdri Ltd

www.airdri.com

Aloys F Dornbracht GmbH & Co Kg

www.dornbract.com

Armitage Shanks

www.armitage-shanks.co.uk

Bristan Group

www.specifybristan.com

Dyson Airblade

www.dysonairblade.co.uk

Graff

www.graff-faucets.com

Hansa Metallwerkge Ag

www.hansa.com

Hansgrohe Ag

www.hansgrohe.com

Kimberly-Clark Professional

www.kcprofessional.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

Complete Pool Controls

www.cpc-chemicals.co.uk

Magnapool

www.magnapool.com

NOLA 7

www.nola7.com

Werner Dosiertechnik GmbH & Co KG

www.werner-dosiertechnik.de

spa business

2 0 1 4 H A N D B O O K



LISTINGS

Training Directory	p290
Course Selector.....	p302
Trade Associations.....	p313
Diary	p324

Training Directory

How to use the Training Directory

First launched online in 2006, the Training Directory lists complete contact details for more than 800 spa industry training providers. We have given a snapshot of organisations in our handbook, while full details of these and others can be found online at www.spaopportunities.com/training. For a breakdown of particular courses that these organisations deliver, please turn to our Course Selector on p302. This section outlines training courses by type and subjects covered

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

Alexander School of Natural Therapeutics

4026 Pacific Avenue, Tacoma, WA 98418, USA
Tel: +1 877 472 1142
Email: alexand1@nwlink.com
www.secretsofisis.com

Algonquin College of Applied Arts and Technology

1385 Woodroffe Avenue, Ottawa,
ON K2G 1V8, Canada
Tel: +613 727 4723
Email: askus@algonquincollege.com
www.algonquincollege.com

Alison Caroline Institute (ACI)

International College of Beauty,
Health and Holistic Therapy, 1st Floor,
Muthaiga Shopping Centre, PO Box
63101-00619, Nairobi, Kenya
Tel: +254 20 374 4655
Email: info@acicollege.com
www.acicollege.com

Alpine College

PO Box 70235, 166 10 Glyfada, Greece
Tel: +30 210 89 83 022
Email: admissions@alpine.edu.gr
www.alpine.edu.gr

Ananda Spa Institute (ASI)

Corporate Office, C-26, Qutab Institutional
Area, New Delhi, 110 016, India
Tel: +91 11 2656 8888
Email: ajaym@anandaspainstitute.com
www.anandaspainstitute.com

Ann Dyer Yoga

2121 Peralta Street, #102
Oakland, CA 94607, USA
Tel: +1 510 541 4803
Email: anndyer@anndyeryoga.com
www.anndyeryoga.com

Arizona Center for Integrative Medicine

PO Box 245153 Tucson, AZ 85724-5153, USA
Tel: +1 520 626 6417
www.integrativemedicine.arizona.edu

Aroma Academy

Ustanove Aromara Centar,
Masarykova 21, Zagreb, Croatia
Tel: +385 1 3707 114
Email: centar@aromara.com
www.aromaakademija.hr

Asheville-Buncombe Technical Community College

340 Victoria Road, Asheville, NC 28801, USA
Tel: +1 828 254 1921
Email: admissions@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

Athlone Institute of Technology

Dublin Road, Athlone, County
Westmeath, Ireland
Tel: +353 90 646 8000
Email: admissions@ait.ie
www.ait.ie

Australian Academy of Beauty & Spa Therapy

24-32 Lexington Drive, Norwest Business
Park, Bella Vista, NSW 2153, Australia
Tel: +61 1 300 277 785
Email: sue@ausacadbeauty.com.au
www.australianacademyofbeautytherapy.com

Australian College of Beauty Therapy

2nd Floor, 60 Stirling Street,
Perth, WA 6000, Australia
Tel: +61 8 9228 4611
Email: acbt.careers1@space.net.au
www.acbt.com.au

Australian College of Natural Therapies (ACNT)

PO Box K1356, Haymarket,
NSW 1240, Australia
Tel: +61 2 9218 8888
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 Gymnastiska Institut

Box 6475, 113 82 Stockholm, Sweden
Tel: +46 8 54 54 59 00
Email: info@axelsons.se
www.axelsons.se

Barnfield College

New Bedford Road Centre, Luton,
Bedfordshire, LU2 7BF, UK
Tel: +44 1582 569 500
www.barnfield.ac.uk

Beautico Academy of Beauty

PO Box 14577, Hatfield 0028,
Pretoria, South Africa
Tel: +27 12 362 6571
Email: beautiko@beautiko.co.za
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy

95 Umhlanga Rocks Drive, Unit
A1 & 2, Netcare Education, Durban
North, 4051, South Africa
www.beautyspecialists.co.za

Bellevue Beauty Training Academy

Level 1, 125 Margaret Street, Brisbane
CBD, QLD 4000, Australia
Tel: +61 7 3003 0277
Email: info@bellevuebeauty.qld.edu.au
www.bellevuebeauty.com.au

Bellus Academy

The Academy of Beauty & Spa,
13266 Poway Road, Poway, CA 92064, USA
Tel: +1 858 748 1490
www.bellusacademy.edu

Boca Beauty Academy LLC

70 South Dixie Highway, Boca
Raton, FL 33432, USA
Tel: +1 561 487 1191
www.bocabeautyacademy.com

Bournemouth University

Fern Barrow, Talbot Campus,
Poole, Dorset, BH12 5BB, UK
Tel: +44 1202 524 111
Email: enquiries@bournemouth.ac.uk
www.bournemouth.ac.uk

Brueckner Group/Spassion

7676 Woodbine Unit 2, Markham,
ON L3R 2N2, Canada
Tel: +1 905 479 2121
Email: info@spassion.com
www.spassion.com

Burton College

Lichfield Street, Burton upon Trent,
Staffordshire, DE14 3RL, UK
Tel: +44 1283 494 400
Email: enquiries@burton-college.ac.uk
www.burton-college.ac.uk

► **Camelot Spa Group**

PO Box 1090, Parklands 2121, South Africa
 Tel: +27 11 880 3850
 Email: info@camelothhealth.co.za
www.camelotspagroup.com

Canadian College of Shiatsu Therapy

142 Lonsdale Avenue, North
 Vancouver, BC V7M 2E8, Canada
 Tel: +1 604 904 4187
 Email: info@shiatsu.vc
www.shiatsu.vc

Canadian Tourism College

#501-1755 West Broadway, Vancouver,
 BC V6J 4S5, Canada
 Tel: +1 604 736 8000
www.tourismcollege.com

The Carlton Institute

34 Rolle Street, Exmouth, Devon EX8 2SH, UK
 Tel: +44 1395 226 622
 Email: enquiry@beauty-training.co.uk
www.beauty-training.co.uk

Carrigg Beauty

Carrigg Beauty and Day Spa, 1st
 Floor, Florence House, Florence Road,
 Bray, County Wicklow, Ireland
 Tel: +353 1 286 8872
 Email: minixk@eircom.net
www.carriggbeauty.ie

Centennial College

PO Box 631, Station A, Toronto,
 ON M1K 5E9, Canada
 Tel: +1 416 289 5300
 Email: success@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
www.cuhk.edu.hk/english/

Chiva-Som Academy

11th Floor, Modern Town Building, 87
 Sukhumvit Soi 63, Bangkok 10110, Thailand
 Tel: +66 2 711 6900 12
 Email: reserv@chivasom.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

Colbourne College

33 1/2 Eastwood Park Road, Kingston 10
 (vicinity of Half Way Tree), Jamaica
 Tel: +876 906 8085
 Email: admin@colbournecollege.com
www.colbournecollege.com

Confederation of International Beauty Therapy and Cosmetology (CIBTAC)

Meteor Court, Barnett Way,
 Gloucester, GL4 3GG, UK
 Tel: +44 1452 623 114
 Email: info@babtac.com
www.cibtac.com

Constance Hospitality Academy

Belle Vue Allandy, Constance,
 Flacq, Mauritius, Indian Ocean
 Tel: +230 413 4600
 Email: training@constancehotels.com
www.chtc.ac.mu

Cornell Nanyang Institute of Hospitality Management

Nanyang Business School, Nanyang
 Technological University, S3-B1A-35 Nanyang
 Avenue, Singapore 639798, Singapore
 Tel: +65 6316 8865
 Email: cni-hospitality@ntu.edu.sg
www.cni.ntu.edu.sg

Cornell University School of Hotel Management

180 Statler Hall, Ithaca, NY 14853-6902, USA
 Tel: +1 607 255 6376
 Email: hotelschool_admissions@cornell.edu
www.hotelschool.cornell.edu

Coventry University

Priory Street, Coventry, CV1 5FB, UK
 Tel: +44 24 7688 7688
 Email: studentenquiries@coventry.ac.uk
www.coventry.ac.uk

Creative Spa Concepts

5150 Stilesboro Road, Suite 100,
 Kennesaw, GA 30152, USA
 Tel: +1 678 213 3080
 Email: info@creativespaconcepts.com
www.creativespaconcepts.com

DermaFX by Evie Adams

409 High Road, Woodford Green,
Essex, IG8 0XG, UK
Tel: +44 870 300 2078
Email: info@dermafz.com
www.evieadams.com

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

La Chalet-à-Gobet, Case postal 37,
1000 Lausanne 25, Switzerland
Tel: +41 21 785 11 11
www.ehl.edu

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

49B Apollo Drive, Mairangi Bay,
Auckland, New Zealand
Tel: +64 9477 3548
www.elitebeautyschool.co.nz

Elly Lukas Beauty Therapy College

Level 2, 171 Collins Street,
Melbourne 3000, Australia
Tel: +61 3 9923 8888
Email: info@ellylukas.edu.au
www.ellylukas.edu.au

Elmcrest College of Applied Health and Sciences and Spa Management

1200 Lawrence Avenue West, North
York, Toronto, ON M6A 1E3, Canada
Tel: +1 416 630 6300
Email: admissions@elmcrestcollege.com
www.elmcrestcollege.com

Empire Medical Training

2720 East Oakland Park Boulevard, Street
102, Fort Lauderdale, FL 33063, USA
Tel: +1 866 333 6467
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

The Corsley Centre, Old School, Deep
Lane, Corsley, Wiltshire, BA12 7QF, UK
Tel: +44 1373 832 340
Email: enquiries@thebowentechnique.com
www.thebowentechnique.com

European Education Centre for Wellness and Health

Richard Weidlich-place 10, D-65931
Frankfurt am Main, Germany
Tel: +49 69 130 25 86 0
www.wellness-bildungswerk.de

European Institute of Esthetics

6724-75 Street, Edmonton,
AB T6E 6T9, Canada
Tel: +1 780 466 5271
Email: info@europeaninstituteofesthetics.com
www.europeaninstitute.ca

European Wellness-Institut GmbH

Kaiser-Friedrich-Promenade 83,
Bad Homburg 61348, Germany
Tel: +49 61 72 495 470
www.wellness-institut.com

Evolution Schools

7a Northward Street, Upper
Coomera, QLD 4209, Australia
Tel: +61 1300 300 832
www.evolutionschools.com

Federation of Holistic Therapists (FHT)

18 Shakespeare Business Park, Hathaway
Close, Eastleigh, Hampshire, SO50 4SR, UK
Tel: +44 844 875 2022
Email: info@fht.org.uk
www.fht.org.uk

FH Joanneum

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

First Spa Academy

Spa House, Winchet Hill,
Goudhurst, Kent, TN17 1JY, UK
Tel: +44 1580 211 055
Email: robert@findershealth.com
www.firstspaacademy.com

► **Florida Gulf Coast University (FGCU)**

10501 FGCU Boulevard South, Fort Myers, FL 33965-6565, USA
Tel: +1 239 590 7742
www.fgcu.edu

Frederique Academy

21st Floor, Island Beverley, 1 Great Street, Causeway Bay, Hong Kong
Tel: +852 2522 2526
www.frederiqueacademy.com.hk

Fuss Beauty College

Shop 2, 161 New South Head Road, Edgecliff, NSW 2027, Australia
Tel: +61 2 9326 2211
Email: info@fuss.com.au
www.fuss.com.au

The George Washington Institute

2300 K Street NW, Warwick Building, Suite 313, Washington, DC 20037, USA
Tel: +1 202 994 6220
Email: caring@gwish.org
www.gwish.org

Glion Institute of Higher Education

Route de Glion 111, 1823 Glion sur Montreux, Switzerland
Tel: +41 21 989 2677
www.glionhotelschool-switzerland.com

Government Ayurveda College

MG Road, Thiruvananthapuram - 695001, Kerala India
Tel: +91 471 246 0190

Great Bay Community College

320 Corporate Drive, Portsmouth, NH 03801, USA
Tel: +1 603 427 7600
Email: askgreatbay@ccsnh.edu
www.greatbay.edu

Haaga-Helia University of Applied Sciences

Admissions Office, Ratapihantie 13, FI-00520, Helsinki, Finland
Tel: +358 400 230 409
Email: admissions@haaga-helia.fi
www.haaga-helia.fi

The Hawaiian Islands School of Massage

Pualani Terrace Building, C 81-6587, Mamalahoa Hwy, Kealahou, HI 96750, USA
Tel: +1 808 323 3800
Email: info@hawaiianmassageschool.com
www.hawaiianmassageschool.com/aloha.htm

HCB Associates

PO Box 32, Minehead, Somerset, T24 7YB, UK
Tel: +44 1635 202 878
Email: spa.consult@hcb-associates.com
www.hcb-associates.com

Headmasters Academy Pty Ltd

Level 3 Centre Way, 259-263 Collins Street, Melbourne, VIC 3000, Australia
Tel: +61 3 9650 7300
Email: info@headmasters.com.au
www.headmasters.com.au

Healing Hands International

Postnet Suite 165, Privatebag X132, Centurion, Gauteng 0046, South Africa
Email: info@healinghands.co.za
www.healinghands.co.za

Heat Spa Kur Therapy Development Inc

PO Box 2066, Bonita, CA 91908-1066, 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

Himalayan Healers

Nepal Direct Effects, PO Box 3465, Grand Junction, CO 81504, USA
Tel: +1 977 1441 0432
Email: info@himalayanhealers.org
www.himalayanhealers.org

HKU School of Professional and Continuing Education (SPACE)

1206-07 Fortress Tower, 250 King's Road, Fortress Hill, Hong Kong
Tel: +852 2587 3154
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

Humantra/HealthCert

PO Box 789, Sanctuary Cove, QLD 4212, Australia
Tel: +61 7 3137 1399
www.healthcert.com.au

Humber College

205 Humber College Boulevard, Etobicoke, ON M9W 5L7, Canada
Tel: +1 416 675 6622
Email: enquiry@humber.ca
www.humber.ca

HZ University of Applied Sciences

International Office, Edisonweg 4, 4382 NW Vlissingen, The Netherlands
Email: study@hz.nl
www.hz.nl

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.ilisproject.eu

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

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

46 Makedonitissas Avenue, PO Box
24005, 1700 Nicosia, Cyprus
Tel: +357 2284 1717/718
Email: info@intercollege.ac.cy
www.intercollege.ac.cy

International Academy of Ayurveda (IAA)

Rajbharati, 367 Sahakar Nagar
1, Pune 411009, India
Tel: +91 20 24224427
Email: sbranade@hotmail.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 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)

7B Walpole Court, Ealing Green,
Ealing, London, W5 5ED, UK
Tel: +44 20 8567 2243
Email: office@ifaroma.org
www.ifaroma.org

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 Hotel Spa Academy (IHSA)

3450 Dunes Vista Drive, Pompano
Beach, FL 33069, USA
Tel: +1 954 229 8308
Email: info@internationalhotelspaacademy.com
www.internationalhotelspaacademy.com

International Institute for Anti-Ageing (IIAA)

Unit 1, 1000 North Circular Road,
London, NW2 7JP, UK
Tel: +44 20 8450 7997
Email: info@iiaa.eu
www.iiaa.eu

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

International School of Beauty Therapy (Australia)

Suite 39A, Upper Level, Cottesloe Central,
460 Stirling Highway, Peppermint
Grove, WA 6011, Australia
Tel: +61 8 9385 3432
Email: study@internationalbeauty.com.au
www.internationalbeauty.com.au

International School of Beauty Therapy (Malta)

“Cova da Iria” Triq Galanton
Vassallo, St Venera 1902, Malta
Tel: +356 2144 0424
Email: sawarrin@maltanet.net
www.isbtmalta.com

International Spa and Beauty College (ISBC)

Unit 801-5, 8/F Miramar Tower,
132-134 Nathan Road, TST
KLN, Hong Kong
Tel: +852 2526 8818
Email: info@isbc.com.hk
www.isbc.com.hk

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

► **International Training Massage School**

17/6-7 Hah Yak Santitham, Morakot Road, Chang Puek, Muang, Chiang Mai 50300, Thailand
 Email: itm@itmthaimassage.com
www.itmthaimassage.com

Isa Carstens Health and Skin Care 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 Jalan PJU 1/37 Dataran Prima, Petaling Jaya, Selangor 47301, Malaysia
 Tel: +603 7880 0555
 Email: joonwong@hotmail.com
www.issamay.com

IST-Hochschule fur Management

Erkrather Strasse 220 a-c, 40233 Düsseldorf, Germany
 Tel: +49 21 186668-0
 Email: info@ist.de
www.ist-hochschule.de

IST-Studieninstitut

Erkrather Strasse 220 a-c, 40233 Dusseldorf, Germany
 Tel: +49 21 186668-0
 Email: info@ist.de
www.ist.de

Istanbul Technical University

ITU International Office, Office of the President Ayazaga, 34469 Sariyer, Istanbul, Turkey
 Tel: +90 212 285 30 74
info@intoffice@itu.edu.tr
www.international.itu.edu.tr

Istanbul University

Center Campus, 34452 Beyazit, Eminonu, Istanbul
 Tel: +90 212 440 00 00
www.istanbul.edu.tr

ITM - International College of Tourism & Management

Johann Strauss Strasse 2, 2540 Bad Voslau, Austria
 Tel: +43 2252 790 260
 Email: office@itm-college.eu
www.itm-college.eu

James Watt College of Further & Higher Education

North Ayrshire Campus, Lauchlan Way, Kilwinning, KA13 6DE, UK
 Tel: +44 1294 559 000
www.jameswatt.ac.uk

Jamu Spa School

Jalan By Pass, Ngurah Rai 99x, Tuban, Bali, Indonesia
 Tel: +62 361 7427121
info@jamuspaschool.com
www.jamuspaschool.com

Jari Menari

Jl 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: admissions@kes.ac.cy
www.kes.ac.cy

KORE Therapy

2 Leach Lane, Lytham St Annes, Lancashire, FY8 3AP, UK
 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

Kosmetikschule Chemnitz

Waldenburger Strasse 23, 09116 Chemnitz, Germany
 Email: info@friseurinnung-chemnitz.de
www.friseurinnung-chemnitz.de

LaStone Therapy Inc

8110 South Houghton Road, Suite 158-154, Tucson, AZ 85737, USA
 Tel: +1 520 319 6414
www.lastonetherapy.com

Lincoln College of New England

2279 Mount Vernon Road, Southington, CT 06489, USA
 Tel: +1 800 825 0087
www.lincolncollegene.edu

London College of Beauty Therapy (LCBT)

47 Great Marlborough Street, London, W1F 7JP, UK
 Tel: +44 20 7208 1300
 Email: salon@lcbt.co.uk
www.lcbt.co.uk

London College of Fashion

20 John Prince's Street, London, W1G 0BJ, UK
 Tel: +44 20 7514 7400
 Email: enquiries@fashion.arts.ac.uk
www.fashion.arts.ac.uk

London Therapists

Richmond, TW10, UK
Tel: +44 20 8123 7527
Email: messagecourses@gmail.com
www.london-therapists.com

Loyalist College

Wallbridge-Loyalist Road, PO Box 4200,
Belleville, ON K8N 5B9, Canada
Tel: +1 613 969 1913
www.loyalistcollege.com

Mahidol University International College

999 Phutthamonthon 4 Road, Salaya,
Nakhon Pathom 73170, Thailand
Tel: +66 2849 6232
Email: grwww@mahidol.ac.th
www.mahidol.ac.th

Mary Reid International School Of Beauty

2nd Floor, 16 West Register Street,
Edinburgh, EH2 2AA, UK
Tel: +44 131 558 9994
Email: enquiries@beautyschool.co.uk
www.maryreidspaacademy.com

Mindful Awareness Research Center

UCLA Semel Institute for Neuroscience
and Human Behavior, 760 Westwood
Plaza, Room 47-444, Box 951759, Los
Angeles, CA 90095-1759, USA
Tel: +1 310 206 7503
Email: marcinfo@ucla.edu
www.marc.ucla.edu

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
Email: admissions@nuhs.edu
www.nuhs.edu

Natura School of Advanced Beauty Therapies

Tagore Lane-J, AIR Road, Vazhuthacaud,
Trivandrum, India 695 014
Tel: +91 471 232 2320
Email: info@cnbt.org.uk
www.naturaspa.co.in

New River Community College

PO Box 1127, 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

Niagara University

5795 Lewiston Road, Niagara
University, NY 14109, USA
Tel: +1 716 285 1212
www.niagara.edu

Nippon Spa College (NISPAC)

Second Wada Building 7F, 5-12-6 Minami
Aoyama, Minato-ku, Tokyo 107-0062, Japan
Tel: +81 33406 2489
Email: info@nispac.jp
www.nispac.jp

Northeast Alabama Community College

PO Box 159, Rainsville, AL 35986, USA
Tel: +1 256 228 6001
Email: harveya@nacc.edu
www.nacc.edu

The Northern College of Acupuncture

61 Micklegate, York, YO1 6LJ, UK
Tel: +44 1904 343 303
Email: info@chinese-medicine.co.uk
www.chinese-medicine.co.uk

Orient Spa Academy

SP-36B RIICO Industrial Area, Opposite,
Le Meridian Hotel, Delhi-Jaipur Highway,
Kukas 303101, Jaipur, Rajasthan, India
Tel: +91 990 9954 090
Email: principal@orientspaacademy.com
www.orientspaacademy.com

Pacific International Beauty Institute

Jl. Manyar Kertoarjo No 74,
Surabaya, Indonesia
Tel: +62 31 594 6897
Email: info@pibischool.com
www.pibischool.com

Parnu College, University of Tartu

35 Ringi Street, 80010 Parnu, Estonia
Tel: +372 44 50 520
Email: info@pc.ut.ee
www.pc.ut.ee/en

Perth College of Beauty Therapy

350 Albany Highway, Victoria
Park, WA 6100, Australia
Tel: +61 8 9361 3111
Email: enquiries@perthcollege.com.au
www.perthcollege.com.au

► **PHAB Standard Ltd**

PO Box 47290, London, W7 2AX, UK
 Tel: +44 20 8840 9070
 Email: info@phabstandard.com
www.phabstandard.com

Plymouth University/City College Plymouth

Kings Road, Devonport, Plymouth, Devon, PL1 5QG, UK
 Tel: +44 1752 305 300
 Email: info@cityplym.ac.uk
www.cityplym.ac.uk

Plymouth University/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

Professional Beauty College of Australia

Level 4, 99 Creek Street, Brisbane, QLD 4000, Australia
 Tel: +61 7 3210 1455
 Email: info@pbca.com.au
www.pbca.com.au

Pure Skin Institute

75-77 Gertrude Street, Fitzroy, VIC 3065, Australia
 Tel: +61 3 96252088
 Email: info@pureskin.com.au
www.pureskin.com.au

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 9, Singapore 738964
 Tel: +65 6510 3000
 Email: one-stop@rp.edu.sg
www.rp.edu.sg

RMIT University

GPO Box 2476, Melbourne, VIC 3001, Australia
 Tel: +61 3 9925 2000
www.rmit.edu.au

Russian State University of Management

Ryazansky Prospect 99, Moscow 109542, Russia
 Tel: +7 495 371 74 95
 Email: tl@guu.ru
www.guu.ru

Sandhills Community College

3395 Airport Road, Pinehurst, NC 28374, USA
 Tel: +1 910 692 6185
www.sandhills.edu

Santi Development Programme Ltd

2 Queen Caroline Street, London, W6 9DX, UK
 Tel: +44 20 8563 7478
www.santi-santi.com

Satya Ayurveda Trust

A-21 Parsn Galaxy, Nanjundapuram Road, Coimbatore 641036, India
 Tel: +91 422 2311 521
 Email: satyaayurveda@gmail.com
www.satyaayurveda.org

Saxion University of Applied Sciences

International Office, PO Box 501, 7400 AM Deventer, The Netherlands
 Tel: +31 570 603 789
 Email: internationaloffice@saxion.nl
www.saxion.edu

Scaldis Academy

International Office, Edisonweg 4, 4382 NW Vlissingen, The Netherlands
 Tel: +31 118 489000
 Email: study@hz.nl
www.hz.nl

School Elegance

47, rue Hotel des Postes, 06000, Nice, France
 Tel: +33 4 93 88 12 92
 Email: contact@elegance-fr.net
www.elegance-fr.net/en

School of Medical Iridology

12 St Georges Road, London, NW11 0LR, UK
 Tel: +44 20 8905 5509
 Email: dr.benson@btconnect.com

Schule fuer Physiotherapeuten und Masseur Bad Sulza

Wunderwaldstr 2, 99518 Bad Sulza, Germany
 Tel: +49 36461 92900
 Email: info@schulewfp.de
www.schulewfp.de

Scottsdale Community College

9000 East Chaparral Road, Scottsdale, AZ 85256-2626, USA
 Tel: +1 480 423 6000
 Email: admissions@scemail.maricopa.edu
www.scottsdalecc.edu

Serena Spa Pvt Ltd

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 277, 18 Schoolhouse Road,
Conway, MA 01341, USA
Tel: +1 413 369 4928
Email: will@shangshung.com
www.shangshung.org

The Shiatsu School

280 River Valley Road, 2nd
Level, 238321, Singapore
Tel: +65 6836 1231
Email: terry@theshiatusschool.com
www.theshiatusschool.com

Skin Care Academy, Inc

School of Advanced and Medical Aesthetics,
10720 Yonge Street, Suite 225 (at Elgin Mills
Road), Richmond Hill, ON L4C 3C9, Canada
Tel: +1 905 884 1551
Email: marianne@skincareacademy.com
www.skincareacademy.com

Society of Dermatology Skincare Specialists (SDSS)

484 Spring Avenue, Ridgewood,
NJ 07450-4624, USA
Tel: +1 201 670 4100
Email: sdssorg@aol.com
www.sdss.tv

The South Pacific Academy of Beauty Therapy

Queens Road, Nakavu, Nadi, Fiji Islands
Tel: +679 672 5280
Email: admin@spabth.com
www.fijisenikaispas.com

Southwest Institute of Healing Arts

1100 Apache Boulevard,
Tempe, AZ 85281, USA
Tel: +1 480 994 9244
Email: info@swiha.edu
www.swiha.edu

Spa Business School

Troy, Old Uxbridge Road, West Hyde,
Hertfordshire, WD3 9YD, UK
Tel: +44 1923 712 416
Email: spabusinessschool.info@gmail.com
www.spabusinessschool.co.uk

Spa College

PO Box 4669, NY 10163, USA
Email: director@spa-college.com
www.spa-college.com

Spa Innovations Pte Ltd

16 Kallang Place, #07-33339156, Singapore
Tel: +65 6341 7780
Email: course@spa-innovations.com
www.spa-innovations.com

Spa Professionals International Development Center

2F Airrich Building, Km. 19.5 East Service
Road, Sucat, Parañaque City, Philippines
Tel: +632 838 2170
Email: info@spaprofessionals.net
www.spaprofessionals.net

Spa Sessions

PO Box 859, Dunsborough,
WA 6281, Australia
Tel: +61 423 588 001
Email: naomi@spasessions.com
www.spasessions.com

Spa Vargus University

250 West Schick Road,
Bloomington, IL 60108, USA
Tel: +1 603 307 1100
Email: info@spavargusuniversity.com
www.spavargusuniversity.com

Spa Wellness Academy at the University of Lovran

Education in Wellness & Spa
Industry, Setaliste Marsala, Tita
19/2, Lovran 51415, Croatia
Email: info@wellness.hr
www.akademija.wellness.hr

SpaED Academy

SpaED Campus, Surya Annex, East Nada,
Kodungallur Thrissur, Kerala, India
Tel: +91 480 326 0480
Email: info@spaedacademy.com
www.spaedacademy.com

SPARK Spa and Wellness Academy

Taipei No 89, Leli Road, Da-an
District, Taipei City 106, Taiwan
Tel: +886 2 2733 5775
www.learninspark.com

Spas2b Inc

Breithaupt Park, Waterloo,
ON N2J 2C6, Canada
Tel: +1 519 585 0626
Email: llyon@spas2b.com
www.spas2b.com

SpaSynergy Pte Ltd

391B Orchard Road, 23-01 Ngee Ann
City Tower B, 238874, Singapore
Tel: +65 6887 5518
www.spasynergy.com

► **SpaQuality LLC**

1024 Oriente Avenue, Wilmington,
DE 19807, USA
Tel: +1 302 426 0274
Email: info@spaquality.com
www.spaquality.com

Spotlight On Spa & Wellness

PO Box 54042, Dubai, UAE
Tel: +971 50 280 5929
Email: info@spotlightonspa-wellness.com
www.spotlightonspa-wellness.com

Steiner Education Group (SEG)

Various campus' across the US
Email: info@steinered.com
www.steinered.com

Steiner Training Academy

The Lodge, 92 Uxbridge Road, Harrow,
Middlesex, HA3 6QD, UK
Tel: +44 20 8954 6121
Email: careers@onespaworld.com
www.onespaworld.com

Stoke On Trent College

Cauldon Campus, Stoke Road, Shelton,
Stoke-on-Trent, ST4 2DG, UK
Tel: +44 1782 208 208
Email: info@stokecoll.ac.uk
www.stokecoll.ac.uk

**Success International Health
and Skincare Academy**

PO Box 281, Florida Hills 1716, South Africa
Tel: +27 11 672 0776
Email: info@successinternational.co.za
www.successinternational.co.za

Suffolk New College

Ipswich, Suffolk, IP4 1LT, UK
Tel: +44 1473 382 200
Email: info@suffolk.ac.uk
www.suffolk.ac.uk

Summa Spa Institute

5 F/L Xin Cheng Commercial Building,
1 Chongwenmenwai Street, Chongwenmen
District, Beijing 100062, China
Tel: +86 10 6708 9608
Email: info@summaspa.com
www.summaspa.com

Swiss Hotel Management School

Avenue des Alpes 27, CH-1820
Montreux, Switzerland
Tel: +41 21 965 40 20
www.shms.com

Szolnok University College

H-5000 Szolnok, Tiszaliget
sétány 14, Hungary
Tel: +36 56 510 300
Email: mondoka@szolf.hu
www.szolf.hu

TAFE NSW

Information Access Unit, Department of
Education and Communities, Level 7, Bridge
Street, Sydney, NSW 2000, Australia
Tel: +61 2 9561 8100
Email: iaunit@det.nsw.edu.au
www.tafensw.org.au

Temasek Polytechnic

21 Tampines Avenue 1, Singapore 529757
Tel: +65 6788 2000
Email: corpcomm@tp.edu.sg
www.tp.edu.sg

Thai Heritage Spa Co Ltd

6th Floor, Building B Thai Military
Bank (Phayathai Branch), 34 Phayathai,
Rajtheeve, Bangkok 10400, Thailand
Tel: +622 3545 9805
Email: thaispa@sarah-org.com
www.sarah-org.com

Thai Yoga Therapy

8111 Beverly Boulevard, Suite 202,
Los Angeles, CA 90048, USA
Tel: +1 323 653 6802
Email: info@deonthaiyoga.com
www.deonthaiyoga.com

Touch Research Institute

University of Miami School of Medicine,
PO Box 016820, Miami, FL 33101, USA
Tel: +1 305 243 6781
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

Ultimate Group

33a Monmouth Road, Notting
Hill, London, W2 4UT, UK
Tel: +44 7986 559 315
Email: jarrod@theultimategroup.com

Ultimate Medical Academy LLC

9309 N. Florida Avenue, Suite
100, Tampa, FL 33612, USA
Tel: +1 877 316 1316
www.ultimatemedical.edu

Universitas Gadjah Mada

Office of International Affairs,
Universitas Gadjah Mada, Bulaksumur,
Yogyakarta 55281, Indonesia
Tel: +62 274 563974
www.ugm.ac.id/en

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

Park Square, Luton, Bedfordshire,
LU1 3JU, UK
Tel: +44 1234 400 400
Email: international@beds.ac.uk
www.beds.ac.uk

University of California, Irvine

PO Box 6050, Irvine, CA 92616-6050, USA
Tel: +1 949 824 5414
Email: unex-services@uci.edu
www.uci.edu

University of Derby

1 Devonshire Road, Buxton,
Derbyshire SK17 6RY, UK
Tel: +44 1298 71100
Email: enquiries-admissions@derby.ac.uk
www.derby.ac.uk

University of Houston

Conrad N Hilton College, 4800 Calhoun
Road, Houston, TX 77004, USA
Tel: +1 713 743 2255
www.hrm.uh.edu

University of Minnesota, Crookston

2900 University Avenue,
Crookston, MN 56716, USA
Tel: +1 800 862 6466
www.crk.umn.edu

University of Southern California

University Park Campus, University
of Southern California, Los
Angeles, CA 90089, USA
Tel: +1 213 740 2311
www.usc.edu

University of the Arts London

272 High Holborn, London, WC1V 7EY, UK
Tel: +44 20 7514 6000
Email: admissions@arts.ac.uk
www.arts.ac.uk

University of West Florida - UWF

11000 University Parkway,
Pensacola, FL 32514, USA
Tel: +1 850 474 2000
Email: admissions@uwf.edu
www.uwf.edu

Urban Healing Co Ltd

427/6, 1st Floor, Silom Road,
Bangkok 10500, Thailand
Tel: +66 2 439 53 15
Email: info@urbanhealing.net
www.urbanhealing.net

Vimal Institution

Wellness Uciliste Vimal, Vrbik
20, 10000 Zagreb, Croatia
Email: vimal@vimal.hr
www.vimal.hr

Vio Malherbe

Ecole Internationale D'Estjétique Et
De Cosmestologie, 11 Rue De Bourg,
Lausanne 1003, Switzerland
Tel: +41 21 312 38 01
Email: info@viomalherbe.ch
www.viomalherbe.ch

VTCT

Third Floor, Eastleigh House, Upper Market
Street, Eastleigh, Hampshire, SO50 9RD, UK
Tel: +44 23 8068 4500
Email: customerservice@vtct.org.uk
www.vtct.org.uk

Warwickshire College

Warwick New Road, Royal Leamington
Spa, Warwickshire, CV32 5JE, UK
Tel: +44 1926 318 000
Email: info@warkscol.ac.uk
www.warwickshire.ac.uk

Watpo Thai Traditional Medical Shcool

Ta-Sahakon Building, 392/25-28 Soi
PenPhat 1, Maharaj Road, Pranakhan
Building, Bangkok 10200, Thailand
Tel: +66 2 622 3533
www.watpomassage.com

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

14567 Big Basin Way, Saratoga,
CA 95070, USA
Tel: +1 408 741 1750 (ext 30)
Email: consultants@wynnebusiness.com
www.wynnebusiness.com

York College

Customer Services, York College, Sim
Balk Lane, York, YO23 2BB, UK
Tel: +44 1904 770 499
Email: customer-services@yorkcollege.ac.uk
www.yorkcollege.ac.uk

Younique School of Beauty

26 Monaghan Street, Newry,
County Down, BT35 6AA, UK
Tel: +44 2830 267 606
Email: info@younique.ie
www.younique.ie

Zeneba Academy of Esthetics

448 42 Ave SE Calgary, AB T2G 1Y4, Canada
Tel: +1 403 230 2202
Email: info@zeneba.com
www.zenebaacademy.com

Course Selector

How to use the Course Selector

Choose the training course which you need and you'll find the relevant organisations that provide it, along with their basic contact details. Complete contact details, including the address, phone, email and website listings can be found for each organisation in the Training Directory section on p290, while full details can also be found online at www.spaopportunities.com/training

Alternative Therapy Courses

Acupressure

Axelsons Gymnastiska Institut
www.axelsons.se

KORE Therapy
www.koretherapy.com

The National College of Naturopathic Medicine
www.ncnm.edu

National University of Health Sciences
www.nuhs.edu

The Northern College of Acupuncture
www.chinese-medicine.co.uk

Steiner Education Group (SEG)
www.steinered.com

Aromatherapy

Alexander School of Natural Therapeutics
www.secretsofisis.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Aroma Academy
www.aromaakademija.hr

Atelier Esthétique Institute
www.aeinstitute.net

Australian College of Natural Therapies (ACNT)
www.acnt.edu.au

Beautico Academy of Beauty
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

City & Guilds
www.cityandguilds.com

Federation of Holistic Therapists (FHT)
www.fht.org.uk

International Academy of Spa Esthetics
www.russiaspas.ru

International Federation of Aromatherapists (IFA)
www.ifaroma.org

International Medical-Spa Institute (IMSI)
www.imsi.co.jp

Kosmetae
www.kosmetae.com

Mary Reid International School Of Beauty
www.maryreidspaacademy.com

RMIT University
www.rmit.edu.au

SPARK Spa and Wellness Academy
www.learninspark.com

Steiner Education Group (SEG)
www.steinered.com

Steiner Training Academy
www.onespaworld.com

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Ayurveda

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Beautico Academy of Beauty
www.beautiko.co.za

Chiva-Som Academy
www.chivasomacademy.com

Government Ayurveda College
+91 471 246 0190

International Academy of Ayurveda (IAA)
www.ayurved-int.com

International Academy of Spa Esthetics
www.russiaspas.ru

Orient Spa Academy
www.orientspaacademy.com

Satya Ayurveda Trust
www.satyaayurveda.org

Spa Professionals International
Development Center
www.spaprofessionals.net

Steiner Education Group (SEG)
www.steinered.com

Thai Yoga Therapy
www.deonthaiyoga.com

Tri Dosha
www.tri-dosha.co.uk

Bach flower remedies

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Bowen techniques

European College of
Bowen Studies
www.thebowentechnique.com

Crystal healing

VTCT
www.vtct.org.uk

Herbal medicine

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Shang-Shung Institute of America
www.shangshung.org

The National College of
Naturopathic Medicine
www.ncnm.edu

The Northern College
of Acupuncture
www.chinese-medicine.co.uk

Holistic therapy

The American Spa Therapy
Education & Certification Council
www.astecc.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Bellus Academy
www.bellusacademy.edu

The Carlton Institute
www.beauty-training.co.uk

Center For Neuroacoustic
Research
www.neuroacoustic.com

Evolution Schools
www.evolutionschools.com

Healing Hands International
www.healinghands.co.za

International Academy
of Spa Esthetics
www.russiaspas.ru

Issamay School of Beauty
www.issamay.com

Spa Business School
www.spabusinessschool.co.uk

Southwest Institute
of Healing Arts
www.swiha.edu

York College
www.yorkcollege.ac.uk

VTCT
www.vtct.org.uk

Hopi ear candling

The Carlton Institute
www.beauty-training.co.uk

Hot stone massage

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Beautico Academy of Beauty
www.beautiko.co.za

The Beauty Specialist Training
Centre & Nail Academy
www.beautyspecialists.co.za

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

Himalayan Healers
www.himalayanhealers.org

LaStone Therapy Inc
www.lastonetotherapy.com

Orient Spa Academy
www.orientspaacademy.com

Pacific International
Beauty Institute
www.pibischool.com

Spa Professionals International
Development Center
www.spaprofessionals.net

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Indian head massage

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Beautico Academy of Beauty
www.beautiko.co.za

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

International Spa and
Beauty College (ISBC)
www.isbc.com.hk

International Therapy
Examination Council
www.itecworld.co.uk

Issamay School of Beauty
www.issamay.com

London Therapists
www.london-therapists.com

Mary Reid International
School Of Beauty
www.maryreidspaacademy.com

Orient Spa Academy
www.orientspaacademy.com

Steiner Education Group (SEG)
www.steinered.com

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Integrative medicine

Istanbul University
www.istanbul.edu.tr

Iridology

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Camelot Spa Group
www.camelotspagroup.com

London School of Iridology
www.iridology-school.co.uk

► **Kinesiology**

Federation of Holistic Therapists (FHT)
www.fht.org.uk

The Hawaiian Islands School of Massage
www.hawaiianmassageschool.com/aloha.htm

Lymphatic drainage

The American Spa Therapy Education & Certification Council
www.astecc.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Chiva-Som Academy
www.chivasomacademy.com

Heat Spa Kur Therapy Development Inc
www.h-e-a-t.com

Schule fuer Physiotherapeuten und Masseur Bad Sulza
www.schulewfp.de

Medical ecology

Australian College of Natural Therapies (ACNT)
www.acnt.edu.au

Naturopathy

Australian College of Natural Therapies (ACNT)
www.acnt.edu.au

National University of Health Sciences
www.nuhs.edu

Reflexology

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

The American Spa Therapy Education & Certification Council
www.astecc.com

Australian College of Natural Therapies (ACNT)
www.acnt.edu.au

Axelsons Gymnastiska Institut
www.axelsons.se

Beautico Academy of Beauty
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Camelot Spa Group
www.camelotspagroup.com

The Carlton Institute
www.beauty-training.co.uk

Chiva-Som Academy
www.chivasomacademy.com

City & Guilds
www.cityandguilds.com

Elégance Gontard International School
www.elegance-fr.net

Federation of Holistic Therapists (FHT)
www.fht.org.uk

Himalayan Healers
www.himalayanhealers.org

International Academy of Spa Esthetics
www.russiaspas.ru

International Medical-Spa Institute (IMSI)
www.imsi.co.jp

International Spa and Beauty College (ISBC)
www.isbc.com.hk

Issamay School of Beauty
www.issamay.com

Orient Spa Academy
www.orientspaacademy.com

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Reiki

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

Himalayan Healers
www.himalayanhealers.org

International Spa and Beauty College (ISBC)
www.isbc.com.hk

London Therapists
www.london-therapists.com

VTCT
www.vtct.org.uk

Shiatsu

Camelot Spa Group
www.camelotspagroup.com

Canadian College of Shiatsu Therapy
www.shiatsu.vc

Chiva-Som
www.chivasom.com

Orient Spa Academy
www.orientspaacademy.com

The Shiatsu School
www.theshiatusschool.com

Spa Professionals International Development Center
www.spaprofessionals.net

Steiner Education Group (SEG)
www.steinered.com

VTCT
www.vtct.org.uk

Yoga

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Ann Dyer Yoga
www.anndyeryoga.com

Chiva-Som Academy
www.chivasomacademy.com

Thai Yoga Therapy
www.deonthaiyoga.com

General Spa Courses**Anatomy and physiology**

Alexander School of Natural Therapeutics
www.secretsofisis.com

The American Spa Therapy Education & Certification Council
www.astecc.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Camelot Spa Group
www.camelotspagroup.com

Carrigg Beauty
www.carriggbeauty.ie

Chiva-Som Academy
www.chivasomacademy.com

City & Guilds
www.cityandguilds.com

Constance Hospitality Academy
www.chtc.ac.mu

European Education Centre
for Wellness and Health
www.wellness-bildungswerk.de

Healing Hands International
www.healinghands.co.za

Houston School of Massage
www.houstonschoolofmassage.com

International Spa and
Beauty College (ISBC)
www.isbc.com.hk

KORE Therapy
www.koretherapy.com

Kosmetae
www.kosmetae.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

London Therapists
www.london-therapists.com

Orient Spa Academy
www.orientspaacademy.com

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Seychelles Tourism Academy /
Constance Hospitality Academy
www.seychellestourismacademy.edu.sc

Shang-Shung Institute of America
www.shangshung.org

Steiner Education Group (SEG)
www.steinered.com

Success International Health
and Skincare Academy
www.successinternational.co.za

VTCT
www.vtct.org.uk

Beauty therapy
Alison Caroline Institute (ACI)
www.acicollege.com

The American Spa Therapy
Education & Certification Council
www.astecc.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

William Angliss Institute
www.angliss.edu.au

Australian Academy of
Beauty & Spa Therapy
www.australianacademyofbeautytherapy.com

Australian College of
Beauty Therapy
www.acbt.com.au

Australian College of
Natural Therapies (ACNT)
www.acnt.edu.au

Barnfield College
www.barnfield.ac.uk

Bellevue Beauty
Training Academy
www.bellevuebeauty.com.au

Bellus Academy
www.bellusacademy.edu

Burton College
www.burton-college.ac.uk

Camelot Spa Group
www.camelotspagroup.com

The Carlton Institute
www.beauty-training.co.uk

CIDESCO
www.cidesco.com

City & Guilds
www.cityandguilds.com

Confederation of International
Beauty Therapy and
Cosmetology (CIBTAC)
www.cibtac.com

Constance Hospitality Academy
www.chtc.ac.mu

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 Schools
www.evolutionschools.com

Frederique Academy
www.frederiqueacademy.com.hk

Fuss Beauty College
www.fuss.com.au

The Hawaiian Islands
School of Massage
www.hawaiianmassageschool.com/aloha.htm

Headmasters Academy Pty Ltd
www.headmasters.com.au

International School of
Beauty Therapy (Australia)
www.internationalbeauty.com.au

International School of
Beauty Therapy (Malta)
www.isbtmalta.com

International Therapy
Examination Council
www.itecworld.co.uk

Issamay School of Beauty
www.issamay.com

James Watt College of
Further & Higher Education
www.jameswatt.ac.uk

Jamu Spa School
www.jamuspaschool.com

Kes College School of
Beauty Therapy
www.kes.ac.cy

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

London College of Beauty
Therapy (LCBT)
www.lcbt.co.uk

London College of Fashion
www.fashion.arts.ac.uk

Mary Reid International
School Of Beauty
www.maryreidspaacademy.com

Natura School of Advanced
Beauty Therapy
www.naturaspa.co.in

Newcastle College
www.ncl-coll.ac.uk

Perth College of Beauty Therapy
www.perthcollege.com.au

PHAB Standard Ltd
www.phabstandard.com

► **Beauty therapy** *cont...*

Plymouth University/Truro
and Penwith College
www.truro-penwith.ac.uk

Professional Beauty
College of Australia
www.pbca.com.au

Pure Skin Institute
www.pureskin.com.au

Seychelles Tourism Academy /
Constance Hospitality Academy
www.seychellestourismacademy.edu.sc

The South Pacific Academy
of Beauty Therapy
www.fijisenikaispas.com

Steiner Education Group (SEG)
www.steinered.com

Stoke On Trent College
www.stokecoll.ac.uk

Suffolk New College
www.suffolk.ac.uk

Summa Spa Institute
www.summaspa.com

University of Bedfordshire
www.beds.ac.uk

University of the Arts London
www.arts.ac.uk

York College
www.yorkcollege.ac.uk

Younique School of Beauty
www.younique.ie

Body therapy

Alison Caroline Institute (ACI)
www.acicollege.com

Camelot Spa Group
www.camelotspagroup.com

Carrigg Beauty
www.carriggbeauty.ie

Constance Hospitality Academy
www.chtc.ac.mu

European Institute of Esthetics
www.europeaninstitute.ca

Houston School of Massage
www.houstonschoolofmassage.com

Humantra/HealthCert
www.healthcert.com.au

International Spa and
Beauty College (ISBC)
www.isbc.com.hk

International Therapy
Examination Council
www.itecworld.co.uk

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Plymouth University/
City College Plymouth
www.city.plym.ac.uk

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Seychelles Tourism Academy /
Constance Hospitality Academy
www.seychellestourismacademy.edu.sc

Spa Business School
www.spabusinessschool.co.uk

Steiner Education Group (SEG)
www.steinered.com

Steiner Training Academy
www.onespaworld.com

VTCT
www.vtct.org.uk

Dermatology

Humantra/HealthCert
www.healthcert.com.au

Steiner Education Group (SEG)
www.steinered.com

Hydrotherapy

Alexander School of
Natural Therapeutics
www.secretsofisis.com

The American Spa Therapy
Education & Certification Council
www.astecc.com

International Academy
of Spa Esthetics
www.russiaspas.ru

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Steiner Education Group (SEG)
www.steinered.com

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Lifestyle coaching

European Education Centre
for Wellness and Health
www.wellness-bildungswerk.de

The George Washington
Institutewww.gwish.org

Mindful Awareness
Research Center
www.marc.ucla.edu

RMIT University
www.rmit.edu.au

Nutrition

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Beautico Academy of Beauty
www.beutiko.co.za

Chiva-Som Academy
www.chivasomacademy.com

European Education Centre
for Wellness and Health
www.wellness-bildungswerk.de

International Academy
of Spa Esthetics
www.russiaspas.ru

Issamay School of Beauty
www.issamay.com

Kosmetae
www.kosmetae.com

The Northern College
of Acupuncture
www.chinese-medicine.co.uk

RMIT University
www.rmit.edu.au

Success International Health
and Skincare Academy
www.successinternational.co.za

VTCT
www.vtct.org.uk

Spa management

Academy Canada Career College
www.academycanada.com



*The FH JOANNEUM Bad
Gleichenberg presents the innovative
and brand new MBA Programme:*

INTERNATIONAL HOSPITALITY AND SPA MANAGEMENT (MBA)

Contents:

- Spa Management
- Hospitality Management
- International Management in Tourism
- Strategic and Operative Management
- International Law in Tourism
- Social Skills in International Management
- Case Studies and Business Planning
- Project-related Master's Thesis

Organization:

- Part-Time: 2 weeks attendance per semester + eLearning
Duration: 4 Semesters
Credits: 120 ECTS
Language: English
Begin: September 2014
Costs: 3,500 EUR per Semester
Degree: Master of Business Administration (MBA)
Application: July 31, 2014

Contact and information:

FH JOANNEUM University
of Applied Sciences
Mag. (FH) Daniel Binder
Kaiser-Franz-Josef-Strasse 24,
8344 Bad Gleichenberg, AUSTRIA
Tel.: +43 316 5453 6724,
Fax: +43 316 5453 9 6724
E-Mail: daniel.binder@fh-joanneum.at
Web: www.fh-joanneum.at/hsm



Alexander School of
Natural Therapeutics
www.secretsofisis.com

Algonquin College of Applied
Arts and Technology
www.algonquincollege.com

Alpine College
www.alpine.edu.gr

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

William Angliss Institute
www.angliss.edu.au

Asheville-Buncombe Technical
Community College
www.abtech.edu

Atelier Esthétique Institute
www.aeinsteinstitute.net

Athlone Institute of Technology
www.ait.ie

Australian Academy of
Beauty & Spa Therapy
[www.australianacademyof
beautytherapy.com](http://www.australianacademyof
beautytherapy.com)

AUT University
www.aut.ac.nz

Barnfield College
www.barnfield.ac.uk

Bellus Academy
www.bellusacademy.edu

Bournemouth University
www.bournemouth.ac.uk

Brueckner Group/Spassion
www.spassion.com

Camelot Spa Group
www.camelotspagroup.com

Canadian Tourism College
www.tourismcollege.com

The Carlton Institute
www.beauty-training.co.uk

Centennial College
www.centennialcollege.ca

Chinese University of Hong Kong
www.cuhk.edu.hk/english/

Chiva-Som Academy
www.chivasomacademy.com

Colbourne College
www.colbournecollege.com

Cornell Nanyang Institute of
Hospitality Management
www.cni.ntu.edu.sg

Cornell University School
of Hotel Management
www.hotelschool.cornell.edu

Coventry University
www.coventry.ac.uk

Creative Spa Concepts
www.creativespaconcepts.com

Ecole des Spas et des
Instituts E.S.I.
www.esi-paris.com

Ecole hôtelière de Lausanne
www.ehl.edu

Elegance Gontard
International School
www.elegance-fr.net

Elly Lukas Beauty
Therapy College
www.ellylukas.edu.au

Elmcrest College of Applied
Health and Sciences and
Spa Management
www.elmcrestcollege.com

Endicott College
www.endicott.edu

ESSEC Business School
www.essec.edu

European Education Centre
for Wellness and Health
www.wellness-bildungswerk.d

European Wellness-Institut GmbH
www.wellness-institut.com

FH Joanneum
www.fh-joanneum.at

Florida Gulf Coast University (FGCU)
www.fgcu.com

Glion Institute of Higher Education
[www.glionhotelschool-
switzerland.com](http://www.glionhotelschool-
switzerland.com)

Great Bay Community College
www.greatbay.edu

Haaga-Helia University
of Applied Sciences
www.haaga-helia.fi

HCB Associates
www.hcb-associates.com

Headmasters Academy Pty Ltd
www.headmasters.com.au

Hill College
www.hillcollege.edu

HKU School of Professional and
Continuing Education (SPACE)
www.hkospace.hku.hk

Hong Kong Polytechnic University
www.polyu.edu.hk

Houston School of Massage
www.houstonschoolofmassage.com

Humber College
www.humber.ca

► **Spa management** *cont...*

HZ University of Applied Sciences
www.hz.nl/HZ/EN/

ILIS
www.ilisproject.eu

IMC University of Applied
Sciences Krems
www.fh-krems.ac.at

Intercollege Nicosia
www.intercollege.ac.cy

International Academy
of Spa Esthetics
www.russiaspas.ru

International Association
for Physicians in Aesthetic
Medicine (IAPAM)
www.iapam.com

International Hotel Spa
Academy (IHSA)
www.internationalhotelspaacademy.com

International Hotel Management
Institute - IMI University Centre
www.imi-luzern.com

International Spa and
Beauty College (ISBC)
www.isbc.com.hk

Institut de Management
Hotelier International IMHI
www.essec.edu

Isa Carstens Health and
Skin Care Academy
www.isacarstens.co.za

IST-Hochschule für Management
www.ist-hochschule.de

IST-Studieninstitut
www.ist.de

Istanbul Technical University ITU
www.international.itu.edu.tr

ITM - International College
of Tourism & Management
www.itm-college.eu

Lincoln College of New England
www.lincolncollegene.edu

London College of Fashion
www.fashion.arts.ac.uk

Loyalist College
www.loyalistcollege.com

Mahidol University
International College
www.mahidol.ac.th

Natura School of Advanced
Beauty Therapies
www.naturaspa.co.in

New River Community College
www.nr.vccs.edu

Newcastle College
www.ncl-coll.ac.uk

Niagara University
www.niagara.edu

Nippon Spa College (NISPAC)
www.nispac.jp

Northeast Alabama
Community College
www.nacc.edu

Orient Spa Academy
www.orientspaacademy.com

Pacific International
Beauty Institute
www.pibischool.com

Parnu College, University of Tartu
www.pc.ut.ee/en

PHAB Standard Ltd
www.phabstandard.com

Plymouth University/
City College Plymouth
www.city.plym.ac.uk

Plymouth University/Truro
and Penwith College
www.truro-penwith.ac.uk

Raison d'Etre
www.raisondetrespas.com

Republic Polytechnic
www.rp.edu.sg

RMIT University
www.rmit.edu.au

Russian State University
of Management
www.guu.ru

Sandhills Community College
www.sandhills.edu

Santi Development
Programme Ltd
www.santi-santi.com

Saxion University of
Applied Science
www.saxion.edu

Scaldis Academy
www.hz.nl

School Elegance
www.elegance-fr.net/en

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute
of Healing Arts
www.swiha.edu

Spa Business School
www.spabusinessschool.co.uk

Spa College
www.spa-college.com

Spa Innovations Pte Ltd
www.spa-innovations.com

Spa Professionals International
Development Center
www.spaprofessionals.net

Spa Sessions
www.spasessions.com

Spa Wellness Academy at
the University of Lovran
www.akademija.wellness.hr

SpaQuality LLC
www.spaquality.com

SPARK Spa and
Wellness Academy
www.learninspark.com

Spas2b Inc
www.spas2b.com

SpaSynergy Pte Ltd
www.spasynergy.com

Spotlight On Spa & Wellness
www.spotlightonspa-wellness.com

Swiss Hotel Management School
www.shms.com

Szolnok University College
www.szolf.hu

Temasek Polytechnic
www.tp.edu.sg

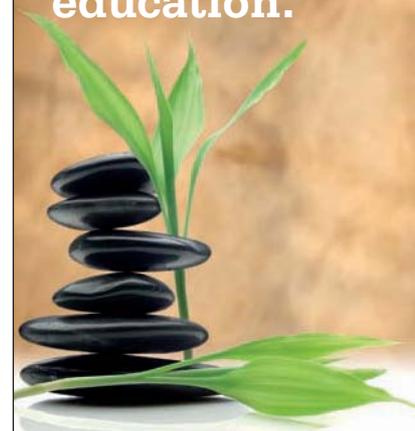
Ultimate Group
www.theultimategroup.com

Ultimate Medical Academy LLC
www.ultimatemedical.edu

Universitas Gadjah Mada
www.ugm.ac.id/en

For full contact details, turn to the Training Directory which starts on p290

Discover a
worldwide
leader in spa
education.



Taught by leading industry experts and offered completely online to accommodate learners worldwide, University of California, Irvine Extension's Spa & Hospitality Management Certificate Program presents cutting edge ways to make your spa stand out in a competitive market.

Build a foundation for success and profit through extensive training in all areas of the spa business, including:

- Business planning
- Day-to-day operations
- Quality management
- Retailing
- Human resources
- Customer engagement
- Green Strategies

 UCI IRVINE | EXTENSION



<http://unex.uci.edu/mkt/campaigns/spaHospitality.asp>

University College Birmingham
www.ucb.ac.uk

University of Bedfordshire
www.beds.ac.uk

University of California, Irvine
www.uci.edu

University of Derby
www.derby.ac.uk

University of Houston
www.hrm.uh.edu

University of Minnesota,
Crookston
www.crk.umn.edu

University of Southern California
www.usc.edu

University of the Arts
www.arts.ac.uk

University of West Florida - UWF
www.uwf.edu

Urban Healing Co Ltd
www.urbanhealing.net

Vimal Institution
www.vimal.hr

Warwickshire College
www.warwickshire.ac.uk

Wynne Business
www.wynnebusiness.com

York College
www.yorkcollege.ac.uk

Spa therapy

Advance Beauty College
www.advancebeautycollege.com

The American Spa Therapy
Education & Certification Council
www.astecc.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Aroma Academy
www.aromaakademija.hr

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Beautico Academy of Beauty
www.beautiko.co.za

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

City & Guilds
www.cityandguilds.com

Elite International School of
Beauty & Spa Therapy
www.elitebeautyschool.co.nz

Elly Lukas Beauty
Therapy College
www.ellylukas.edu.au

European Wellness-Institut GmbH
www.wellness-institut.com

Evolution Schools
www.evolutionschools.com

First Spa Academy
www.firstspaacademy.com

The Hawaiian Islands
School of Massage
www.hawaiianmassageschool.com/aloha.htm

Healing Hands International
www.healinghands.co.za

International Therapy
Examination Council
www.itecworld.co.uk

Isa Carstens Health and
Skin Care Academy
www.isacarstens.co.za

Jamu Spa School
www.jamuspaschool.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

National University of
Health Sciences
www.nuhs.edu

Nippon Spa College (NISPAC)
www.nispac.jp

PHAB Standard Ltd
www.phabstandard.com

Pure Skin Institute
www.pureskin.com.au

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Serena Spa Pvt Ltd
www.serenaspa.com

Spa Professionals International
Development Center
www.spaprofessionals.net

SpaED Academy
www.spaedacademy.com

Steiner Education Group (SEG)
www.steinered.com

Suffolk New College
www.suffolk.ac.uk

Summa Spa Institute
www.summaspa.com

VTCT
www.vtct.org.uk

Hair / Beauty and Nails

Cosmetic resurfacing

Atelier Esthétique Institute
www.aeinsteinstitute.net

Electrolysis

Academy Canada Career College
www.academycanada.com

The Carlton Institute
www.beauty-training.co.uk

Carrigg Beauty
www.carriggbeauty.ie

Steiner Education Group (SEG)
www.steinered.com

Epilation

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

International Therapy
Examination Council
www.itecworld.co.uk

Laser hair removal

Camelot Spa Group
www.camelotspagroup.com

The Carlton Institute
www.beauty-training.co.uk

Skin Care Academy
www.skincareacademy.com

Steiner Education Group (SEG)
www.steinered.com

VTCT
www.vtct.org.uk

Make-up

Australian College of
Beauty Therapy
www.acbt.com.au

Beautico Academy of Beauty
www.beautiko.co.za

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

The Carlton Institute
www.beauty-training.co.uk

Confederation of International
Beauty Therapy and
Cosmetology (CIBTAC)
www.cibtac.com

Constance Hospitality Academy
www.chtc.ac.mu

Elégance Gontard
International School
www.elegance-fr.net

Elly Lukas Beauty
Therapy College
www.ellylukas.edu.au

Frederique Academy
www.frederiqueacademy.com.hk

Healing Hands International
www.healinghands.co.za

International Therapy
Examination Council
www.itecworld.co.uk

Issamay School of Beauty
www.issamay.com

Kosmetae
www.kosmetae.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Mary Reid International
School Of Beauty
www.maryreidspaacademy.com

Pacific International
Beauty Institute
www.pibischool.com

Perth College of Beauty Therapy
www.perthcollege.com.au

Plymouth University/Truro
and Penwith College
www.truro-penwith.ac.uk

Professional Beauty
College of Australia
www.pbca.com.au

Seychelles Tourism Academy /
Constance Hospitality Academy
www.seychellestourismacademy.edu.sc

Skin Care Academy
www.skincareacademy.com

Steiner Education Group (SEG)
www.steinered.com

Stoke On Trent College
www.stokecoll.ac.uk

Success International Health
and Skincare Academy
www.successinternational.co.za

University College Birmingham
www.ucb.ac.uk

VTCT
www.vtct.org.uk

Younique School of Beauty
www.younique.ie

Medical aesthetics

Atelier Esthétique Institute
www.aeinsteinstitute.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

International Medical-Spa
Institute (IMSI)
www.imsi.co.jp

Kosmetae
www.kosmetae.com

Skin Care Academy
www.skincareacademy.com

Society of Dermatology
Skincare Specialists (SDSS)
www.sdss.tv

Steiner Education Group (SEG)
www.steinered.com

Vio Malherbe
www.viomalherbe.ch

Zeneba Academy of Esthetics
www.zenebaacademy.com

Microdermabrasion

Atelier Esthétique Institute
www.aeinsteinstitute.net

Boca Beauty Academy LLC
www.bocabeautyacademy.com

International Therapy
Examination Council
www.itecworld.co.uk

Steiner Education Group (SEG)
www.steinered.com

VTCT
www.vtct.org.uk

Nail technology
 Advance Beauty College
www.advancebeautycollege.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Aroma Academy
www.aromaakademija.hr

Asheville-Buncombe Technical
 Community College
www.abtech.edu

Australian College of
 Beauty Therapy
www.acbt.com.au

Australian College of Natural
 Therapies (ACNT)
www.acnt.edu.au

Beautico Academy of Beauty
www.beautiko.co.za

The Beauty Specialist Training
 Centre & Nail Academy
www.beautyspecialists.co.za

Bellevue Beauty
 Training Academy
www.bellevuebeauty.com.au

Bellus Academy
www.bellusacademy.edu

Burton College
www.burton-college.ac.uk

The Carlton Institute
www.beauty-training.co.uk

Chiva-Som Academy
www.chivasomacademy.com

City & Guilds
www.cityandguilds.com

Confederation of International
 Beauty Therapy and
 Cosmetology (CIBTAC)
www.cibtac.com

Constance Hospitality Academy
www.chtc.ac.mu

Elly Lukas Beauty
 Therapy College
www.ellylukas.edu.au

Frederique Academy
www.frederiqueacademy.com.hk

Fuss Beauty College
www.fuss.com.au

Healing Hands International
www.healinghands.co.za

International School of
 Beauty Therapy (Australia)
www.internationalbeauty.com.au

International Therapy
 Examination Council
www.itecworld.co.uk

Isa Carstens Health and
 Skin Care Academy
www.isacarstens.co.za

Issamay School of Beauty
www.issamay.com

Kosmetae
www.kosmetae.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Mary Reid International
 School Of Beauty
www.maryreidspaacademy.com

Perth College of Beauty Therapy
www.perthcollege.com.au

Plymouth University/Truro
 and Penwith College
www.truro-penwith.ac.uk

Professional Beauty
 College of Australia
www.pbca.com.au

Seychelles Tourism Academy /
 Constance Hospitality Academy
www.seychellestourismacademy.edu.sc

Skin Care Academy
www.skincareacademy.com

Steiner Training Academy
www.onespaworld.com

Success International Health
 and Skincare Academy
www.successinternational.co.za

Younique School of Beauty
www.younique.ie

VTCT
www.vtct.org.uk

Nails – manicure
See nail technology

Nails – pedicure
See nail technology

Permanent cosmetics
 Boca Beauty Academy LLC
www.bocabeautyacademy.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Waxing
 Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Camelot Spa Group
www.camelotspagroup.com

The Carlton Institute
www.beauty-training.co.uk

Chiva-Som Academy
www.chivasomacademy.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Mary Reid International
 School Of Beauty
www.maryreidspaacademy.com

Plymouth University/Truro
 and Penwith College
www.truro-penwith.ac.uk

Skin Care Academy
www.skincareacademy.com

VTCT
www.vtct.org.uk

Massage Courses

Bodymind massage
 Chiva-Som Academy
www.chivasomacademy.com

Esalen Institute
www.esalen.org

Pacific International
 Beauty Institute
www.pibischool.com

Shang-Shung Institute of America
www.shangshung.org

Deep tissue massage
 Alexander School of
 Natural Therapeutics
www.secretsofisis.com

Chiva-Som Academy
www.chivasomacademy.com

Himalayan Healers
www.himalayanhealers.org

► **Deep tissue massage** *cont...*

KORE Therapy
www.koretherapy.com

Spa Vargus University
www.spavargasuniversity.com

Steiner Education Group (SEG)
www.steinered.com

Holistic massage

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

The Carlton Institute
www.beauty-training.co.uk

Carrigg Beauty
www.carriggbeauty.ie

Frederique Academy
www.frederiqueacademy.com.hk

International Medical-Spa
Institute (IMSI)
www.imsi.co.jp

London Therapists
www.london-therapists.com

Mary Reid International
School Of Beauty
www.maryreidspaacademy.com

Spa Professionals International
Development Center
www.spaprofessionals.net

Success International Health
and Skincare Academy
www.successinternational.co.za

Remedial massage

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Sports massage

Alexander School of
Natural Therapeutics
www.secretsofisis.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Australian College of Natural
Therapies (ACNT)
www.acnt.edu.au

Camelot Spa Group
www.camelotspagroup.com

The Carlton Institute
www.beauty-training.co.uk

Chiva-Som Academy
www.chivasomacademy.com

Federation of Holistic
Therapists (FHT)
www.fht.org.uk

KORE Therapy
www.koretherapy.com

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Mary Reid International
School Of Beauty
www.maryreidspaacademy.com

Steiner Education Group (SEG)
www.steinered.com

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Swedish massage

Alexander School of
Natural Therapeutics
www.secretsofisis.com

Axelsons Gymnastiska Institut
www.axelsons.se

Camelot Spa Group
www.camelotspagroup.com

Chiva-Som Academy
www.chivasomacademy.com

First Spa Academy
www.firstspaacademy.com

Himalayan Healers
www.himalayanhealers.org

Kosmetikschule Chemnitz
www.friseurinnung-chemnitz.de

Pacific International
Beauty Institute
www.pibischool.com

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Spa Professionals International
Development Center
www.spaprofessionals.net

Steiner Education Group (SEG)
www.steinered.com

Steiner Training Academy
www.onespaworld.com

Suffolk New College
www.suffolk.ac.uk

VTCT
www.vtct.org.uk

Thai massage
The Carlton Institute
www.beauty-training.co.uk

Chiva-Som Academy
www.chivasomacademy.com

International Training
Massage School
www.itmthaimassage.com

Thai Yoga Therapy
www.deonthaiyoga.com

Watpo Thai Traditional
Medical School
www.watpomassage.com

VTCT
www.vtct.org.uk

Thai yoga massage

Axelsons Gymnastiska Institut
www.axelsons.se

Orient Spa Academy
www.orientspaacademy.com

Thai Yoga Therapy
www.deonthaiyoga.com

Therapeutic massage
Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Boca Beauty Academy LLC
www.bocabeachyacademy.com

Houston School of Massage
www.houstonschoolofmassage.com

Jari Menari
www.jarimenari.com

Plymouth University/Truro
and Penwith College
www.truro-penwith.ac.uk

Schule fuer Physiotherapeuten
und Masseur Bad Sulza
www.schulewfp.de

Steiner Education Group (SEG)
www.steinered.com

Touch Research Institute
www.miami.edu/touch-research

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 at the end



PHOTO © SHUTTERSTOCK/WAVEBREAKMEDIA

AFRICA

Spa Association of Africa (SAA)

C/o Executive Services Ltd, 2nd Floor, Les Jamalacs Building, Vieux Conseil Street, Port Louis, Mauritius

E: info@spaassociationofafrica.com

www.spaassociationofafrica.com

Region represented: Africa

Description: The Spa Association of Africa (SAA) was established in 2010 by Elaine Okeke, founder of spa consultancy Spalogue. It works alongside national and regional tourism boards, educational institutions and operators to set quality standards and encourage education and preventative health measures in the spa and wellness industry in Africa.

MOROCCO

Moroccan Spa Association (A-SPA-MAROC)

4 Rue Sebou Angle Rue Taha Housseine, Ler étage no2 Quartier Gauthier, Casablanca, 20000, Morocco

T: +212 666 35 36 42

E: aspamaroc@gmail.com

Country represented: Morocco

Description: This association represents the spa operators, hoteliers, architects and product vendors in Morocco with 'one voice' on matters related to government legislation and other interests such as tourism. It provides a platform for professional discussion, educational matters and industry news.

SOUTH AFRICA

South African Spa Association (SASA)

PO Box 81204, Parkhurst, Johannesburg, 2120, South Africa

T: +27 11 447 9959

E: info@saspaassociation.co.za

www.saspaassociation.co.za

Country represented: South Africa

Description: In April, SASA announced its plans to launch the *SA Spa Statistics and Benchmark Report* in association with Intelligent Spas. The report will be free to members and will cover 11 key performance indicators including treatment room occupancy and revenue per visit. SASA also publishes the annual *SA Spa Association Spa Index*, a consumer reference guide showcasing the top spas and spa brands in South Africa. The index and report are just two examples of how the association supports the country's spa industry and professionals in the wellness, spa, healing, medical and skincare sectors.

ASIA-PACIFIC & AUSTRALASIA

Asia Pacific Spa & Wellness Coalition (APSWC)

14 Amber Gardens, 09-04 Amber Park, Singapore #439960

T: +65 9777 3204

E: info@apswc.org

www.apswc.org

► APSWC *cont...*

Regions represented: Countries in Asia

Description: The APSWC acts as a bridge between a number of spa associations in Asia. It works to foster growth and development of the spa industry at a regional and local level and every year it holds an invitation-only strategic planning forum for members as well as a periodic spa study tour for industry professionals.

AUSTRALIA

Australasian Spa Association (ASpa)

PO Box 149, Southland Centre,
VIC 3192, Australia
T: +61 430 033 174

E: info@aspaassociation.com.au
www.aspaassociation.com.au

Region represented: Australasia

Description: ASpa is a not-for-profit organisation run by members for its members. It aims to enhance communication and networking between spa parties; raise awareness of the industry; deliver information, resources and member benefits; set and implement industry standards; and provide education.

Australian Association of Massage Therapists (AAMT)

Level 6, 85 Queen Street, Melbourne,
VIC 3000, Australia
T: +61 1300 138 872

E: info@aamt.com.au
www.aamt.com.au

Region represented: Australasia

Description: AAMT was formed in 2003 following the amalgamation of five major massage associations across Australia. Its commitment is to uphold, promote and educate about best practice in the field of massage therapy. It also maintains a register of qualified member practitioners.

BALI

Bali Spa and Wellness Association (BSWA)

Yayasan Bali Spa, PO Box 2204, Kuta, Bali
E: info@balispawellness-association.org
www.balispawellness-association.org

Country represented: Bali

Description: BSWA was established in 2005 to develop and promote Bali's spa offerings through education, the exchanging of ideas, networking and growth initiatives – including monthly meetings for spa industry professionals.

CHINA

China Spa Association

1408 Golden Bell Plaza, 98 Huaihai Zhong Road, Shanghai 200021, China
T: +86 21 5385 8951

E: info@chinaspaassociation.com
www.chinaspaassociation.com

Country represented: China

Description: This non-profit association helps to develop and promote the spa, health and aesthetics industries in China. Members benefit from educational workshops, newsletters and industry updates, regular meetings and events, as well as the opportunity to network with professionals from other international spa organisations.

INDIA

Indian Spa and Wellness Association (ISWA)

Natraj CHS, Plot No 15, Office No 10A, Sector-4 Sanpada (E), Navi Mumbai 400705, India
T: +91 982021 6022

E: contact@iswa.in
www.iswa.co.in

Country represented: India

Description: Part of the ISWA's remit is to address industry concerns on standardisation, training and education. It also aims to promote the country's traditional healing systems such as ayurveda and yoga, in a form acceptable to international spa users.

Spa Association of India (SAI)

M1 Palika Bhawan, Sector 13, R K Puram, New Delhi 110066, India

T: +91 995 889 5151

E: info@spaassociationofindia.in
www.spaassociationofindia.in

Country represented: India

Description: SAI was launched to develop and maintain standards in the Indian spa industry. It works alongside national and regional tourism boards as well as operators, manufacturers and distributors to set quality standards and encourage education and preventive health and hygiene measures in the sector. A key goal of SAI is to set up a system of training accreditation in the country.

Spa & Wellness Association of India (SWAI)

62A Embassy Building 44, Nepean Sea Road, Mumbai, Maharashtra 400006, India

E: info@spaandwellnessassociation.com
www.spaandwellnessassociation.com

Country represented: India

Description: The Spa & Wellness Association of India represents the interests of the professional spa and hospitality sectors. It serves the industry through a number of core competencies: the preservation and protection of India's traditional therapies; education opportunities; government advocacy; tourism promotion; commerce activities; research/statistics; and media relations.

JAPAN

The Federation for Japanese Spa Associates

www.j-spa.jp

Japan Ryokan Association

www.ryokan.or.jp

Country represented: Japan

Description: Ryokans are traditional Japanese inns featuring natural thermal bathing facilities known as onsen. The ryokan association was inaugurated in 1948 and members include 1,200 well-respected ryokans. Its goal is to ensure safe and reliable accommodation facilities.

Nippon Spa Association

www.n-spa.org

KOREA

The Korean Spa Society (KORSPA)

Seoul, South Korea

T: +82 70 7521 0053

E: sam725@nate.com

www.korspa.net

Country represented: Korea

Description: The Korean Spa Society (KORSPA) is a community of leading spa and wellness professionals in Korea. Established in 2004, it serves as an instrument for the exchange of ideas and community connections for its members who include spa and wellness owners, operators, professional workers and business-to-business providers.

MALAYSIA

Association of Malaysian Spas (AMSPA)

C/o Biossentials, Level 3, No 2, Jalan 27/70a, Desa Sri Hartamas, Kuala Lumpur 50450, Malaysia

T: +603 2858 7800

E: info@amspa.org.my

www.amspa.org.my

Country represented: Malaysia

Description: AMSPA's mission is to become a 'voice of wellness' and act as a central body for the area's up and coming spa industry. Significantly, it works with the country's Ministry of Tourism on a national spa rating system. It has also formed relationships with various other government agencies.

Malaysian Association of Wellness and Spa

www.mawspa.org

THE PHILIPPINES

Spa and Wellness Association of the Philippines, Inc (PhilWell)

Room 412, Office of Product Research and Development, Department of Tourism, TM Kalaw, Manila, Philippines

T: +63 917 546 6738

Country represented: the Philippines

Description: PhilWell was established in 2004 to promote the wellness and spa industry in the Philippines and to position the country as a major spa destination. It's committed to ensuring standards of excellence in spas across the country.

Spa & Wellness Association of Cebu (SWAC)

Colon Corner, Junquera Street, Cebu City, Philippines 6000

<http://lei.sr?a=G8h4g>

City represented: Cebu

Description: SWAC is the official organisation of the wellness industry in Cebu, recognised by the capital city's business community, government agencies and other organisations. Its goal

is to analyse the direction of the industry to help it grow and realise its full potential.

SINGAPORE

Spa Association Singapore (SAS)

77 Robinson Road #06-05, Singapore 068896

T: +65 6223 1158

E: secretariat@spaassociation.org.sg

www.spaassociation.org.sg

Country represented: Singapore

Description: SAS represents professional spa operators in Singapore. It works closely with the Singapore Tourism Board, Police Licencing Division, International Enterprise (a government agency for economic development in Singapore) and other bodies to help member spas develop.

Spa & Wellness Association of Singapore (SWAS)

28 Sin Ming Lane, #05-143, Midview City, Singapore 573972

T: +65 6513 7315

E: secretariat@spaandwellness.org

www.spaandwellness.org

Regions represented: Singapore and Asia

Description: SWAS aims to create growth opportunities for its members locally and internationally via monthly networking sessions, trade shows and educational programmes. SWAS actively promotes integration between the spa, beauty and wellness markets and engages in dialogue sessions with government agencies.

THAILAND

Phuket Spa Association (PSPA)

www.spaphuket.org

Samui Spa Association

www.samuispaassociation.com

► Thai Lanna Spa Association

www.thailannaspaassociation.com

Thai Spa Association (TSPA)

10/167 The Trendy Office, 20A Floor,
Unit No 20A02A, Sukhumvit Soi 13
(Sangchan), Sukhumvit Road, Klongtoey-
Nua, Wattana, Bangkok, 10110, Thailand

T: +66 2168 7094

E: info@thaispaassociation.com

www.thaispaassociation.com

Country represented: Thailand

Description: The Thai Spa Association was established to promote and develop the spa industry in Thailand. Every year it commissions an important piece of research focused on Thai spa consumers and operators (see p108), the results of which are revealed at its annual World Spa & Well-being Convention. Members benefit from educational newsletters and seminars, regular meetings and events, and the opportunity to network with spa professionals from Thailand and other international spa organisations.

CENTRAL & SOUTH AMERICA

ARGENTINA

Association of Argentinian Spas (AAS)

Av Medrano 1709, 7 Ciudad de Buenos Aires, Buenos Aires 1425, Argentina

T: +54 11 4825 4235

http://lei.sr?a=X2s6i

Country represented: Argentina

Description: For the last seven years, the AAS has been representing health and wellbeing centres across Argentina. Its members include physicians, dermatologists, aestheticians,

nutritionists and massage therapists as well as product and equipment suppliers. The AAS aims to advance the spa industry by providing education and training and promoting the value of the spa experience.

BRAZIL

Association of Brazilian Clinics and Spas (ABC Spas)

Room 15, Rua Caio Prado 267,
São Paulo 01303-001, Brazil

T: +55 11 2307 5595

E: contato@abcspas.com.br

www.abcspas.com.br

Country represented: Brazil

Description: ABC Spas is a non-profit organisation which was founded in 2002 to represent the Brazilian spa market by promoting and organising events, attracting investors and fostering local spa business developments.

Brazilian Wellness Association

www.abqv.com.br

THE CARIBBEAN

Caribbean Spa & Wellness Association (C-SWA)

T: +1 868 299 8097

E: info@caribbeanspawellness.com

www.caribbeanspawellness.com

Region represented: the Caribbean

Description: In early 2013, C-SWA launched the Development and Promotion of the Caribbean Health and Wellness Tourism Sector project with the goal of making the Caribbean a leading spa destination by 2015. The project is supported by Caribbean Export and financed by the UK's Department for International Development. The association was first established in 2006.

EUROPE

European Spas Association (ESPA)

50 Rue d'Arlon, Brussels B1000, Belgium

T: +32 282 0558

E: office@espa-ehv.eu

www.espa-ehv.com

Countries represented: 20 across Europe

Description: Last year, ESPA published the first fully comprehensive book of quality standards – including 1,000 criteria and covering over 30 laws – for medical spa and wellness providers across the continent. The criteria must be met to gain ESPA's EuropeSpa Med certificate which it launched in 2012. Its other quality standards include EuropeSpa and the EuropeSpa wellness certificate. Founded in 1995, ESPA is an umbrella body for 20 national spa associations in Europe. It focuses on promoting spas and balneology and on ensuring that natural remedies from water, soil and the climate are readily available to the European population.

BULGARIA

Bulgarian Union for Balneology & Spa Tourism (BUBSPA)

15 Tvardishki Prohod Str, Sofia 1404, Bulgaria

T: +359 2 942 7130

E: office@bubspa.org

www.bubspa.org

Country represented: Bulgaria

Description: BUBSPA presents and promotes Bulgaria as a modern spa and wellness destination to all tourist markets.

National Association for Spa & Wellness Tourism (NAST), Bulgaria

03 Bistritsa Str, Sofia 1000, Bulgaria

T: +359 2 981 3015

E: nast.bulgaria@mail.bg

Country represented: Bulgaria

Description: NAST cooperates in the protection, development and ecological use of natural resources across Bulgaria. It also works to promote spa tourism. Members comprise high-end spa resorts, hotels, day spas and equipment and product suppliers.

International Spa & Tourism Association (ISPAT)

www.ispam.biz

CYPRUS

Cyprus Spa Association

PO Box 21455, 1509 Nicosia, Cyprus

T: +357 22 88 98 90

E: cyprusspa@ccci.org.cy

www.cyprusspaassociation.com

Country represented: Cyprus

Description: This association represents the spa industry in Cyprus by protecting and developing the reputation of the country as a spa destination.

THE CZECH REPUBLIC

Association of the Spa Places of the Czech Republic

www.spas.cz

Czech Association of Wellness

Havelská 23, 110 00 Prague 1, Czech Republic

T: +420 224 222 368

E: office@spa-wellness.cz

www.spa-wellness.cz

Country represented: the Czech Republic

Description: This association works to develop and promote wellness by publications, conferences and trade fairs; to monitor the quality of certification bodies; and to create wellness educational activities, training courses and seminars.

Czech Healing Spa Association (SLL)

Hvozdanska 2053/3, Prague 14800, Czech Republic

T: +420 222 511 763

E: sekretariat@lecebnelazne.cz

www.lecebnelazne.cz

Country represented: the Czech Republic

Description: SLL was established in 1995 and comprises 43 members, of which 41 are health spas, in the Czech Republic. Members must meet strict criteria and have a high-quality service standard.

ESTONIA

Estonian Spa Association

www.estonianspas.eu

FRANCE

National Council of Thermal Operators/Conseil Nationale des Exploitants Thermaux (CNETH)

1 rue Cels, Paris 75014, France

T: +33 1 53 91 05 75

www.medicinethermale.fr

Country represented: France

Description: Established in 2002, CNETH is the French national council of thermal spa operators representing almost all facilities in the sector. Its mission is to work with the government to improve the recognition of thermal medicine.

Thermal and Climate Federation of France/Fédération Thermale et Climatique Française (FTCF)

71 ter, rue Froidevaux, Paris 75014, France

T: +33 1 40 47 57 33

E: info@federacionthermale.org

www.federacionthermale.org

Country represented: France

Description: The FTCF was created in March 1924. Its role is to unite the various

stakeholders of hydrotherapy in France including thermal spa operators, regional thermal federations and national society of medicine and spa.

French Spa Association (SPA-A)

16 Rue de Liège, Paris 75009, France

T: +33 6 75 75 89 84

E: aldina.duarte-ramos@sofitel.com

www.spa-a.com

Country represented: France

Description: Promoting ethics, quality and professionalism lies at the heart of SPA-A, which comprises owners, experts and managers in the French spa and wellbeing industry. In 2010, SPA-A launched a Spa Quality Charter delivered by spa industry professionals. Minimum quality requirements concern hygiene, staff training and infrastructure.

GERMANY

German Spa Association/Deutscher Heilbäderverband (DHV)

Reinhardtstrasse 46, 10117 Berlin, Germany

T: +49 30 24 63 692 0

E: info@dhv-berlin.de

www.deutscher-heilbaederverband.de

Country represented: Germany

Description: DHV comprises the spa associations of the individual federal states, the Association of German Spa Doctors and the Academy of Balneology and Climatology. It represents the shared interests of its members at national, European and international level, in particular towards politicians, public authorities, social insurance providers and other associations. It promotes science, research, training and development in the spa industry and health tourism. The DHV also creates and monitors Germany-wide quality and certification standards. ▶

► **German Wellness Association/ Deutscher Wellness Verband (DWV)**

Neusser Str 35, 40219 Dusseldorf, Germany

T: +49 211 168 2090

E: info@wellnessverband.de

www.wellnessverband.de

Country represented: Germany

Description: DWV serves both spa-goers and operators. In cooperation with German Wellness Inc, it develops quality standards for the wellness market that's widely recognised by German spa consumers.

International Spa & Wellness Association (ISWA), Germany

Richard-Weidlich-Platz 10,
65931 Frankfurt am Main, Germany

T: +49 69 130 25 86 0

E: info@iswa.de

www.iswa.de

Country represented: Germany

Description: ISWA serves as an independent and objective information centre for the German spa and wellness market. Members include innovative businesses, skilled workers and service providers dealing with the professional spa and wellness sector.

GRAN CANARIA

Gran Canaria Spa and Wellness Association

C/Los Balcones 4, 35001 Las Palmas de
Gran Canaria, Gran Canaria, Spain

T: +34 928 367 508

E: info@grancanariawellness.com

www.grancanariawellness.com

Country represented: Gran Canaria

Description: This association was formed in 2004 as a public-private initiative by the Gran Canaria Tourist Board and entrepreneurs from the medical and tourist sectors on the island. One of

its main objectives is to position Gran Canaria as a major international health and wellness tourism destination by promoting the island's natural resources, products and establishments.

GREECE

Hellenic Association of Municipalities and Communities with Curative Springs and Spas, Greece

www.thermalsprings.gr

Spa Managers Club of Greece (SMCG)

Alpine Center, 15-17 Thisseos Street,
Syntagma, Athens

T: +30 210 89 83 022

E: shofmann@alpine.edu.gr

www.spamanagers.gr

Country represented: Greece

Description: SMCG was launched at the Alpine Center, a hotel and tourism school in Greece, in 2009 by a group of spa, beauty and education professionals. Its mission is to promote high quality standards and service in the Greek spa industry. It gives spa managers a platform to network, share examples of best practice and facilitate employment and student placements.

HUNGARY

Hungarian Baths Association

Borostyán Utca 1/B, 1146 Budapest, Hungary

T: +36 1 220 2282

E: info@furdoszovetseg.hu

www.furdoszovetseg.hu

Country represented: Hungary

Description: The Hungarian Baths Association is a grouping of economic organisations and managers responsible for operating baths and planning their development, construction and maintenance. It has 186 members.

Hungarian Spa Tourism Association

Dob u 33, Budapest 1074, Hungary

T: +36 1 484 0805

E: meme@meme.hu

www.meme.hu

Country represented: Hungary

Description: This association, connected to the Hungarian Marketing Association for Health Tourism, promotes Hungary's thermal and wellness bath facilities, hotels and related services to domestic and international markets. Members include operators of spa and bath facilities, medical spa hotels, local government agencies and education centres.

ICELAND

The Iceland Spa Association

www.visitspas.eu/iceland

IRELAND

Leading Leisure in Ireland (ILAM)

Allenwood Enterprise Park, Allenwood
North, Naas, County Kildare, Ireland

T: +353 45 85 99 50

E: info@ilam.ie

www.ilam.ie

Country represented: Ireland

Description: Originally formed in 1989 as the Institute of Leisure & Amenity Management (ILAM), this body represents leisure managers – including spa operators – in Ireland and is funded by the government.

LITHUANIA

National Spa Association of Lithuania

Vytenio St, 9/25 LT-03113, Vilnius, Lithuania

T: +370 659 19161

E: info@spalietuva.lt

www.spalietuva.lt

Country represented: Lithuania

Description: The National Spa Association of Lithuania has 21 spa operator members and was formed in 2007 to regulate marketing, set treatment standards and educate on the benefits of spa. It was instrumental in getting the country's Ministry of Health to develop official documentation to clarify and standardise the method of application for mud and mineral treatments. In collaboration with the Lithuanian Resort Association, it builds awareness of spas by participating in European trade shows and events.

THE NETHERLANDS

Dutch Spa and Wellness Association

Postbus 130, 3130 AC, Vlaardingen, Holland

T: +31 10 841 60 30

E: info@dswa.nl

www.dswa.nl

Country represented: the Netherlands
Description: DSWA originated from the Dutch Spa Association collaborating with three other industry organisations for beauty (ANBOS), catering (KHN) and recreation (RECRON). The association has a quality certification for spas and it works with schools to create a good training structure for the industry.

POLAND

Association of Polish Spa Communities

Ul Czarny Potok 27/25,
33-380 Krynica-Zdroj, Poland

T: +48 18 477 74 50

E: biuro@sgurp.pl

www.sgurp.pl

Country represented: Poland
Description: This association supports, educates and protects the Polish spa industry and promotes its high quality spa tourism services throughout Europe.

PORTUGAL

Portuguese Spas Association (ATP)

Av Miguel Bombarda, No 110, 2 Dt,
1050-167 Lisbon, Portugal

T: +351 217 940 574/05

www.termasdeportugal.pt

Country represented: Portugal

Description: ATP was established in 1996 as a result of a restructuring of the national mineral/medicinal water association. With 38 associate members, it seeks to promote and develop the country's thermal water sources and spas technically, economically and socially.

ROMANIA

The Organisation of Spa Owners in Romania (OPTBR)

2 Traian Street, Bl F1, 3rd District,
Bucharest 030574, Romania

T: +40 21 322 01 88

E: optbr@bluescreen.ro

www.romanian-spas.ro

Country represented: Romania

Description: OPTBR was set up in 1993 by representatives of the main health resorts in Romania in a bid to promote the spa sector to domestic and international tourists. It has 62 members, representing almost all of the spas in the country.

RUSSIA

National Guild of Spa Experts

Ulischka Kamchatskaya 8/2/14,
Moscow 107065, Russia

T: +7 495 226 4289

E: info@russiaspas.ru

www.russiaspas.org

Country represented: Russia

Description: This non-profit organisation was launched in 2004 to develop the spa

industry in Russia. It has two committees – one which oversees spa training courses and another focused on marketing.

Spa & Wellness International Council (SWIC)

21-5 Krassina Street, Moscow 123056, Russia

T: +7 495 764 0203

E: elena@spapriori.ru

www.lswic.ru

Regions represented: Russia and the Commonwealth of Independent States

Description: The SWIC had a pivotal role in getting the Russian government to pass a law in January which puts an end to body treatments, facials and pedicures being classified as medical procedures. This means that spas, except for those which offer hydrotherapy, no longer need a medical licence or doctor on-site to operate. The ruling is seen as a breakthrough for the growing Russian spa industry and is just one example of how SWIC is living up to its mission to help develop the sector.

SERBIA

Serbian Spas Association

Vrnjacka Banja 12A, Belgrade 36210, Serbia

T: +381 36 611 110

E: udruzenjebanja@gmail.com

www.serbiaspas.org

Country represented: Serbia

Description: The Serbian Spas Association was established in 2010 as a successor to the Association of Spas and Resorts in Serbia that had been in existence since 1970s. Its role is to oversee the improvement and preservation of traditional mineral spa resorts known as banjas. It also brings together local government and health institutions in spas and schools that educate in the fields of balneology, tourism and hydrogeology. ▶

► SLOVAKIA

Slovakian Spas Association

PO Box 113, 810 00 Bratislava 1,
Slovak Republic

T: +421 2 5244 4982

E: balneotherma@balneotherma.sk

www.balneotherma.sk

Country represented: The Slovak Republic

Description: Slovakia's spa association deals with business projects for spa resorts and clinics and provides personnel training. It also offers expertise on the country's natural healing sources – waters, muds and climate – used in treatments; and audits medical spa departments. In addition, it promotes Slovak spas to travel agencies in America, Canada and Europe.

SLOVENIA

Slovenian Spas/Skupnost Slovenskih Naravnih Zdraviliš (SSNZ)

Teharska cesta 40, SI-3000 Celje, Slovenia

T: +386 3 544 21 11

E: info@ssnz.si

www.slovenia-terme.si

Country represented: Slovenia

Description: SSNZ is an umbrella organisation representing all 15 of the country's state verified natural/thermal spas. It offers information on the wellness programmes, accommodation and leisure activities they provide.

SPAIN

Asociación Nacional de Balnearios (ANBAL)

Calle Rodríguez San Pedro, 56 Izda,
28015 Madrid, Spain

T: +34 902 11 76 22

E: anbal@balnearios.org

www.balnearios.org

Regions represented: Spain and the Balearic Islands

Description: For the past 100 years, ANBAL's principle has remained the same – all operator members must have mineral-medicinal waters “declared to be of public utility”. It represents 60 spas and its Spanish Spa Club promotes the spa market in Spain.

SWEDEN

Swedish Spa Hotels

Föreningen Svenska Spahotell, c/o Vista,
Box 3546, 103 69 Stockholm, Sweden

T: +46 70 824 97 21

E: info@svenskaspahotell.se

www.svenskaspahotell.se

Country represented: Sweden

Description: This association, founded in 2004, is for high-quality spa facilities – members must meet a range of criteria. Duties are focused on industry standards; staff development; employer issues and policy decisions; benchmarking; networking; and marketing.

SWITZERLAND

Wellbeing Switzerland

Bahnhofstrasse 2, CH-9100 Herisau,
Switzerland

T: +41 71 350 14 14

www.wohlbefinden.com

Country represented: Switzerland

Description: An umbrella organisation for rehabilitation clinics, spas, health spas and hotels across Switzerland.

TURKEY

Massage & Natural Therapies Association

Arapsuyu Mah 613 sok, Gulbitti Apt No 2,
Konyaalti, Antalya, Turkey 07100

T: +90 532 507 30 09

www.madoted.org

Country represented: Turkey

Description: This non-profit association was founded in 2005 for massage and natural therapists in Turkey. Funds are granted for research, community service, educational initiatives and conferences.

Turkish Spas Thalasso and Health Resorts Association (TURKSPA)

Tibbi Ekoloji ve Hidroklimatoloji ABD,
Millet Caddesi 126, Çapa,
Istanbul 34093, Turkey

T: +90 212 635 1201

E: bilgi@spa-turkey.com

www.spa-turkey.com

Country represented: Turkey

Description: TURKSPA is an organisation representing spa, thalassotherapy and other curative, health and wellness facilities across Turkey. Its goals include protecting the common interests of these operators, as well as modernising and promoting new facilities.

UKRAINE

Ukrainian Spa Association

www.spaua.org

THE UNITED KINGDOM

British Association of Beauty & Cosmetology (BABTAC)

Ambrose House, Meteor Court, Barnett
Way, Barnwood, Gloucester, GL4 3GG, UK

T: +44 845 250 7277

E: enquiries@babtac.com

www.babtac.com

Country represented: The UK

Description: Created in 1977, BABTAC represents around 10,000 beauty professionals in the UK and is one of its longest established membership

organisations. Member benefits include the association's core insurance, training portfolio and *Vitality* magazine, plus discounts on suppliers and training.

Federation of Holistic Therapists (FHT)

18 Shakespeare Business Centre, Hathaway Close, Eastleigh, SO50 4SR, UK

T: +44 23 8062 4350

E: info@fht.org.uk

www.fht.org.uk

Regions represented: Mainly the UK, but also has Irish and overseas members

Description: FHT is a leading association for complementary, holistic beauty and sports therapists in the UK and Ireland. Founded in 1962, it organises an annual training congress and publishes a magazine for the beauty, complementary and sports therapy sectors.

Habia

Oxford House, Sixth Avenue, Sky Business Park, Robin Hood Airport, Doncaster, South Yorkshire DN9 3GG, UK

T: +44 845 2 306 080

E: hsasocial@habia.org

www.habia.org

Country represented: the UK

Description: Habia was formed in 1997. It's recognised by, and receives funding from, the country's government as the Sector Skills Council for the hair, beauty, nails and spa sectors. Its role is to represent the sectors on matters such as training, skills and business development and to create industry-specific national occupational standards which form the basis of all qualifications. Significantly, Habia has developed a professional register for spa, nail and beauty qualifications in the UK to measure the multitude of certificates and courses against national standards.

The UK Spa Association (SPA-UK)

Suite 4a, Philpot House, Station Road, Rayleigh, Essex SS6 7HH, UK

T: +44 8707 800 787

E: info@spa-uk.org

www.spa-uk.org

Regions represented: UK and Ireland

Description: SPA-UK represents the UK spa industry with 'one voice' and focuses on five areas. These include networking events; education standards and development; creating a quality accreditation scheme; and lobbying the government on funding for training and training standards. It's also committed to providing key statistical information for the industry and this year launched a national benchmarking scheme.

MIDDLE EAST

Middle East Spa Business Group, Dubai (MESBG)

Coress Solutions International Secretariat, Middle East Spa Business Group, Sheikh Zayed Road, PO Box 7631, Dubai, UAE

T: +97 14 303 4778

E: csi@emirates.com

Regions represented: The Middle East

Description: MESBG promotes the spa, wellness, health and beauty industries in the Middle East. Members enjoy information sharing and benefits workshops, newsletters and regular meetings/networking events.

NORTH AMERICA

The Spa Association (SPAA)

1001 East Harmony Road, Suite A 167, Fort Collins, CO 80525, USA

T: +1 970 218 5414

www.thespaassociation.com

Regions represented: North America

Description: SPAA provides information, resources and education in the US industry for owners of medical, day spas, resort, hotel and wellness spas.

CANADA

Alliance Spas Relais santé (SRs)

2984 chemin Milletta, Magog, QC J1X 0R4, Canada

T: +1 819 868 1553

E: info@spasrelaissante.com

www.spasrelaissante.com

Region represented: Québec

Description: Founded in 1993, this is a alliance and marketing consortia of spas in Québec. Members must meet a criteria for excellence covering professionalism, quality of care, water and hygiene and customer service. The criteria was developed in 2010 in collaboration with Tourism Québec.

Association Québécoise des spas (AQS)

2984 chemin Milletta, Magog, QC J1X 0R4, Canada

T: +819 868 1553

E: info@associationquebecoisedesspas.com

www.associationquebecoisedesspas.com

Region represented: Québec

Description: AQS was created in 2012 as a larger more representative body for the entire spa industry in Québec. It replaced Alliance Spas Relais santé (SRs) which had a strict set of member standards. AQS will prioritises education, lobbying government and sector promotion.

Leading Spas of Canada (LSC)

2680 Matheson Boulevard, Suite 102, Mississauga, ON L4W 0A5, Canada

T: +1 800 704 6393

E: info@leadingspasofcanada.com

www.leadingspasofcanada.com

► **LSC** *cont...*

Country represented: Canada

Description: Leading Spas of Canada provides support for the development of the Canadian spa industry and the promotion of Canada as a global spa destination. It represents all types of spas, schools and suppliers in the country.

Ontario's Finest Spas

www.ontariosfinestinn.com

Ontario's Premier Spas

20 Main Street North, Waterdown,
ON L0R 2H0, Canada

T: +1 800 990 7702

E: info@ontariospremier spas.com

www.ontariospremier spas.com

Region represented: Ontario

Description: Ontario's Premier Spas is committed to creating a superior standard of spa service in Ontario through member accreditation, professional development, industry advocacy and public education.

UNITED STATES OF AMERICA

American Massage Therapy Association (AMTA)

500 Davis Street, Suite 900 Evanston,
IL 60201, USA

T: +1 877 905 0577

E: info@amtamassage.org

www.amtamassage.org

Country represented: the USA

Description: AMTA is a non-profit, association serving massage therapists, students and schools. With more than 56,000 members it promotes massage to the public and healthcare community; works for fair licensing of massage in all US states; actively supports research on massage; and offers local and national networking opportunities.

American Organization for Bodywork Therapies of Asia (AOBTA)

1010 County Rte 561, Voorhees,
NJ 08043, USA

T: +1 856 782 1616

E: office@aobta.org

www.aobta.org

Country represented: the USA

Description: AOBTA represents instructors, practitioners, schools and students of Asian bodywork therapy.

Arizona Spa & Wellness Association

<http://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 England Spa Association

www.newenglandspaassociation.com

Washington Spa Alliance (WSPA)

www.washingtonspaalliance.com

■ WORLDWIDE

Comité International D'Esthétique et de Cosmétologie (CIDESCO)

Waidstrasse 4A, 8037 Zürich, Switzerland

T: +41 44 448 22 00

E: info@cidesco.com

www.cidesco.com

Regions represented: Countries worldwide

Description: CIDESCO was founded in

1946 and it is recognised for its high-quality, international training standards and centres around the world. It has national associations in 31 countries and more than 250 CIDESCO Schools globally. It also holds an annual congress.

Confederation of International Beauty Therapy & Cosmetology (CIBTAC)

Unit 1, Ambrose House, Meteor Court,
Barnett Way, Gloucester, GL4 3GG, UK

T: +44 1452 623 114

E: enquiries@cibtac.com

www.cibtac.com

Regions represented: Countries worldwide

Description: Established in 1977 as the education arm of BABTAC (see p320), CIBTAC is a not-for-profit organisation. Each of CIBTAC's courses are developed through close relationships with government agencies and global employers from around the world.

Day Spa Association (DSA)

2863 Hedberg Drive, Minnetonka,
MN 55305, USA

T: +1 877 851 8998

E: dsa@dayspaassociation.com

www.dayspaassociation.com

Regions represented: the USA, Canada, Mexico, Central and South America, Asia, Australia, Europe and the Middle East

Description: Founded in 1991, DSA serves as a business resource for spa and wellness professionals through its educational seminars, research studies and publications. Members include people working in the spa, cosmetology, fitness, wellness, complementary therapy and healthcare sectors. Early this year, it published an interesting report – *Day Spa Association Spa & Wellness Compensation Trends Survey* – highlighting the disparities in staff salaries and pay packages across the US.

Green Spa Network (GSN)

PO Box 15428, Atlanta, GA 30333, USA

T: +1 800 275 304

E: jessica@greenspanetwork.org

www.greenspanetwork.org

Regions represented: Countries worldwide

Description: GSN is a not-for-profit association promoting the natural connections between personal wellbeing, economic sustainability and the health of our planet. Educational events and member greening tools support those in the health, wellness and beauty community are on the road to planet friendly business operations. See p324 for details of its latest annual congress.

Hydrothermal Spa Forum

www.hydrothermal-spa-forum.com

Regions represented: Countries worldwide

Description: The Hydrothermal Spa Forum is an alliance of suppliers/manufacturers of wet and heat experience areas, including Lux Elements, Werner Dosiertechnik (WDT), HygroMatik SPA, InnovagSnowSystems, and Sommerhuber. Its goal is to use the collective know-how of the alliance companies to develop technical quality standards for the manufacturing, installation and maintenance of hydrothermal spa areas.

International Health and Wellness Alliance (IHWA)

c/o DSM, Suite 408, The Opus, 139
Thonglor Soi 10, Bangkok 10110, Thailand

T: +66 85 913 7676

E: secretary@ihwa.co

www.ihwa.co

Regions represented: Countries worldwide

Description: Launched last year, this new not-for-profit organisation is an alliance of some of the world's leading destination spa operators and owners. It's devoted to educating the world about

destination spas and wellness centres and the evidence-based approaches they offer. Founding members include Chiva-Som, Thailand; Como Hotels & Resorts; Destination Spa Management Ltd; Gwinganna Lifestyle Retreat, Australia; Kamalaya, Thailand; Rancho La Puerta, Mexico; and Sha Wellness Clinic, Spain.

International Medical Spa Association (IMSA)

2863 Hedberg Drive, Minnetonka,
MN 55305, USA

T: +1 877 851 8998

E: imsa@medicalsapaassociation.org

www.dayspaassociation.com/imsa

Regions represented: the USA, Canada, Mexico, Central and South America, Asia, Australia, Europe and the Middle East

Description: This association was formed in 2000 to deal with the integration of spa with medicine. It's the sister organisation to the Day Spa Association (see p322) that was founded in 1991. IMSA provides and 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)

Istanbul Medical Faculty, Istanbul University,
Millet cad 126, Capa, Istanbul 34093, Turkey

T: +90 212 635 1201

E: mzkaragulle@tnn.net

www.ismh-direct.net

Regions represented: Countries worldwide

Description: ISMH aims to design, plan, and coordinate scientific research in the fields of health resort medicine and spa therapy for prevention, treatment and rehabilitation programmes. The organisation represents an international

union of physicians, scientists, institutions, associations and societies. This non-profit organisation also distributes knowledge gained from health resort medicine.

International SPA Association (ISPA)

2365 Harrodsburg Road, Suite A325,
Lexington, KY 40504, USA

T: +1 888 651 4772

E: ispa@ispastaff.com

www.experienceispa.com

Regions represented: Countries worldwide

Description: The International SPA Association is a global voice of the spa industry. Founded in 1991, it advances the sector by providing educational and networking opportunities, promoting the value of the spa experience and speaking as an authoritative voice to foster spa professionalism and growth. The association conducts much-valued research about the size and performance of the sector each year in its *ISPA US Spa Industry Study* (see p116). Currently, ISPA is also working with the Global Spa & Wellness Summit to develop worldwide standards for spa manager internships, a recognisable career path for spa therapists and on a worldwide definition/certification for spa managers. On top of this, ISPA Conference & Expo annually – an event which is considered a key date for spa leaders, professionals, therapists and vendors worldwide.

Medical Wellness Association (MWA)

3518 Acacia, Sugar Land, TX 77479, USA

T: +1 281 313 3040

E: info@medicalwellnessassociation.com

www.medicalwellnessassociation.com

Regions represented: Countries worldwide

Description: An international organisation for medical spa and wellness professionals and programmes across all areas.

Diary

Details of this year's conferences, trade exhibitions and networking events for spa professionals around the world



PHOTO © SHUTTERSTOCK/WARREN GOLDSWAIN

1-4 JULY 2014

Health and Wellness Tourism Summit of Leaders

The Grand Hotel des Iles Borromees, Stresa, Italy

An annual event where key figures in healthcare and travel meet to shape the future of the medical tourism industry. Leaders from 30 countries will discuss sector issues as well as new wellness programmes and products, equipment and technologies.

Tel: +44 1865 794 362
www.summitofleaders.co.uk

8-9 JULY 2014

India Beauty & Spa Expo

Pragati Maidan Convention Centre, New Delhi, India

Now in its fifth year, this expo showcases a wide variety of new products, trends and technology. Stage shows and technical workshops also feature.

Tel: +91 997 181 1937
www.beautyandspaexpo.com

13-15 JULY 2014

Cosmoprof North America

Mandalay Bay Convention Center, Las Vegas, Nevada, US

A beauty trade show for wellness and spa buyers including spa managers and owners; retail store buyers; and manufacturers of products/packaging.

Tel: +1 480 281 0424
www.cosmoprofnorthamerica.com

14-17 JULY 2014

Cosmobeauté Asia

Putra World Trade Centre, Kuala Lumpur, Malaysia

An estimated 330 manufacturers, exporters and distributors of spa and beauty products, equipment and services will be attending the 10th Cosmobeauté Asia event. The organisers are anticipating around 20,000 visitors this year.

Tel: +603 8023 0820
www.cosmobeauteasia.com

16-17 JULY 2014

Splash Pool & Spa Trade Show

Jupiters Hotel & Casino, Gold Coast, Australia

Splash offers a range of educational seminars and workshops for pool builders, manufacturers, architects and landscapers.

Tel: +61 2 9660 2113
www.splashexpo.com.au

27-28 JULY 2014

Les Nouvelles Esthetiques Spa Conference

The Maslow Hotel, Sandton, Johannesburg, South Africa

An annual conference and awards event organised in collaboration with South Africa's spa industry magazine *Les Nouvelles Esthetiques*. Attended by spa, wellness and hospitality professionals.

Tel: +27 11 447 9959
www.lesnouvelles.co.za

28-29 JULY 2014

Live Love Spa

Phoenix, Arizona, USA

The Arizona edition of a series of USA-wide events which encourage spa owners to try out and ask questions about new products.

Tel: +1 800 728 1965

www.livelovespa.com

16-17 AUGUST 2014

A5M Conference

Sofitel Melbourne on Collins, Melbourne, Australia

The Australasian Academy of Anti-Ageing Medicine presents its eighth annual conference with the theme of Stress & Ageing: Taking Theory to Practice.

Tel: +61 3 9813 0439

www.a5m.net

18-19 AUGUST 2014

Live Love Spa

Los Angeles, California, USA

One of three Californian events showcasing products, services and equipment.

Tel: +1 800 728 1965

www.livelovespa.com

23-24 AUGUST 2014

Sydney International Spa & Beauty Expo

Sydney Exhibition Centre, Glebe Island, Sydney, Australia

This expo is a key event for the Australia's spa and beauty industries. Professionals can source and experience the latest beauty products, treatments, ideas and equipment from leading brands and suppliers.

Tel: +61 2 9422 2535

www.internationalbeautyexpo.com.au

21-23 AUGUST 2014

SpaChina Summit & Awards

The Ritz-Carlton, Chengdu, China

The seventh Spa China Summit is a three-day event for the country's spa professionals, owners, investors and suppliers. It will include speeches by top experts, workshops and networking sessions. Held alongside the summit, the fifth SpaChina Awards ceremony recognises leaders and innovators in China's spa industry.

Tel: +86 21 5385 8951

www.spachina.com



Celebrating the Chinese spa industry

23-25 AUGUST 2014

Face & Body Northern California

McEnery Convention Center, San Jose, USA

Exhibitors present new skincare products, ingredients, treatments and science.

Tel: +1 630 653 2155

www.faceandbody.com/california

31 AUGUST - 1 SEPTEMBER 2014

Professional Beauty Johannesburg

Gallagher Convention Centre, Johannesburg, South Africa

One of the largest beauty exhibitions in Africa, now in its 10th year. Other trade shows are held in Cape Town and Durban

www.probeauty.co.za

2-3 SEPTEMBER 2014

Professional Beauty Delhi

Pragati Maidan, Delhi, India

A trade show for the Indian beauty industry.

Tel: +22 6171 3207

www.proffesionlbeauty.in

9-11 SEPTEMBER 2014

Cosmeeting Paris

Porte de Versailles, Paris, France

A Spa Corner will be incorporated into this trade show featuring more than 230 exhibitors. Other zones will focus on natural products, raw ingredients, new emerging brands. There's also a buyer and supplier forum.

Tel: +33 1 44 69 95 69

www.cosmeeting.com

10-12 SEPTEMBER 2014

Sustainable Cosmetics Summit Latin America

São Paulo, Brazil

Now in its third year, this conference focuses on green ingredients and sustainability metrics in the beauty industry. It's organised by Organic Monitor - a research/consultancy company specialising in sustainable products.

Tel: +44 20 8567 0788

www.sustainablecosmeticssummit.com

14-17 SEPTEMBER 2014

Spatec Fall 14 North America

Hyatt Regency Scottsdale at Gainey Ranch, Scottsdale, Arizona, USA

Spatec Fall 2014 will bring some of America's most important operators of hotel resort, destination, athletic, medical and day spas together with key domestic and international suppliers to participate in a series of one-on-one meetings over two dedicated business days.

Tel: +1 214 592 4270

www.mcleaneventsinternational.com

15-16 SEPTEMBER 2014

Live Love Spa

New York City, New York, USA

At Live Love Spa events, spa owners and operators are encouraged to feel and experience new products, treatments and equipment - from facials to soft robes.

They can meet with brand owners and representatives to ask business questions and get inside tips on how to maximise profits and minimise overheads.

Tel: +1 800 728 1965

www.livelovespa.com

16-19 SEPTEMBER 2014

Piscina Moscow

Crocus Expo, Moscow, Russia

An international aquatic exhibition for hydrothermal, pool and water park suppliers which want to target the buyers and operators in Russia.

Tel: +34 93 2233 2000

www.piscinamoscow.com

18-20 SEPTEMBER 2014

4th Waves Pool/Spa/Bath International Expo

Pragati Maidan, New Delhi, India

This is one of India's only exhibitions for swimming pool, spa and bathroom suppliers. And it's also said to be official industry platform for new product launches. On offer to visitors will be demonstrations, conferences, networking opportunities and customised business meetings.

Tel: +91 11 4279 5061

www.wavesexpo.com

18-20 SEPTEMBER 2014

Beyond Beauty ASEAN-Bangkok

IMPACT Exhibition & Convention Center, Bangkok, Thailand

The Association of Southeast Asian Nations (ASEAN) is a political economic organisation of 10 countries in southeast Asia. In 2015, these countries will face economic integration which will see a freer flow of investment, services and skilled labour across the region. This ASEAN beauty industry exhibition, which also includes networking events, is a timely one for the sector. It will run alongside the World Spa & Well-being Convention (opposite).

Tel: +66 2 833 5126

www.beyondbeautyasean.com



The GSWS is a key event in the global spa industry calendar

10-12 SEPTEMBER 2014

Global Spa & Wellness Summit

Four Seasons Marrakech, Morocco

More than 350 senior executives from the international spa industry will gather in Marrakech for the eighth Global Spa & Wellness Summit with a view to shaping the future of the industry. Keynote speakers include economist Kjell A Nordström, retail technology expert

Paul Price and architect Bjarke Ingels and there will be a number of breakout forum and delegate sessions over the three days. The first day will include the Global Wellness Tourism Congress, now in its second year. Post summit tours of spas in Marrakech and hot springs across Morocco are also available. This is a key event in the global spa industry calendar.

Tel: +1 212 716 1205

www.globalspaandwellnesssummit.org

20-23 SEPTEMBER 2014**Spatec Middle East**

Mina Seyahi Complex, Dubai, UAE

Spatec, a specialist industry business forum, will be launching in the Middle East this year. Its mission is to bring together some of the most important operators of hotel, resort, destination, medical and day spas from the Middle East region to meet with leading domestic and international suppliers. Over the course of two days, buyers and vendors will participate in a series of one-on-one meetings.

Tel: +356 9945 8305**www.spatecme.com****20-24 SEPTEMBER 2014****World Medical Tourism & Global Healthcare Congress**

Washington DC, USA

A Wellness Tourism Summit will be staged for the first time at this year's Medical Tourism Congress which attracts up to 3,000 participants. The session will cover emerging trends in health and wellness from different regions of the world. Attendees will include wellness industry stake holders, government organisations, insurance industry professionals, medical tourism facilitators and healthcare providers.

Tel: +1 561 792 6676**www.medicaltourismcongress.com****21-22 SEPTEMBER 2014****Olympia Beauty**

Olympia, London, UK

Now in its 10th year, Olympia beauty is a trade show for UK beauty professionals which also includes educational seminars.

Tel: +44 1959 569 867**www.olympiabeauty.co.uk****The convention incorporates the Thailand Spa & Well-being Awards****18-20 SEPTEMBER 2014****World Spa & Well-being Convention**

IMPACT Exhibition & Convention Center, Bangkok, Thailand

WSWC 2014 comprises a three-day trade exhibition and a two-day congress, giving exhibitors, entrepreneurs and

business leaders a range of opportunities to network, build business and be inspired by the successes, creativity and innovations on show. The invitation-only Thailand Spa & Well-being Awards, held on 19 September, will again celebrate the best of the Thai spa industry.

Tel: +66 0833 5205**www.worldspawellbeing.com/congress****21-24 SEPTEMBER 2014****Green Spa Network Congress**

Inn & Spa at Loretto, Santa Fe, New Mexico, USA

Every year members of the Green Spa Network hold a congress for eco-minded spa professionals. The aim is to come together to find out about the latest innovations and issues concerning sustainability. The theme for this year's congress, which is now in its seventh year, will be Living in Spirit - Leadership Without Limit. Pre- and post-congress excursions will also be available. Read about last year's gathering on p76.

Tel: +1 866 582 1646**www.greenspanetwork.org****28-30 SEPTEMBER 2014****The Hotel Show**

Dubai World Trade Centre, Dubai, UAE

The spa industry across the UAE is worth in excess of US\$723m according to the organisers of The Hotel Show. For this reason, pool and spa suppliers will feature in The Leisure Show - a part of the event which is dedicated to leisure activities. The Hotel Show, which is celebrating its 15th anniversary in 2014, is attended by more than 16,700 hospitality operators, designers, architects and developers. The exhibition occupies over eight halls there's also a three-day conference.

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

29 SEPTEMBER - 1 OCTOBER 2014

International Luxury Travel Market - Spa

Café Royal Hotel, Regent London, UK

ITLM Spa is an invitation-only event where spa travel agents from the luxury travel sector meet with some of the world's best spa and wellness operators. Over the three days, buyers will have 38 one-to-one appointments with service providers. There will be a operator exhibition too.

Tel: +44 20 8910 7023
www.iltm.com

2-4 OCTOBER 2014

Termatalia Argentina

Termas de Rio Hondo

This exhibition of international thermal tourism companies, now in its 14th year, will be held in Argentina for the first time

Tel: +34 988 36 60 30
www.termatalia.com

30 SEPTEMBER - 1 OCTOBER 2014

Spameeting Europe

Radisson Blu Resort & Spa,
Dubrovnik Sun Gardens, Croatia

Spameeting events are typically staged in countries with emerging spa markets, such as Croatia, where those involved in hospitality/spa developments are looking out for a range of new services, equipment and products. The format comprises a series of individual 30-minute meetings - up to 14 a day - between buyers within the region and supplier companies.

Tel: +33 1 44 69 97 97
www.spameeting.com

4-5 OCTOBER 2014

Camexpo

Olympia, London, UK

Camexpo is one of the only events focused on the complementary, natural and integrated healthcare sectors in the UK.

Tel: +44 1273 645 119
www.camexpo.co.uk

5-6 OCTOBER 2014

Esthétique Spa International Montréal

Montréal, Canada

Spa, aesthetic and medical professionals from across North America attend the exhibitions and conferences organised by ESI. The Montréal show is one of four planned in the next 12 months. ESI is currently expanding its Pro Educator and Exhibitor Classes programmes.

Tel: +1 866 302 5566
http://spashowusa.com

9-11 OCTOBER 2014

Thermalia - The Spa Tourism Expo

Rimini Fiera Centre, Rimini Italy

For the second year running, Italy's tourism show Travel Trade Italia will include a section dedicated to some of the country's best thermal spa operators. The Thermalia exhibition is organised in collaboration with Federterme - the association of Italian spa and wellness companies.

Tel: +390 2806 8929
www.thermalia.it

9-12 OCTOBER 2014

4th Balkan Spa Summit

Terme Tuhelj, Tuheljske Toplice, Croatia

This year's Balkan Spa Summit will be hosted by the Croatian Wellness & Fitness Association. The main goal of the organising committee is to enhance the future co-operation between the spa, wellness and tourism industries in the Balkan countries. The three-day event will give attendees the opportunity to network and exchange ideas.

Tel: +381 34 700 400
www.balkanspasummit.eu

14-16 OCTOBER 2014

International Exhibition of Medical Tourism, Spa and Wellness - Healthcare Travel Expo

KyivExpoPlaza, Kiev, Ukraine

Wellness facilities in Europe are often considered part of the healthcare sector due to their therapeutic treatments. Spa operators, will therefore form a part of this medical/healthcare tourism trade show for Ukrainian and international representatives.

Tel: +380 44 526 9025
www.htexpo.com.ua



Croatia has a growing spa industry

SPA

BUSINESS
MEETING

ASIA

12&13 JUNE 2014

Vietnam

EUROPE

30 SEPT - 1 OCT
2014

Croatia

**MIDDLE
EAST**

10&11 DECEMBER
2014

Abu Dhabi

60 SUPPLIERS / 60 BUYERS
FACE-TO-FACE MEETINGS + NETWORKING
1000+ MEETINGS SCHEDULED
2000+ SPAS REPRESENTED

WHERE SPA PROJECT HOLDERS FIND THEIR FUTURE SUPPLIERS!

Contact:

www.spameeting.com

spameeting@spameeting.com

+ 33 1 44 69 97 67 • + 33 1 44 69 97 68

Media Partners:



BEYOND BEAUTY MAG

spa business

informa
exhibitions

asiaSpa



Gold Sponsor:



17-19 OCTOBER 2014

Salon Look Internacional

Feria de Madrid, Madrid, Spain

A trade fair for companies operating in the Spanish hairdressing, beauty and cosmetics sectors.

Tel: +34 91 722 57 38

www.ifema.es

20-22 OCTOBER 2014

Beautyworld Japan West

Osaka, Japan

Beautyworld Japan West is a trade fair for the beauty and spa industries in western Japan. It showcases some of the latest beauty products, equipment, services and ideas from countries all over the world.

Tel: +81 3 3262 8939

www.beautyworldjapan.com/osaka

13-15 OCTOBER 2014

ISPA Conference & Expo

Mandalay Bay Resort & Casino,
Las Vegas, Nevada, USA

The International Spa Association's (ISPA) annual conference features more than 30 educational speakers – covering a variety of business topics – alongside a growing trade exhibition. It attracts spa industry professionals who want to network, learn and find out about the latest product and equipment trends. The theme for this year's event is Create and keynote speakers include futurist Mike Walsh; graffiti artist and entrepreneur Erik Wahl; and singer Jewel.

Tel: +1 859 226 4326

www.experienceispa.com

21-22 OCTOBER 2014

Independent Hotel Show

Olympia Exhibition Centre, London, UK

This presents a collection of some of the UK's finest product and service providers for luxury boutique hotel operators.

Tel: +44 20 7886 3089

www.independenthotelshow.co.uk

22-25 OCTOBER 2014

InterCHARM

Crocus Expo, Moscow, Russia

InterCHARM is one of the largest trade shows for the cosmetics industry in Russia, CIS and eastern Europe. Exhibitors include companies in the beauty, perfumery and cosmetics market segments.

Tel: +7 495 937 6861

www.intercharm.ru

22-26 OCTOBER 2014

CIDESCO World Congress

Royal Olympic Hotel, Athens, Greece

The world congress of CIDESCO, the global spa and beauty therapy training organisation, is open to everyone in the industry. Managers and therapists will discuss industry issues and hear about the latest developments. It will also feature an exhibition of international beauty suppliers.

Tel: +41 44 448 22 00

www.cidescocongress2014.com

23-25 OCTOBER 2014

6th Trade Show of Spa and Wellness Tourism in Central Europe

Radenci Health Spa Resort, Slovenia

A European trade show for spa and wellness suppliers attended by tour operators, insurance companies and health institutions.

Tel: +386 1 430 51 03

www.spa-ce.si

24-26 OCTOBER 2014

The OMYoga Show

National Hall, Olympia, London, UK

A show, with exhibitions and workshops, for yoga and pilates teachers and enthusiasts.

Tel: +44 1787 224 040

www.theyogashow.co.uk

26-27 OCTOBER 2014

Natural Products Scandinavia

Malmömassan, Malmö, Sweden

Retailers, distributors and wholesalers from the Nordic region and around the world visit this exhibition which features new natural beauty and food products.

Tel: +44 1273 645 141

www.naturalproductsscandinavia.com



Michael Tompkins is the new ISPA chair

21-24 OCTOBER 2014

Interbad

Landesmesse, Stuttgart, Germany

More than 500 manufacturers of heat experiences, pools, spas and ancillary products exhibit at Interbad – one of the largest international trade fairs for hydrothermal facilities. There are a range of congresses too including The Congress for Pool and Bath Technology and a programme by the German Association for the Recreational and Medicinal Bath Industry. The event is held once every two years and in 2012 nearly 16,000 guests from 54 countries attended. Visitors include operators of spas, pools, hotels, fitness centres and sports facilities as well as architects, planners and investors.

Tel: +49 711 185 60 0

www.messe-stuttgart.de/en/interbad



Up to 500 hydrothermal firms exhibit

29-30 OCTOBER 2014

LOHAS Business Conference

Boulder Theater, Boulder, Colorado, USA

A conference for those interested and involved in sustainability-focused businesses.

Tel: +1 303 998 9416

www.lohas.com

29-31 OCTOBER 2014

ITB Asia

Sands Expo and Convention Center, Marina Bay Sands, Singapore

Tour operators attend this trade fair to find out about hospitality, leisure and travel companies and trends in Asia. Exhibitors include top spa, hotel and tourism bodies.

Tel: +65 6635 1188

www.itb-asia.com

31 OCTOBER - 1 NOVEMBER 2014

SWIC Congress

Hotel Borodino, Moscow, Russia

Russia has a burgeoning spa industry with many local and international operators opening facilities across the country. To help further development, industry association The Spa and Wellness International Council (SWIC) has organised a congress for the country's leading spa owners, managers, investors and consultants. At the event, professionals will network, take part in round-table discussions and hear about challenges and opportunities in the sector. SWIC is also organising a Perfect Spa Awards ceremony for letter in the year.

Tel: +7 495 764 02 03

www.iswic.ru

3-6 NOVEMBER 2014

World Travel Market

ExCeL, London, UK

WTM is an established business trade show which will present a range of destinations and industry sectors to travel professionals.

Tel: +44 20 8271 2160

www.wtmlondon.com

4-6 NOVEMBER 2014

In-cosmetics Asia

Halls 101-103, BITEC, Bangkok, Thailand

More than 400 global cosmetic and personal care ingredient suppliers will exhibit at this show which attracts cosmetic manufacturers from across Asia.

Tel: +60 7509 5014

www.in-cosmeticsasia.com

7-9 NOVEMBER 2014

SpaCamp

Hotel Neptun & Spa, Rostock-Warnemunde, Germany

SpaCamp is a participatory trade event where a wide range of professionals from across the spa industry get together to discuss future issues in an informal setting.

Tel: +43 66 289 0003

www.spacamp.net

9-10 NOVEMBER 2014

International Esthetics, Cosmetics & Spa Conference Florida

Broward County Convention Center, Fort Lauderdale, Florida, USA

The Florida edition of three exhibitions across the USA designed for skincare, wellness and equipment suppliers.

Tel: +1 212 895 8234

www.iecsc.com

10-11 NOVEMBER 2014

Sustainable Cosmetics Summit Asia Pacific

Hong Kong

Eco challenges faced by the beauty industry in the Asia Pacific region will be the focus of this summit organised by Organic Monitor – a sustainable product research/consultancy company.

Tel: +44 20 8567 0788

www.sustainablecosmeticssummit.com

12-14 NOVEMBER 2014

Cosmoprof Asia

Hong Kong Convention & Exhibition Centre, Hong Kong

More than 2,100 companies from 43 countries exhibited at Cosmoprof Asia 2013. The Asian business-to-business beauty trade show covers the spa, beauty, haircare, natural health, perfumery and cosmetics sectors. The very latest equipment, furnishings, products and accessories are all showcased.

Tel: +852 2827 6211

www.cosmoprof-asia.com

18-19 NOVEMBER 2014

Spa Life UK

Center Parcs Woburn Forest, UK

The first day of Spa Life UK includes an invitation-only CEO Summit for spa operators in the UK as well as a buyer/supplier forum. The second day will include a conference. There will also be a networking dinner as well as a supplier showcase and expo.

Tel: +44 1268 748 892

www.spa-life.co.uk

13-16 NOVEMBER 2014

SLOW LIFE Symposium

Soneva Fushi, Maldives

SLOW LIFE stands for sustainable, local, organic, wholesome, learning, inspiring, fun experience. At this annual symposium, business leaders, scientists, NGOs, renowned thinkers and policy makers convene in a bid to help boost progress towards environmental sustainability. Its organised by Sonu and Eva Shivdasani of the Soneva Group and previous attendees include entrepreneur Richard Branson and actors Edward Norton and Daryl Hannah.

Tel: +66 2631 9698

www.slowlifesymposium.com

16-19 NOVEMBER 2014

Kosmetik Expo Urals

International Exhibition Center, Ekaterinburg, Russia

An exhibition for beauty professionals in Russia. Spa and salon products will be on show alongside medi-spa equipment.

Tel: +7 495 937 13 21

www.ki-expo.ru

17-18 NOVEMBER 2014

Live Love Spa

Sonoma, California, USA

Part of a series of USA-wide events showcasing products and services available in the spa and wellness sector.

Tel: +1 800 728 1965

www.livelovespa.com

24-26 NOVEMBER 2014

Sustainable Cosmetics Summit Europe

Paris, France

The European edition of range of summits focused on sustainability and eco practices in the beauty industry.

Tel: +44 20 8567 0788

www.sustainablecosmeticssummit.com

25-27 NOVEMBER 2014

Middle East Natural & Organic Products Expo (MENOPE)

Dubai International Convention & Exhibition Centre, Dubai, UAE

MENOPE is one of the only shows in the Middle East and North Africa that has been designed for natural and organic products.

Tel: + 971 4 33 222 83

www.naturalproductme.com

26-27 NOVEMBER 2014

Sleep

Business Design Centre, London, UK

An exhibition of hotel furniture, bathroom, fabric, surface, wallcovering, flooring, lighting and technology companies. Also includes a conference and the European Hotel Design Awards.

Tel: +44 20 7921 8441

www.thesleepevent.com



An event dedicated to UK spa professionals



Global Wellness
INSTITUTE

Joining Together. Shaping the Future. More Than Ever.

The **Global Spa & Wellness Summit (GSWS)** and the **Global Wellness Tourism Congress (GWTC)** are now part of the NEW **Global Wellness Institute (GWI)**.

As the umbrella organization now encompassing the GSWS, the GWTC, Wellnessevidence.com and our research and resource library, the GWI will continue to positively impact global health and wellness by advocating for spas and related businesses capable of preventing disease, reducing stress and enhancing overall quality of life worldwide.

Visit www.gsws.org



8-9 DECEMBER 2014

Live Love Spa

Hawaii, USA

The final 2014 edition of a series of USA-wide events for spa- and wellness-related supply companies.

Tel: +1 800 728 1965

www.livelovespa.com

11-13 DECEMBER 2014

22nd Annual World Congress on Anti-Aging, Regenerative and Aesthetic Medicine

The Venetian/Palazzo Hotel, Las Vegas, Nevada, USA

More than 26,000 anti-ageing scientists and physicians from 120 countries will attend this congress by The American Academy of Anti-Aging Medicine.

Tel: +1 888 997 0112

www.a4m.com

23-26 JANUARY 2015

Les Thermalies

Carrousel du Louvre, Paris, France

Les Thermalies, the French water and wellness show, features eight exhibition areas themed around sectors such as thalassotherapy, thermal spas, balneotherapy, days spas and beauty.

Tel: +33 1 45 59 09 09

www.thermalies.com

1-3 FEBRUARY 2015

Spatex

Ricoh Arena, Coventry, West Midlands, UK

A trade show pool, spa and wet facility sectors. Industry industry awards.

Tel: +44 1264 358 558

www.spatex.co.uk

15-16 FEBRUARY 2015

Esthétique Spa International Vancouver

Vancouver, Canada

In 2015, ESI will present its improved Pro Educator and Exhibitor Classes for spa, aesthetic and medical professionals. There's also a trade exhibition. The Vancouver show is one of four ESI events planned in North America.

Tel: +1 866 302 5566

<http://spashowusa.com>

19-21 FEBRUARY 2015

ForumPiscine

Bologna Fiera, Bologna, Italy

Now in its seventh year, ForumPiscine is a specialised event, congress and exposition which focuses on the technology, design, planning, realisation and management of pool systems - from large public installations to those for spa, wellness and thermal centres. In 2014, the event attracted 7,000 visitors, 150 exhibiting companies and had almost 50 speaker sessions. It runs alongside ForumClub, an event dedicated to the health and fitness sector.

Tel: +390 51 272523

www.forumpiscine.it

10-11 DECEMBER 2014

Spameeting Middle East

St Regis Hotel, Abu Dhabi, UAE

A two-day forum of face-to-face meetings between spa suppliers and decision makers from the Middle Eastern, Indian Ocean and Russian regions

Tel: +33 1 44 69 95 69

<http://me.spameeting.com>

22-23 FEBRUARY 2015

Professional Beauty London

ExCeL, London, UK

This event is one of the biggest UK beauty trade shows. It includes the spa and wellness convention, as well as a dedicated natural and organic product exhibition.

Tel: +44 20 7351 0536

www.professionalbeauty.com

FEBRUARY 2015

BeautyAsia

Suntec Singapore, Singapore

An annual trade exhibition for beauty, spa, fitness and natural suppliers in Asia.

Tel: +65 6299 8611

www.beautyasia.com.sg

FEBRUARY 2015

Kosmetik Expo

Crocus Expo, Moscow, Russia

Around 250 Russian cosmetics and perfumery companies exhibit at this main event of the Kosmetik series for beauty professionals. It's held alongside Nail Expo - a dedicated event for the nailcare sector.

Tel: +7 495 937 13 18

www.ki-expo.ru



The set meetings last for 30 minutes

2-3 MARCH 2015

Beautyworld Japan Fukuoka

Kokusai Center, Fukuoka, Japan

Launched last year, Beautyworld Japan Fukuoka is a regional trade fair for the beauty and spa industries in Japan. It will be held on the island of Kyushu.

Tel: +81 3 3262 8939

www.beautyworldjapan.com/fukuoka

2-3 MARCH 2015

Professional Beauty Bangalore

Bangalore, India

Around 2,000 industry professionals visited the inaugural Professional Beauty trade show in Bangalore last year. This edition was launched due to the demand for Professional Beauty's other events which are held in Delhi and Mumbai

Tel: +22 6171 3207

www.professionalbeauty.in

3 MARCH 2015

Healing Summit

Hotel de Rome, Berlin, Germany

Like-minded and like-hearted wellness and spa professionals convened at the first Healing Summit last year with a view to exploring ideas of how to "create a paradigm shift through a holistic lifestyle". During the one-day seminar, speakers touched on topics such as a caring economy, personal wellbeing, sustainability and the future of the wellness industry. Around 90 delegates attended the event which was organised by Anne Biging and Dr Elisabeth Ixmeier - the co-founders of the Healing Hotels of the World consortia.

Tel: +49 221 2053 1175

www.healinghotelsoftheworld.com

22-23 FEBRUARY 2015

Professional Wellness & Spa Convention

ExCeL, London, UK

A two-day convention for international spa leaders which focuses on practical business solutions. Attracts some 300 delegates and speakers. On 22 February, many delegates will also attend the annual World Spa & Wellness Awards, which had 11 categories last year. The convention and the awards are staged alongside the two-day Professional



Up to 300 international spa figures attend

Beauty exhibition - one of the largest beauty trade shows in the UK - which has a dedicated spa section.

Tel: +44 20 7351 0536

www.professionalbeauty.co.uk

4-8 MARCH 2015

ITB Berlin

Berlin, Germany

ITB Berlin is one of the world's leading travel trade shows. Tour operators and travel professionals find out about trends and do business with tourism ministries and leading hospitality operators.

Tel: +49 30 3038 2113

www.itb-berlin.de

8-10 MARCH 2015

International Esthetics, Cosmetics & Spa Conference New York

Javits Convention Center, New York, USA

The New York edition of IECSC includes an education programme focused on enhancing the skills of spa professionals. The entire event has been designed to help operators and owners to grow their business and to keep them at the forefront of the competitive spa sector.

Tel: +1 203 383 0516

www.iecsc.com/ny

10 MARCH 2015

Hotelier Middle East: Spa & Wellness Summit

Dubai, UAE

Over 250 Middle East hotel spa leaders and experts attended the 2014 Spa & Wellness Summit which was put together by business magazine *Hotelier Middle East*. Now in its third year, the summit enables spa professionals to develop their knowledge, creativity and business capabilities.

Tel: +971 4 444 3463

www.hoteliermiddleeast.com/conferences/spa-forum/

20-13 MARCH 2015

Cosmoprof Worldwide

Bologna, Italy

One of the world's most biggest beauty events, Cosmoprof Worldwide will include sectors on Beauty Salon & Spa, Hair, Perfumery & Cosmetics and Green Nature.

Tel: +390 2796 420

www.cosmoprof.com

21-23 MARCH 2015

Face & Body Midwest

McCormick Place West, Chicago, USA

A conference and expo for skincare professionals. It's co-located with America's Beauty Show for day spa and salon owners.

Tel: +1 630 653 2155

www.faceandbody.com/midwest

27-29 MARCH 2015

Beauty Dusseldorf

Messe, Dusseldorf, Germany

Up to 50,000 trade visitors and 1,250 exhibitors take part in the annual Beauty Dusseldorf trade show. Areas are themed around spa, wellness, cosmetics and nailcare. A three-day day conference for spa operators, managers and investors will be put together by spa consultant Sylvia Glückert. Two other trade shows are held alongside Beauty Dusseldorf - one for the hairdressing industry and another for make-up artists.

Tel: +49 211 4560 7602

www.beauty.de

16-18 APRIL 2015

INTERCHARM Professional

Crocus Expo, Moscow, Russia

Over 2,500 beauty suppliers exhibit at this Russian and eastern European trade show.

Tel: +7 495 937 6861

www.intercharmpro.ru

19-20 APRIL 2015

Natural & Organic Products Europe

ExCeL, London, UK

A spa and beauty section features at this natural products trade show.

Tel: +44 1273 645 125

www.naturalproducts.co.uk

26-27 APRIL 2015

Esthétique Spa International Toronto

Toronto, Canada

The Toronto edition of the ESI exhibition and conference series for spa, aesthetic and medical professionals in North America.

Tel: +1 866 302 5566

<http://spashowusa.com>

30 APRIL - 2 MAY 2015

Beauty Eurasia

IFM - Istanbul Expo Center, Istanbul, Turkey

The 11th Beauty Eurasia event will feature 550 beauty, cosmetic and haircare brands and aims to attract 25,000 visitors.

Tel: +90 212 603 33 33

www.beautyeurasia.com

3-4 MAY 2015

Esthétique Spa International Québec

Québec, Canada

One of four exhibitions and conferences organised by ESI for spa, aesthetic and medical professionals in North America.

Tel: +1 866 302 5566

<http://spashowusa.com>

18-20 MAY 2015

Beautyworld Japan Tokyo

Tokyo, Japan

The main event in the Beautyworld Japan series, this trade fair is one of the largest for the beauty and spa industries in the country. It showcases the latest beauty products, equipment and services from countries all over the world.

Tel: +81 3 3262 8939

www.beautyworldjapan.com

26-28 MAY 2015

Beautyworld Middle East

Dubai, UAE

Beautyworld Middle East will celebrate its 20th anniversary in 2015. It's said to be a leading trade and networking event for professionals in the beauty, wellbeing, haircare and fragrance sectors. Last year around 1,350 companies - from both surrounding regions and international markets - showcased their products, equipment and services and there were more than 25,730 visitors over three days.

Tel: +971 4 389 4500

www.beautyworldme.com

28 MAY 2015

Forum HOTel & SPA

Four Seasons George V, Paris, France

This one-day educational event is now in its eighth year. It comprises panel discussions and aims to bring together hotel and spa professionals. The winner of the Black Diamond Award for the industry's best spa manager is also announced.

Tel: +33 1 42 40 90 77

www.forumhotspa.com



Forum HOTel & SPA is in its eighth year



SPATEC¹⁴
Middle East

Introducing **SPATEC** Middle East 2014

20-23 September 2014
Mina Seyahi Complex in Dubai

After more than 8 years of bringing you **SPATEC** in Europe and in North America, we are proud to announce **SPATEC** Middle East 2014. Meet the region's most important Spa Operators at the first **SPATEC** Middle East, this September in Dubai.

Contact: Stephen Pace-Bonello
Email: spacebonello@questex.com
Phone: +356 9945 8305

www.spatecme.com



MAY 2015

China Beauty Expo

Shanghai, China

The China Beauty Expo is split up into three sections including Beauty Shanghai – a trade show based on professional salon products and equipment together with beauty, hair and nailcare products. The other sections include Cosmetics China which covers skin and personal care items, fragrances and cosmetics; and Cosmetech Shanghai, which is a showcase of packaging and raw materials companies, plus equipment manufacturers. There are more than 5,700 supplier booths in total.

Tel: +86 21 5308 8833
www.cbekbaiwen.com/en

MAY 2015

Sustainable Cosmetics Summit North America

New York, USA

Organised by marketing and information company Organic Monitor, the aim of the Sustainable Cosmetics Summit is to encourage sustainability in the beauty industry. Stakeholders will debate key issues such as eco benchmarking and green ingredients in the beauty and spa arena.

Tel: +44 20 8567 0788
www.sustainablecosmeticssummit.com

1-2 JUNE 2015

Professional Beauty Mumbai

Bombay Convention & Exhibition Centre, Goregaon, Mumbai India

Launched in 2012, this gathering of spa, beauty, skin and haircare suppliers attracts around 7,000 buyers and 250 brands.

Tel: +22 6171 3207
www.professionalbeauty.in

3-6 JUNE 2015

Spatec Europe

Venue to be announced

Spatec Europe arranges face-to-face business meetings for the operators of top European spas and leading domestic and international suppliers. Over the course of the two days, it organises a schedule of 20-minute meetings between 150 attendees as well as networking events. The schedule also includes speaker sessions and at the last event in Rhodes, the talks focused heavily on the importance of employee engagement.

Tel: +356 9945 8305
www.spateceu.com



A European spa business forum

9-11 JUNE 2015

HBA Global Expo

Jacob K Javits Convention Center, New York, USA

With exhibiting companies from more than 28 countries, the HBA Global Expo features suppliers in the cosmetics, personal care and fragrance industries from the around the world.

Tel: +1 310 445 4200
www.hbaexpo.com

JUNE 2015

International Esthetics, Cosmetics & Spa Conference Las Vegas

Las Vegas, Nevada, USA

A conference and trade show where attendees can learn about industry trends, source products and discover new tools, techniques and treatments.

Tel: +1 203 383 0516
www.iecsc.com

JUNE 2015

40th Annual National Wellness Conference

Venue to be announced, USA

Every year the National Wellness Institute in the US holds a conference and 2015 will mark its 40th anniversary. The conference brings together experts in wellness coaching, corporate and community wellness and integrative health and fitness, who share their visions for the future based on examples of best practice and research.

Tel: +1 715 342 2969
www.nationalwellness.org

Get more people attending your events.

Advertise on leisurediary.com

spa business

2 0 1 4 H A N D B O O K

Spa Foresight™

Development pipeline

Expert predictions

Wellness trends

Eco spa

Industry sub-sectors

Training & education

Therapist pay

Wellness tourism economy

Indian wellness market

Thai spa sector

Middle East spas

US industry research

Spa consultancies

Contract management

Products & equipment

A-Z supplier contact book

Training directory

Trade associations

Diary

£50 ISBN: 978-1-870416-11-5



Leisure Media, Portmill House, Portmill Lane,
Hitchin, Hertfordshire, SG5 1DJ, UK
Tel: +44 1462 431385 www.leisuremedia.com