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EDITOR’S LETTER

Emerging markets

A diverse range of new customers with different needs and mindsets are presenting themselves to the spa sector, giving owners a chance to take their offering to the next level – and in a number of directions.

The global spa industry is blessed with beautiful facilities, with new openings announced daily – the more significant of which we showcase in our Development Pipeline on p28. But to really up the ante, the next step for these facilities is optimisation and for them to become truly flourishing, successful businesses.

To do this, we predict a sea change in the sector. Instead of continuing to fight over the same limited number of customers – namely wealthy baby boomers – spas of the future will carve out a niche for themselves by targeting new growing markets. And some these markets are only just starting to emerge.

Scientists are increasingly convinced that the majority of disease – up to 95 per cent – can be prevented by making healthy lifestyle choices including reducing stress levels and increasing sleep, exercising more and eating better. This field, known as epigenetics, could see a raft of health-conscious consumers heading for spas (if well positioned). We explore this idea further in our 2016 Spa Foresight™ starting on p14, as well as ‘social good’ – the idea that spas could find new business by linking with organisations associated with less-obvious groups such as older adults and obese people. There’s much talk about the potential of millennials too, as referenced on p80.

Corporate wellness and wellness tourism are another two markets ripe for spa specialisation. They’ve caught the attention of many industry professionals of late and represent global industries worth US$40.7bn (€36bn, £28bn) and US$494bn (€436bn, £340bn) respectively, according to the 2014 Global Spa and Wellness Economy Monitor. What’s more, both are tipped for rapid growth in the years ahead.

All of these groups present a new frontier of customers for spas across the world and represent a catalyst for change. It’s exciting to think some of them are only just coming to light now and it will be interesting to see which operators make the move first, and in what direction. If they don’t, you can be sure that other entrepreneurs will.

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

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Editor’s Letter: Emerging Markets
A whole range of new customers are coming to light, making it an exciting time for spas of the future says Katie Barnes

Spa Foresight™ 2016
Scaleable wellness, the virome and epigenetics all feature in this year’s forecasts from Spa Business magazine

Predictions from the industry

Future View

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

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With an increasing movement towards all things wellness, more equity firms are scoping out potential projects in the wellbeing and spa sector. According to Omer Isvan, owner of international investment company Servotel, scaleable wellness is where investors are heading.

There’s something magical about destination spas which offer truly authentic, transformational experiences that keep guests coming back year after year, says Isvan, claiming investors are keeping a close eye on such concepts that could potentially be replicated in a credible way in a resort setting.

He also sees an opportunity for third-party wellness operators who can run specialist facilities for hotels and resorts in much the same way as they do spas.

Read more about industry investment in Spa Business: http://lei.sr?a=8T4O8
Tourism is heating up on the volcanic island of Iceland having grown by 100 per cent since 2006 and set to reach the 3 million mark by 2020 – not bad for a country with a population of only 320,000. This will pave the way for upcoming hotel and spa businesses.

Iceland’s airlines have been key to this boom, offering an increasing number of direct and stopover flights between North America and Europe.

The famous Blue Lagoon thermal spa is undergoing an €40m expansion

HOT PROSPECT

2. ICELAND

Tourism is heating up on the volcanic island of Iceland having grown by 100 per cent since 2006 and set to reach the 3 million mark by 2020 – not bad for a country with a population of only 320,000. This will pave the way for upcoming hotel and spa businesses.

Iceland’s airlines have been key to this boom, offering an increasing number of direct and stopover flights between North America and Europe.

Capital controls in place since the 2008 economic crash have also seen the country’s pension funds – worth around ISK1,2tn (US$9.6bn, €8.6bn, £6.6bn) – restricted to domestic investments. Tourism projects, including the new US$2.5m Ice Cave were welcome recipients.

Trendy cafes and boutique shops are making an appearance. As are cool design-led hotels such as Marriott’s Edition which will open next to Reykjavik’s iconic Harpa Concert Hall and Conference Centre by 2019, with Bill Gates one of the reported major investors.

The famous Blue Lagoon thermal spa is also undergoing a major expansion (see p51), while the country’s alluring lunar-like landscape dotted with natural hot springs are a big hit with wellness lovers.

Given this potent mix, we feel Iceland will prove to be a recipe for success for spa operators of the future.
ELIMINATION

3. BREATHING

We expect the health benefits of healthy breathing to become increasingly well recognised and for operators to offer interventions such a breathing workshops and coaching sessions to help guests improve this important eliminatory function.

Breathing well is a skill and many people struggle to do it well, however, it can be improved with practice.

Breathing controls brainwaves and the stress response and can also trigger sleep, so improving breathing patterns can bring immediate and profound health benefits.

Modalities such as yoga, which focus on the breath, will be part of this trend.

THE PAMPERED JOURNEY

4. SPA PLANES

Finding windows of time for self-care can be challenging for those living a fast urban lifestyle.

We expect operators to widen their search for these time windows to the transport industry, with planes an obvious starting point.

Air travel is uncomfortable and for those who can afford it, the chance to travel on a plane which has been fully fitted out as a spa, with treatments, healthy food and relaxation to while away the journey would be appealing.

This thinking can be extended to other modes of transport such as buses and trains.

OUTREACH PROGRAMMES

5. SOCIAL GOOD

With consumers increasingly drawn to companies with a social conscience, we foresee a time when spas will work more actively with the less fortunate.

Health clubs have already had great success with outreach programmes – teaching fitness to older adults, the obese or those suffering from a range of illnesses.

Spas, which have a wealth of knowledge and services focused on preventative health and wellbeing, could do this too.

Operators could devise specialised programmes and take them out into the community, host sessions on-site during off-peak hours or collaborate with local or national associations.

Australia’s Peninsula Hot Springs is one of the first off the mark in positioning itself as hub for social good (and wellness). It already has links with Mental Health Australia and a regional arthritis and osteoporosis organisation.
We’re becoming familiar with the biome – the billions of bacteria and viruses which live synergistically inside our bodies, controlling all sorts of functions.

Biome-boosting treatments, diets and other interventions increasingly feature on spa menus the world over.

Now new science is emerging which is enabling us to better understand the impact viruses can have on our health. Scientists are calling this the virome.

We’ve grown used to viewing viruses as simply a source of disease, but researchers are exploring hidden parts of the biome and discovering that we may be able to use viruses to keep healthy.

It’s thought that – just as there are ‘good’ and ‘bad’ bacteria – so we will find there are ‘good’ and ‘bad’ viruses.

Vincent Racaniello, who studies viruses at Columbia University, says: “If we can make a connection between beneficial viruses and good health, the next step will be to try to manipulate them to improve our health and wellbeing.”

A deeper understanding of viruses – which carry one-fiftieth as much genetic information as bacteria – is becoming possible as a result of new probes, which researchers are using to map the virome.

Spa and wellness operators will eventually be able to add virome-boosting treatments and protocols to their menus.
TRENDS: SPA FORESIGHT™ 2016

FOOD AS MEDICINE

7. CLEAN EATING

Far from being a diet limited to certain food groups or calorie counting, ‘clean eating’ is a simple concept – avoid processed foods and opt for ‘real’, wholesome ingredients instead.

We predict more spas will adopt this approach in their cuisine and also expect them to refine and expand the definition of superfoods as they realise that a wide range of foods have nutritional benefits.

Spas which roast, bake and fry with hot fat, creating acrylamide – which the World Health Organization has warned is carcinogenic – will change this practice as a more holistic approach to food is adopted.

COMPASSIONATE ACCESS

8. DEMENTIA-FRIENDLY DESIGN

As the population ages and the number of people living with dementia increases, we expect to see a rapid increase in awareness of the importance of dementia-friendly design.

The customer journey can be made far more enjoyable and straightforward for people living with dementia, and their carers, friends and family if a building is skillfully designed to accommodate their needs.

Things like signposting, effective colour selections for light and contrast can all help dementia-sufferers navigate with less stress and distress.

THE POWER OF PEACE

9. MEDITATION SPACES

We’re spotting a trend for the creation of meditation spaces in residential developments and expect this to filter across to the spa and wellness market.

Increasing interest in meditation and awareness of the importance of making time for contemplation and renewal is driving this need to find sanctuary.

Meditation spaces can be indoors, outdoors, or a mix of both and can be created in urban settings – with the use of air filters and white noise machines – and in natural locations. Designing one with a beautiful view can add to the power of the experience.

Destination spas such as Rancho la Puerta, which has a stunning meditation room with mountain views, have led the way. We expect mainstream spas to follow, as this trend grows.

These spaces are increasingly likely to be designed by specialist architects.
Scientists are increasingly convinced that the majority of disease – potentially up to 95 per cent – is preventable through making healthy lifestyle choices. This field of science is known as epigenetics.

It was previously thought that genes were fixed for life. However, sequencing of the human genome has taught us that many genes change in response to how we care for ourselves – from how we exercise and sleep, the pollution we’re exposed to, our stress levels and state of mind, to what we eat and drink.

With prevention tipped to become a massive industry in years to come, this is a huge game changer for sectors related to self-care – including spa.

A spa for your genes will offer tests which reveal how a range of modalities, from meditation to massage, can impact our DNA – whether directly or indirectly through helping us to reduce stress or sleep better etc. And they’ll prescribe personalised programmes based on that data.

Deepak Chopra is already working on an anti-ageing and prevention centre which embraces epigenetics. It’s due to open on Blackadore Caye, a Belize island owned by Leonardo DiCaprio, in 2018 (see p41).

There’s no reason why other spas can’t follow suit by designing ‘test and prescribe’ modalities to ensure they’re at the heart of the drive for prevention.
NEW DISCOVERIES

11. SKIN SCIENCE

Modern science is redefining the way we think about skin, and this will have a huge impact on the spa experience.

New research shows skin has both hearing and seeing sensors, suggesting there’s a greater synergy between the lighting and music in treatment rooms and the effects of bodywork.

Discoveries focusing on how we’re wired for ‘social touch’ show we react differently to the speed or pressure of touch. Clients massaged gently are likely to tip more, for example, and feel the benefits long after a treatment. With this in mind, it’s likely spa will have more impact on society’s wellbeing than we can imagine.

Read more: http://lei.sr?a=k3w2e

TRIBAL GATHERING

12. SPECIALISATION

Specialisation is booming in the fitness industry as boutique facilities home in on specific types of exercise from yoga and group cycling to bootcamps. They’re in accessible, city-centre locations with expert staff and tribal-like followers who buy into the brands in a big way, while still also going to their regular gym.

In the future, we see spa entrepreneurs siphoning off individual modalities – from reiki and reflexology to meditation – and creating their own highly specialised, standalone businesses with their own loyal tribes.

NOTEWORTHY BENEFITS

13. SINGING

For the past six years, scientists at the UK’s Royal College of Music have been building a body of evidence to show that singing in a choir can have a range of social, emotional and psychological benefits, particularly in those with the lowest levels of mental wellbeing.

Most recently, it’s even found there are biological advantages too – one hour of choral singing boosts levels of immune proteins in people affected by cancer.

Group singing sessions are a harmonious fit for spas which are getting more inventive with their menus by adding unusual, yet efficacious, therapies.

The activity, already popularised by TV series and films such as Glee and Pitch Perfect, could be offered to locals on a regular basis or as a one-off for guests to help improve mood, reduce stress and have a positive impact on their overall health in a fun and dynamic way.
"When you’re hanging upside down, it takes away all the stress that’s been pushing on the discs of your spine," says Christopher Harrison, the founder of AntiGravity® Aerial Yoga. "You’re creating space, which allows the discs to hydrate and very often helps to relieve back pain."

Harrison created his form of yoga by incorporating a silk hammock which can be used for the support and balance of moves – such as the zero-compression inversion – which traditionally wouldn’t be possible. He’s now taking that idea and applying it to massage to develop an innovative treatment for spas.

He describes AntiGravity Floating Massage as something which will allow a licenced therapist to manipulate the client into a weightless state in combination with massage therapy.

"Once suspended in mid-air, the body reacts very differently to manipulation," he says. “The therapist has the leverage that he/she would not be able to attain if the body was lying on a hard surface.”

Expect to see this new technique rolling out in spas by the end of the year with Four Seasons already signed up.

We also feel there’s room in the market for more innovation when it comes to massage, including the growth of turning and swinging massage beds such as Clap Tzu’s WaveMotion table.
Medical research is increasingly focusing on harnessing the power of the immune system to both prevent and cure disease. Researchers are now indicating that living in over-clean, sterile environments removes so many challenges to the immune system that it can leave people weakened and open to a range of diseases from cancer to auto immune disorders.

Just as immunisation programmes are used by doctors to build immunity against certain diseases, so we expect spas to begin to offer retreats and treatments which focus on immune system transformation by offering immune system challenges and treatments. These will enable the body to build more powerful responses to threats, deterioration and disease. These treatments will amplify the body’s own ability to fight disease using natural, rather than pharmaceutical interventions.
Modern life means many people are ‘always on’ and while wide acknowledgment of the importance of relaxation is one of the drivers of growth in the spa industry, many people are not skilled at building rest into their lives in a way which is technically optimised.

Olympic athletes know their rest and recovery schedules are as important in determining performance as their training, because once it’s stressed through any kind of activity, the body needs time to respond and recuperate.

Exercise causes ‘damage’ which needs to be repaired and this requires the body to expend a considerable amount of energy to heal. It’s also the time when the training response takes effect and physical capacity is increased to enable a higher level of performance and function.

Spa and wellness businesses can raise their level of expertise in terms of the body’s response to rest by using existing resources and expertise to educate guests in the benefits, as well as programming technical rest with the correct nutritional, physical and physiological and psychological support.

Rest is also important for convalescence and healing from trauma or injury.

While athletes and coaches know the importance of the right kind of rest, this expertise is rarely available in spas.
It’s time for spas to stop overlooking flotation pools, thinking of them as an expensive extra just for relaxation and to start incorporating them into wellness programmes or using them as a standalone treatment for serious ailments.

As research labs begin to document the therapeutic benefits of flotation, especially studying the way it can be used as a shortcut to meditation, we predict a resurgence of the therapy in spas.

Neuroscientist Justin Feinstein has set up one of the first float clinics at the Laureate Institute for Brain Research, US, and believes floating can help people who find it difficult to meditate to switch off mental chatter. He’s also found it could be used to treat conditions like PTSD, chronic pain and anorexia.

[Read more about Feinstein’s research in Spa Business: http://lei.sr?c0e6u]

The health and fitness industry is embracing a modular pod format which we expect to be taken up by operators in the spa and wellness market.

Driven by the fast pace of change in fitness and fitness tech, operators are designing flexible pod spaces with demountable walls which can be easily refitted to accommodate a variety of different fitness offers throughout the day and which can be changed as soon as a new trend is identified as being suitable for the operation and customer profile.

Working a little like a food court, modular fitness pod facilities might have a series of pods for things like small group personal training, virtual workouts, meditation, yoga, TRX, heart rate training – whatever the membership demands.

As soon as a new trend emerges, a pod can be repurposed to deliver that activity to keep the business in tune with demand.
<table>
<thead>
<tr>
<th>Year</th>
<th>Topics</th>
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<tr>
<td>2015</td>
<td>No front desk, Spa boom in Japan, Virtual trainer, Bad products, Over nourishment, Circadian aware, Microgyms, Gut health, Clean air &amp; water, Facial recognition, Wellness cities</td>
</tr>
<tr>
<td>2014</td>
<td>Loneliness, Oil, gas and solar, Edible environments, Playing with food, Neuroplasticity, Cellular health, Robot therapists, War zones, Fats &amp; carbs, 3D printing, Predicting purchasing</td>
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<tr>
<td>2013</td>
<td>Fresh food deliveries, Online reviews, Wearable tech, Death, Emotion, Skills register, Glute massage, More with less, Delicious extras, Pop-up spas, New allies, Cellulite, Home spa, Childhood obesity, Mobile biometrics, Sex in spas, Spa brands, Hand &amp; arm massage, Repeat business, Africa, Variable pricing, Last impressions</td>
</tr>
<tr>
<td>2012</td>
<td>Exercise, Hospital spas</td>
</tr>
<tr>
<td>2011</td>
<td>Budget spas, Corporate wellness, Education overhaul, Deal sites, Beauty brand power</td>
</tr>
<tr>
<td>2010</td>
<td>Spa art, Four star spas, Menu engineering, Spa memberships, Social spa-ing, Spa niching, No appointment needed, Online learning</td>
</tr>
<tr>
<td>2009</td>
<td>Spa benchmarking, Consumer beauty goes pro, Spa brand diversification, Yield management, Travel spas, Hair spa services, Online booking, gifting &amp; marketing, Diagnostic spas, Organic skincare certification, Radio frequency identification systems, Olfactory marketing, Real estate, Medical tourism, Sustainability, Spas for men, Sleep health, Spa bedrooms</td>
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Jane Kitchen outlines some of the world’s most interesting and significant spa projects that are in the planning.

**AFRICA**

**Moulay Yacoub Thermal Station**

**Moulay Yacoub, Morocco**

Opening: Q2 2017

Moulay Yacoub is a traditional thermal bathing complex that’s in the middle of a US$30m (€26.5m, £20.6m) redevelopment project in conjunction with Sothermy, a subsidiary of the Moroccan financial institution CDG. Sothermy already manages a number of thermal facilities in the area.

Traditional thermal baths have been renovated and a new hotel and spa are now underway.
After a US$9m (€8m, £6.2m) upgrade of a public bathing facility last year, work has now started on a health spa and a new-build 100-bed hotel. This part of the project is expected to cost up to US$12m (€10.6m, £8.2m) and will include 68 treatment rooms plus a medical zone for respiratory and rheumatology therapies when finished. It will be branded as Vichy Thermalia Spa Hotel to boost its international profile.

Sothermy will run the public bathing centre, but the 100-bed hotel and spa will be operated by French firm Vichy Spa International. Omar Alaoui Architects are working on the project.

Last year, Vichy Spa renovated and extended the traditional Moulay Yacoub baths from 2,500sq m to 4,500sq m and created an authentic hammam and a spa centre with social orientation. The complex is expected to attract more than a million people a year.

French firm Vichy Spa International will run the new 100-bed hotel and spa
DEVELOPMENT PIPELINE: AFRICA

Leeu Spa is owned by Analjit Singh

Leeu Collection

Franschhoek, South Africa

Opening: 2016

Analjit Singh, father of Veer Singh, who owns India’s Vana destination spa, is to add a spa to his Leeu Collection portfolio in South Africa imminently.

The Leeu Collection is set in and around the picturesque village of Franschhoek, in South Africa’s winelands. It encompasses three five-star boutique properties including Leeu Estates, where the spa and wellness centre will be located.

Surrounded by vineyards, the Leeu Spa is designed as a tranquil wellness sanctuary with four treatment rooms, steamrooms and pools, plus a herb garden and yoga lawn. It will boast meditative panoramic views of the Franschhoek Valley and offer holistic treatments inspired by centuries-old Asian traditions. Suppliers include The Madison Collection for linen, plus a South Africa first for Ila skincare.

Singh is a partner in Mullineux & Leeu Family Wines which produces its

http://leeucollection.com/

Six Senses Zil Payson

Félicité, Seychelles

Opening: Q3 2016

Six Senses Zil Payson, located on the 652-acre (264-hectare) Félicité Island in the Seychelles, will incorporate dramatic granite boulders that fringe the shoreline into its design.

The 7,000sq ft (650sq m) Six Senses Spa, designed by Six Senses in-house team and London-based Studio RHE, will be spread over towering rocks, boulders and oceanfront to accentuate the island’s natural geography. Mixing contemporary architecture and sustainability, the spa is designed to become an integral part of the island’s ecosystem and to offer guests a symbiotic experience of Félicité’s environmental and built features.

Facilities include five treatment villas, along with a hammam, sauna, saltwater pool, steamroom, yoga platform and nail bar. Holistic treatments from both in-house experts and regular visiting wellness practitioners will be offered.

http://lei.sr?a=k2S7n_B
The Oberoi, Marrakech

Marrakech, Morocco

Opening: Q4 2016

The spa at The Oberoi, Marrakech will occupy a private island on a lake within the resort and will feature Moroccan hammams and ayurvedic treatments, as well as daily yoga classes. It will also include an indoor swimming pool as well as a large outdoor pool set in the lush gardens with views of the Atlas Mountains, plus a fitness centre.

The resort itself is set in 25 acres (10 hectares) of citrus orchards and olive groves. Its 77 villas, built in the style of traditional Moroccan architecture, will have private pools and gardens.

Lake Turkana city development

Lamu Island, Kenya

Opening: 2030

Three resort cities are being developed on Lamu Island, off the north coast of Kenya, one of which will be devoted to wellness tourism and capitalise on the area’s natural alkaline hot springs.

The development – billed as the largest infrastructure project of East Africa – will cost KES2.3tn (US$22.7bn, €20.1bn, £15.6bn) and include roads, railways and oil pipelines from Lamu across Kenya to Ethiopia, South Sudan and Uganda.

The KES3.7bn (US$36.6m, €32.3m, £25.1m) Lake Turkana wellness city will include various health offerings centred around hot springs, while archeology tours and trekking will also be on offer.

Meanwhile, the KES86.9bn (US$888m, €785m, £609m) Lamu resort city development will offer watersports, a country club, convention centre, cultural centre and other leisure facilities. Nearby eco-villages are in the works, while a fisherman’s wharf and casino are also planned.

Blue Rock Village

Cape Town, South Africa

Construction to start: Q3 2016

Architecture practice Swisatect have outlined plans for Africa’s “most environmentally friendly estate” – a car-free leisure village in Cape Town that will include a therapeutic spa centre.

Blue Rock Village will be a 40-hectare (100-acre) extension to an existing water ski resort and is envisioned as “a pioneer for an exciting new standard of living”.

Wellness will be high on the agenda, with an emphasis on trees and greenery. Landscaped trails will encourage walking and hiking and various sports facilities are planned, including a gym, yoga centre and pool. Therapeutic and medical centres are also planned for the residents of its luxury apartments and hotel guests.

The project is worth around ZAR14bn (US$900m, €790.5m, £631m) and construction will begin in August.

Alkaline hot springs are a key feature
Views of a lush, beautiful landscape will bring extra tranquility to the spa, which is to focus on ayurveda and Indian massage.

**Banyan Eco Resort**

**Bangalore, India**

Opening: Unconfirmed

British-based architecture firm Mohsin Cooper are working with prominent Indian landowner Sreenivas Gupta to create an organic farm and resort in a 117-acre (47-hectare) plantation near Bangalore, India.

The company’s design for the Banyan Eco Resort – located 28km (17 miles) from the city – comprises a cluster of low-rise entrance pavilion buildings positioned around an ancient banyan tree. The buildings will contain a hotel, organic restaurant, villas and character retreat spa – featuring a hydrotherapy pool, ayurvedic and Indian massage suites and a sauna.

The project’s lead architect, Abe Mohsin, tells Spa Business: “Our main source of inspiration was the sense of place of the existing landscape, which is a heavily contoured, lush and beautiful organic farm with several lakes.

“Upon arrival, the main entrance pavilion to the hotel will frame an open view of the historic and beautiful tree. We felt it very important to retain the sense of nature and openness on the site.”

The development is expected to cost around £18m (US$27.7m, €25.2m).

[http://lei.pr/a=Byh3D](http://lei.pr/a=Byh3D)
Destination Spa Management is creating a wellness community in Haikou, China, that will have a 7,000sq m (75,000sq ft) wellness facility alongside a 110-bed resort and a village with 975 houses.

Samantha Foster, director at DSM, says that Qi’n Wellness is targeting the high-end Chinese community. “According to a 2014 study of this target market by SpaChina magazine, 92 per cent of respondents are concerned about their current or future health,” she explains. “This resort will address those needs.”

Services will be sold as all-inclusive packages to make them easier for consumers to understand and buy, but will comprise a full gamut of diagnostics, health, spa and non-invasive cosmetic procedures, including TCM and rejuvenation medicine.

Healthy food, education and socially engaging activities will also be key. “The spectrum of wellness services is currently unmatched in China and is comparable to the offerings of the world’s most famous health resorts,” says Foster.

She adds that Qi’n will have a strong focus on Chinese culture – “not just Chinese medicine, but also rediscovering traditional values and ways of living.”

Qi’n Wellness
Haikou, China
Opening: Q1 2018

Destination Spa Management is designing the community, which will have 975 houses.
DEVELOPMENT PIPELINE: ASIA & AUSTRALASIA

**GOCO Retreat Thimphu**

*Thimphu, Bhutan*

Opening: 2017

Through a partnership with Bhutan’s Queen Mother, GOCO Hospitality is developing projects in the country’s top five tourist destinations.

GOCO Hospitality took over the management of Terma Linca Resort and Spa in January 2016, which is the flagship development of this partnership, constituting the largest of the five resorts.

Located near Bhutan’s capital of Thimphu and perched on the bank of the Wangchu River, the Terma Linca Resort and Spa showcases local architecture and Bhutanese charm. Currently there are 30 bedrooms and a full-service, five-treatment room spa, plus male and female thermal areas inclusive of traditional herbal hot stone baths and fitness studios.

Next year, the spa will be extended with an indoor vitality pool and bigger organic gardens. The development will also see the riverfront being incorporated further into the retreat programme.

The second phase will also rebrand and rename the resort as the GOCO Retreat Thimphu, with a vision to develop it into Bhutan’s leading wellness destination.

The second resort to be developed will be the Punakha site, which will have the most substantial wellness programming components, followed by sites in Paro, Gangtey and Jakar.

The proposed circuit is envisioned to offer a unique, integrated, sustainability-conscious, cultural experience that merges Bhutan’s ancient healing and spiritual traditions with diverse natural settings, topographies and climates.

**Sangha**

*Suzhou, China*

Opening: Q3 2016

Architecture practice Tsao & McKown are designing one of China’s first wellness communities along Yangcheng Lake outside of Suzhou which is due to open in late 2016.

The project is being built through Octave – a development company owned by studio co-founder Calvin Tsao that’s dedicated to creating wellness retreats.

The 189,000sq m (2m sq ft) Sangha retreat will comprise residences, hotels and learning spaces. A 69-bed wellbeing hotel will offer an assessment and treatment centre, mind-body practice, coaching and counseling, spa, medi-spa and mindful dining.

Sangha is heavily influenced by Confucian thought, including ideas of relationships with self, community, society and nature, which will be incorporated in the design by architect Calvin Tsao. The spa will be “a subterranean space pierced with skylights” with an “undulating ceiling” to encourage introspection and sense of relocation, for example.

[http://lei.sr?a=c3N7d_B](http://lei.sr?a=c3N7d_B)

Sangha has been two years in the planning
A design-led, eco spa by WTS will be a fitting addition to Cachet’s vertical forest hotel.
Dusit Thani Wellness Resort Suzhou

Jiangsu, China

Opening: Q4 2018

Dusit will bring a 250-bed hot springs resort to Suzhou City, China, in 2018. The Dusit Thani Wellness Resort Suzhou, Jiangsu will include more than 30 indoor and outdoor natural hot springs pools, as well as oxygen rooms, infrared cabins and salt saunas. It will also include Dusit’s signature Thai-inspired Devarana Spa brand, with six treatment rooms.

Situated on the lower reaches of the Yangtze River, Suzhou is known as the ‘Venice of the East’. The UNESCO World Heritage Site has canals, stone bridges, pagodas and meticulously-designed gardens.

Dusit is also planning a hot springs resort in Fuzhou, Fujian province and Hainan Island. The company recently announced a robust expansion plan with more than 40 properties in the pipeline in the next five years.

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Bellagio Shanghai

Shanghai, China

Opening: Q1 2017

Hospitality architects WATG are designing a 160-bed Bellagio Shanghai, set to open in early 2017. With a ‘hip and cool’ urban setting, the hotel’s architecture aims to capture the essence of the old and new Shanghai with a modern art deco feel.

Its Zen spa has been designed by sister company Wimberly Interiors and will feature a collection of natural materials and neutral tones for a calming effect. It will have five treatment rooms, male and female wet rooms, relaxation lounge, indoor pool with tepidarium, vitality pool, a fitness and exercise studio and a panoramic co-ed sauna.

WATG opened an office in Shanghai in November 2015 as part of its strategic global expansion.

http://lei.sr?a=5s3p8
DEVELOPMENT PIPELINE: ASIA & AUSTRALASIA

GOCO Retreat
Ubud, Bali
Opening: Q1 2018

GOCO Hospitality is planning a retreat in Ubud, Bali, set to open by early 2018.
It will include a wellness centre with 45 treatment rooms, as well as consultation rooms, TCM rooms, an ayurvedic centre, nursing facilities, a medi-spa, fitness studios, outdoor salas and an extensive outdoor rainforest bathing area.

The retreat will deliver integrative wellness programmes that are designed around the guest’s personal wellness journey, utilising extensive professional consultations to prescribe specialty treatments, along with focused nutrition and exercise.

A comprehensive range of services that are rooted in best practices, Asian traditions and knowledge will be blended with contemporary western medical science-based treatments.

The retreat will include 74 guestrooms as well as 80 branded residences, along with a wellness restaurant, tea lounge, thermal bathing cafe, farm-to-table restaurant, cooking school, artists’ studios, aromatherapy distillery, organic farm and gardens, amphitheatre and jogging and bike trails.

Mitsubishi Estate hot spring development
Tokyo, Japan
Opening: Q4 2016

The first natural hot spring has been found in the heart of Tokyo’s Otemachi financial district by Mitsubishi Estate, one of Japan’s biggest developers.
It found the thermal water source in June 2014 and has invested JPY100bn (US$900m, €795m, £616m) to complete an 18-storey spa hotel for businessmen by late 2016.
It will be operated by Hoshino Resorts, which already runs a number of high-end thermal hotels in Japan.

Ritz-Carlton Reserve
Niseko Village
Hokkaido, Japan
Opening: 2020

Ritz-Carlton is to develop a Reserve hotel and spa in partnership with YTL at the Niseko Village ski resort in Hokkaido, Japan. YTL bought the 462-hectare (1,142-acre) ‘Aspen of the East’ resort for JPY6bn (US$55.4m, €48.8m, £38m) in 2010.

The ski-in, ski-out Reserve property, to open in 2020, will sit at the base of Mount Niseko-Annaupuri. It will have just 50 rooms – in keeping with the brand’s highly personlised feel.

www.spahandbook.com


Maruia Hot Springs

South Island, New Zealand

Opening: Unconfirmed

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

White and his partner, Kim Hamilton, are planning an extensive revitalisation and expansion of the open-air hot pools and have already updated indoor bathing experiences of the Japanese-style bathhouse. Other eco-resort facilities soon to be added include thermal massaging showers, heated stone beds, new changing facilities an heat experiences.

The outdoor and indoor bathing pools are fed from a natural 56°C (133°F) mineral spring and the eco-resort generates its electricity from its own hydro-power station.

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Alila Villas Bintan

Bintan, Indonesia

Opening: Q3 2017

Situated on a scenic hillside, Alila Villas Bintan is a 14.4-hectare gated development with a combination of 30 residences, a 40-bed boutique hotel, and a village with a museum, gallery, retail shops, restaurants.

Its Spa Alila will include a holistic experience that combines all-natural spa treatments with yoga, meditation and nutritional wellbeing.

The resort, which is a 45-minute ferry ride from Singapore, has been designed by Singapore-based WOHA architects and will be constructed to EarthCheck’s environmental standards.

The 4-hectare (10-acre) village is designed to celebrate Asia’s arts and cultural heritage and create a vibrant community loaded with arts, culture, culinary and wellness experiences.

Steve Jeisman, group director of spa, created the ‘natural and nurturing’ Spa Alila concept in 2006 and oversees 10 of them across Asia.

http://lei.tar?=a=w7y5E_B

Bintan is dubbed ‘the new Bali’ and this will be one of Alila’s most comprehensive spas to date.

White (far left) is a hot springs expert
Peninsula Hot Springs

Victoria, Australia

Opening: 2017

Australia’s Peninsula Hot Springs has plans to grow its offerings substantially over the next two years, adding overnight accommodation and creating an official hot springs region near its location in Victoria.

Peninsula will add 16 new pools, plus a mud area, an ice cave, a large group sauna and an amphitheatre for entertainment and education. The natural hot springs currently has 41 bathing pools and experiences, and will add the first eight new pools by the end of this year and another eight in 2017, growing its offerings to a whopping total of 57 pools.

Open since 2005, Peninsula Hot Springs’ globally-inspired bathing experiences are open to friends and families to enjoy. Highlights include a cave pool, reflexology walk, Turkish hammam, barrel bath pool and hilltop pool with 360-degree views of the region.

The Spa Dreaming Centre, for those aged 16 and over, focuses on tranquil spaces, private pools and treatments, such as Australian Aboriginal-inspired kodo full-body massages and facials, mud and salt wraps as well as ancient healing stone experiences.

“The emphasis of Peninsula Hot Springs is on relaxation and wellbeing for all of the community,” says facility owner Charles Davidson. “We want guests to relax in the natural environment and with each other.”

http://lei.sr?a=W5K3j_B
The eight-room Naku Healing Centre will see local the Sápara tribe treat people with Amazonian plants and rituals while scientists document the efficacy of indigenous methods. Patients suffering a variety of illnesses already diagnosed by western doctors will go through the Amazonian healing process, which includes cleansing rituals, medicinal plant baths and herbal saunas.

The Sápara think of the Amazon as a living pharmacy. Talking on YouTube Tatum says: “The people who live in the rainforest hold the key to unlocking the Amazon’s healing potential. But with destruction of the rainforest… a civilisation’s worth of medical knowledge could disappear.”

The Naku project is funded by the non-profit foundation of Runa, an organic, ‘clean energy’ tea company which sources its key ingredient from the Amazon. Tatum is a brand ambassador and investor in Runa and seen the Sápara tribe’s healing methods first hand. 

http://lei.sr?a=u3F8w

A local cleansing ritual (left); Tatum with Runa foundation members who back the project (right)
Anti-ageing and renewal will be the focus of Deepak Chopra’s wellness facility, which is part of a green development that’s being built on Leonardo DiCaprio’s private island in Belize.

This is only the second spa for the alternative health guru in 10 years and Chopra says that anti-ageing and renewal was an obvious route. “We now know that through comprehensive lifestyle changes, we can prevent and reverse disease – and live longer and in better shape,” he tells Spa Business. “We’ll teach visitors practical ways to change their behaviours and help decrease their biological age through things such as stress management and meditation techniques, pranayama breathing exercises, yoga, exercise, healthy cuisine, emotional wellbeing, restful sleep, mind/body coordination and detox procedures.”

DiCaprio’s Blackadore Caye: a Restorative Island is being developed by wellness real estate firm Delos and will offer 68 villas and 48 homes, with construction set to begin this year.  

http://lei.xr?a=B9z5s
DEVELOPMENT PIPELINE: CENTRAL & SOUTH AMERICA

Deep Water Cay Resort

The Bahamas
Opening: 2023

The Bahamian government says an international, five-star operator will run the expanded US$168m (€150m, £116m) Deep Water Cay Resort which is to include a two-storey spa and fitness facility when it reopens. Its preferred management firm is Six Senses, but the company has not confirmed its involvement.

The fishing resort will be transformed into a mixed-use site over a phased, seven-year build-out.

Viceroy Cartagena

Colombia
Opening: 2016

A luxury resort and two spas will form part of Viceroy’s redevelopment of Obra Pía, a former Franciscan convent in Columbia. Viceroy and investment firm KIT Capital are spending US$50m (€44m, £34.2m) on the project in Cartagena – a UNESCO World Heritage site.

The restored convent is due to launch later this year and will feature a 102-bed hotel and an 8,000sq ft (743sq m) spa.

An affiliated resort on Rosario Islands will include 15 cabanas and an Asian-themed spa. Yachts will take guests to the site, which is about 40 minutes away.

Half Moon Bay Resort

Antigua
Opening: Unconfirmed

Replay Resorts is to give a new lease of life to the former Half Moon Bay Resort site in Antigua, which has been abandoned since Hurricane Luis devastated it in 1995.

The new resort will include a to-be-named luxury hotel brand, oceanfront villas, a retail village and spa.

Replay’s spa advisor Amy McDonald, of Under a Tree consulting, suggests the spa will integrate natural and locally-inspired food, treatments, fitness, yoga, mindfulness and outdoor adventure activities.

Nayara Tented Resort

Costa Rica
Opening: Unconfirmed

A tented resort is to join Nayara Hotels, the Costa Rican wellness brand set in the rainforests of Costa Rica’s Arenal Volcano National Park.

Nayara Tented Resort will include 24 tented lodges, each 954sq ft (88sq m), which have a plunge pool filled from the nearby hot springs.

Guests will have access to spas at Nayara’s two sister properties – Nayara Hotel, Spa & Resort, and the adults-only Nayara Springs. But Nayara Tented Resort will also include its own three-treatment-room Wellness Oasis, which will incorporate local elements, such as volcanic mud, into its treatments.

The lodges are being built by Luxury Frontiers, which specialises in conceiving, designing and developing luxury tented suites and tree-top experiences.
A major overhaul is underway at the iconic resort, which was founded by Laurance S Rockefeller. It’s one of three key Rosewood projects in the region.

**Rosewood Little Dix Bay**

**Virgin Gorda, British Virgin Islands**

Opening: Q4 2017

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

New York City-based Meyers Davis Studio Inc will lead the renovation and oversee the overall resort design. The Sense spa will remain in its famous cliff-edge location, but will also be remodelled as part of the project.

Sense, A Rosewood Spa offers “an environment of luxury and tranquility” and is inspired by authenticity with signature treatments using natural ingredients. Rosewood launched the brand in 2007 and today it has 13 spas in its global portfolio.

Elsewhere, in São Paulo, Brazil, Pritzker Prize-winning architect Jean Nouvel and international hotel designer Philippe Starck are transforming a complex of 20th century landmark buildings (including a former maternity hospital) into a hotel managed by Rosewood. The hotel will include a large Sense spa with six treatment rooms.

In Papagayo, Costa Rica, Rosewood will also open a forest resort with a Sense spa and striking treehouse villas in 2019. The resort has been designed by Dallas architects HKS.

[http://lei.sr?e6b5s_B AND](http://lei.sr?e6b5s_B_AND)

www.spahandbook.com
Lanserhof Lans

Innsbruck, Austria

Opening: Q1 2017

Lanserhof Lans, the world-famous destination spa that’s focused on the Mayr method and alternative therapies, is undergoing a major renovation between May and November 2016. The existing facility will be extended and a new building by German-based architect Christoph Ingenhoven will also be added. Ingenhoven is one of many regular guests who visit the Austrian detox retreat.

The new structure – an oval building with a wooden façade and grass roof – will have 16 rooms with views stretching over the Nordkette mountain range. A new sauna complex and indoor-outdoor seawater pool will be located on the ground floor. Other fresh facilities include three cryotherapy chambers.

While renovations take place, the spa at Schwarzer Adler hotel in nearby Kitzbühel will offer Lanserhof’s signature LANS Med Concept to keep business on track.

http://lei.sr?a=j7Y2g
### DEVELOPMENT PIPELINE: EUROPE

**Lofoten Opera Hotel**

**Norway**

Opening: 2020

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

The striking hotel design will cover 11,000sq m (118,400sq ft) and will feature as-of-yet unnamed spa facilities in addition to 95 rooms, seawater basins, an amphitheatre and resources for many outdoor sporting activities.

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

The remotely located hotel will be aiming to attract active guests to the Lofoten area, which is on one of the 18 national tourist hiking routes in Norway.

**Chanel au Ritz**

**The Ritz Paris**

Opening: 2016

The first Chanel-branded spa will open at the soon-to-be renovated Ritz Paris.

Chanel au Ritz Paris will be “a new beauty concept dedicated to Chanel’s skincare” and will “provide guests with a unique sensorial and customised experience inspired by Chanel’s art of skincare”.

The Ritz Paris, open since 1898, closed in 2012 for extensive renovations and the existing spa has been “entirely rethought” to accommodate Chanel. The opening has been moved back from March to mid 2016 due to a fire.

The Ritz Paris is a natural place for Chanel to make its spa debut – Coco Chanel famously lived in the hotel for 34 years, bringing her furniture with her, and the hotel has always featured a Coco Chanel suite.

**Mamula Island**

**Montenegro**

Opening: Unconfirmed

A former Austro-Hungarian fortress and concentration camp on Mamula Island in Montenegro is to be turned into a luxury resort and spa.

Serbian architects Salt & Water and the Sima Multimedia company in Gibraltar have designed and produced the renderings for the project. Swiss-Egyptian developers Orascom will invest an initial €15m (US$16.2m, £11.3m) for the restoration and are also developing the nearby Lustica Bay into a luxury residential community.

Some local groups have protested against the development due to the site’s violent history. The fortress was occupied by Italian forces under the rule of Mussolini during World War II and thousands of local people were imprisoned there.
The well-known thalassotherapy spa is having an extensive overhaul as part of a multi-million euro investment.

Le Méridien Limassol Spa & Resort
Limassol, Cyprus
Opening: Q2 2017

The well-known spa at Le Méridien Limassol is getting an extensive overhaul as part of a multi-million euro renovation. Covering 3,000sq m (32,292sq ft), the indoor/outdoor thalassotherapy spa has won numerous awards. Specific details of the new-look facility, to open next April, have not been revealed but previously it had 34 treatment rooms offering therapies by Elemis and Thalgo (with specialist consultants giving individual treatment advice), as well as four indoor and three outdoor seawater pools.

The resort is currently closed, but once work is complete the goal is to have “the leading international upscale hotel in Cyprus where guests love to stay and experience personalised attentive service”.

http://lei.sr?a=P5Y4h
Kemeri Park Hotel & Wellness Village

Riga, Latvia

Opening: 2018

Latvian-based wellness consultancy Inbalans Group is working with development company Griffin Partners and in collaboration with the Jurmula City Council to develop a substantial wellness community in Kemeri National Park in Latvia.

The community, west of the capital of Riga, will include a five-star hotel with a 1,500sq m (16,146sq ft) spa, due to open in 2018, as well as a wellness clinic comprising multiple historic buildings with a focus on balneotherapy treatments, which is due to open in 2022.

The wellness village will also include fertility, sleep and performance programmes, and the hotel will feature balneotherapy suites and mineral water inhalation stations in addition to the 12-treatment-room spa.

A source of natural mineral waters and curative muds, Kemeri has been a wellness destination for centuries.

Alla Sokolova, CEO and founder of Inbalans, says there are also plans to create a four-star hotel to open up treatments to a broader audience.

She also plans to create a knowledge centre with the city council. It will include a ‘laboratorium’ where guests can test the muds and waters and “understand the compositions and what it takes for a source to become healing,” says Sokolova.

Fuente Santa Hot Spring Baths

La Palma Island, Spain

Opening: Unconfirmed

A levitating coastal spa complex was among the winners of the Architectural Review MIPIM Future Project Awards announced in March.

The awards celebrate the most exciting unbuilt designs by international practices across 10 categories.

The Fuente Santa Hot Spring Baths by Spanish studio GPY Arquitectos won the Retail and Leisure category.

The judges hailed the spa for its “striking and unusual flowing forms”. The building is imagined as a bridge seemingly hovering over a volcanic, coastal landscape on La Palma Island, Spain.

The spa’s public baths are designed as an ‘unfolded pool’, creating a new, suspended shoreline. Inside, the common areas of the thermal water circuit incorporate the volcanic landscape.

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Neues Schloss Baden-Baden

Germany

Opening: 2018

Hyatt is developing a hotel in a 16th century castle in the German spa town of Baden-Baden, including a modern extension that will feature a spa, pool and sauna area, with views of Baden-Baden and the Black Forest.

Scheduled to open in 2018, the Neues Schloss Baden-Baden castle will be restored to include 146 guestrooms. Formerly, it was home to military commanders who protected Germany’s borders and later the summer residents of grand dukes.

Baden-Baden is famous for its ancient Roman baths and thermal spas. The property will be the seventh Hyatt-branded hotel in Germany.

http://lei.sr?a=n3G4S_B
Center Parcs Ltd is building a new £167m (US$257m, €233m) holiday village in Ireland – its first venture outside the UK.

Center Parcs Longford Forest will be developed on a 395-acre (160-hectare) site in Newcastle Wood, County Longford and will have 470 lodges and 30 apartments nestled into the surroundings.

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

Key to the Aqua Sana spa model is the World of Spa – a dedicated hydrothermal facility boasting around 25 heat and wet experiences on average, which enables people to socialise while relaxing.

The spa in Ireland will be similar to the one at its Woburn Forest location – which covers 7,000sq m (75,347sq ft) and boasts 22 treatment rooms as well as the World of Spa – but slightly smaller.

http://lei.sr?a=D5f8h_B
Redsand Forts in the Thames Estuary near Kent, built in 1943 to defend Britain against a Nazi attack, could become a hotel with executive apartments, where guests can fly in by helicopter.

It’s proposed that the old gun towers will be turned into a complex with around 40 rooms. A health club and spa will be built in a tower known as Bofors.

A heritage museum and its own separate arrival jetty will be developed in the Searchlight Tower to celebrate the historic significance of the site, which was designed by civil engineer Guy Maunsell.

Charitable group the Redsands Project is working with Aros Architects and businessman David Marriot Cooper to find a hotel group to lease ownership and back the scheme.

http://lei.sr?a=m7B6u_B

Elizabeth Baths Spa Complex
Karlovy Vary, Czech Republic
Opening: Unconfirmed

Karlovy Vary in the Czech Republic is to revitalise its Elizabeth Baths Spa Complex, originally opened in 1906. The facility, in the city centre, is currently in operation, but the local municipality is looking for a company to renovate and operate it and to also build and run up to 100 bedrooms on-site. It will contribute around €11m (US$12m, £9m) to the renovations.

Elizabeth Baths, which utilises local mineral water, claims to attract 100,000 customers a year, especially those suffering from digestive system disorders, metabolic disorders and neurological diseases. There’s also a team of five medical doctors with specialisations from gynaecology to plastic surgery.

Some of the more unusual therapies include oxygen and dry carbon dioxide bag treatments as well as cryotherapy, herbal baths and purifying enemas.

http://lei.sr?a=A4t8x

The forts were used to protect Britain from Nazi attack in World War II

One of the towers will feature a spa and health club as part of the hotel complex

Redsand Forts
Kent, UK
Opening: Unconfirmed

London-based Aros Architects have produced early plans to turn World War II sea forts seven miles off the British coast into a luxury hotel and spa. The unused

The baths attract 100,000 guests a year
## Blue Lagoon

### Iceland

**Opening:** 2017

Around 766,000 visitors flock to the world-famous Blue Lagoon geothermal destination spa in Iceland each year, making it one of the country’s most popular tourist attractions. And now the owners are investing €40m in an expansion and redesign project.

A new thermal bathing pool built into the surrounding lava field will connect to the existing lagoon and enlarge it by half. A luxury 60-bed hotel will also be included in the changes, as well as a refresh/upgrade of other facilities.

Sigridur Sigthorsdottir of Basalt Architects will lead the project which is due for completion in 2017. She’s been the architect at Blue Lagoon for 20 years and is known globally for her work in harmonising man-made and natural environments.

http://lei.sr?a=T5M2k_B
Chenot Palace Health Wellness Hotel

Gabala, Azerbaijan

Opening: Q3 2016

Architect and designer Michel Jouannet, whose work includes the Cipriani in Venice, is working on a new project for wellness specialist Henri Chenot – only his second destination spa in 35 years.

Chenot opened his original flagship in Palace Merano, Italy, but has moved to Azerbaijan for his latest venture which launches in November. The Chenot Palace Health Wellness Hotel will be dedicated to hosting Chenot Method holistic detox and revitalisation programmes. The Chenot Method combines Chinese medicine, western modalities and biontology – a discipline concerned with psycho-physical ageing.

There’ll be a 6,000sq m (64,583sq ft) wellness zone with departments covering sports and fitness, traditional aesthetic spa therapies, aesthetic biontology, hydro biontology, aesthetic medicine, human performance plus medical diagnostics.

The 72-bed hotel, 225km (140 miles) west of the capital of Baku, is surrounded by the forests, lakes and mountains of the Gabala region, making it an ideal setting for the Chenot health retreat.

http://lei.sr?a=j2x5U_B
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Time Royal Hotel
Healthcare City, Dubai
Opening: 2017

Spa consultancy Soul House is creating Rhythm Wellness, a 1,500sq m (16,146sq ft) spa for Time Hotels in Healthcare City, Dubai.

Rhythm Wellness is described as “a fusion between a comprehensive therapeutic and medical approach to health issues and our inborn need to be in touch with nature”. Its ultramodern design has been inspired by nature, and water therapies are key.

The spa will have a specialised therapeutic menu with a wide range of alternative and recovery therapies, conducted and supervised by alternative wellness consultants such as anti-ageing specialists, dermatologists, osteopaths, naturopaths and chiropractors.

A men’s fitness studio is guided by the principle of “getting fit in a smart way” and tailored solutions will be offered in response to medical screening results. The spa will also feature a yoga and pilates studio, rooftop yoga studio and booster bar with rooftop greenhouse.

Soul House is a headed up Daniella Russell and Helen Coulon, two well-known industry figures who worked in spa operations and on numerous projects around the world before setting up the consultancy in 2014.

Kempinski Hotel Summerland Hotel & Resort
Beirut, Lebanon
Opening: 2016

A Resense spa in a striking circular building forms part of the 153-bed Kempinski Summerland Hotel & Resort that’s being built on Lebanon’s coastline.

Resense is the full-service brand of the spa consultancy with the same name. It’s a classical European spa concept with male and female wet areas and a fusion of modern and traditional design, art, music, therapies and bathing.

With interiors by Beirut’s Architectes Anonymes led by the Resense design team, the spa features nine treatment rooms – including two scrub rooms – male and female lounges; a cafe and outdoor terrace with a 150-year-old olive tree and a vitality pool. Suppliers are Forll’d, HydraFacial and Resense (with its own massage oils). There’s also a fitness centre featuring Lebanon’s first interactive Zone Dome screens.

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http://lei.sr?a=4A7x4_B
Canyon Ranch Kaplankaya

Kaplankaya, Turkey
Opening: 2016

Canyon Ranch is building its first international resort, the Canyon Ranch Wellness Resort at Kaplankaya, which is set to open in mid-2016 on the Turkish Riviera near Bodrum.

There will be a 141-room hotel, while the 107,500sq ft (10,000sq m) Canyon Ranch Spa, Fitness and Wellness Center will have 40 treatment rooms. It will showcase treatments combining traditional and eastern medicine practices – an integrative wellness experience the brand is known for.

Designed by the Office of Architecture in Barcelona, the Canyon Ranch development will include a “strikingly modern” resort that combines “a rarefied mix of natural beauty and contemporary design”. Geometric shapes and sustainable materials will be used to create eco-friendly buildings that integrate with the landscape.

WorldCare Wellness Village

Healthcare City, Dubai
Opening: 2020

The developers of Dubai Healthcare City – a health and wellness destination occupying over 90 acres (36 hectares) – have announced plans to create “the world’s largest wellness village”.

The city, which launched in 2002, is expanding to feature a WorldCare Wellness Village which will occupy an area equivalent in size to 16 football fields.

Located on a waterfront site, the village will contain holiday villas, personalised spas, sports venues and other leisure facilities. It will be anchored by a 100,000sq ft (9,200sq m) wellness centre that will focus on prevention and management of diseases by offering medical programmes built around patient education and lifestyle change.

“We are confident that the expansion will drive wellness tourism together with medical tourism, boosting Dubai’s diversified economy,” says Dr Raja Al Gurg, executive director of the city authority. “It will bring together unique wellness concepts and specialised services such as rehabilitation, counseling, sports medicine and elderly care for both residents and visitors.”

The site is expected to be operational in about four years time.

http://lei.sr?a=4A7x4_B
Mandarin Oriental Doha

Doha, Qatar

Opening: Q1 2017

Spa facilities at the Mandarin Oriental Doha, due to open in March 2017, have been designed with great sensitivity to the local culture and customs, says Mandarin’s group director of spa Jeremy McCarthy.

There’s complete gender separation starting from male and female receptions and continued along the whole spa journey. Should couple’s wish to spa together, however, there are two VIP treatment suites accessed by private elevators. One has a scrub room and the other a vitality pool and both are connected to a traditional Thai treatment room in a nod to Mandarin Oriental’s heritage.

Small prayer rooms are incorporated in each changing room as well as a tea lounge for guests to relax in before being led to luxury bathing areas or one of six single treatment rooms. There’s also an extensive gender-separate fitness offering and a focus on grooming treatments – a barbers for men and a hair and beauty salon for women.

The 160-bed Doha property is part of a reinvigoration project of the city’s old commercial district. Elsewhere in the Middle East, Mandarin Oriental is planning a contemporary hotel and residence in Beirut which will include a “spacious” spa. The hotel is being designed by Singapore-based Kerry Hill Architects.

Al Zorah

Ajman, UAE

Opening: 2017

Al Zorah is a mixed-use development being built in a coastal location just 30 minutes from Dubai and which will feature both residential and hotel components, including the Oberoi Al Zorah and Lux’s first property in the UAE.

Designed to be a luxury eco-destination, Al Zorah will be nestled within 247 acres (100 hectares) of forest, with a long beachfront and lagoons, and more than 60 per cent of its land devoted to protected mangroves and public spaces.

The spa at the Oberoi Al Zorah is inspired by the architecture of ancient Medina and will include private therapy suites and hammam rooms accessed along naturally lit, open-air corridors dotted with trees. It will also feature a 50m (82ft) pool and gym as well as yoga pavilions.

The 180-bedroom Lux* Hotel will feature a 1,500sq m (16,146sq ft) Lux Me Wellness Center that will include an indoor pool, adults-only outdoor pool with private gazebos, 10 treatment rooms and a central multipurpose hammam that will cater to men and women at alternate times. It will also include an indoor and outdoor Zen garden zone for meditation, tai chi, yoga and pilates, as well as salon and retail experience zones.

Above the spa will be 15 adults-only accommodation suites that will allow guests to participate in the Lux* Me wellness programmes. A Signature Wellness Concierge service allows guests to have bespoke programmes tailored to their spa and wellbeing needs.

http://lei.sr?a=T2S3X_B
Tea lounges and prayer rooms are part of the Doha spa, which offers gender separation throughout the whole wellness experience.
DEVELOPMENT PIPELINE: MIDDLE EAST

### Anantara Al Jabal Al Akhdar

**Saiq Plateau, Oman**

**Opening: Q3 2016**

The Anantara Al Jabal Al Akhdar is set in the rocky contours of the vast Saiq Plateau on Oman’s fabled Green Mountain, and perched 2,000m (6,562ft) above sea level on the curving rim of a large canyon.

Its 1,450sq m (15,608sq ft) Anantara Spa will include five treatment rooms and will focus on Thai and Arabian treatments, while a hammam can also be used to accommodate Bikram yoga.

Separate male and female thermal suites will each include a Himalayan salt steamroom, aroma-infused sauna, indoor relaxation bed chambers, outdoor patio with heated vitality pool and a health station with nutritious snacks and drinks.

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### Vichy Celestins Spa Hotel

**Doha, Qatar**

**Opening: Q1 2017**

French-based consultancy Vichy Spa International is setting up a medical thermal spa resort in Qatar that will specialise in the detection and prevention of diabetes.

The project is being built near Doha and positioned close to the only thermal park in the country, which is owned by the Hala Group Enterprises company.

Vichy Spa has developed a new international concept under the name Vichy Celestins Spa Hotel, which is oriented towards both thermal spas and health prevention, and will include treatments for metabolic and body balance, nutrition, sleep disorders and stress management.

Set to open in 2017, the resort will include 168 bedrooms along with a 3,300sq m (35,521sq ft) health spa.

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Anantara Al Jabal Al Akhdar is set in the rocky contours of Oman’s fabled Green Mountain.
Nikki Beach Resort & Spa

Dubai, UAE

Opening: Q3 2016

A 117-bed Nikki Beach Resort and Spa is being developed in partnership with Meraas Holding and will feature a 1,640sq m (17,653sq ft) Nikki Spa.

The spa will be managed by ESPA and will include nine treatment rooms – supplied with Gharieni beds – along with internal and external relaxation lounges for both men and women.

The Dubai property will be located on the waterfront of Pearl Jumeirah and will also accommodate 15 Jumeirah and will also accommodate 15 villas and 61 lifestyle residences.

DSA Architects and interior design firm Gatserelia Design are working on the project, which showcases the brand’s signature modern, all-white decor, blended with tribal influences, organic shapes and calm colours.

http://lei.sr?a=E7f9t_B

Mina Sultan Qaboos Waterfront

Muscat, Oman

Construction starts: Q2 2016

Some of the world’s best-known hospitality and spa operators are vying to get in on a new multi-million mixed-use waterfront destination in Oman, which will regenerate one of the oldest ports and market districts in the Arab world.

Brands such as Hyatt, Hilton, Four Seasons, Mandarin Oriental, Banyan Tree

and Viceroy have declared their interest in opening hotels in the Mina Sultan Qaboos Waterfront Project, which will enter the first phase of construction in June 2016.

The state-owned Oman Tourism Development Company (Omran) will establish a new company to develop the OMR500m (US$1.3bn, £917.7m, €1.19bn) waterfront scheme. Omran says the development will “set new standards for authentic waterfront destinations in the region” – on a 101-hectare (250-acre) site in the centuries-old Sultan Qaboos Port in Muscat.

http://lei.sr?a=E7f9t_B
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GOCO Hospitality has acquired the 155-year-old Glen Ivy Hot Springs Resort in California’s Temescal Valley, as well as an adjacent 65-acre (26-hectare) plot where it plans to develop a world-class wellness resort community.

The iconic hot springs attracts more than 160,000 annual visitors. It boasts 19 pools and thermal mud-bathing facilities in botanical gardens, a self-reflection labyrinth and 40 treatment rooms.

The first phase of development will see improvement to existing facilities including the addition of overnight lodging and evening access. In the second phase, the aim is to add a 90-room hotel along with a comprehensive wellness centre, medi-spa, organic farm and retail village, hiking trails, extra bathing zones, yoga academy and 125 residential units.

http://lei.sr?a=9v6u3_B

There are 19 thermal mud and bathing pools
DEVELOPMENT PIPELINE: NORTH AMERICA

Governors Island

New York City, New York, USA

Opening: Unconfirmed

A 72,000sq ft (6,689sq m) European-style hydrotherapy spa is planned for Governors Island in New York City. Architect Bob Henry is working on the project in conjunction with Milan-based QC Terme, which operates nine thermal spas in Europe. This is QC Terme's first US project.

A range of co-ed and gender-specific indoor and outdoor pools will sit alongside salt inhalation rooms, treatment areas, relaxation rooms, yoga studios and a cafe. The inclusive recreational development will see guests paying an “affordable day rate” to access facilities.

The entire island is being developed to include bike paths, children’s areas, hiking and biking trails – and the spa, which will also include 30,000sq ft (2,787sq m) of outdoor space with views of New York City and Wall Street.

The island is a short ferry-ride away from both Manhattan and Brooklyn.

Cliff House

Ogunquit, Maine, USA

Opening: Q3 2016

Set on 70 oceanfront acres (28 hectares) on Maine’s south coast, Cliff House Resort is undergoing a landmark transformation, and adding in a new seven-treamtment-room spa.

Created by Blu Spas, it will have an emphasis on the “wild and free” elements of coastal Maine, channeling the transformative interplay of water, stone, sky and sand. There will be a circuit of saunas, steam and aroma showers; a signature water suite with side-by-side soaking tubs and lounge seating with sound therapy.

The spa will also include a Sun Lounge – a pre- and post-treatment lounge where guests can interact, reflect and unwind. The expansive lounge features diverse seating zones and a connection between indoors and outdoors with natural light, terrace seating and fire elements.

The resort will also feature Spa Go, a service that brings spa to guests at the poolside. Treatments offered will include bodywork, foot massage and head/neck/shoulders massage.

Bathers will have views of Wall Street
Sentierre Padre Canyon & Sanctuary

Padre Canyon, Utah, USA

Opening: Unconfirmed

Sentierre, a new US hotel brand with a focus on wellbeing, will include a full-service spa created by Sylvia Sepielli in its first resort in Utah.

Designed by architects Allen+Philp, the Padre Canyon Sanctuary encompasses more than 14,000sq ft (1,300sq m), including six treatment rooms, relaxation areas, a pool and lounge. The sanctuary will also feature 14 standalone luxury spa guests suites.

The hotel will be built on a 43-acre (17-hectare) parcel of land in the Mojave Desert. The brands aim is to transcend traditional hotels by offering a range of pathways to stimulate all of the senses. Visits are designed to be introspective, interactive and invigorating and enable guests to discover personal wellbeing.

A unique aspect of Sentierre is the path guides – individuals who will help guests pursue their interests, specialising in crafting interactive life experiences.

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Spa designer Sylvia Sepielli has been a key advisor for Sentierre – a new US hotel brand which has wellbeing at its core
La Cantera

San Antonio, Texas, USA

Opening: Q2 2016

Destination Hotels is opening a 25,000sq ft (2,323sq m) indoor/outdoor spa sanctuary in mid-2016 at its La Cantera Hill Country Resort, just outside of San Antonio, Texas.

Part of a multi-million-dollar transformation of the resort, Loma de Vida Spa & Wellness will offer holistic, meditative and restorative treatments. Blu Spas consulted on the project.

The 17,000sq ft (1,579sq m) Loma de Vida – or Hill of Life – will have 15 rooms including suites with old-fashioned cowboy bathtubs. Products by Lavende, a Texas-based lavender line, will be used alongside Ila and Comfort Zone.

It’s hoped that wellness, education and communal events will make this more of a social spa.

Another 8,000sq ft (743sq m) of lush outdoor space, cabanas for al fresco treatments and a saline grotto pool rounds out the spa facility.

Blu Spas consulted on the project

Trump International Hotel

Washington DC, USA

Opening: Q4 2016

Ivanka Trump’s flagship spa is set to debut this year at The Old Post Office in Washington as part of a US$200m (€174.2m, £138m) redevelopment.

The 10,000sq ft (929sq m) Spa by Ivanka Trump is a prototype for the ex model and will be rolled out across the 14 existing international properties in the Trump Hotel Collection as well as at future sites. Trump Hotels is owned by Donald Trump – the US real estate developer who’s the Republican nominee to run for presidency.

Spa consultants WTS International as well as Bob Henry Architects have both been involved with in the project. WTS is also the favoured spa management company for the brand.

Four Seasons Napa Valley

Calistoga, California, USA

Opening: 2018

Four Seasons is planning a luxury resort in Napa Valley, California, that will include a spa using the natural geothermal waters unique to the Calistoga region.

It’s set to offer treatments such as mineral-rich clay and volcanic ash baths, as well as skin and bodicare therapies.

 Owned by equity firm Alcion Ventures and developed in partnership with Colorado-based firm Bald Mountain Development, the resort will include 85 guestrooms, 20 residence villas and its own fully-operational winery.

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http://lei.sr?ea=x7B9f_B
Miraval rollout

Across the USA

Opening: Unconfirmed

Famous US wellness destination Miraval is to open up to seven more “full blown” resorts in the next five years, according to new CEO Steve Rudnitsky. On top of that, it has plans to rollout its Miraval Life in Balance spas at other possible resorts – the first has just launched at St Regis Monarch Beach Resort in California with 24 treatment rooms and more than 70 signature therapies on offer.

Private equity firm KSL Capital Partners, which also has a stake in spa brand ESPA, entered into an agreement to jointly own Miraval with Revolution Places in June 2014.

“We know that we can easily adapt this experience to the California wine region, the Colorado mountains, parts of New England, Hawaii, as well as parts of Florida,” says Rudnitsky. Mexico and other international locations have also been hinted at.

http://lei.hr?aa=s4H7T
DEVELOPMENT PIPELINE: NORTH AMERICA

Kohanaiki Resort
Kona, Hawaii, USA
Opening: Q3 2016

Tracy Lee of TLee Spas is designing a spa for Hawaii’s Kohanaiki Resort that’s inspired by the two words ‘aloha aina’ (love of the land).

The 450-acre (182-hectare) oceanfront village resort has views across dramatic coastal landscapes with ancient lava flows.

The spa design – with four treatment rooms all boasting outdoor showers and soak tubs – will use natural materials, and blend the indoors with the outdoors, with architecture that makes use of natural breezes and the warmth of the sun.

Its underlying treatment philosophy will draw on the teachings of native Hawaiian healers and be organised according to three foundational principles: mana, or spiritual energy; palua, or complementary opposites; and pololei – the ancient Hawaiian belief that each person takes responsibility for the balance and harmony in his or her life.

Mar Adentro
Los Cabos, Mexico
Opening: Q2 2016

At the upcoming design-led, all-white hotel Mar Adentro in Los Cabos, Mexico, Bonnie Baker, co-founder of Satteva Spa & Wellness Concepts, is creating a spa in stark contrast – a dark, cave-like area inspired by local cenote swimming holes.

The Mar Abierto Spa is located deep within the property and a spiral walkway provides the sense of entering into a secluded cavern. Reflecting cenotes, seawater cascades from an opening in the ceiling into an aqua therapy lounge.

The decor has been inspired by the colours and textures of the ocean and the rhythm and motion of the waves.

There will be six multi-purpose treatment rooms and an organic apothecary and blending bar will allow guests to personalise products using essential oils, base oils and pure waters.

Baker’s concept focuses on the idea of the spa as a portal that enables guests to open up to existence, life and wellbeing. She says: “It speaks to that ability to remove yourself from what’s happening out there and find yourself in such a deep place.”

A signature hotel for architect Miguel Ángel Aragonés, the stylised Mar Adentro is set to open in mid-2016.
INDUSTRY INSIGHTS

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The Future Hunters: Ripe For Exploration ......................... p76
GWI Initiatives: Driving Change ........................................ p82
Mia Kyricos: Business Talk ............................................... p86
In my role in the Seychelles, as well as overseeing seven other spas in the Middle East and Africa, I’m expecting continued growth in personalised treatment and service experiences as guests expect us to become more like lifestyle coaches.

Consumers are no longer just treatment orientated. They’re very educated, asking more questions than ever and looking at ways to extend the experience well beyond the treatment itself. They want follow-up and customised programmes so they can incorporate what they’ve learned into their daily routines.

Spas may have to look at opportunities to stay connected with their guests throughout the year to support them in their quest for an optimum lifestyle. Guest service, care and experiences will be taken to a different level and will continue long after the guest has left the spa. This also creates an opportunity for retail as guests actively look for products that can assist with their journey after they depart, so it’s crucial we’re prepared to deliver what they’re looking for and to capitalise on this trend.

Verena Lasvigne-Fox, senior spa director, Four Seasons Seychelles
Spas may need to think of ways to connect with guests after their visit.

Lasvigne-Fox is predicting more demand in personalised treatments as customers expect spas to be more like lifestyle coaches.
“The new way of doing spa business in Africa will be to kick clichés by creating customised destinations and experiences which discerning guests simply cannot live without”

Mandy Trollip, managing director, Amani Spas

We operate 16 spas across a wide range of properties in South Africa, from those in blue chip city and country hotels to safari lodges, but despite the different locations what we’re noticing in all customers is the cult of the self: where the need to look and feel good is more valued and valuable then ever before.

With this in mind, creating a spa experience which is truly personalised to encompass the individual’s needs and demands is an absolute must in our part of the world.

All too often spa-goers are enticed into the ocean of sameness – indulgence, pampering, beauty, tranquility. We think the new way of doing spa business in Africa will be to kick these clichés by creating customised destinations and experiences which discerning guests simply cannot live without, the kind which ensure genuine integration of spa and lifestyle to keep them coming back for more.

Elsewhere, there’s a growing demand to achieve more with less time, so express treatments are essential. Meanwhile, the strongest emerging market is men. Men’s health, wellbeing and grooming is growing more rapidly than women’s in this region, especially in five-star city hotel spas. The urban gentleman is on the rise and they’re on the look out for edgy, results-driven experiences. It’s time for spa destinations to be open and engaging for both male and female guests.

The strongest emerging African market is men

The need to feel and look good is more valued than ever
The Asian destination spa market is buoyant and we’ll see new sites by one or two major brands appearing this year. There are also two exciting emerging fields for spas in the region. The first is wellness communities, driven by property developers responding to rising consumer demand for wellbeing. These large-scale projects combine residential homes with wellness-orientated infrastructure to create total lifestyle solutions. The model offers excellent collaboration potential for all types of wellness business – from spas, medi-spas and holistic health facilities to wellness hotels/resorts, fitness, healthy food stores and cafes and healthy lifestyle retail. The challenge is to present clearly defined brands and innovative concepts that attract the interest of home owners while being viable for developers.

Wellness community projects we’ve worked on include Avira Living in Wellness, a development by the Eastern & Oriental hotel group which will have 3,000 homes, as well as Qi’n Wellness which opens with a destination spa and wellness centre in Hainan, China in 2017 (see p33). This trend isn’t confined to Asia, and there are many international examples, but with the large-scale developments typical to the region, we’ll see more activity, particularly in China, in the coming year.

The second emerging field is integrated and functional medicine clinics such as the Holistic Medical Clinic, Bangkok and Life Clinic in Hong Kong. Such facilities offer results-based, anti-ageing medical treatments to boost internal health. At the same time, there’s still a demand for anti-ageing aesthetic treatments, suggesting an appetite for both internal and external healthy ageing services.

“With large-scale developments typical to the region, we’ll see more activity in the wellness community field, particularly in China, in the coming year”

Joy Menzies, managing director, DSM Wellness Management
In Australasia, hot springs are increasingly becoming a driving force for wellness, community engagement and cultural evolution and we expect this to gain momentum in the next 12 months and beyond for a number of reasons. Operators of hot springs in the region have been collaborating to evolve an industry that provides more than just a relaxing and recreational experience. They’re recognising that thermal waters have a broader role to play in building healthy communities. The physical, mental and cultural benefits of thermal mineral springs are being woven into the offering. In addition, consumers are increasingly recognising hot springs for their therapeutic benefits. Recently, RMIT University surveyed nearly 4,000 visitors at Peninsula Hot Springs and “significant relief” was reported by 38 per cent of those who said they had depression and by 48 per cent of those with stress or anxiety. More than 80 per cent of all visitors said they had better sleep after bathing in the thermal waters. Hot spring design that integrates nature and encourages movement contribute to these outcomes.

From a cultural perspective, a diversity of thermal bathing experiences such as hammams from Turkey, Yemen and Morocco; saunas from Scandinavia; and coloured mineral clays from across Australia, provide a cultural connection.

“Operators of hot springs in the region have been collaborating to evolve an industry that provides more than just a relaxing and recreational experience”

Charles Davidson, CEO, founder & director, Peninsula Hot Springs
Improved economic conditions has led to growth rates in spa customers across the Netherlands. Our own spa sport hotel, with a spacious 13,000sq m (139,931sq ft) spa, is located on the outskirts of Amsterdam and usually carries out more than 31,000 treatments annually and we had 15 per cent more guests at the start of 2016 compared to 2015.

Across the country, we’ve noticed an increase in the demand for wellness days, inclusive of a treatment and lunch or dinner, over one-off services and we see spas offering more packages because of that.

Frequent spa guests are aged 35-60, but millennials [the older of which are aged 18-35 in 2016] are a new target market and operators are focusing on online and social media marketing and communications to catch their attention. Adapting to their wishes, they’re also introducing things like evening entrances, combined with meals, so these young executives can relax at spas after a busy day at work.

Attracting more international guests is another target, but the big challenge with this is that almost all spas in The Netherlands are co-ed and nude. Most facilities have a swim wear day once a week and we expect these to become even more frequent to attract international customers in line with global spa etiquette.

“Adapting to millennials, spas are introducing things like evening entrances, combined with meals, so these young executives can relax after a busy day”

Frank Van de Bruele, CEO, Zuiver
Collier International’s new Dubai spa benchmark report (see p108), gives an indication of the general trends, challenges and opportunities in the Middle East. The most interesting benchmarks – the ones which everyone’s talking about – are spa capture rates, retail as a percentage of revenue and treatment room utilisation. And while the results are far from positive, and somewhat unexpected, they will help spas to evaluate performance and influence how they develop.

The report compares hotel spas in urban and resort locations with an average of 7.9 and 13.6 treatment rooms, respectively. When it comes spa capture rates, there’s been a slight incline in resort (0.7 per cent) and decline in urban (-0.2 per cent)) properties. Guests are being ever more conscientious of how they spend their money and spas no longer have the luxury of just waiting for their guests to arrive. Spas need to actively get out and bring the business in.

While spa retail sales in Dubai are consistent, according to the report, buying habits in the region are changing. Chinese clients are switching from high-end to more mid-range brands, while Russian guests are spending less due to the decreasing strength of the Euro. If spa operators focus on providing strong consultations and guest care as a means to retail, they should see an increase in product purchases.

Treatment room utilisation continues to be low in this region, the report shows an average of 15-20 per cent which means spa rooms are empty more than three-quarters of the time. This is reflective of over demand and competition combined with large spas with many treatment rooms that frankly just can’t be filled.

In the future, we predict that owners will build smaller spas with fewer treatment rooms to support the [lesser] demand of hotel and local guests. Expectations will then be aligned as people can strategically run their business.

“The benchmarks everyone’s talking about are spa capture rates, retail as a percentage of revenue and treatment room utilisation”

Lindsay Madden Nadeau, director of spa integrations and operations, FRHI
“Clients respond well to things like simplified menus, unique membership options with no fine print and price per minute to fit schedules and wallets”

Nicolas Ronco, founder & CEO, YeloSpa

Days spas make up over three quarters of the industry in the US and amazingly these facilities have not really evolved since the 80s. There’s a need for innovation and we feel a new way of doing business in the day spa segment is to observe customers and anticipate their needs.

Clients in high-end urban areas are extremely well-educated and informed. They have active, successful careers and no time to waste. They respond well to things like simplified menus, unique membership options with no commitments or fine print, price per minute to better fit with their schedules and wallet and streamlining at check in so that 95 per cent of their time is spent in a treatment. Expect to see much more of this in the year ahead. Extreme customisation of the client experience is also big – starting with an individual consultation to ask them to choose the sound/music, aromatherapy and chromatherapy.

What I’m really excited about is the fact that urbanites have become health and wellness freaks. They really pay attention to what they ingest, how they exercise and approach life. This kind of thinking is no longer reserved to the top 1 per cent or the LA crowd. In this respect, sleep therapy, hygiene and napping has been huge for us and with the general public starting to understand that sleep has proper health benefits – from heart health and weight loss to fighting depression, anti-ageing and enhancing performance – this will only continue.

If day spas understand how to catch this new wave by addressing what clients really crave, they’ll be successful.
The world is changing more rapidly than ever before, thanks, in large part, to the exponential rate of technological advancement. As a result, it’s becoming increasingly challenging for leaders across all industries to adapt and respond to all the disruption. However, within all of this lie tremendous opportunities for growth.

Growth segments: gerontopoly & cybrids

In the future, success for the spa industry will lie very much in its ability to attract both the oldest and youngest adult consumer segments. This may sound like a contradiction, but the world is simultaneously ageing and getting younger – depending on where we focus.

Many parts of the world are ageing rapidly. China, India, Japan and the US have some of the biggest ageing populations and the levels of seniors throughout Latin America are also rising significantly. By 2050, approximately 16 per cent of the world’s population (1.5 billion people) will be aged 65 and older.

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Many parts of the world are ageing rapidly. China, India, Japan and the US have some of the biggest ageing populations and the levels of seniors throughout Latin America are also rising significantly. By 2050, approximately 16 per cent of the world’s population (1.5 billion people) will be aged 65 and older.

The 65-plus market will be one of the biggest engines for growth in the spa market in the coming decade

The upside to all of this is that one of the most powerful and little understood markets is emerging globally. We propose the term ‘gerontopoly’ be used to define this burgeoning industry and economy, and wellness businesses will balloon with opportunity. As the population ages and many people live longer, there will be an increasing premium put on experiences that relax and revitalise or which increase health and wellbeing. Rather than viewing this segment on the margins, the spa industry should recognise that the 65-plus market will be one of its biggest engines for growth in the coming decades.

But there’s also a demographic tidal wave coming from the other end of the age spectrum. Generation Z is loosely defined as those born after 1995 (those turning 20 in 2016, and younger) – the same time that the internet became a commercially ubiquitous technology. There are roughly 2 billion members of this generation worldwide and they represent around one-quarter of the North American population. Their values will be very different from the millennials who preceded them. People often categorise today’s youth as being ‘digital natives’. But these are not just digital natives. They are ‘cybrids’, cyber hybrids, who have a fully symbiotic relationship with the digital world, literally from the moment they’re born.
While the spa industry may not have traditionally considered those under 18 to be its core market, it would be well-served to account for their evolving desires, because they’ll fast become the new customers of tomorrow.

These consumers have tremendous spending power and are socially-conscious and mindful. In addition, they’ll be looking to disconnect from certain technologies while also enjoying wellness experiences that better utilise others. For example, cybrids may want the essence of a traditional Zen experience, but they will also want that integrated with smart sensors or wearables. Those devices will customise the physical spa environment to their individual needs or be responsive to their physiological changes in real-time through subtle changes in scent, lighting, sound, music and temperature.
Virtual & augmented reality

Virtual reality (VR) has advanced rapidly in recent years. Oculus Rift, Samsung Gear VR and Google Cardboard are fast becoming more familiar to consumers. VR is also at the heart of evolved storytelling and brand engagement. Narrative expressed through VR has the chance to completely revolutionise everything around us by simulating a multi-sensory and immersive sense of place. In our shop, we define true VR as technology that tricks the brain into thinking that it’s somewhere else, doing something else, in real time. Truly effective VR will be able to accurately simulate and integrate inputs from all five senses. While we’re not quite there yet – due largely to constraints on haptic technology, we’re making rapid progress. Google acquired Thrive Audio, a company that specialises in spatial audio that becomes three-dimensional, effectively surrounding you. Feelreal has developed a mask that releases scents to enhance what you see in a headset. And researchers are developing electrodes for the tongue that mimic taste.

Imagine capturing potential customers through teasers that accurately simulate what the spa experience will be like. Then, once in the door, imagine a spa that deploys VR headsets (in dedicated relaxation rooms, or during treatments) that immerse customers in relaxing environments of their choice – a tropical beach, in the mountains or gazing upon the night sky – that enhance the experience. Or, imagine a spa that allows customers to be at the spa without actually having to be at the spa – thus giving people access to many of the benefits of the spa experience, on-demand, 24/7.

Augmented reality (AR), as opposed to VR, is less about creating an alternative reality as it is about overlaying data to enhance our actual physical reality. The Future Self Mirror gathers data from fitness, health and diet trackers to predict and visualise what you’ll look like in the future. Using a digital screen behind a mirror and motion trackers, it creates an AR experience where data about your health is superimposed on your reflection in real time. Researchers have shown that letting people watch their future avatars

ABOUT THE FUTURE HUNTERS

The Future Hunters is one of the world’s leading futurist consultancies. For nearly four decades, its team has identified long-term trends and evaluated the strategic implications of those trends for several of the most influential companies, trade associations and public sector clients including General Electric, American Express, Lego, Unilever and Procter & Gamble.

In their day to day roles, the team looks at a wide spectrum of issues that relate to the future of wellness including health and medicine, workplace wellness, nutrition, mindfulness and spirituality. Over recent years, The Future Hunters has also played a key role in moderating sessions at the Global Wellness Summit.

Details: www.thefuturehunters.com
Virtual reality is fast becoming more familiar to consumers. It’s also at the heart of evolved storytelling and brand engagement...and can simulate a multi-sensory and immersive sense of place.

Spa goers could imagine themselves in relaxing environments of their choice by using VR.
get more healthy or unhealthy based on food choices can change present-day behavior and ensure a healthier old age. As more of the world ages, future scenarios of self will be important motivators to change current behaviors. These sorts of simulations could input empirical data about the health and wellness benefits of spa experiences to increase customer engagement.

**Spirit-duality: the evolution of workplace wellness**

Trends always lead to their own counter trends. In a world defined by rapidly evolving technology, an increased search for meaning is a logical consequence. Nowhere is this more palpable than in the workplace which is becoming more spiritual and more technologically-dependent. This is the essence of spirit-duality and it will define workplace wellness in the future.

On the technology side, we see the rise of tracking programmes and self-quantification. Our performance, health, fitness and decision-making are increasingly quantified. Additionally, the idea that we might express qualitative phenomena such as happiness or life satisfaction in quantitative ways has gained credence. Applications to even measure the soul are now on the market.

Going beyond technology, companies are looking for ways to enhance the spiritual and mental wellness of employees. They’re doing this through better feedback mechanisms. “Accentuate the positive” has become a new workplace mantra. Gallup’s StrengthsFinder was used by 467 of the Fortune 500 last year. Firms are also using software platforms like Payroll Hero, which lets people give coworkers Expect to see more multi-sensory experiences like Somadome come into the workplace and spas.

Meditation-based pods like the Aura provide respite from technology
a thumbs-up for a job well done. They’re also doing this by prioritising output (results) over input (clock-in; clock-out). And they’re doing this by trying to decrease employee burnout. Tech firms like Netflix, Evernote and IBM are exploring unlimited vacation policies.

Complementing all of this is an increasing scientific legitimisation for eastern and alternative medicine. Researchers are combining western techniques for analysing complex biological systems with the traditional Chinese medicine notion of seeing the body, and symptoms, as a networked whole. The Indian government is pushing to show that ayurveda is based on sound science, leading to the nascent field of ‘ayurgenomics’. On top of this, we’re even seeing advancements in the study of plant intelligence and consciousness. It’s long been known in eastern medicine that plants and humans together have important interrelations which affect the health of both.

The integration of technology with eastern principles will define the workplace wellness programmes of tomorrow. This is happening already through meditation-based technologies like the Orrb, a womb-like cocoon for offices where people can de-stress. Similar meditation/multi-sensory experiences targeting both spas and corporate offices include MyCoocoon, Somadome and the Aura pod. Meanwhile, neurosignaling algorithms like Thync, which targets electrical stimulation to specific regions of users’ brains, allows users to become more focused, motivated or calmer.

Workplace wellness is currently one of the most discussed topics in the wellness and spa community, because it drives so many health, productivity and profitability outcomes. As workplace wellness programmes evolve, spa visits might well be encouraged by employers. Or, perhaps, in some cases, even mandatory? In the near future, as more data-based evidence builds the case that spa- and other wellness-related activities improve health outcomes, and drive down costs, some insurance companies could conceivably cover spa visits much the same way they currently cover doctor visits.

**Industry elevation**

Taken in combination, new demographic segments, emerging technologies and workplace wellness mandates will dramatically change the face of the spa industry. While competition will be intense, the size of the overall wellness market will increase – providing spa businesses with exciting new opportunities to cultivate customers, differentiate themselves and ultimately elevate the industry to a new level of cultural significance.

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**About the author:**

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Driving change

Susie Ellis reports on the Global Wellness Institute initiatives which are directly impacting, and helping to develop, the spa industry worldwide

One of the pillars of the non-profit Global Wellness Institute (GWI) is to shepherd and support an ever-growing number of initiatives to further the conversation about wellness in its many forms and solve key sector issues. Among the dozen current GWI initiatives (see p85), four are aimed squarely aimed at the spa arena focusing on areas such as staff, hot spring facilities and spa consultants.

Each year, people behind the initiatives convene at the Global Wellness Summit (GWS) to report on progress in a series of forums and the next summit takes place in Austria on 17-19 October (see p352). But what’s exciting to watch is how, under the direction of a passionate chair and a taskforce of thought-leader members, these initiatives have taken on a life of their own with members meeting regularly between summits to forge their next projects. It’s also gratifying to watch them check their personal business agendas at the door and come together with colleagues (and often competitors) for the greater good of their industry.

Here I spotlight what a few of these spa-related initiatives are about – what they’ve accomplished since the last summit in November and what they plan to achieve before meeting in Austria and beyond.

CONSULTING BEST PRACTICES

The spa industry is growing fast, adding a wider wellness orientation to its high-touch, personal care environment. As such, the role of consultants in guiding owners/developers has also expanded and become more complex.

This initiative, chaired by Wynne Business consultant Lisa Starr, was recently formed to address the reality that while spa consulting is an industry unto itself, there are no official qualifications for it or a clear code of conduct. A key aim is to provide prospective clients with information, not just on how to find consultants, but what to expect from them. The initiative has already created resources in both of these areas and plans to expand on them in 2016.

On p133, the Spa Business Handbook, also highlights this key part of the sector.

GLOBAL CAREER DEVELOPMENT

The lack of qualified spa managers and career development options worldwide was the impetus for starting Global Career Development Initiative, which was founded by Anna Bjurstam from Six Senses and Raison d’Etre. Industry recruiter Lori Hutchinson, who recently passed away, played a central role for many years and her insight will be sorely missed. As of November 2015, the new chair is Jean-Guy de Gabriac, founder of training consultancy Tip Touch International, and the initiative revolves around three dynamic programmes – with plans to grow each one of them significantly in coming years.

The Global Mentorship Program pairs spa manager mentees with experienced...
While not an official GWI initiative, Global Wellness Day is a movement that it supports under its ‘passion projects we love’ banner.

**Passion projects we love**

**Global Wellness Day**

The Global Wellness Institute also recognises other initiatives which are driving change in the sector, including Global Wellness Day (GWD).

GWD, the brainchild of Turkish spa destination owner Belgin Aksoy, is celebrated worldwide on the second Saturday of June (11 June 2016) with a series of public events to encourage people to ‘live well’. It’s supported by numerous tourism and government agencies globally and has more than 65 ambassadors worldwide, the majority of whom are spa industry professionals.

In 2016 GWD was celebrated in 100 countries across 1,000 locations (with access for 250 million people) driving an international advertising equivalent of US$3.5m.

industry mentors for months of one-on-one education. This programme has already more than doubled from 2015, with 38 mentors now guiding and inspiring mentees in 30 countries, while also providing insight with a dedicated website: www.mentorshipevidence.com.

The Global Careership Program is a website launched in 2015 that provides a wealth of information including current job openings for anyone considering an exciting and international career in spa or wellness: http://spaandwellnesscareers.com

As part of the Global Internship Program, two reports revealing the current state of spa and wellness experiential learning programmes globally were released this February showing a disparity.
between highly structured and loosely structured schemes. The Global Best Practices for Spa & Wellness Internships manual was also published in February. In the coming year expect new efforts to expand the number of interns in the spa/wellness industries (which seriously lags behind other sectors).

**HYDROTHERMAL**
Created with the purpose of establishing international standards for the design and construction hydrothermal areas, this initiative is chaired by Don Genders, managing director of Design for Leisure.

The second edition of its Hydrothermal Spa Development Standards guide will be released at the GWS in October, offering expanded content and with new chapters on general wellness and spa design and how to best manage the design and construction process of these areas. A strong message is that good hydrothermal and spa design does not automatically have to be expensive – it just has to be good.

Additionally, the initiative now provides support to educational organisations and in 2017 the first ever module on Wellness and Spa Design will be incorporated into an architectural degree course at the Bauhaus University, Germany.

**GLOBAL HOT SPRINGS**
This initiative’s mission is to bring awareness to a niche, but crucial, segment of the spa industry, which is experiencing a renaissance worldwide – even in nations where they’ve been around for centuries. The taskforce, chaired by Amy McDonald, owner of Under

The career initiative aims to tackle international spa workforce challenges

**Passion projects we love**

**Wellness for Cancer**
Another independent industry movement the GWI wants to draw attention to is Wellness for Cancer. While spas are all about compassion and stress reduction, very few empower their staff to be the best for those clients who need it most: those that have, or are recovering from, cancer.

The Wellness for Cancer organisation, under the guidance of executive director Julie Bach, aims to fill that void by helping spas to embrace cancer via its cancer-focused educational platform for staff, while also providing the first standardised set of training/business criteria.

The focus in 2016 is to help more spas to become cancer aware, sensitive and ready. Training now includes meditation for self-care and there are trainers in the US, Canada and Mexico, the UK and Europe, the Middle East and Asia.
a Tree Health & Wellness Consulting, aims to educate consumers about the benefits of hot springs, unite the fragmented global hot springs community and champion sustainable development.

In 2015 it revealed the *Hot Springs and Geothermal Mineral Waters: A User’s Guide*, which covers best practice bathing suggestions and the differences between the many varied water types. At the 2015 GWS, a panel presented on how hot springs generate more bottom-line profit than traditional spas – upwards of 20 per cent in some cases – and offer greater accessibility because they’re less expensive for people to experience.

Key plans for 2016 include a second edition of the users guide; growing the database of hot springs facilities with a deeper focus on Europe; generating white papers/articles from member nations and benchmarking data on hot springs profitability; and proposing a keynote for the summit in Austria.

**GET INVOLVED**

Many of the initiatives described in this article started out as forums at the annual summit and blossomed into year-long taskforces when the GWI launched in 2014. All of them represent the heartbeats of the summit embodying its mission of ‘joining together, shaping the future’ and also demonstrating the institute’s goal of ‘empowering wellness worldwide’. Each of the initiatives are driven by industry leaders who volunteer their time and insight – and they’re thriving! I hope you will explore them and get involved at: www.globalwellnessinstitute.org/initiatives/

**EXPANDING INITIATIVES**

The Global Wellness Institute currently supports 12 industry initiatives. Aside from the four, squarely-spa-focused ones profiled in this article, they include Clinical Wellness Best Practices, Future of Well Work, Minister of Wellness, Wellness Communities, Wellness Tourism and Digital Innovation for Healing Initiatives – which are also of critical relevance to the spa industry.

In the months leading up to the next summit, other important new initiatives will launch, such as From the Baltic to the Black Sea which will focus on bringing more visibility to the countries located in this region and their rich wellness heritage. This will be chaired by Alla Sokolova, co-founder of the Balans International Wellness Centre in Latvia.

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Mia Kyricos tells us about the trends that will have the biggest influence on spa operations in the year ahead

Hotel spas: from name-change to game-change

Over the last 18-24 months, there’s been a considerable shift in spa industry terminology, thanks in part to the 2014 Global Spa & Wellness Economy Monitor which sized the global wellness economy to be US$3.4tn (€3.1tn, £2.4tn). Wellness, originally considered just a type of service offered by spas inclusive of nutritional or lifestyle coaching, leapfrogged in positioning as the umbrella industry representing everything from spa and wellness tourism to beauty and anti-ageing.

At the same time, the ‘well’-minded consumer has emerged more noticeably. Hotel spas – historically deprioritised behind other departments – have been inspired to reposition themselves along the wellness continuum. In fact, some are successfully extending their lifestyle expertise beyond the four walls of the spa to the overall built environment and programming of the hotel.

This game-change has further inspired a name (and role) change for spa professionals at the property and corporate level. Both Six Senses and Fairmont Hotels & Resorts International (FRHI) now have a vice president of spa and wellness; Hilton a senior director of global wellness; and Lux Resorts a chief spa and wellness officer – all forward-thinkers now better positioned to reconsider the wellness propositions of the entire hotel portfolio, not just spas. We’re seeing similar changes at the property-level as well. Anantara now hosts visiting masters of wellness, while Mandarin Oriental is starting to recruit directors of spa and wellness.

Finally, with Accor’s recent bid to acquire FRHI, and Marriott’s move to buy Starwood, we expect the game-change to continue at the corporate level, hopefully fostering innovation in how today’s hotel spa talent, assets and wellness-related programming are...
With Accor’s recent bid to acquire FRHI, and Marriott’s move to buy Starwood, we expect the game-change to continue, fostering innovation in hotel spa talent, assets and wellness-related programming.
strategically and operationally supported in the months ahead.

Reconsidering revenue drivers: from yield to memberships to retail

According to the 2014 Global Spa & Wellness Economy Monitor, the global spa industry is worth US$94bn (€85bn, £66bn) and while updated numbers are pending later this year, we suspect the sector has likely crossed the US$100bn mark. Various other reports suggest a more buoyant economic climate for spas, increased visitor numbers and new opening. This is largely great news.

At the same time, however, income increases have not always kept pace – the 2015 US Spa Industry Study (see p112) reports a drop of 1.3 per cent in US spa revenues. We believe these modest declines coupled with a rise in competition and consumer awareness for all things ‘well’, will require spa managers to reconsider additional revenue drivers left largely untapped in recent history.

Specifically, we think yield management software programs and membership models, as well as strong retail merchandising strategies, both online and offline, still offer some of the greatest opportunities to secure regular working capital (memberships) and increase revenue per and after visit (retail).

Perhaps most compelling, is the opportunity for spas to better manage dynamic pricing and availability of inventory (yield). This is a practice that software specialists Frank Pitsikalis, CEO of ResortSuite and Dan Chandre, SVP of Booker, both believe spas are still markedly resistant to, regardless of it being long-employed by hotels and airlines and accepted by consumers. Disney Hotels & Resorts just announced that it will offer ‘surge pricing’ in its parks on busy days. Why not spas?

In the end, “gimmicks are outdated, consumers are smarter and you have to be transparent with your offerings”, says Nicolas Ronco, CEO & founder of YeloSpa, an innovator in spa memberships. This includes, we believe, the basic laws of supply and demand.

Wellness lifestyle: from addiction to mental health and recovery

It’s no secret that despite the spa and wellness industry’s promise to cater to the mind, body and spirit, mental health – from depression to addiction – has largely been left on the sidelines of treatment menus. Yet the wellness lifestyle is increasingly championed by cutting-edge integrative healthcare and rehabilitation centres, such as the newly developed Naufar in Qatar. Naufar is a 75,000sq m (807,293sq ft) hospital which specialises in substance abuse and addictive disorders including the related conditions of anxiety and depression.

According to Bryan Hoare, wellness lead at Naufar, the goal of the facility is to improve people’s lifestyles and wellbeing through both clinical excellence as well as
wellness-focused awareness and change programmes across 18 focus areas – from movement to massage and nutrition and even socialisation.

Historically, a stigma has existed in the industry around mental wellbeing. Spas may champion mindfulness and meditation as proactive wellbeing practices, but a scarce few use them in the treatment of mental health and emotional trauma. Amy McDonald, owner of Under a Tree Health & Wellness Consulting advises spas to remember when developing programming that “mental and emotional health is paramount for individuals to find and maintain healthy lifestyles”. We’re beginning to see an awareness of this deficit among spa owners and managers and expect it to influence menus and service protocols.

Sunrise Springs Resort in Sante Fe, New Mexico, for example, has modified principles of addiction and mental health recovery to work in a wellness resort environment with a menu of medical, psychological and spa-related services.

Elsewhere, Switzerland’s Grand Resort Bad Ragaz has a mental health department; Green Valley Spa in the US caters to war veterans suffering from post-traumatic stress disorder; and Spa Eastman in Canada promises fresh starts for divorcées. The opportunity now is for spas of all sizes, to no longer leave the mental health of their patrons unchecked.

Community wellness: from standalone spas to standalone cities

In May of 2015, several owners, developers and senior spa and wellness stakeholders, convened for the first time as part of the newly developed Wellness Communities Initiative, which was sponsored by the Global Wellness Institute.
Institute (see p82). The goal of the group was to meet monthly, share best practices from pioneering sites and provide resources for the effective development of wellness-related real estate – mostly focused on large, multifaceted, residential communities – in the months and years ahead.

Wellness communities are defined by the group as “communities and buildings proactively developed with the holistic health of its residents, guests, environment and surrounding community in mind”. Such sites have begun to surface in earnest around the world, from Latin America to Europe and Indonesia. Some developers plan to extend beyond this: to create an entire residential community, such as Serenbe in Georgia; or an eco-village such as BedZed in the UK. In Florida, work is underway on a full wellness city called Lake Nona, while a Destination Medical City is on the cards in Minnesota, home to the Mayo Clinic.

What’s most exciting about these developments is the opportunity for spas and integrative health resorts to eventually exist in a place where healthy lifestyles are not only promoted in their treatment rooms, but also actively supported as a core value of its surrounding community. Characteristics of these communities may include but are not limited to: access to nature, fitness facilities, mind-body programming, green building, freshly grown and locally-sourced foods, cutting-edge medical and wellness-driven facilities, and in some instances, wellness programming that extends beyond homes to places of work, play and education.

We believe that today’s spas – traditionally standalone facilities in bustling cities or part of hotel brands with disjointed consumer experiences – will soon have the opportunity to serve as the heart of wellness communities purpose-built with health and healing in mind. And one can hope that by existing in these shared communities, more investment can be made in the treatment of consumers versus the marketing historically required to both inform and attract them.

About the author:
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The eighth Spafinder Wellness 365 survey on spas and wellness provides a positive outlook for the spa and wider wellness industry. Undertaken mid-2015, the findings are based on an online survey of 200 travel agents, 70 per cent of who come from North America, while the other 30 per cent are based in Europe. This is the first edition to be called the State of Wellness Travel Report as opposed to the State of Spa Travel Report, reflecting, according to the survey’s authors, “that spa and wellness have become one in the minds of consumers and travel professionals”. In this survey, wellness travel is defined as “travel associated with the goal of enhancing one’s personal wellbeing and includes the pursuit of physical, mental, spiritual or environmental wellness while travelling for either leisure or business”.

One highlight from the findings is that the market has further increased its appeal to men and a younger clientele. Other key findings show that awareness of wellness travel has risen and further growth is expected, that the market commands a premium and that there’s an expansion beyond spas with more consumers increasingly “demanding a multitude of wellness travel components at properties and destinations”.

**BROADER MARKET**

The top two age brackets to book spa and wellness travel are, in first place, 46 to 55-year-olds followed by the 36 to 45 age bracket. These two brackets lead by a significant margin. In third place are the heart of the boomers – the 56 to 65 age group, in fourth place the millennials and youngest gen X groups – 26 to 35-year-olds and at the bottom, those over 65.

Yet, interestingly, this survey reveals that “every wellness component at properties matters more to younger travellers”. Agents were asked to rate the importance to their clients of 16 wellness components offered by spas and other tourism facilities, on a scale of one (not important) to 10 (extremely important). Graph 1 shows that on every single one, millennials and gen X (under 49 year olds) rated these components as more important than the baby boomers and older (50-plus-year-olds), even though, as Beth McGroarty, research director at Spafinder Wellness 365 states, “baby boomers are the ones credited with jump-starting the ‘wellness revolution’.”

Even weight loss programmes were deemed to be marginally more important to younger consumers. They particularly “demand outdoor adventures, eco-friendly properties, voluntourism (do good for the community) and fitness facilities”.

Women – travelling together, or with a man or alone – still dominate the market. Nevertheless, families and intergenerational groups “gained some ground in 2015” and men are also increasingly interested. Many agents felt
Sixty per cent of agents agreed that the spa industry “has done a good job branding itself beyond women and the wealthy and is now a more mainstream pursuit for all genders and classes”

that ‘wellness’ as opposed to ‘spa travel’ was a more appealing concept to men.

Sixty per cent of agents agreed that the spa industry “has done a good job branding itself beyond women and the wealthy and is now a more mainstream pursuit for all genders and classes. The democratisation of the spa industry has made real progress, but with still more work to do”. McGroarty feels spas should concentrate on “marketing, core messages and menus” to continue reaching a wider audience. She adds: “Spas need to think as creatively about men as they do about women – not via simplistic stereotyping – but by studying their diverse, real needs and desires… Anything that shifts the message from ‘pure pampering’ to health and prevention makes strides in that direction.

“Above all, spas need to keep linking what they do – whether it is massage, yoga, meditation, or even skincare – with the medical, objective evidence for health and prevention benefits and efficacy. The message of evidence-based stress reduction and pain relief and wide-ranging benefits is a message that knows no gender.”

AWARENESS AND GROWTH
None of the agents surveyed expect to see a decline in demand for spa and wellness, only 14 per cent expect business to remain at current levels and the vast majority (86 per cent) expect growth – this is the highest percentage of agents expecting annual growth in the study’s eight-year history. Thus, unsurprisingly, 71 per cent of agents report an increase in awareness of wellness travel amongst consumers. Even if clients do not specifically request wellness programmes or products, they “do ask about and book those kinds of experiences and locations”.

PREMIUM PRICES
Some 83 per cent of respondents report that “consumers are willing to pay a premium for wellness travel and/or for access to healthy products and services while travelling”. However, despite this, only a small proportion
(18 per cent) of travel agents charge extra fees for booking wellness travel, which according to the survey authors, can be exceptionally complex. Nearly 30 per cent of agents state they will not charge additional fees, while over 50 per cent are still unsure or thinking about it.

EXPANSION OF WELLNESS
Spas are clearly still a major focus of wellness, but the market has grown to include other elements too such as access to nature. Nearly 20 per cent of travel agents report that more than half of their wellness bookings are spa-focused. However, a larger proportion, 52 per cent, report that only 20 per cent or less of their wellness bookings are spa-focused.

The survey concludes that the “definition of wellness travel has moved far beyond a narrower association with luxury spas and resorts, and now includes healthy offerings at more mainstream hotels and resorts”. When asked to rate the top three brands in wellness travel, three of the top five were large hospitality chains (see below left).

But it’s not just that mainstream hotel chains are now competing directly with predominantly spa-focused chains, the survey also found an increase in healthy meetings. Amongst those who book meetings and incentive travel, 79 per cent said there’s an increase in the demand for healthier meetings – for example “meetings with healthy food, fitness and spa experiences, access to nature, etc”.

In terms of facilities and their relative importance to the average client, sun, sea and sand top the list. Interestingly, environmentally-friendly destinations and voluntourism also score highly. McGroarty
says: “we were surprised by the ranking of properties’ ‘values’… Environmentally friendly destinations matter more than golf/tennis facilities; voluntourism offerings outrank both weight loss and detox programmes. This suggests a new species of traveller… It’s eye-opening just how many wellness components at properties now matter to ever-more-sophisticated travellers – they seek a multitude of wellness experiences.”

Yet despite the expansion of the industry from a pure spa-focus, the most popular type of property is still a luxury spa resort which focuses on relaxation and stress-reduction. That said, beach-focused sun and surf properties, eco-resorts in wild nature which place an emphasis on hiking, adventure and wildlife as well as yoga retreats follow closely behind in the rankings.

The survey concludes that each year there’s an expansion of the wellness travel map. In 2015, for the first time, Asia was ranked as the fastest-growing destination for wellness travel and the two hottest individual countries were deemed to be Costa Rica and Thailand.

**KEY TRENDS**

So what are the key trends for 2016? According to the study we can expect further growth in younger travellers (those under the 40 year age bracket), in people travelling alone, in “people travelling as groups and for special occasions”, as well as a rise in adventure tourism, fitness, yoga and environmentally-friendly destinations. Overall, the majority of the growth is expected to be outside the pure spa-focused destinations.

- **Costa Rica**, with thermal spa resorts such as Tabacon, was voted one of the hottest countries for wellness travel.
location and price are important factors when choosing a spa for UK consumers, but the overriding drive is the scope of facilities that are on offer. This was just one of the findings revealed in the 2015 Good Spa Guide Survey (see Chart 1) details of which were released in February.

The Good Spa Guide is a UK consumer-facing magazine, book and website which reviews around 100 spas a year. The survey was based on the answers of 563 of its users – people who are serious about spas and make up to four visits a year. So what else did they have to say?

**VIEWS ON WELLNESS**
In the survey, nearly 75 per cent of people said they’d try an alternative therapy such as mindful meditation or shiatsu during a spa day, compared to 25 per cent who said they wouldn’t. These findings are interesting as they indicate that spa-goers are ready and waiting for something more than a massage and they’re bang on the wellness trend, according to Daphne Metland, managing director of the Good Spa Guide. She says: “For consumers, wellness is a really simple concept – maybe too simple if they’re just after alternative therapies – but they understand it, want it and expect it.

“But I think the spa industry hasn’t grasped it yet. There are so many different opinions about wellness that it’s confusing. The sector needs just one simple message about wellness because people are reading about it and want to spend their money on it.”
Nearly 75 per cent of UK spa-goers would try an alternative therapy to a massage.
HANDBS-ONLY OR MACHINE-LED?
Having a facial which is machine-led is something that UK spa-goers feel unsure about compared to a hands-only one. Eighty per cent of the survey respondents have never had a machine-based facial and, what’s more, 78 per cent would be unwilling to try one.

“There’s an education task here,” says Metland. “When the Good Spa Guide spies go to spas we always ask therapists ‘what does this machine do?’ and more often than not they can’t tell us. Owners and operators need to educate therapists to convey the advantages of machines and they also need to educate consumers about them more.” She suggests offering written information, demonstrations and special offers for a first try.

OFF PEAK BUSINESS
It’s very unusual that a spa will be busy seven days of the week, but there’s more scope to boost week-day custom than you’d expect according to the survey results. Ninety-five per cent of respondents said they’d actually be willing to take a day off work to visit a spa.

Metland says: “If your spa is not busy in the week, you have to ask yourself why. These men and women are willing to take a holiday and you need to ask why they’re not booking into your spa.

“Are your week-day packages too expensive? What are you offering to make it worth taking a day off? They’re making a sacrifice to come mid-week, so maybe you can enhance their spa day. But they’re all willing to do it, which is a good sign.”

CHART 1: What makes you book one spa over another?

- Price: 18.0%
- Facilities: 37.9%
- Location: 22.8%
- Availability: 0.7%
- Ease of booking: 0.7%
- Treatments: 8.4%
- Products used: 2.3%
- Other: 9.3%

Source: 2015 Good Spa Guide Survey
When I go to a spa, I only book a massage or facial – I don’t book the individual... We should be promoting our therapists, telling customers about what their experience and speciality is.

**THERAPIST EXPERTISE**

People who take time out to go to a spa expect to have a good treatment and Good Spa Guide Survey results show consumers are happy to go the extra mile to ensure this happens. Approximately 45 per cent of customers would choose to book a senior therapist over a newly-qualified one given the option. Similarly, 50 per cent of spa-goers also said they’d pay more for an experienced practitioner.

“It’s intriguing – when I go to the dentist, I know who’s going to look at my teeth; when I go to the hairdresser, I know who’s going to do my hair because I book the person. Any other treatment I book, in any other field, I book the person,” says Metland. “However, when I go to a spa, I only book a massage or a facial – I don’t book the individual. And this suggests to me that we should be promoting our therapists, telling consumers about what they’ve done, what their education is, what their experience is, what their speciality is and actually differentiating your staff. Spas who keep their therapists hidden are missing a trick. You enter a spa, sit down, someone comes out and says ‘oh hello, I’m Lucy, I’m your therapist’ – that’s all you know about them.”

She concludes that highlighting your therapists and their skills with pictures and information on websites is a no-brainer as it’s something which consumers want and – importantly – are prepared to pay more for. “What difference would it make to your bottom line if 50 per cent of your guests paid 10 per cent more for their treatments?”

Ninety-five per cent of people say they’d take time off mid-week for a spa day.
Feeling buoyant

Benchmark data from the UK Spa Association shows that the nation’s spa businesses fared well in 2015

It’s been two years since the UK Spa Association (UKSA) launched its benchmarking programme and since bedding in, members are finding it a useful tool. “Whether a small day spa, or large group or chain, none of us can resist having a bird’s eye view of the competition and how we compare,” says Julie Speed, director of the UK’s International Beauty & Holistic Academy and the UKSA board member overseeing the benchmarking. “Information is key – where does our business sit on the comparison chart, what should we expect to be achieving, what’s realistic and what’s not? Should we employ more staff, build more therapy rooms, change our treatment menu, etc? Benchmarking is key to all of this.”

The latest data shows how UK spas fared between 2014 and 2015 and is based on a representation of 75 facilities. Participants tracked four key performance indicators (KPIs) on a monthly basis. With the number of members more than doubling and the association now in its third year, Speed says the data is “a truer and more robust representation of the activities within our membership”.

REVENUES
Overall, the average revenue per treatment hour in UK spas grew in 2015 to £45.12 (US$65.18, €57.24) but as Table 1 shows, this is only a slight rise from the 2014 average of £44.74 (US$64.63, €56.76). Yet Liz Holmes, of consultancy Commercial Spa Strategies who previously oversaw 35 spa facilities for Virgin Active, remains positive. She says: “With [UK] inflation ending at 0 per cent in 2015, I would say a marginal growth in revenue per treatment hour is a good sign for the industry.”

Speed, who also owns the Cedars Health & Beauty Centre, concurs: “Any increase in treatment revenue is a good sign – even if it’s just 1 per cent.” She adds that prices remain tight for day spas as high street facilities compete with other smaller businesses with fewer

Table 1: Average Results Achieved Per Hour from UKSA Members*

<table>
<thead>
<tr>
<th>Benchmark KPIs</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average treatment revenue per hour</td>
<td>£44.74</td>
<td>£45.12</td>
</tr>
<tr>
<td>Retail sales as a % of treatment revenue</td>
<td>12% or £5.37</td>
<td>13% or £5.86</td>
</tr>
<tr>
<td>Therapist utilisation</td>
<td>76%</td>
<td>78%</td>
</tr>
<tr>
<td>Treatment room utilisation</td>
<td>32%</td>
<td>43%</td>
</tr>
</tbody>
</table>

*Source: UK Spa Association 2015
With inflation ending at 0 per cent in 2015, I would say that a marginal growth in revenue per treatment hour is a good sign for the industry.

overheads so it’s “very easy to price yourself out of the market and efficiency is key in all areas to maintain and grow treatment revenues.”

Leanna Kew, spa manager at the Bedford Lodge Hotel and Spa, echoes these thoughts. “An increase of only 38 pence per treatment hour could be considered disappointing,” she says, “but I think we have to look at the bigger picture and understand the importance of not alienating our customers who become familiar with our pricing structures and what to expect for their money.”

A closer look at the numbers in Graph 1 show that average revenue per treatment for hotel spas is higher than destination or day spas, at £48.98 (US$70.76, €62.14) compared to £44.30 (US$64, €56.20) and £42.08 (US$60.79, €53.39), respectively. This may come as a surprise considering destination spas often have more specialist treatments at a premium. Holmes, who’s also managed resorts spas such as at Rockcliffe Hall, offers an explanation: “A combination of having a captive audience and expecting to pay a little more in a luxurious hotel environments may be behind the difference.” She also says that hotels, in the main, tend to focus efforts on driving bedroom rates and may overlook spa businesses and their promotional pricing strategies; so although they’re missing a trick to attract more customers the upside is better average spend.
Retail sales are still a struggle – or a key opportunity – for UK spas according to the benchmarks. Product revenues contributed only 13 per cent of spa sales in 2015, an increase of just 1 per cent from 2014. Figures (see Graph 1) show hotel spas with just 6 per cent of retail sales, destination spas with 10 per cent and day spas rocketing with retail sales of 22 per cent which equates to £9.25 (US$13.36, €11.74) per hour. Holmes, Speed and Kew all suggest that day spas are successful in this area because they probably offer more facials which are likely to lead to more product sales and that they’re also benefitting from local, repeat customers who regularly buy homecare products as part of their skincare routine.

**STAFF UTILISATION**

Therapist utilisation is a strong point in UK spas, sitting at an impressive 78 per cent in 2015, up 2 per cent from the previous year which points to improved consumer confidence in spending. Kew comments: “This is a great reflection of the high demand for services we all see on a daily basis. The need to look after our wellbeing is recognised by such a large section of the public now and it feels like as soon as I add a new therapist to the team their column is quickly filled.”

Holmes feels it’s also an indication of “spa managers who are becoming much stronger commercially and fully utilising the tools available to them to promote their business”.

Speed adds that more customers are also attracted and committed to appointments. She says: “With improved facilities for appointment reminders and social media to maintain client engagement, there has been a gradual improvement in therapist utilisation.”

If utilisation continues to rise, however, the challenge will be maintaining staff wellbeing and motivation, says Kew. While for Holmes, the main future industry concern is finding the good quality staff in the first place to fill vacancies.

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*Source:
UK Spa Association 2015
TREATMENT ROOM OCCUPANCY

In 2015, the UKSA benchmark scheme shows that treatment room utilisation was 43 per cent, an rise of 9 per cent on 2014. It’s difficult to pinpoint an optimum figure for treatment room utilisation as it will vary greatly according to spa type, location and attrition, but the upward trajectory seems promising.

Kew says: “This is really quite a strong result against 2014” and both her and Speed feel that as therapist utilisation is going so well, operators have confidence to seek additional staff to fill more treatment rooms. That said, it’s likely that operators will still look to improve occupancy in 2016. Holmes says: “Promotional off-peak packages and highlighting last-minute availability can improve occupancy but sustained quality growth through repeat business and referral create businesses with longevity.”

For Speed it’s about having a strong foundation. She says: “Build a team of therapists who can carry out a variety of services to avoid boredom and repetitive strain injury. Offer them support and guidance to progress and then explore employing new team members to fill [even more] treatment rooms.”

Kew concurs and adds: “Look towards results-driven and aesthetic treatments that encourage customers to visit regularly for courses to help with room occupancy.”

OVERALL IMPROVEMENT

Taking the growth of treatment room utilisation and the slight increase in other KPIs, the UKSA benchmarks confirm that the feeling of buoyancy in the industry is not part of the imagination, but a reality. Charlie Thompson, chair of the association says: “It’s great to see an overall improvement in performance of the industry at large.” In his role, the focus will be to encourage more UK spas to sign up to the association and the benchmarking scheme. He’s hoping to add even more KPIs to the programme this year with the long-term aim to drive standards and campaigns to represent the industry in the future. ●

About The UK Spa Association

Formed in 2013, the UK Spa Association (UKSA) was born from the amalgamation of two long-standing, but independent spa organisations in the UK. It now represents the industry with ‘one voice’ (see p348) and has 152 members, representing 75 spas in the country. Its aim is to reach 600 members by the end of next year.

To join UKSA or to participate in the benchmark scheme, contact general manager Lisa Barden. Tel: +44 7794 258 624 Email: manager@spa-uk.org
Intelligent Spas’ Julie Garrow gives some valuable insight into the flourishing GCC spa industry which boasts one of the best spa open to closure ratios in the world

Collectedly, the Gulf Cooperation Council (GCC) in the Middle East hosts 583 spas, according to the latest research from independent research company Intelligent Spas. In this part of the world, spas are booming and the region has one of the best open to closure ratios globally with 48 spas opening and only four closing since 2014.

The GCC is made up of the United Arab Emirates (UAE), Bahrain, Kuwait, Oman, Qatar and Saudi Arabia. For the purpose of the research, Intelligent Spas separately analysed Dubai and Abu Dhabi, the two largest spa markets in the UAE, and combined an analysis of the five other emirates which include Ajman, Fujairah, Ras al-Khaimah, Sharjah and Umm al-Quwain.

Out of all spas, 69 per cent are located in hotels and resorts in the GCC and 31 per cent are day spas, salon spas and other types of spas (see Table 1). The five emirates in the UAE, excluding Abu Dhabi and Dubai, collectively host the highest proportion of hotel and resort spas at 80 per cent, compared to Kuwait where 60 per cent of spas are day spas and other spa types (see Graph 1). What’s more, GCC spas are some of the biggest in the world:

- The indoor size of spas in the GCC region is 2,921sq m (31,436sq ft), compared to the global average of 1,781sq m (19,166sq ft)
- On average, they contain 9.9 treatment rooms whereas the global average is 8.9 treatment rooms
- Seventy-four per cent of spas promote public facilities for guests to use before and after treatments, compared to a global average of 49 per cent
- Forty-four per cent of spas with public facilities offer a plunge/spa pool, whereas 22 per cent offer a relaxation room

**BRANDED VS INDIVIDUAL**

As part of the research, Intelligent Spas looked at spa and hotel brands in the GCC to identify the presence of regional and international operators. These findings provide some indication on how established and competitive each spa market is, suggesting what level the barriers to entry could be for a specific country/emirate, while providing an update on each chain’s market share for existing operators and industry stakeholders.

Intelligent Spas defines a brand as two or more spas or hotels using the same primary business name and operated by the same company. Local brands are those operating in the local or national marketplace, regional brands are those operating in multiple countries in the same region and international brands are those operating in more than one region. Looking at spas from this point of view, it’s possible to see that across the GCC:

<table>
<thead>
<tr>
<th>Table 1: GCC Spa Market Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Spas</strong></td>
</tr>
<tr>
<td><strong>Resort spas</strong></td>
</tr>
<tr>
<td><strong>Hotel spas</strong></td>
</tr>
<tr>
<td><strong>Day spas</strong></td>
</tr>
<tr>
<td><strong>Salon spas</strong></td>
</tr>
<tr>
<td><strong>Other spas</strong></td>
</tr>
<tr>
<td><strong>Spa Size</strong></td>
</tr>
<tr>
<td>Average size in sq m</td>
</tr>
<tr>
<td>Average size in sq ft</td>
</tr>
<tr>
<td><strong>Treatment Areas</strong></td>
</tr>
<tr>
<td>Average treatment rooms</td>
</tr>
<tr>
<td><strong>Supporting Facilities</strong></td>
</tr>
<tr>
<td>Relaxation room</td>
</tr>
<tr>
<td>Plunge pool/whirlpool</td>
</tr>
<tr>
<td>Steamroom</td>
</tr>
<tr>
<td>Sauna</td>
</tr>
</tbody>
</table>
The chains are better able to pull therapists from other properties according to demand, however, individual operators may need to introduce competitive compensation models.

Table 2: Overview of Hotel and Spa Brands in the GCC Region

<table>
<thead>
<tr>
<th>Spa &amp; hotel brands</th>
<th>GCC Average</th>
<th>Abu Dhabi</th>
<th>Dubai</th>
<th>5 Emirates</th>
<th>Bahrain</th>
<th>Kuwait</th>
<th>Oman</th>
<th>Qatar</th>
<th>Saudi Arabia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branded spas</td>
<td>37%</td>
<td>54%</td>
<td>48%</td>
<td>25%</td>
<td>20%</td>
<td>31%</td>
<td>26%</td>
<td>34%</td>
<td>21%</td>
</tr>
<tr>
<td>Local spa brands</td>
<td>19%</td>
<td>29%</td>
<td>26%</td>
<td>9%</td>
<td>11%</td>
<td>20%</td>
<td>10%</td>
<td>8%</td>
<td>12%</td>
</tr>
<tr>
<td>Regional spa brands</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>6%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>International spa brands</td>
<td>16%</td>
<td>22%</td>
<td>20%</td>
<td>11%</td>
<td>9%</td>
<td>11%</td>
<td>10%</td>
<td>20%</td>
<td>9%</td>
</tr>
</tbody>
</table>

| Spas in branded hotels   | 50%         | 55%       | 55%   | 50%        | 44%     | 29%    | 39%  | 42%   | 56%          |
| Local spa brands         | 6%          | 11%       | 6%    | 9%         | 7%      | 0%     | 3%   | 0%    | 3%           |
| Regional spa brands      | 1%          | 1%        | 3%    | 0%         | 0%      | 0%     | 0%   | 0%    | 3%           |
| International spa brands | 43%         | 43%       | 47%   | 41%        | 38%     | 29%    | 35%  | 42%   | 51%          |

*Source: Intelligent Spas*
There are relatively few regional spa and hotel brands (see Table 2).

On average, 37 per cent of spas are branded and 50 per cent of spas are located in branded hotels.

Abu Dhabi has the highest proportion of branded spas at 54 per cent, where 29 per cent of those are local spa brands and 22 per cent are international brands.

Fifty-six per cent of spas in Saudi Arabia are located in branded hotels, 51 per cent of which are internationally-branded. Meanwhile in Kuwait, 29 per cent of spas are situated in internationally-branded hotels.

**DEVELOPMENT POTENTIAL**

New spa development pipeline research conducted by Intelligent Spas identifies 139 proposed spa facilities that are due to enter the GCC between 2015 and 2019, potentially increasing the number of spas in the region by 27 per cent.

In comparison, confirmed developments over the same timeframe will see spa numbers increase to 639, up 19 per cent on those operating in 2013 (see Graph 2). Some other key findings of the spa development pipeline research included:

- The average size of confirmed spas under construction is 2,521sq m (27,134sq m) – 14 per cent smaller than the 2015 average
- The number of treatment rooms confirmed spa developments are planning is 13.1 on average – a 32 per cent increase on the 2015 average of 9.9 rooms
- Saudi Arabia has the highest industry growth potential, with spa numbers increasing by 53 per cent by 2018, if both confirmed and proposed developments are completed

139 spas are due to open in the GCC region by 2019, including Shaza Salalah in Oman.

### Graph 1: Spas by Type in the GCC Region

<table>
<thead>
<tr>
<th>Country</th>
<th>Hotel &amp; resort spas</th>
<th>Day and other spas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saudi Arabia</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Qatar</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>Oman</td>
<td>65%</td>
<td>35%</td>
</tr>
<tr>
<td>Kuwait</td>
<td>40%</td>
<td>60%</td>
</tr>
<tr>
<td>Bahrain</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>5 Emirates</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Dubai</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Abu Dhabi</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>GCC Average</td>
<td>69%</td>
<td>31%</td>
</tr>
</tbody>
</table>

*Source: Intelligent Spas*
Oman’s spa industry is set to increase by 23 per cent between now and 2018, based on confirmed spa developments. Dubai hosts the highest number of spas in the GCC, with over 190 currently operating and 34 more in the pipeline.

**IMPLICATIONS OF THE BOOM**

While there are a handful of benchmark studies which look at spa performance in a select number of Middle East countries, this latest research by Intelligent Spas is one of the only studies to analyse the state of the spa sector in the region.

The overall outlook for the GCC spa industry is promising. But the fast growth will present challenges. New spas and more treatment rooms require more spa therapists, managers and directors. As there are a lot more spa openings than closures in the GCC, a shortage of qualified employees is predicted. With a reasonable proportion of spas located in international hotels and resorts, this will put pressure on the supply of both high quality therapists and experienced spa managers. The chains are better able to pull resources from other properties, however, individual operators could struggle and may need to introduce competitive compensation models to maintain high employee satisfaction and minimise staff turnover.

On the plus side, this will mean greater opportunities for training and educational institutions which are needed to supply newly certified and qualified employees to fill the HR gap. Product and equipment suppliers look set to benefit from the many new openings and refurbs (needed to maintain competitiveness) too. As do spa designers, architects and consultants who will be sourced to develop the new spas and guide the industry through all of these market changes.

The spa boom will also help raise the GCC’s tourism profile as each destination promotes its new, unique architecture and interior design, coupled with offering distinctive signature treatments based on local historical and cultural traditions.

Intelligent Spas is an independent spa research company and consultancy which has been providing industry data for 15 years. It delivers a wide range of spa business and consumer research on over 150 countries with prices starting at US$30 (€27, £21).

Most recently, it released a series of *Spa Market Overview* and *Spa Development Pipeline* reports which contain details on spa openings, closures, those under construction as well as details on branded operations. This article is based on these new reports. More statistics are available for download at www.intelligentspas.com.

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**About the author:**
Julie Garrow, founder and MD of Intelligent Spas, has 20 years of experience in tourism, hospitality and leisure research. She’s been focusing on spa industry and consumer research since 2001 and has authored a range of spa operations manuals. Email: julie@intelligentspas.com Twitter: @IntelligentSpas
Up close and personal

Colliers International gives a detailed review of the spa market in Dubai and shows that despite challenges, it remains resilient and continues to grow

The Middle East and North African region is the second fastest-growing market in the world for spas, with the UAE at the forefront of this growth according to the Global Wellness Institute (GWI). Recent findings from Intelligent Spas (see p104) has identified that Dubai hosts the highest number of spas in the GCC, with more than 190 in operation and another 34 under development. With the Dubai Expo 2020 nearing and the accelerated growth in hospitality supply, competition is at an all-time high for spa operators as they’re forced to innovate to capture the market.


MARKET PERFORMANCE IN 2015
Overall, the Dubai spa sector experienced an increase in demand in 2015, as demonstrated by the rise in average number of treatments sold per day, up 7 per cent from 2014. The data indicates a positive trend for spas, highlighting the growing popularity of spa visits. At the same time, operators have observed a rise in the price sensitivity of consumers.

A closer analysis of the data reveals that the growth in spa revenue indicators has been driven by resort spas, while city hotel spas in Dubai have been forced to lower prices in order to remain competitive and attract more residents.

CITY HOTEL VS RESORT SPAS
Over the last three years, the Dubai resort spa market has experienced a significant growth in average treatment rates, rising by 12 per cent since 2013 – as shown in Diagram 1. However, the average number of treatments sold dropped in 2014, with only a 3 per cent growth registered in 2015. Dubai’s city hotel spas, on the other hand, have witnessed a rise of 12 per cent in the number of treatments sold per day during the same period, together with a 7 per cent drop in rate.

While both resort spas and city hotel spas have seen an increase in walk-in guests, resort spas have a higher share of in-house guests (63 per cent) than city hotel spas (57 per cent). As a result, resorts benefit from higher spending and bookings from tourists, while resident walk-in guests, often more price sensitive, tend to look for discounts and seasonal promotions. According to the GWI, an international wellness tourist is more likely to stay in a resort and spends an average of 130 per cent more on wellness activities than the typical tourist. This could be one reason why resort spas had a 25 per cent price premium in average treatment rate over city hotel spas in 2015, as little difference was found between treatment menu prices.

In line with the trend observed in treatment revenue indicators and the number of treatments sold, resort spas have witnessed a 14 per cent increase in the average treatment revenue generated
Resort spas, such as those by Jumeirah, tend to be more efficient at generating revenue due to attracting more leisure tourists per therapist in the last three years, along with a reduction in therapist utilisation (see Diagram 2). City spas have observed the opposite, with an increase in therapist utilisation by 8 per cent and a decrease in revenue generated per therapist. The same pattern is apparent when comparing the treatment room utilisation and treatment revenue generated per available treatment room.

The *Dubai Spa Benchmark Report – 2015 Full Year Review* reveals that therapist utilisation rates are higher in resort spas than in city spas. Resort spas in the sample operate with an average of 0.60 staff per treatment room and benefit from greater efficiencies, whereas city hotel spas have an average of 0.98 staff per treatment room. Less than 50 per cent of therapists’ hours are currently utilised in city hotel spas, which indicates an opportunity to create greater operational efficiencies, while resort spas in Dubai may need to take measures to ensure that utilisation rates do not fall further.

**REVPATH AS AN INDICATOR**

RevPATH can be calculated by dividing the revenue for a period of time by the number of treatment hours available in that interval. Unlike other indicators, RevPATH allows variable time to be taken into consideration, an essential component in the spa industry.

The data suggests that Dubai resort spas tend to be more efficient at generating revenue from customers per hour, they recorded a RevPATH of AED78.8 (US$21, €20, £15) in 2015, which is 80 per cent higher than city hotel spas with AED43.8 (US$12, €11, £15). Resorts benefit from a large base of potential customers in the hotel (leisure tourists), demonstrated by a higher hotel guest capture rate (2.7 per cent) compared to city hotel spas (1.7 per cent). International tourists are known to generate a higher average spend than the more price-sensitive domestic customers, leading to a higher average treatment rate which positively impacts RevPATH.

As customer demand fluctuates depending on the time of the year, week and time of the day, it’s vital for each...
spa manager to be able to forecast their operations’ time related demand. For this reason, RevPATH is a necessary indicator for spa operators to monitor in order to make effective pricing and allocation decisions, especially in cases such as 24-hour spas, a trend observed in the Dubai city hotel spa market.

**SPA CHALLENGES**
The full year edition of Colliers International’s *Dubai Spa Benchmark* report also included results from a survey sent out to spa operators, listing key challenges faced in 2015. The top three obstacles related to recruitment of talented staff, increase in price sensitivity of customers and an influx of new spa entrants to the market.

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**About Colliers International**

Colliers International is a global leader in real estate services which includes a hotel division of specialist consultants in hotel, resort, marina, golf, leisure and spa sectors. The consultants provide strategic advice on everything from market feasibility and operator searches to budget analysis and asset management. In MENA, the hotel team has offices in Dubai, Abu Dhabi, Jeddah, Riyadh and Cairo and is involved with US$9bn worth of investment projects. Details: [http://www.colliers.com/en-gb/unitedarabemirates/services/hotels](http://www.colliers.com/en-gb/unitedarabemirates/services/hotels)

The major challenge faced by the growing spa industry in Dubai has been the sourcing of skilled manpower. This may be due to the fact that the industry lacks a well-defined educational pathway and has few spa-specific college level courses and training programme to train individuals in spa business. As a result, spas resort turn to external training which is time consuming and costly. Changes are on track, however, as spa courses are being introduced into curriculums. For example, The Emirates Academy for Hospitality Management in Dubai now offers a Quality in Spa and Medical Wellness course and a number of international training organisations are also starting to focus on spa and wellness as a discipline (see p320).
OPERATOR DILEMMA
The spa industry is constantly changing and adapting to a multitude of trends. The continuous stream of new entrants offering the latest in design and technology leaves operators in a dilemma between investing in new trends and catering to the rise of value-driven consumers. Therefore, it’s important for spas to know when to say yes to what’s trending, taking into consideration customer demand, target market, branding alignment and its potential impact on current and future performance.

In Dubai’s dynamic pricing and demand environment, the ability to track performance data internally, as well as compare against external market-level information is more important than ever. Spas often occupy some of the most prominent real estate in hotels taking up a considerable amount of room – resort spas in Dubai are on average 1,968sq m (21,183sq ft) in size while city hotel spas are 772sq m (8,310sq ft). A spa’s prime spot cannot always be justified by direct return on investment; but the facility often has a more indirect impact of adding a ‘premium’ to the overall development. In addition, spa guests typically stay for longer, spend more on food and beverage and retail, and pay a higher room rate than average hotel guests.

OUTLOOK FOR 2016
Despite the challenges, the Dubai spa market has remained resilient and continues to grow. When questioned, an astonishing 76 per cent of respondents said they expect spa revenues to continue growing in 2016. Indeed, an optimistic 20 per cent predict that their revenue will increase by 10 per cent or more. The positive outlook of spa operators in the region is further evidence of the rising growth of this industry and its ability to drive guest bookings.

About the authors:
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Up and away

ISPA’s 2015 US Spa Industry Study shows that spa visits, employment and industry confidence are at an all-time high. Research author Colin McIlheney outlines the findings

In its last study, the International Spa Association (ISPA) reported that the US spa industry was back on track after the recession. And now its 16th annual US Spa Industry Study shows that in 2014 the sector continued to perform strongly across key areas including overall revenue, spa visits, locations and employment. This is almost a mirror image of topline indicators in the US economy, with increases in GDP, employment and personal consumption expenditure.

ONWARDS & UPWARDS

Four out of the ‘big five’ key US spa statistics show impressive increases on 2013 figures, with revenue now estimated at US$15.5bn (€13.8bn, £10bn), employees at 360,000, 20,660 locations and visits hitting a record high of 176 million (see Table 1).

Total revenue has gone up by approximately 5.3 per cent from US$14.7bn (€13bn, £9.5bn) in 2013. This was driven by strong growth in the number of spa visits, which rose to around 176 million in 2014, up from 164 million in 2013 (+6.7 per cent) and representing an all time industry high.

Almost 500 new spas opened in 2014, bringing the total number of facilities to 20,660, up 2.4 per cent from 20,180 in 2013. These new sites have assisted in boosting spa revenues and visits.

Once again the survey results show that day spas are the backbone of the sector, accounting for 79.5 per cent of all spa locations. Resort/hotel spas and medical spas both account for around 8 per cent and club spas for approximately 3 per cent. Destination spas and mineral springs only account for 0.4 per cent and 0.2 per cent of facilities respectively.

National employment in the US overall has grown by 2.3 per cent and this is also reflected in spa industry numbers with an estimated total of 360,000 employees – a record high for the sector. Both full-time and part-time positions have been created by spas, with full-time jobs increasing by 5,500 and a total of 7,500 part-time positions being added to the workforce. This is in line with ISPA’s previous study findings where part-time employment has seen greater growth.

<table>
<thead>
<tr>
<th>Table 1: 2015 US Spa Industry Study – The Big Five Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013 (year end)</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>Revenue</td>
</tr>
<tr>
<td>Spa visits</td>
</tr>
<tr>
<td>Locations</td>
</tr>
<tr>
<td>Revenue per visit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2014 (May)</th>
<th>2015 (May)</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total employees</td>
<td>349,900</td>
<td>360,000</td>
</tr>
<tr>
<td>Full-time</td>
<td>148,300</td>
<td>153,800</td>
</tr>
<tr>
<td>Part-time</td>
<td>157,000</td>
<td>164,500</td>
</tr>
<tr>
<td>Contract</td>
<td>44,600</td>
<td>41,700</td>
</tr>
</tbody>
</table>

Source: ISPA 2015 US Spa Industry Study
than full-time. Positions which are filled by independent contractors in spas continues to decline, as has been the case since 2010.

**ON THE MENU**

Despite the rise in income overall, the average revenue per visit declined slightly, by US$1, or 1.3 per cent, to US$88 (€78, £57) in 2014. It’s likely that there are several reasons behind this and the survey data alone cannot explain precisely why it’s the case. Clients visiting more often, but experiencing fewer or shorter treatments likely played a role. In addition, the increasing use of incentives and discounting are also likely to be contributing factors.

---

**Graph 1: Spa Treatment Offerings***

<table>
<thead>
<tr>
<th>Offerings</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short treatment(s) (30 minutes or less)</td>
<td>66%</td>
</tr>
<tr>
<td>Loyalty program</td>
<td>62%</td>
</tr>
<tr>
<td>Online option to book treatments</td>
<td>54%</td>
</tr>
<tr>
<td>Special discount or promotion for the spa’s social media audience</td>
<td>52%</td>
</tr>
<tr>
<td>Discount or promotion offered in traditional media sources</td>
<td>49%</td>
</tr>
<tr>
<td>Spa party package(s)</td>
<td>49%</td>
</tr>
<tr>
<td>Open house with sample spa treatments</td>
<td>48%</td>
</tr>
<tr>
<td>Treatment(s) incorporating organic ingredients</td>
<td>44%</td>
</tr>
<tr>
<td>Online deal site promotion</td>
<td>42%</td>
</tr>
<tr>
<td>Spa memberships</td>
<td>34%</td>
</tr>
<tr>
<td>Treatments (s) incorporating produces from a local farmer/grower</td>
<td>16%</td>
</tr>
<tr>
<td>None of the above</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Source: ISPA 2015 US Spa Industry Study
The study does show that spa operators have put a range of offerings in place to attract and engage customers (see Graph 1). Such offerings include express 30-minute treatments (66 per cent), loyalty programmes (62 per cent), online options to book treatments (54 per cent) and special discounts or promotions for the spa’s social media audience (52 per cent).

Almost all US spas (98 per cent) now have a website to promote their services and 54 per cent have online booking functionality. Among spas offering an online booking option, the average percentage of bookings made via the internet is 20 per cent.

**MAKING A PROFIT**

Aside from the dip recorded in revenue per visit, the overall positive trend in US spa figures carries on when looking at profits. When considering all spas except for hotel/resort spas, almost three-quarters (73 per cent) report a 10 per cent profit or more, a sharp increase from 57 per cent in 2013. Two in three resort/hotel spas reported a profit in excess of 10 per cent, but this was slightly down on 2013 (71 per cent). Net losses in day, medical and club spas fell to 7 per cent from 13 per cent in 2013, and remained largely unchanged in resort/hotel spas at 6 per cent.

**Graph 2: Change in Demand Over Past Six Months**

<table>
<thead>
<tr>
<th></th>
<th>Decreased</th>
<th>Increased</th>
<th>No change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spa visits</td>
<td>-18%</td>
<td>70%</td>
<td>12%</td>
</tr>
<tr>
<td>Client spending per visit</td>
<td>-10%</td>
<td>69%</td>
<td>22%</td>
</tr>
<tr>
<td>Revenue</td>
<td>-18%</td>
<td>70%</td>
<td>12%</td>
</tr>
<tr>
<td>Staffing levels</td>
<td>-18%</td>
<td>46%</td>
<td>36%</td>
</tr>
<tr>
<td>Profitability</td>
<td>-17%</td>
<td>59%</td>
<td>24%</td>
</tr>
</tbody>
</table>

* Source: ISPA 2015 US Spa Industry Study

**RECENT EXPERIENCES**

While the ISPA research mainly looks at the key statistics from the previous 12 months (in this case, 2014), spa operators were also asked about their more recent experiences between September 2014 to March 2015. Around six in 10 spas said that in this time frame profitability had improved compared to the same period a year ago (see Graph 2) and this was consistent across different spa types, providing more evidence that the industry continues to grow.

Continuing the positive tone, seven out of 10 spas reported an increase in revenue, visits and client spend per visit in the six months. Each of the indicators are at their highest since ISPA first asked spas about them in 2010. It’s clear that spas have recovered from the recession and are going from strength to strength.

The big five statistics have shown that employment in the spa industry is at its highest level and facilities are persistently hiring new staff in response to demand. Almost one in two spas (46 per cent) said they had increased staffing levels in the last six months compared to the same period in the previous year. However, demand for more service providers in the
industry is evident, with an estimated 37,780 unfilled positions of which 41 per cent are full-time and 59 per cent are part-time. Massage therapists are particularly sought after, representing half of all the unfilled positions. While this is a challenging position for many spas to find themselves in, it’s also another indicator of the rise in the demand for spa services.

FUTURE PLANS
Spas are well aware of industry growth and are planning to take advantage of this in the future. Almost three in four businesses (74 per cent) said they’ll add or create new treatment offerings, 60 per cent said they’ll introduce new product lines and 55 per cent have plans to create a new spa menu in 2015.

On the theme of employment, almost two-thirds (65 per cent) of spas said they intend to add or create new employee training opportunities along with 57 per cent saying they plan to create new job opportunities. Competition to fill vacancies in the workforce may have led to this heightened focus on employees and their key role in the spa experience.

More than one-third of spas are concentrating on community engagement, such as seeking out local suppliers for ingredients for skincare and meals. Thirty-five per cent of spas say that they plan to add or create new community partnerships in the near future.

Yet the overwhelming next big trend was, perhaps unsurprisingly, related to wellness, health and fitness and projecting spa visits as part of a healthy lifestyle. Many spas in the US are proposing to offer a wider range of health-focused services including stress management, integration of medical treatments, therapeutic treatments and healthy ageing.

CONFIDENT OPERATORS
The positive outlook continues with an overwhelming majority of spas stating that they were confident that revenues would continue to increase in 2015. Close to nine in 10 spas (89 per cent) said they were ‘very confident’ (53 per cent) or ‘confident’ (36 per cent) of an increase in revenues in the next six months. Confidence levels are therefore at their highest since tracking on this point began in ISPA’s 2012 industry study.

About the author:
Colin McIlheney is the global research director at PricewaterhouseCoopers and in his 32-year-career, he’s designed more than 200 international surveys. He’s also the research advisor for ISPA and was the lead manager on the 2015 US Spa Industry Study.

Email: ispa@ispastaff.com
Tel: +1 888 651 4772
Healthy outlook

Hotel spa profits in the US are increasing and the facilities give properties a competitive edge according to CBRE Hotels’ latest report.

U.S hotel spa department revenues grew 5.1 per cent in 2014, while profits shot up 10.5 per cent, according to the 2015 edition of *Trends® in the Hotel Spa Industry*, conducted by CBRE Hotels.

The report also found that hotel properties which had on-site spas had a higher average daily rate in 2014 compared to similar non-spa hotels and were able to increase room rates to a greater degree. In urban sites the difference was more than US$50 (€44, £35) as shown in Table 1.

“The benefit of having a hotel spa can go beyond the direct financial contributions of the spa department,” said CBRE Hotels managing director Andrea Foster who recently moved to a development role at Marcus Hotels & Resorts.

Foster said the numbers suggest that guests find greater value in properties that have more extensive amenities and services available.

In addition, spas can help to position a site as a wellness hotel if it also offers beneficial lifestyle options in other departments – bedrooms, food and beverage, retail and more – that support guests’ desire to keep healthy. “More and more travellers want to maintain their fitness and nutrition routines while on the road,” Foster added.

### SPA INCOME

The annual report, which is based on a sample of 174 US hotel spas, covers 19 revenue and expense items. It shows that spas operating in urban hotels enjoyed a stronger 7 per cent gain in revenue in 2014, compared to 4.4 per cent at resort hotel spas.

“This is consistent with the strong performance of the primary urban markets and the return of group demand,” said Foster in her analysis.

What’s interesting is that a more detailed look at the numbers reveals that spa revenue per treatment and per customer actually dipped by 10 per cent and 4.8 per cent respectively in urban hotel spas. In contrast, they went up by 5.2 per cent (per treatment) and 1.9 per cent (per customer) in resort spas. Yet the urban hotel spas were still able to increase revenue overall which, according to the report, suggests that “urban spas were able to capture more customers and

### Table 1: Spa Hotels – Comparative Performance

<table>
<thead>
<tr>
<th></th>
<th>Urban spa hotels*</th>
<th>All convention hotels**</th>
<th>Resort spa hotels*</th>
<th>All resort hotels**</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 occupancy</td>
<td>73.7%</td>
<td>74.6%</td>
<td>69.7%</td>
<td>71.9%</td>
</tr>
<tr>
<td>Change from 2014</td>
<td>2.1%</td>
<td>2.3%</td>
<td>2.7%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Change from 2014</td>
<td>4.1%</td>
<td>3.1%</td>
<td>5.3%</td>
<td>4.0%</td>
</tr>
</tbody>
</table>

*Source: 2015 Trends® in the Hotel Spa Industry, PKF Consulting/CBRE Hotels
**Source: Trends® in the Hotel Industry, PKF Consulting/CBRE Hotels
treatments by selling shorter and thus lower-priced services, discounting and/or special promotions.”

Massage services continue to generate the most revenue for hotel spas, comprising 54.5 per cent of total spa revenue. This was followed by sales from skincare/bodywork (17.1 per cent), salon services (10.4 per cent) and retail operations (9.9 per cent). Revenues from these sources all increased by between 4-5 per cent in 2014.

Leading in spa revenue growth on a percentage basis in urban hotels were the fees which were generated from selling memberships to local patrons. “Revenues from local residents and members contribute 59 per cent of the revenue earned by urban hotel spas, compared to just 38 per cent at resort hotels,” Foster confirmed.

EXPENSES AND PROFITS
The cost of operating a hotel spa in the US increased by 3.4 per cent in 2014 and Table 2 shows the breakdown of expenses. Despite the rise in expenditure,
Spa managers were able to suppress expense growth by limiting the rise in labour costs – the greatest overhead in hotel spas – to just 2.9 per cent.

With revenues growing greater than expenses, hotel spa departments posted a healthy 10.5 per cent increase in department profits. Benefitting from the stronger gains in revenue, urban spas enjoyed a 13.1 per cent boost on the bottom-line, while resort hotels saw a 9.8 per cent profit gain.

Spa department profit margins averaged 25.4 per cent for the overall samples. Resort hotels (28.1 per cent) were more efficient than urban hotels (18.4 per cent) in converting spa revenues to profits. Meanwhile, higher wages in major cities contributed to a greater labour cost for urban hotel spas.

**BRIGHT FUTURE**

Foster said the future looks bright for hotel spas in the US, with occupancy rates at the upper-priced lodging segments – in which most hotel spas operate – forecast to achieve all-time record levels from 2015 through 2017.

“Increased guest counts, combined with a growing desire for maintaining healthy lifestyles and enjoying unique experiences while travelling should result in a continuation of solid gains in spa department revenues and profits,” she concluded.

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**About the research**

*Trends® in the Hotel Spa Industry* is an annual survey of hotel spa departments in the USA by CBRE Hotels. It should be noted that day, destination and third-party operated spas were not included in the sample.


To purchase the full 2015 edition of the report, visit www.pkfc.com/store.

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**Table 2: 2014 Hotel Spa Department Expenses (Per cent of Total Spa Department Revenue)**

<table>
<thead>
<tr>
<th>Expense item</th>
<th>% of spa department revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambiance and decorations</td>
<td>0.3%</td>
</tr>
<tr>
<td>Costs of goods sold</td>
<td>5.3%</td>
</tr>
<tr>
<td>Labour costs (Salaries, wages, benefits)</td>
<td>57.3%</td>
</tr>
<tr>
<td>Laundry and dry cleaning</td>
<td>2.0%</td>
</tr>
<tr>
<td>Linen</td>
<td>0.6%</td>
</tr>
<tr>
<td>Operating supplies</td>
<td>2.2%</td>
</tr>
<tr>
<td>Professional products (Health and beauty)</td>
<td>1.8%</td>
</tr>
<tr>
<td>Uniforms</td>
<td>0.3%</td>
</tr>
<tr>
<td>All other expenses</td>
<td>5.0%</td>
</tr>
<tr>
<td>Total expenses</td>
<td>74.7%</td>
</tr>
</tbody>
</table>
SPA FRANCHISES

Franchise Listings ................................................................. p120

Chain Reaction................................................................. p122
Franchising is fast becoming a popular business model in the global spa industry and here's our overview of some of the spa and beauty brands that are growing nationally and internationally.

**Body'Minute**
Tel: +33 1 53 30 71 18  
Email: developpement@bodyminute.fr  
http://bodyminute.com

**Buddha Spa**
Tel: +55 11 97548-5555  
Email: franquias@buddhaspa.com.br  
www.buddhaspa.com.br

**Camelot Spa**
Tel: +27 11 880 3850 ext 2017  
Email: carmenitap@camelotspa.co.za  
www.camelotspa.co.za

**Cinq Mondes**
Tel: +33 1 42 66 00 60  
Email: contact@cinqmondes.com  
www.cinqmondes.com

**Dragonfly Therapeutic Retreat**
Tel: +86 21 6132 5068  
Email: relax@dragonfly.net.cn  
www.dragonfly.net.cn

**EF Medispa**
Tel: +44 207 1224918  
http://efmedispa.com

**Elements Massage**
Tel: +1 877 663 0880  
http://elementsfranchise.com

**Endota Spa**
Tel: +61 3 5971 8700  
Email: info@endota.com.au  

**Four Fountains De-Stress Spa**
Tel: +91 996 739 7771  
Email: ninad.mundhe@thefourfountains.in  
www.thefourfountainsspa.in

**Hand & Stone Massage and Facial Spa**
Tel: +1 855 368 0158  
www.handandstonefranchise.com

**HerbaLine Facial Spa**
Tel: +60 3 5121 5055  
www.herbaline.com.my

**Jon'Ric International**
Tel: +1 866 4 4556631  
https://jonricfranchise.com

**LivNordic**
Tel: +46 8 756 00 56  
Email: info@rdespas.com  
www.raisondetrespas.com/livnordic

**Marilyn Monroe Spas**
Tel: +1 407 370 9343  
Email: franchise@marilymonroespas.com  
www.marilymonroespas.com/franchise

Dragonfly is one of a number of growing spa franchises outside of the US.
Franchise brands available in the global spa sector

The Massage Company
Tel: +44 1276 819588
Email: charlie@massagecompany.co.uk
www.massagecompany.co.uk

Massage Envy
Tel: +1 480 568 4938
Email: lknowlton@massageenvy.com
www.massagenvyfranchise.com

Massage Green Spa
www.massagegreenfranchise.net

Massage Heights
Tel: +1 888 909 0974
Email: mhfranchising@massageheights.com
www.massagheightsfranchise.com

MassageLuXe
Tel: +1 636 680 9013
https://massageluxe.com/franchise

NStyle International
Tel: +971 4 431 8935 Ext 135
www.nstyleintl.com

O2 Spas
Tel: +91 924 702 0202
Email: info@o2spa.org
www.o2spa.org

Planet Beach Spray & Spa
Tel: +1 888 290 8266
http://myplanetbeachfranchise.com

Sense of Touch
Tel: +852 2201 4545
Email: enquiries@asiasw.com
www.senseoftouch.com.hk

Siam Wellness Group
Tel: +66 2 641 6619 20
Email: info@siamwellnessgroup.com
www.siamwellnessgroup.com

Spa by L’Occitane
Email: spacontact@loccitane.com.hk
www.spa.loccitane.com

Spa Creators Ltd
Tel: +44 1189 471 857
Email: enquiry@spacreators.co.uk
www.spacreators.co.uk

Spavia
franchise.spaviadayspa.com

US-based Massage Heights is looking to expand internationally and the UK is its priority market

Woodhouse Day Spa
Tel: +1 877 570 7772
Email: derrick@woodhouse spas.com
www.ownwoodhouse.com

Yan Spa
Tel: +66 2 168 5733
Email: info@bhmasia.com
www.yan-spa.com

YeloSpa
Tel: +1 212 245 8235
http://staging.yelospa.com/newyork/franchise
Now in their second decade, spa franchises have made their presence felt in a big way. Their accessibility and affordability have brought spa and wellness to a new audience – one that used to think of massage as a special treat rather than something that could be incorporated into day to day life.

By far the biggest market for franchising globally is the US, where momentum shows no sign of slowing and many brands are set for international expansion. In fact, entrepreneurs and investors are snapping them up faster than you can say ‘deep tissue’. But they are also gaining traction worldwide with niche opportunities opening up across the globe.

So who are the bigger players? And which are ramping up their franchise for roll outs and are worth keeping an eye on?

Jane Kitchen, news editor, Spa Business

**MASSAGE ENVY**

With the largest network of massage and facial spas in the US, Massage Envy is the behemoth of global franchises, having led the trend when it first emerged on the scene 13 years ago.

Owned by Atlanta-based equity firm Roark Capital Group, the brand has more than 1,100 locations in 49 states and US$1bn (€876m, £692m) in earned sales.

In big news, the group has just revealed that its taking the first steps in international expansion, with the opening of a site in Sydney, Australia in mid May. A second site will follow a year later and Massage Envy has signed a 100-unit, 15-year deal with Australia-based Collective Wellness Group which already manages 450 Anytime Fitness clubs in the country.

In the US, typical Massage Envy monthly memberships are priced at US$59.99 (£53, £42) and include one massage, or a Murad facial for US$10 (£9, £7) more. Customers can roll over unused services and add family members at a discounted rate.

When setting up a franchise investments range from US$413,700-US$960,850 (€362,550-€842,050, £286,230-£664,780), depending on the real estate. This includes the initial franchise fee of US$45,000 (£39,440, £31,130). Additional locations taken by a single franchisee are US$35,000 (£30,670, £24,220).

Its plan on home turf is to continue its focus on growing strategically in small and large markets, as well as opening in Wyoming (its 50th state).
Based in Colorado, Elements Massage is part of WellBiz Brands. Earlier this year, private equity firm KSL Capital Partners – the company that owns Miraval and ESPA – bought WellBiz for an undisclosed sum.

Elements Massage began franchising in 2006 and today has more than 200 studios in 36 states. In December, it opened its first international location in Vancouver, Canada.

The company offers just one service – massage – and offers The Elements Wellness Program, a month-to-month membership that has 75,000 members. Prices vary by location, but typically cost US$69 (€60, £48) for a 1-hour massage for members.

Marilyn Monroe Spas has 10 locations across four US states – including several in Hyatt hotels – but received a US$20m (€17m, £14m) investment from JCR Holdings last August, which will be used to fund domestic and global expansion.

The company named James M Lewis, a former Disney and Walmart executive, as CEO last year and as well as heading the expansion, Lewis is set to launch a national beauty school business for the company. Founded by spa industry veteran Niki T Kearn (née Bryan) and former Disney executive Allen R Weiss, Marilyn Monroe Spas was granted an exclusive licensing agreement in 2012 to operate the spa, salon, nail and health concept using Monroe’s name.

Marilyn Monroe Spas received a US$20m investment last August, which will be used to fund domestic and global expansion plans.

Keep reading to find out how YeloSpa plans make its mark in the franchise market, and which star is the new face of Hand & Stone...
Hand & Stone has built its brand to serve the middle market, opening in locations like malls where consumers normally do their shopping. The company recently partnered with soccer star Carli Lloyd, who will be featured in its marketing up until 2018.

Hand & Stone will begin franchising this year

NICOLAS RONCO

Ronco is working with iFranchise to begin franchising this year and hopes to have five locations up and running by 2017. His overall goal is to have as many as 250 locations across the US in the next five to seven years.

YeloSpa franchises will be high-end with services nearly twice as expensive as rivals

YeloSpa franchises will be high-end with services nearly twice as expensive as rivals.
There are 100 Massage Heights in the US, with plans to add 35 more this year

**MASSAGE HEIGHTS**

Launched in San Antonio, Texas in 2004 by husband and wife Wayne and Shane Evans, Massage Heights has more than 100 locations, with a goal of 35 new retreats – as they call them – in 2016. Long-term, the aim is to have 300 retreats in 20 states by the end of 2018.

“We have been growing rapidly and we are just in the beginning stages,” says Bret Franson, director of franchise development. “And I don’t see this slowing down.”

Monthly memberships start at US$49.99 (€46, £34), which includes a 1-hour massage and aromatherapy each month. Facial memberships start at US$59.99 (€55, £40) and the company has recently introduced 30-minute targeted massages as well.

Initial investment for franchisees is typically US$425,000 (€372,450, £294,040) including the fee, operating capital and opening costs.

Massage Heights is currently searching for a master franchisor in the UK, a country which it wants to target this year.

“We have been growing rapidly and we are just in the beginning stages”

BRET FRANSON
WOODHOUSE DAY SPAS

Established by avid spa lover Jeni Garrett in Texas in 2001, the Woodhouse Day Spa differs from other franchises in the scope of its treatments – more than 70 – including facials; Vichy showers; Swedish, deep tissue or volcanic hot stone massages; manicures and pedicures.

With 46 locations in 18 states, Woodhouse also distinguishes itself by using organic, wild-crafted products; making a commitment to sustainability and using American-made products.

Woodhouse currently has 350 locations in the pipeline over the next decade and has ambitions to open 20-30 new locations annually.

MASSAGE GREEN SPA

Launched in 2008, Massage Green Spa currently has 100 day spas in the US, almost 1,000 more in development and plans to launch in Canada, Europe and Australia.

“The spa industry will continue to climb, because making massage therapy affordable allows people to embrace the concept of incorporating it into their lifestyle,” says Allie T Mallad, chair and CEO.

Massage Green offers massages – in 1-hour, 1.5-hour and 2-hour increments – for stress management, pain management and functional mobility, with enhancements of aromatherapy or hot stones.

Prices vary per location but start at US$39.95 (€37, £27) for a 1-hour full-body massage.

The company has a month-to-month membership and has differentiated itself by allowing up to four people in the same house to use it, and by using sustainable materials in its build-out, says Mallad.

Franchisees pay an initial US$232,000 (€203,310, £160,510) investment and then pay 6 per cent commission on services.
DRAGONFLY • CHINA

Founded 12 years ago in Shanghai by Hong Kong-born celebrity hairstylist Georgie Yam and local Chinese business partner Eve Zhou, Dragonfly has 15 retreats, three of which are franchises.

The team later brought in Canadian business partner Randal Eastman and a fourth business partner, Grace Zhou. Yam has since passed the reins of operations to the other partners.

Eastman says the Dragonfly model is built around relaxation services that are appealing to both men and women. “It’s a lifestyle concept that is more accessible to a wider audience than a typical beauty-oriented day spa,” he explains.

Projected initial investment for a new shop in China – including construction, fit-out, decoration, supplies, print materials, staff training and franchise fees – is around CNY2m, (US$306,990, €269,030, £212,390).

“China is a different market,” says Eastman. “It’s full of spa offerings and very fragmented, but many franchise or chain operations have died or are struggling in recent times. I predict more chains growing in China as there is increasing consolidation in this sector.”

Eastman says Dragonfly is focused on expanding its business in China. It’s added traditional therapies such as Chinese massage, moxibustion and scraping to appeal to locals rather than catering just to its core customer base of expatriates.
Thailand’s well known spa chain operators, the Siam Wellness Group, is to expand internationally using franchises.

Established in 1998, Siam owns 23 spas in the country under the RarinJinda Wellness Spa, Let’s Relax Spa and Baan Suan Massage brands. It claims to have treated over 3 million clients, the majority of whom are global tourists, and last year the group had a total revenue of THB34m (US$962,860, €843,810, £666,170).

The group now plans to use a franchise model to grow the businesses outside Thailand with one site already open in China. “Each brand has its own character,” says Narun Wiwattanakrai, executive director. “People are becoming more brand users, thus the right brand will capture the right target market.”

Franchisees pay a fixed-sum for staff training, design consultation, SOP and installation of the operating system, and then a percentage of gross operating revenue for quality control and marketing.

Wiwattanakrai says Siam wants to target the Association of South-east Asian Network countries (ASEAN) comprising Thailand, Singapore, Indonesia, the Philippines, Brunei, Cambodia, Laos, Myanmar and Vietnam with its future franchises. The ASEAN has a pan-Asian economy and Siam aims to set up its first franchise store in the region this year and to penetrate all of the countries by 2018.
With six locations, two of which are franchises, Hong Kong-based Sense of Touch has not focused on franchises so far, but CEO Neil Orvay says that’s likely to change – he has plans to open at least 20 more spas and is talking with a master franchisee in Vietnam.

The initial franchise fee is around US$50,000 (€43,820, £34,590), with ongoing payments of 5 per cent of turnover plus a 2 per cent marketing contribution. Franchisees receive support in marketing, training, menu development, sourcing staff, inventory and ordering and spa management system updates.

Sense of Touch’s main product partner is British brand Elemis and the franchises offer this along with Dermalogica.
**ENDOTA • AUSTRALIA**

Based in Melbourne, and started by high school friends Melanie Gleeson and Belinda Fraser in 2000, Endota has 90 day spas across Australia. Fraser left the company in mid 2015 and new partners have since come on board.

With a predominantly female audience, the spa franchise recognises that women often put the needs of others before their own and encourages them to ‘be your best me’. The spas feature a signature, calming scent, as well as originally-composed music and its own-branded skincare line. Other suppliers include Dermalogica and HydroPeptide.

Costs of fitting out a spa are between AU$350,000 (US$256,940, €225,170, £177,770) and AU$450,000 (US$330,350, €289,500, £228,560). Franchisees attend Endota Spa introduction and education courses and the company also provides four days of in-spa training before opening. In addition, Endota Spa training schools offer refresher courses for product education and retail sales.

"Endota has 90 day spas across Australia"

**FOUR FOUNTAINS • INDIA**

Launched in 2007 in the tech-hub city of Pune, India, Four Fountains now has 30 franchisees in three cities across the country.

With backing from equity firm Fulcrum Ventures, the chain was set up by Anurag Kedia, Saurabh Garg and Sunil Rao, three business school graduates working as sales and consulting managers who were frustrated by their inability to afford luxury spas.

The team created Four Fountains in an effort to put the health benefits of spa therapies within reach of more people and their ambitious target is to have 300 spas in 10 major Indian cities over the next few years, says company director Kedia.

"Spa franchises continue to grow," he explains. "In India, the market is just opening up – the penetration of spas and massages is in the low-single-digits, and hence there's a long way to go from here."

Currently every Four Fountains spa has a turnover of close to INR10m (US$150,000, €131,450, £103,780) annually.

Total cost of setting up a spa with Four Fountains is around INR6m (US$90,000, €78,870, £62,270), which includes cost for interiors, furniture, fixtures, security deposit and working capital.

Unlike many other franchise models, Four Fountains doesn’t have an up-front fee, but instead, charges a royalty on the total revenue franchisees generate.

"In India, the market is just opening up – the penetration of spas and massages is in the low-single-digits"

ANURAG KEDIA
The Massage Company debuted in the UK in April a 14-treatment room flagship location in Surrey, England. This is a new venture from Charlie Thompson – former head of health and beauty for UK’s Virgin Active, and Elliot Walker – former MD of Murad UK. It will offer a membership package with monthly massages at £44.95 (US$65, €57).

“We’re building massage as a routine part of lifestyle,” says Thompson. “We’re changing the way that people view it in the UK and bringing it to the mainstream.”

Body’mminute got its start back in 1998 and has grown to include 400 beauty centres across Europe – the majority of which are in France. The company also has one location in Miami, USA and wants to launch in the UK, Italy, Spain, Belgium and Luxembourg.

These membership-based, female-only beauty salons offer waxing, facials, body treatments, relaxation and manicures – all without an appointment.

Body’mminute has positioned itself as a low-price player, but had a turnover of around €100m (US$114m, £79m) in 2012. Membership is €9.90 (US$11, £8) per month with facial and body treatments ranging in price from €9.90 to €48 (US$55, £38).

Cost of a Body’mminute franchise starts at €130,000 (US$148,340, £102,630) and there’s a fixed monthly fee per treatment room. Average day spa turnover is reported at €250,000 (US$285,270, £197,370) after two years.

It makes its own products and has a training school in Paris. IT, managerial and marketing training is provided as well.
Not a franchise per se, LivNordic is a spa concept available for licensing from Swedish-based spa consultancy Raison d’Etre, which launched in April 2015 as part of a deal with Scandinavia’s Viking Star Cruises. The concept has been inspired by nature and focuses on Nordic wellness, with an emphasis on hydrothermal areas and bathing rituals, as well as Swedish massage.

The first land-based LivNordic Spa & Wellness opened in January in the Cayan Tower in Dubai, and this April, a second LivNordic set sail on-board Viking Sea.

The licensing opportunity is mainly geared towards hotels, where the spa is a standalone brand, yet integrated into overall operations. The business model is a management and joint venture partnership between Raison d’Etre and the hotel/cruise ship owner.

The plan over the next five years is to have at least 15 LivNordic spas up and running, says Anna-Cari Gund, managing director of Raison d’Etre.

“We see a great demand for our Nordic lifestyle concept,” says Gund. “People all over the world are longing for a closer connection to nature.”
SPA CONSULTANCIES

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Blu Spas, Inc.

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Background
Launched in 1998, Blu Spas, Inc. was founded and is owned by Cary Collier and Doug Chambers. Our Blu team also includes Lisa Jacobs, Brian Lombardi and Kim Collier, plus numerous international resource partners.

Main products and services
Blu is a full-service firm offering consulting, advisory and operating solutions. We have extensive experience in the wellness, spa and fitness industries, including business analysis and modelling, concept development, distinctive design, project planning, FF&E and product designation, pre-opening support, treatment development, branding development and post-opening support.

USPs
Blu Spas is committed to our long-standing goal of creating extraordinary experiences and adventures for people of all ages – all contributing to the ‘Global Spa Evolution.’

How ‘living well’ is created and delivered is at the core of what we do. We are fortunate to be recognised for our innovative concepts; for capturing authentic and marketable qualities from local cultures; for delivering memorable facilities and guest experiences; for our market-based approach to planning; for our detailed technical services and for our pre- and post-opening business advisory services.

Plans for 2016
Blu has 30 active projects, including seven 2016 openings. Blu seeks to launch several proprietary concepts: a modern spa experience, affordable modular spa / fitness structures and alliances for compelling technologies.

Top clients
Blu provides a wide range of consulting services, including concept development, planning, design and technical services, and operational services, for notable properties worldwide. Our portfolio includes new and existing facilities serving hotel guests, local residents and members, and our collaborations include owners, investors, developers, operators and corporate spa directors.

Where in the world?
We are an international firm and have worked on more than 350 projects, including hotels, resorts, clubs and residential properties, in over 35 countries.

Who's who?
Cary Collier & Doug Chambers, principals and co-founders; Brian Lombardi, Lisa Jacobs & Kim Collier, design & concept team.

La Cantera Hill Country Resort, Loma de Vida Spa, San Antonio, open July 2016
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
Deep Nature Development

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Background
Deep Nature was launched by founder Julien Patty. The story began in Deauville, when Deep Nature took over management of the French thalassotherapy Thalasso Deauville by Algotherm. In 10 years, the company went from managing one spa to 51 around the world.

The company launched the Deep Ocean Spa in 2006, a seawater spa based in the French Polynesia. It was the first thalasso centre built in the South Pacific.

The hotel was a pioneer in using deep seawater air conditioning.

Main products and services
Deep Nature has three fields of expertise: concept & design, construction and spa management.

Our projects are based on the following parts:
- Market and environment analysis
- Approving the spa concept and design
- Financial evaluation of the project (including a five-year business plan)
- Architecture and construction of the spa
- Spa pre-opening and spa management.

Deep Nature creates spas as bubbles of wellness, where you can retreat from everyday life and dive into yourself.

From initial sketches to detailed plans, Deep Nature manages the whole project delivering spas complete to the finest detail and ensuring the immediate smooth running of spas.

USPs
Deep Nature runs 51 successful and profitable spas around the world.

With spas and thalasso centres in the world’s most prestigious places – by the sea, in the mountains and in the cities – Deep Nature offers the ultimate wellbeing experience.

The company has 10 years of providing outstanding quality and aesthetic excellence with treatments tailored for your emotions and sensations. Nurture your body and soul and reveal your true nature with Deep Nature.

Top clients
Intercontinental, Bora Bora; Raffles, Paris; The Brando, Tetiaroa.

Where in the world?
Europe, the Middle East, North Africa, French Polynesia.

Plans for 2016
Narcissus Spa, Saudi Arabia; Royal Mansour Casablanca, Morocco; Golden Tulip Spa concept.

Who’s who?
Ghislain Waeyaert - Managing Director
EVERYTHING SPA & WELLNESS. ESADORE INTERNATIONAL
Spa Consulting • Interior Design • Engineering Design • Thermal Installation • Spa Management

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Background
esadore International was founded in 2008 after its founder’s relocated to Dubai, UAE. Upon establishing the company, traditional consulting services were originally provided, but the founders soon realised the lack of connectivity between all stakeholders in the industry and then set about creating a 360 degree service.

Main products and services
esadore International is a specialised Design, Construction, Operation Spa, Wellness company which has been developed to provide turnkey solutions and bespoke services through four carefully devised divisions: Wellness, Creative, Wet and Life.

The company is committed to creating unique, world-class projects while delivering extraordinary experiences through visual, functional and service orientated journeys. esadore Wellness offers feasibility, concept, design-consulting and training, while the esadore Creative division delves deeper into spa and wellness architecture, interior design and branding from concept to construction completion.

Promising expertise in innovative thermal facility solutions, esadore WET is steadily gaining popularity as people become more aware of the benefits of traditional hammams and saunas, while esadore Life encapsulated our unique brands such as NINE Degrees Spa and KEPT mens.

USPs
We are a core group of wellness architects, operational consultants and trend experts with a wealth of experience, developing, designing and opening some of the region’s most renowned spas and wellness facilities.

Our experience combined with our design expertise have been instrumental in building our brand in the region. We don’t just create a concept or design a spa and call it a day, but have the in-house expertise to assist clients across the board from start to finish.

This 360 approach is what has allowed us to build and foster long-lasting relationships with world-class hospitality brands and win global tenders on merit and hard work, not just the name on the door or the size of our company.

Top clients
Our portfolio includes working with a number of global hotel chains and hospitality brands including IHG – Intercontinental; Fairmont; Hilton; Starwood; Jumeirah; Nikki Beach; Bvlgari; One&Only and Vichy to name a few.

Where in the world?
Our international experience and flexible service offerings has lead us to service clients in the Middle East, South West & South East Asia, Africa, Pacific and Australia.

Plans for 2016
Our robust expansion plan for our brands NINE Degrees Spa and KEPT Mens remains on track, with more locations opening in 2016.

Who’s who?
Ebrahim Malekzadeh, CEO; Theodora Kioussis, MD; Sally Beighton, head of training & product development.
IS YOUR SPA ALIVE?

Spas that see the bigger picture

Is it time to offer a complete wellbeing experience?
Can a natural, authentic approach be compatible with new technologies?
How could your spa become relevant, unique and profitable?

Business strategy & planning  Spa consulting  Spa management support
Project management  Brand & concept development  Brand roll out & representation

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Background briefing
The company was launched in 2012 by CEO Patrick Saussay and Christopher Ryan.

Main services
The wellness market is moving from an exclusive leisure activity to a global lifestyle concern generating business opportunities, concept enhancements and profitability challenges. To support partners on this path GPSA services are mainly:
- Business strategy & planning
- Spa consulting
- Project management
- Spa management support
- Brand & concept development

GPSA focuses as much on profitability and organisation design as it does on customer experience in the definition of global wellness services beyond the spa. From strategy and concept definition to go-live support, it delivers all types of project services, including business plans, treatment menus and protocols, product brand selection and team training. To provide a memorable wellness experience, GPSA considers all customers’ senses. Its vision is to respond to multi-sensorial needs with a consistent approach aimed to create a balance between atmosphere, offering and resources. The company’s experience of project development, spa management and investors’ focus is key to avoiding the usual traps found in many spa businesses. This ensures the creation of compelling and differentiating concepts aligned with a business strategy, not ‘nice but empty’ places.

Additional services
GPSA gets involved with the definition of a spa or product concept before giving international development support. It enhances brands, defines the roll-out strategy and represents exclusive brands in prospecting and new projects assessment. It realises financial, operating and positioning reviews of existing spas as well as supporting the transition process from traditional spa to global wellness services.

USPs
International spa projects have equipped the company with a wide knowledge of what wellness means in different cultures. Saussay has 22 years’ experience in consulting, mainly with the ‘big five consulting firms’, and has been involved in the change process of large organisations like the French Healthcare Ministry where he advised on the balance between quality and finance, before transferring this expertise to the wellness industry. Christine Masson’s 25 years of experience in the wellness industry and the company’s international network, enables GPSA to provide expertise in strategy, economics, wellness and development to reach sustainable solutions.

How many spas do you supply?
More than 15 projects and six in progress, GPSA is global with current active projects in France, Switzerland, Turkey, Hanoi, Seoul, Doha, Belgium, Lebanon. It supports evianSPA development worldwide including the upcoming Katara Plaza project in Doha.

What the clients say
“Patrick has become a key member of the evianSPA development team. He’s been instrumental in finalising our spa offer, from framing the business model to the development of the treatment menu and protocols and is leading our commercial development approach.”
Laurent Houel, global brand director, Evian

“I have had the opportunity to work with Patrick on international business development projects. I have been able to acknowledge his listening and analytical skills as well as his ability to find the most relevant creative solutions to expressed challenges. Patrick is among these very rare creative individuals with whom you really want to work with effectively, efficiently and in all confidence.”
Sofiane Djadri, CEO, Charme d’Orient
WHERE WELLNESS MEETS WANDERLUST

GOCO Hospitality is a leading consulting and management company, specialised in developing and managing award-winning spas, wellness resorts and communities. Together with one of the most renowned and experienced hospitality consulting brands, Horwath HTL Health and Wellness, we offer a turnkey service solution to our clients from market research and feasibility to design and management, aspired to create next-generation wellness destinations.
GOCO Hospitality

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Background
As a complete wellness consulting and management firm specialising in designing, developing and operating spas, wellness retreats and wellness communities, GOCO Hospitality offers a true turnkey solution for each phase of development. Founded by Ingo Schweder in 2009, an industry veteran with over 30 years experience in the wellness industry.

Main products and services
From market research, design to management, GOCO Hospitality provides a true turnkey solution to its clients, always personalised and highly customised to the client’s needs.

The key services include market research and feasibility (which is provided by our sister company, Horwath HTL Health & Wellness), concept development, master planning, design and technical services, pre-opening, training and management.

Every project is uniquely tailored to its local context, culture and market positioning, designed with modern aesthetics and ensures the needs of the future operation are anticipated.

USPs
Our wealth of specialist knowledge in spa and wellness facility design, development, management and marketing provides our clients with superlative turnkey solutions. We are committed to creating a unique, world-class wellness environment, delivering extraordinary sensory and service experiences for guests. Through collaboration with our creative team, and an ability to handpick from our comprehensive services, you can create a business that is meticulously customised to your locale and target market. Our approach eschews a one-size-fits-all philosophy, allowing your vision to be brought to life. As our client you also benefit from the independent business consulting services provided by our sister company, Horwath HTL Health and Wellness, which offers independent business consulting services including, masterplanning, market research and feasibility, and operational concept development for wellness-based projects.

Top clients
We are proud to work with The Ritz-Carlton Hotel Company, Four Seasons Hotels & Resorts, Starwood Hotels & Resorts, Viceroy Hotels & Resorts and Emaar Hospitality in creating successful spas for their international portfolio.

Our branded GOCO Spas are designed to succeed in urban and resort settings.

Where in the world?
We currently have active projects on five continents, with many new assignments Africa, Asia, America, Europe and the Middle East.

Plans for 2016
We are opening GOCO Spa Koh Chang in Thailand and The Address Boulevard Spa in Dubai, as well as expanding GOCO-owned Glen Ivy (California).

We are also developing Bulgari spas in Shanghai, Moscow and Beijing, and conceptualising GCC’s first wellness resort.

Who’s who?
Ingo Schweder, Chief executive officer and founder; Josephine Leung, Group director of design; Matthew Brennan, Director of finance; and Clive Mcnish, Corporate general manager.
NINE Degrees Spa is an enchanting journey of wellness throughout several Middle Eastern regions, absorbing the cultures, traditional methods and healing remedies along the way.

Throughout the Orient, many medicinal skills and recipes have been handed down from one generation to the next. Most of them were derived from the Father of Modern Medicine, Abu Ali Ibn Sina, who is rated one of the most gifted scholars in the history of medicine. We wish to preserve these ancient healing therapies, within our NINE Degrees Signature Treatments.

The NINE Degrees treatments and spa rituals have been carefully chosen and developed to provide the utmost relaxation and therapeutic value. A wonderful collection of ancient health and beauty practices that have been passed down from generation to generation, carefully selected and combined with modern technologies to develop a rare collection of signature treatments, unique rituals and wellness concepts.

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NINE Degrees

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Background
A group of innovative spa creators got together in 2008 and after numerous discussions they recognised a fundamental missing link: a Middle Eastern-inspired spa concept. NINE Degrees Spa was born, as part of Esadore International under Esadore Life.

Main products and services
NINE Degrees Spa offers clients the opportunity to have a beautifully designed and high quality spa brand, which is managed effectively, with a clear focus on providing extraordinary customer journeys as well as maximising profitability.

A NINE Degrees spa can also be integrated into any pre-existing facility. The team is composed of four disciplines: architecture & design, hydro engineering, operational deployment & set-up and operational management. These disciplines are involved in the planning, design and construction of each project.

Other services offered include: concept design, project & feasibility study, space planning, spa retail design, pre-opening support, product supplies, recruitment & training, operating standards, quality assurance and marketing.

USPs
The NINE Degrees Spa Group helps clients create a vision for their project that is consumer-driven, with an emphasis on a strong concept, focused planning and effective business strategies. Then we help design an aesthetically pleasing, consumer friendly facility.

Whether starting a new day spa, resort spa, hotel spa, wellness centre or, expanding an existing facility, the NINE Degrees Spa Group has the expertise to help you succeed. It’s not about the size of your project, it’s about the strength of your dream. It’s about helping you build a business that can grow and flourish.

Top clients
NINE Degrees Spa at the Fairmont Ajman, Ajman, UAE; NINE Degrees Spa, Abu Dhabi, UAE; NINE Degrees Spa, Dead Sea, Jordan.

Where in the world?
Middle East including UAE, Jordan and Oman.

Plans for 2016
The NINE Degrees Spa will be growing the brand together with strategic partners around the UAE, Middle East and Asia. The NINE Degrees Spa, Dead Sea, Jordan is opening in 2017.

Who's who?
Ebrahim Malekzadeh, CEO; Theodora Kioussis, MD; Michael Monsod, director of operations – wellness.
LivNordic is a unique wellness brand inspired by the natural lifestyle and innovative designs of the Nordic countries. Based on a blend of long proven Nordic health traditions combined with the latest in spa and wellness. LivNordic is a wellness experience far from the ordinary.

LivNordic – A Nordic Spa & Wellness brand for full scale spa management.

www.livnordic.com
Background
Raison d’Etre is a spa and wellness company based in Stockholm, Sweden. Since its foundation in 1998 it has created and managed over 100 spas in more than 60 countries. The company has received more than 50 awards for innovative spa concepts, by creating tailor-made spas and spa brands.

Main products and services
A Raison d’Etre spa is like no other spa, created solely for you, with deep respect for your guests, ensuring it to be fully compatible with your market. LivNordic is a unique wellness brand inspired by the natural lifestyle and innovative designs of the Nordic countries.

Based on a blend of long proven Nordic health traditions combined with the latest in spa and wellness, LivNordic is a wellness experience far from the ordinary. Consultancy services includes feasibility studies, business planning, concept development and design advisory, guest programming, pre-opening services, on-site training, quality assessments and management services. Our educational services include a Spa Managers Online certification program and spa business courses.

USPs
The success of a Raison d’Etre spa is no miracle: it depends on excellence down to the last detail and sustained effort over a long period. As we are not tied to any product or equipment company, we are free to create what is truly best for your spa.

We are a think-tank of creative individuals, with extensive experience and expertise and a deep passion for wellness. We combine our expertise with extensive research for each project. We then add our creativity and constantly strive to develop something unique. This has resulted in world-renowned spa brands. We are not only consultants, we also operate our own spas, hence the advice and services we give are trialled and proven.

Top clients
LivNordic Spas on board Viking Star and Viking Sea; LivNordic Spa, Cayan Tower, Dubai; Soma Bay Thalasso Spa & Wellness centre and KI Spa, Egypt; W hotels in Verbier, Jordan, Amsterdam; Aman resorts; Taj hotels; One and Only; Six Senses; Datai Langkawi; Kempinski; Nordic Spa & Fitness, Stockholm.

Where in the world?
We are a global company and can take on projects in any region. Our main markets are Europe, Middle East, Asia and Africa.

Plans for 2016
Opening LivNordic Spa & Wellness, Capra Hotel in Saas-Fee, Switzerland and Katara Beach club, Doha, Qatar. We are continuing to develop new courses for our online spa business education.

Who’s who?
Anna-Cari Gund, managing director; Annika Jackson, director of business development; Anna Bjurstam, partner.

What the clients say
"I have only positive things to say about the work provided. Both projects are smaller, very high-end boutique spas with a distinct style and ambiance created. I have found the top management, project managers and staff to be very professional and knowledgeable.”

Paul Brackley, GM, The Beaumont Hotel
Sparcstudio deliver **inspiring, innovative & award winning** spa & wellness design with a real attention to detail. Our bespoke design approach combined with a deep understanding of the technical & operational issues ensures long lasting & unique spas that continue to win awards year after year.

**OUR CLIENTS INCLUDE:**
THIRD SPACE, DORMY HOUSE SPA, EXCLUSIVE HOTELS, AB HOTELS SPA AT SOPWELL HOUSE, CALCOT MANOR HOTEL & SPA, SO SPA SOFITEL ST JAMES, ROCKCLIFFE HALL SPA

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Background
Sparcstudio is a company of specialist architects and designers established by Beverley Bayes, Neil Fairplay and Tom Howell. The team has over 20 years’ experience in spa and wellness design.

Main products and services
Sparcstudio creates beautiful, award-winning spa and wellness facilities and hotels for discerning owners, operators and spa guests. The company has a detailed knowledge of the operational requirements and technical aspects needed to deliver an outstanding experience for spa guests.

Sparcstudio always strives to create unique, inspiring environments based on a detailed understanding of the brand aspirations, 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.

USPs
Sparcstudio specialises in designing bespoke, boutique spas, health and fitness clubs and hotel projects that have ‘heart & soul’.

Its latest spa, the Dormy House Spa in the Cotswolds, has had much press coverage and won the Mr and Mrs Smith Award for best spa, the Conde Nast Johansens best destination spa and The Sunday Times Ultimate 100 best spa.

On a larger scale, Sparcstudio was the spa/hotel designer for Center Parcs Woburn, which included the Aqua Sana Spa, hotel bedrooms and spa suites. It won the 2015 Mipim Awards ‘Best Hotel & Tourism Resort’.

Sparcstudio’s designs are bespoke, have a real sense of place, and are driven by a desire to create an amazing experience for the guest.

Top clients
Projects include: Rockcliffe Hall Spa Garden/ Pavillion; ‘Third Space’ high end boutique gym & spa at Tower Bridge; Calcot Spa; Dormy House Spa; Rockcliffe Hall Spa Garden; So SPA Sofitel; St James London; Aqua Sana Spa at Center Parcs Woburn Forest; Pennyhill Park refurbishment; Sopwell House Hotel Spa; Moddershall Oaks; Re:SPA at the Reebok Club, London; Aspria clubs in Hamburg and Brussels

Where in the world?
United Kingdom and Central & Eastern Europe, although we would be happy to work on projects that are further afield.

Plans for 2016
A new spa concept for Starwood in Scotland; a large new build spa for Exclusive Hotels in Sussex; luxurious five star retirement villages with spas; high end fitness/ wellness clubs in London, Germany and Brussels.

Who’s who?
Beverley Bayes, co-founder & creative director; Neil Fairplay, co-founder & commercial director; Tom Howell, co-founder & technical director.

What the clients say
“The Dormy House Spa has been designed by the Sparcstudio team with flair, imagination and vision” Andrew Grahame, chief executive, Farncombe Hill Estate

GQ magazine wrote about the newly launched “Third Space, Tower Bridge - “One of GQ’s favourite luxury gyms” and included it in their list of ‘9 coolest things in the world this week’.

“Calcot Spa has won many prestigious awards in no small part due to the design and technical strengths that Sparcstudio were able to bring to the project.”

Cathy Ball, director, Calcot Spa

www.spahandbook.com
Global leaders in facility concept & design

Steve Kass is a global leader and expert consultant, offering advice on a wide range of critical investment and design matters which have the potential to define the success of a development.

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Facebook: https://www.facebook.com/stevekassconsulting/
Twitter: https://twitter.com/skassconsulting
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www.stevekassconsulting.com

Background
Steve Kass, founder and former CEO of American Leisure (which was sold in 2015), has launched a new business, Steve Kass Consulting. This new boutique consultancy will continue to work as a global leader and innovator, offering a world-class service to clients.

Main products and services
With experience of successfully operating hundreds of facilities, Steve Kass Consulting offers a highly effective alternative, by delivering the wow factor – new concepts, new ideas and new design features – while at the same time ensuring those features are operationally sound and can actually be built for a sensible budget.

Steve Kass Consulting likes to get involved in projects early on, at the stage where the goals and aims are being defined. The consultancy can then explain how its ideas, plans and designs will contribute to the success of the sales and enhance the bottom line of a project.

USPs
One of Steve Kass’ proven strengths is forecasting trends and demand in facility design.

On new projects Steve Kass Consulting typically starts with the basics of what it knows is expected as a minimum requirement. Then it gets creative and works to see how much value it can add within the budget to elevate the bottom line and social value of the scheme.

In all of the facilities we’re currently designing, we add social components, such as bowling alleys and gathering spaces. We’ve also devised the concept of the ‘Living Lobby’ which offers – among other things – social activities and has proven to be successful. In all cases we create custom solutions.

Top clients
Steve Kass Consulting is working on luxury projects with some of the largest residential builders and hospitality companies in the world, including Donald J Trump Organization, Lennar, Tishman Speyer and Four Seasons Hotels and Resorts.

Steve Kass Consulting been brought on board to be a part of the design team on a 50,000sq ft spa and wellness facility that will service 1,500 luxury apartments in Long Island City, US. Other projects include the Spa at the Kimpton Hotel in the Cayman Islands, the new Four Seasons Hotel in New York City and the Four Seasons in Houston, Texas.
Contract Management

Contact details for companies around the world which offer spa and wellness contract management services to run facilities on a third-party basis

1Life
Tel: +44 1480 484 260
Email: businessdevelopmentgroup@1life.co.uk
www.1life.co.uk

American Leisure
Tel: +1 845 371 5670
www.americanleisure.com

Aspen Spa Management
Tel: +1 954 229 8353
www.aspenspamanagement.com

Black & White Hospitality
Tel: +44 1934 839 012
www.sanguinehospitality.com

BSpa Consulting & Management
Tel: +34 650 528 747
Email: bspaconsulting@icloud.com
www.bspaconsulting.com

BluePrint Spas
Tel: +44 7842 120 956
Email: info@blueprintspas.com
www.blueprintspas.com

Deborah Evans & Associates LLC
Tel: +1 512 257 8551
www.devansassociates.com

Deep Nature
Tel: +33 7 89 22 13 84
Email: gwaeyaert@deepnature.fr
www.deepnature.fr

Destination Spa Management (DSM)
Tel: +66 81 753 5154
Email: joy.menzies@dsmgurus.com
www.destination-spa-management.com

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

EF Consulting
Tel: +44 20 7122 4910
www.efmedispa.consulting

Enchantment Group
Tel: +1 480 264 3015
Email: info@enchantmentgroup.com
www.enchantmentgroup.com

ESPA International (UK) Ltd
Tel: +44 1252 742 800
Email: info@espainternational.co.uk
www.espa-consultancy.com

Essense Wellness
www.essensewellness.com

ExclusivelySpa
Tel: +357 25 245 840
Email: info@exclusivelyspa.com
www.exclusivelyspa.com

General Hotel Management (GHM)
Tel: +65 6223 3755
Email: info@gmhotels.com
www.ghmhotels.com

GOCO Hospitality
Tel: +66 2 252 6288
Email: info@gocohospitality.com
www.gocohospitality.com

Imagine Spa Management
Tel: +44 1603 812 727
Email: davec@fitnessexpress.co.uk
www.imaginespamanagement.co.uk

Inbalans Group
Tel: +371 22 182 188
Email: info@inbalansgroup.com
www.inbalansgroup.com

International Leisure Consultants (ILC)
Tel: +852 2537 4202
Email: ilc@ilc-world.com
www.ilc-world.com

Jon’Ric International
Tel: +1 386 734 1234
Email: info@jonric.om
www.jonric.com
Companies to run your spa

**Karma Spa**
Tel: +62 361 764 082  
www.karmaroyalgroup.com

**MSpa International**
Tel: +66 2 3656000  
www.mspa-international.com

**Premedion**
Tel: +49 40 300322 310  
Email: y.moshref@premedion.de  
www.premedion.de

**Raison d’Etre**
Tel: +46 8 756 00 56  
Email: info@rdespas.com  
www.raisondetrespas.com

**Relax Massage**
Tel: +33 1 53 01 01 53  
www.relax-massage.com

**Resense Spa**
Tel: +41 22 809 51 39  
Email: info@resense spas.com  
www.resensespas.com

**Resources for Leisure Assets**
Tel: +43 1 71 728 445  
Email: contactus@resourcesforleisureassets.com  
www.resourcesforleisureassets.com

**Sedona Resorts**
Tel: +1 678 974 7270  
www.sedona-resorts.com

**Serena Spa Pvt Ltd**
Tel: +960 3313866  
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**Shenkha**
Tel: +971 52 849 0686  
Email: mseferian@me.com  
www.spaconsultants.ae

**Softouch International**
Tel: +971 6 7145535  
Email: info@softouchspa.com  
www.softouchspa.com

**Soul Spa Concepts**
Tel: +33 6 08 22 11 61  
Email: helen@soulhouse.ro  
www.soulhouse.ro

**Spa Balance Consulting**
Tel: +34 91 563 7740  
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Tel: +1 707 939 0101  
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**Spa Innovations**
Tel: +65 6386 1236  
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Tel: +66 2665 7180  
Email: info@spaorigins.com  
www.spaorigins.com

**Spa Project**
Tel: +49 2156 109400  
Email: info@spa-project.eu  
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**Spa Remedies**
Tel: +1 619 313 7544  
www.sparedemies.com

**Spa Success Consultants**
Tel: +1 561 866 9601  
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**Star Wellness**
Tel: +33 4 97 06 51 07  
www.starwellness.com

**Steiner Leisure Ltd**
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**Steiner Spa Consulting**
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**Thalgo Spa Management**
Tel: +33 4 94 19 91 40  
www.thalgospamanagement.com

**Trilogy Spa Ventures**
Tel: +1 212 874 5649  
www.trilogyspaventures.com

**Vichy Spa International**
Tel: +33 4 67 410 420  
www.vichyspahotel.com/en/

**WellConsult**
Tel: +49 89 741 60 778  
Email: info@well-consult.de  
www.well-consult.de

**Wellness Arena Corporation**
Tel: +81 3 6412 8576  
www.warena.net

**Wheway Lifestyle International**
Tel: +44 1494 758 058  
www.whewaylifestyle.com

**WTS International**
Tel: +1 301 622 7800  
Email: svpdevelopment@wtsinternational.com  
www.wtsinternational.com

www.spahandbook.com
For us...
Guest experience is a given.
Performance is our revolution.
At Resense, *it’s always about the guest* when creating, designing, opening and actively supporting the teams’ operating our spas.

Our proven systems and approach to maximising our guests’ experience have increased our owners’ and hoteliers’ profitability by an average of 271%.

If you would like to explore how we can achieve the same results in your property, please contact our CEO, Kasha Shillington on +41 22 809 5132 or kasha.shillington@resensespas.com.
Consultants

A wide selection of consultancies worldwide which specialise in spa and wellness feasibility, design, development and operational advice

1Life
Tel: +44 1480 484 260
Email: businessdevelopmentgroup@1life.co.uk
www.1life.co.uk

360° Spa Solutions
Tel: +852 2526 5552
Email: info@360spasolutions.com
www.360spasolutions.com

3d Leisure
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Email: info@3dleisure.com
www.3dleisure.com

5 Spa Consulting LLC
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http://5spaconsulting.com

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Asia Spa & Leisure Consulting ASLC
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Aspen Spa Management
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www.aspenspamanagement.com

AW Lake Spa Concepts Pte Ltd
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Barbara Morrow Spas International
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BBSPA (Be a Business Spa)
www.beabusinessspa.com

Beautiful Forever Consulting
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Email: hello@beautybusinessexperts.com
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Closer Consulting Wessel & Matalla
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Commercial Spa Strategies
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www.concept-saphyr.com

Conceptasia
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www.conceptasia.net

Core Essence
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www.destination-spa-management.com

Dr Burgener
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www.drburgener.com

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www.dreamzspa.com

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Ecologic Spa Development & Management
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www.spadevelopers.com

EF Consulting
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www.espa-consultancy.com

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www.essensewellness.com

Exclusive Spas Australia
Tel: +61 7 4098 7127
www.exclusivespas.com

ExclusivelySpa
Tel: +357 25 245 840
Email: info@exclusivelyspa.com
www.exclusivelyspa.com

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FH Consultancy
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www.franhayterconsulting.com
SPA CONSULTANCIES

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www.fisiosphere.it

Francis & Alexander
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Email: peggy@resources4spas.com
www.resources4spas.com

Frederique Spa Consulting
www.frederiquespaasia.com

The Georgeson Group
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www.georgesongroup.com

GeoSpa GmbH
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Email: info@geospa.de
www.geospa.de

Gingko Spa Management & Consulting Services
Tel: +27 21 948 2310
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www.gingkospa.com

Global Project & Spa Advisory
Tel: +33 1 82 09 45 77
Email: psaussay@globalspaadvisory.com
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www.hammamconsultants.com

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Email: info@happysauna.it
www.happysauna.it

Haslauer GmbH
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Email: office@haslauer-gmbh.de
www.haslauer.info

HFD Spa (Health Fitness Dynamics)
Tel: +1 954 942 0049
Email: hfd@hfdspa.com
www.hfdspa.com

Horwath HTL Health & Wellness
Tel: +66 2 252 6281
Email: mbrennan@horwathhtl.com
www.horwathhtl.com

Hospitality & Leisure Concepts
Tel: +44 7736 611 554
Email: dc@hlconcepts.co.uk
www.hlconcepts.co.uk

Howard Spa Consulting
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www.howardspaconsulting.com

HUW Enterprises
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Email: information@huwenterprises.com
www.huwenterprises.com

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

Inbalans Group
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Email: info@inbalansgroup.com
www.inbalansgroup.com

Innovate Leisure
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Email: info@innovateleisure.com
www.innovateleisure.com

Innovative Spa Management
Tel: +1 828 242 4415
Email: info@ismspa.com
www.ismspa.com

Innovative Spa Productions
Tel: +1 702 427 3895
Email: christi@getspainfo.com
www.getspainfo.com

InSPARation Management
Tel: +1 407 210 3928
Email: info@insparationmanagement.com
www.insparationmanagement.com

Institute of Management Consultants
Tel: +1 202 367 1134
www.imcusa.org

Intelligent Spas Pte Ltd
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www.intelligentspas.com

International Leisure Consultants (ILC)
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Email: ilc@ilc-world.com
www.ilc-world.com

Itanda
Tel: +44 7791 969 699
Email: enquiries@itanda.co.uk
www.itanda.co.uk
Companies to help design and develop your spa

Jacqueline Ross
Tel: +44 795 766 8850
Email: jacqueline@jrspaconsultancy.co.uk

Jean Oliver Spa Consultancy
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Email: jeo@jeanoliver.com
www.jeanoliver.com

JGA Spa Consultancy
Tel: +44 1795 890 952
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Email: julie@jmpankey.com
www.jmpankey.com

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Email: info@jonric.com
www.jonric.com

Karma Spa
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www.karmaroyalgroup.com

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McCall & Wilson
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Tel: +961 471 1016
Email: info@medispasolutions.com
www.medispasolutions.com

Medical Spa & Wellness Group – Schletterer
Tel: +43 5244 62005 0
Email: office@msw-group.com
www.msw-group.com

Mestre & Mestre Spa Consulting
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www.mestre-spa-mestre.com

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www.mspa-international.com

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www.premedion.de

Promet Spa Wellness
Tel: +90 216 368 4840
Email: info@promet.com.tr
www.promet.com.tr
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Phone number</th>
<th>Email Address</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Raison d'Etre</td>
<td>+46 8 756 00 56</td>
<td><a href="mailto:info@rdespas.com">info@rdespas.com</a></td>
<td><a href="http://www.raisondetrespas.com">www.raisondetrespas.com</a></td>
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<td>Reservoir</td>
<td>+1 212 229 9142</td>
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<td>Resources &amp; Development</td>
<td>+1 702 436 0371</td>
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<td><a href="http://www.resourcesanddevelopment.com">www.resourcesanddevelopment.com</a></td>
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<td>Resources for Leisure Assets</td>
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<td><a href="http://www.resourcesforleisureassets.com">www.resourcesforleisureassets.com</a></td>
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<tr>
<td>Rizzato Spa Consulting</td>
<td>+49 7542 946 990</td>
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<td><a href="http://www.spa-consulting.com">www.spa-consulting.com</a></td>
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<tr>
<td>Sacred Currents</td>
<td>+1 212 410 1832</td>
<td></td>
<td><a href="http://www.sacredcurrents.com">www.sacredcurrents.com</a></td>
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<td>Saga Spa Consulting &amp; Management</td>
<td>+1 954 474 9475</td>
<td></td>
<td><a href="http://www.sagafitness.com">www.sagafitness.com</a></td>
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<tr>
<td>Salamander Lifestyle Pte Ltd</td>
<td>+65 6336 7670</td>
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<td><a href="http://www.salamanderspa.net">www.salamanderspa.net</a></td>
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<tr>
<td>Sanitas Spa &amp; Wellness</td>
<td>+90 212 326 4646 - 8040</td>
<td><a href="mailto:info@thesanitas.com">info@thesanitas.com</a></td>
<td><a href="http://www.thesanitas.com">www.thesanitas.com</a></td>
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<tr>
<td>Satteva</td>
<td>+52 1 777 103 5399</td>
<td><a href="mailto:bonnie@satteva.com">bonnie@satteva.com</a></td>
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<td>Sedona Resorts</td>
<td>+1 678 974 7270</td>
<td><a href="mailto:info@sedona-resorts.com">info@sedona-resorts.com</a></td>
<td><a href="http://www.sedona-resorts.com">www.sedona-resorts.com</a></td>
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<tr>
<td>Segerberg Spa Consulting</td>
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<td><a href="mailto:janesegerberg@yahoo.com">janesegerberg@yahoo.com</a></td>
<td><a href="http://www.segerbergspa.com">www.segerbergspa.com</a></td>
</tr>
<tr>
<td>Serena Spa</td>
<td>+960 3313866</td>
<td><a href="mailto:maldives@serenaspa.com">maldives@serenaspa.com</a></td>
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Companies to help design and develop your spa

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www.thespaconsultants.co.za

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Tel: +44 1189 471 857
Email: enquiries@spacreators.co.uk
www.spacreators.co.uk

Le Spa Francais
Tel: +33 6 79 52 43 11
Email: erwanmadec@lespafrancais.com

Spa Genesis Business Consultancy
Tel: +44 7931 374 269
www.spa-genesis.com

Spa Guide-n-Light
Tel: +91 98195 61806
www.spaguidenlight.com

Spa Innovations
Tel: +65 6386 1236
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Spa Sessions
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Email: joanne@sparemedies.com
www.sparemedies.com

The Spa Set
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Star Wellness
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PRODUCTS & SERVICES

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barrandwray.com

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 is a management owned company.

Main products and services
Wet area technical design, installation, commissioning and after sales service – offering a full detailed design/fit out package. Full interior design services for spa from concept to FF&E selection and post contract services.

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. FF&E: massage tables.

USPs
Being able to create award-winning spas, offering a full interior design package and a technical ability to supply spa wet area solutions, offering flexible and cost effective services unrestricted by geography or size.

How many spas do you supply?
More than 300 spas worldwide.

Top clients
Four Seasons, Le Meridien, Jumeirah Group, Mandarin Oriental, Ritz Carlton, IHG, Fairmont Raffles, Shangri-La, One & Only, St Regis, Grand Hyatt and Leela.

Where in the world?
Headquartered in the UK with subsidiary offices in Dubai and Hong Kong.

2016 trade shows
SPATEC Europe, June 2016; Global Spa & Wellness Summit, Austria, October 2016.

Who’s who?
Alister MacDonald, B+W Group CEO; Derek Barton, MD B+W Hong Kong; Lorne Kennedy, European sales director; Corrine Sunter, sales director Dubai; Graeme Banks, design director; Cheryl Hanna, spa sales manager.
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Background
BC Softwear manufactures and supplies luxury towelling for exclusive hotels and spas in the UK and Europe. Its products are designed for the most discerning customers where exemplary quality and exceptional performance are the norm. BC Softwear was launched in 2002 by the founder and managing director, Barbara Cooke.

Main products and services
BC Softwear are experts in the manufacture of towelling, supplying exceptional quality luxury bathrobes, towels, and slippers. The company is renowned for its unique understanding of the spa and hotel markets and has been providing expertise to the most luxurious 5 star and luxury boutique hotels and exclusive spas for over 14 years. With an enviable reputation for supreme quality towels and robes that stay softer and fluffier for longer, BC Softwear guarantees clients will receive reliable supply and exceptional customer service.

Additional products
BC Softwear are specialists in the embroidery of towels with corporate logos. Using state of the art embroidery machines, the company can embroider bathrobes, towels and slippers with exquisite custom made logos in any colour or design with no minimum order quantity.

USPs
BC Softwear’s Spa Linen has an exclusive weave designed to absorb less oil, repel odours and stay fresh for longer. The company manufactures exceptionally large sized spa towels to reduce the number of towels required during a treatment, accelerate the treatment turnaround, reduce drying times and decrease laundry costs. Its bathrobes provide superior luxury with exceptional quality – which is why BC Softwear is the preferred choice of supplier for many hotels, spas and laundries. More importantly, all products are available from stock with next day delivery.

Where in the world?
The UK and Ireland, throughout Europe, and worldwide as far out as Polynesia

Top clients
Champneys, Center Parcs Aqua Sana, Hoar Cross Hall, Penny Hill Park, The Dorchester Collection, The Deep Nature Group, Relais Châteaux and many luxury hotels and spa throughout France.

Plans for 2016
Product selections are constantly updated and new colours introduced based on customer requirements. New for this year are the Serene bathrobe in more colour & size options, The Supreme bathrobe & larger sized Jumbo sheets.

Who’s who?
Barbara Cooke, Managing Director; Sam Cooke, Business Development Manager South; Karen Tidswell, Business Development Manager North & Ireland.

What the clients say
“BC Softwear has been very helpful in our spa development process. We have been impressed with their ideas, the exceptional quality of the products and the results speak for themselves!” Liz Dicker, spa director, Sequoia Spa at The Grove, UK
Unique expertise in high-end personalized beauty care

For 40 years, the Biologique Recherche Methodology has had a reputation for astounding effectiveness based on a clinical approach to beauty care, using pure, concentrated ingredients as well as innovative and haute couture protocols.
Biologique Recherche

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www.biologique-recherche.com

Background
Biologique Recherche was founded by a French family of passionate skincare experts. Today, it is 65 per cent owned by Rupert Schmid and Pierre-Louis Delapalme and 32 per cent by the Allouche family. They remain loyal to the brand’s fundamentals, ensuring the transmission of its unique methodology and results-driven personalised approach.

Main products and services
The company’s R&D team is driven by bringing the latest, unique products to market.
Biologique Recherche recently introduced Seconde Peau, a treatment inspired by the medical processes used to treat severely burned patients – Seconde Peau is a world première in professional skincare.
Biologique Recherche also provides spas with communication and marketing tools that help them develop their businesses.

USPs
Biologique Recherche’s best asset is its methodology, which combines powerful products and effective treatment procedures with respect for the skin’s structure and physiology to ensure results.
It took 40 years to build this rigorous, complex methodology and it can only be passed on through intensive training.

The company’s hyper-customised solutions target a client’s individual needs and this makes Biologique Recherche the brand of choice for the most discerning clientele.

The manufacturing process is responsible in part for the effectiveness of the formulations as there is no mass production and every batch receives great attention. Biologique Recherche products contain a high concentration of botanical, marine and biological extracts – over 20 per cent in most products.

The company chooses the highest quality active ingredients available and cold-made formulations to preserve their structure.
Finally, to preserve integrity and decrease the chance of allergic reactions in the use of products, artificial fragrances are not used.

Top clients
Ambassade de la Beauté, Paris; the Faena Hotel, multi locations; Finca Cortesin Malaga; Four Seasons, multi locations; Group Barrière l’Hôtel du Golf, Deauville; Mandarin Oriental, multi locations; Peninsula, multi locations; Ritz Carlton, multi locations; Schloss Fuschl Salzburg; Shangri-La, multi locations; Sofitel, multi locations; The Alpina Gstaad

Where in the world?
Biologique Recherche is available in 3,000 locations in more than 70 countries worldwide.

2016 trade shows
Cosmoprof Asia

What the clients say
“Biologique Recherche has been a huge success, as the number one retail product this season. Guests are impressed by the efficacy of the treatments, the results of the products, and the technology used for diagnosing, measuring and treating the skin.”
Jocelyn Pederson, spa director,
Six Senses Spa at The Alpina Gstaad Hotel

“Our partnership with Biologique Recherche enables us to provide guests with a customised facial and body treatment that’s luxurious, yet still clinical and results-oriented. The affinity between our estheticians and Biologique Recherche’s techniques and products showcases a spa experience that has proven extremely popular with spa guests.”
Jonathan Crook, general manager,
The Peninsula New York

“We have a demanding international clientele who come expecting long-lasting results with non-invasive treatments. Biologique Recherche has been the key success factor in building the reputation of our business.”
Delphine Camaly, directrice, Ambassade de la Beauté, Paris and Air France La Première Spa

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Background
When we started almost ten years ago, we were a small group of four people.

Fast forward and today we have offices in four countries and a large team of smart, creative employees. We work hard to nurture a collaborative, energetic culture for growth.

Main products and services
We provide all-in-one spa software to run your business. Features include:

- **Booking**
  Accepts appointments online, mobile and in-spa. Book individual appointments or groups, spa treatments or classes with our centralised reservation system.

- **Marketing**
  Powerful marketing tools that will help you attract and retain new customers and increase your brand visibility.

- **Payments**
  Easily accept almost any form of payment – credit cards, gift cards, loyalty points, room charges, house accounts, membership rewards, and even cash.

- **Mobile Apps**
  Powerful mobile apps at your fingertips. Engage your customers around the clock with our consumer booking and iPad app.

- **Inventory**
  Easily manage your products. Transfer them between locations, create purchase orders, perform inventory counts and more.

**Integrations**
We integrate with dozens of external services, from payment to gift card to loyalty. Or use our robust API to explore unlimited possibilities.

**USPs**
We were the first cloud-based technology in the spa and wellness industry and the first to deploy a native mobile booking solution. We’re now the worldwide go-to solution for established and fast-growth spa brands.

Your customers expect convenience and personalisation of their guest experience. Technology is changing the industry and we’re proud to be driving this transformation.

As innovators we continually push the boundaries of what’s possible. Whether we’re reinventing what drives the spa industry or turning our insights to unsolved challenges, we’re here to maximise your potential.

**Where in the world?**
Our solution is deployed in over 50 countries. Major markets include North America, Europe, Middle East, Asia-Pacific and India.

**Plans for 2016**
We’re focused on helping the spa and wellness industry revolutionise the guest intake experience with a new product launch planned for 2016.

**Who’s who?**
Roger Sholanki, founder and CEO.

**What the clients say**
“Book4Time software really is an IT manager’s dream come true. Everything works in the cloud!”
*Chet Petal, Director of IT, Walt Disney World Swan and Dolphin.*
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Clients loyal.

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Background
Booker is the leading web-based business management software for the spa and wellness industry. Over 10,000 clients choose Booker to help grow and run their businesses, including independent spas, multi-location chains, and global hospitality brands such as Hilton, Kempinski, and Sofitel.

Main products and services
Booker 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.

Booker’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, customer database, integrated marketing, inventory management, PoS and reporting.

USPs
Booker’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. Booker also automatically captures customer data with web-based forms, and tracks every customer’s history, from past appointments to retail and gift certificate sales.

With quarterly software releases, Booker clients benefit from exciting new features and enhancements that support trends and align with business needs. Booker offers PMS integration so hotel spas can provide a seamless experience for guests. It also offers 400+ APIs so clients can custom-build appointment booking apps and integrate with third-party systems.

Global reach
Booker powers more than 100,000 professionals across 10,000 businesses in over 75 countries and is available in eight languages.

2016 trade shows
ISPA, IECSC, Global Spa & Wellness Summit, ISSE, Premiere, and Spa China.

Who's who?
Josh McCarter, CEO, Dan Chandre, SVP strategic partnerships, Bernie Lynch - international market development.

What the clients say
“We selected Booker 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, Booker is constantly evolving, with a focus on revenue-driving marketing tools.”

Jose Antonio Abud, director of tourism services, Hard Rock Hotels & Resorts

“Booker has helped me get more clients via its online booking platform. The support from the team is great. I always get quick, professional answers to queries”

Robin Mauras Cartier, regional director of Spa Asia and director of SoSPA Sofitel at Ponte 16

“Many of my consulting clients are happily using Booker’s cloud-based management software to operate their spas and salons. The innovations and marketing tools help them expand and grow and both they (and I) appreciate the ability to monitor all aspects of business performance from wherever we happen to be.”

Lisa Starr, senior consultant, Wynne Business; education ambassador, Spa Standard; task force chair, GWI Consulting Initiative; contributing editor, Dayspa Magazine

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Background
Bernard Massing founded the company as Madislor in 1976, developing innovative products for the hygiene market in the workshop next to his family house.

In the 1990s, a customer from Paris asked whether it was possible for him to create sauna scents and the company began to develop expertise in essential oils and aromas.

Main products and services
Laboratoires Camylle has developed a range of products based on essential oils and natural plant extracts for use in spas.

They are designed for use in saunas, steamrooms, hydrotherapy tubs, whirlpools, experience showers, crushed ice fountains and traditional bathtubs, as well as being ideal for use in essential oils diffusers.

Camylle also produces a range of precious oils for use in massage treatments and for perfume diffusion. They contribute a new, olfactory dimension to the wellness area.

Fragrances include eucalyptus, orange blossom, pine, lavender, rosemary, mint and lemon, as well as Asian, Polynesian, Mediterranean and Oriental blends.

USPs
We recognise that wet zones in spas are often underexploited, despite the fact they represent the biggest area of investment.

Enlivening and revitalising wet areas by introducing aroma makes them a draw for customers, thanks to aromatherapy.

It is possible to organise special ‘aroma’ events which are delivered on a daily, weekly or seasonal basis. These events can highlight to customers the special properties of the oils, which can be slimming, soothing or uplifting.

When these events are marketed effectively, they put the spa’s wet areas at the heart of the operation and bring them to life to create more customer engagement and interest in visiting the spa. They can also help to boost the spa’s retail offer.

Where in the world?
Laboratoires Camylle has clients in Europe, Switzerland, Russia, Japan, Singapore, the US, Morocco and Turkey.

Top clients

Plans for 2016
In 2016, Laboratoires Camylle will launch a revolutionary new concept which will enable the creation of an “olfactory identity” for spa treatment rooms.

Who’s who?
Marc Massing chief executive officer; Anne Lambert, sales manager.

What the clients say
“For over a year now, all our centres use Camylle products in their Turkish baths. We welcome customers for a stay of 6 days and being able to offer a different fragrance in our hammams every day is a real plus.

“We can enliven the bathing areas with the scents, so our clients can discover the benefits of these complementary aromas to their treatment. We have a very high client satisfaction rating since the introduction of these excellent professional quality products from Camylle.”
Jean-Luc Pleuvry, director of operations, Groupe Thalazur
Clarins No.1 Prestige skin care brand in Europe
60 years of Spa Experience.

With a network of 170 Skin Spas (Day Spa) around the world, Clarins is the undisputed leader in Spa operations. For more than 15 years, Clarins has collaborated with prestigious hotel partners with its award-winning Spa by Clarins concept.

*NPD BeautyTrends*: products sold in Perfumeries and Department Stores, Luxury brands, value sales 2014 on a total 4 countries (France, Italy, Spain mainland and UK).


CLARINS
Clarins

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www.my-blend.com

Background
In 1954 Jacques Courtin-Clarins opened his first day spa in Paris. After receiving many customer requests, he further extended his professional line to retail products and became the number one skincare line in Europe. Today Clarins is also one of the leading spa operators in the world with a network including 170 Skin Spas (Clarins owned and operated day spas) worldwide, in addition to 50 hotel spa partnerships.

Main products and services
- Spa by Clarins / Spa My Blend by Clarins branding license.
- Assistance with planning & programming.
- Treatment room design and functionality.
- Retail area design.
- Customised marketing plan.
- Signature treatment development.
- Professional product line available to licensed therapists only.
- Collaterals design.
- Pre opening and continuing training.
- PR events.
- Amenities line available for hotel rooms.

USPs
A trusted brand on the market delivering up to its promise, Clarins is the only brand with a selective distribution combined with 60 years spa expertise. Training, marketing, retail know how and PR are Clarins spas four pillars.

How many spas do you supply?
Clarins supplies 50 branded Spa by Clarins and Spa My Blend by Clarins in addition to its own 170 Skin Spas as well as 900 treatment rooms in perfumeries and spa rooms at Air France business lounges in New York, Paris and London.

Top clients
Ritz Carlton Toronto, Canada; St Regis Florence, Italy; Royal Monceau – Raffles Paris, France; Velaa Private Island, Maldives; Royal Palm, Mauritius, Majestic Barriere Cannes, France, Hotel Guanahani, West Indies, Gran Melia Villa Agrippina Roma, Italy, Royal Palm Marrakech, Morocco.

Where in the world?
Clarins is available in 150 countries.

Plans for 2016
- New Rebalancing Massages with Essential Oils
- New Open Spa concept
- Deployment of the new My Blend re-launched end 2015

Who’s who?
Morgan Lefrancois, International Director of Spas.

What the clients say
“For several years now the Ritz Carlton, Toronto has had the pleasure of partnering with Clarins in the pursuit of excellence at Spa My Blend by Clarins. The consistent support and ongoing training that Clarins has provided is unmatched in the industry, resulting in extraordinary guest experiences as well as increased financial performance.

During its second year, Spa My Blend by Clarins achieved the coveted award of #1 Hotel Spa overall voted by the readers of Travel + Leisure Magazine.”

Jill Carlen, spa director, Ritz Carlton Toronto
SKINCARE SCIENCE WITH A SOUL
Comfort Zone

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Background
The Comfort Zone brand was launched in 1996 as the skincare division of The Davines Group, which was founded in Parma, Italy, in 1983 by the Bollati family. Dr. Davide Bollati, a pharmacist and cosmetic chemist, was responsible for the foundation of the brand.

Main products and services
Comfort Zone represents a complete system of care for the skin, body, and soul. The company’s exclusive collection of products, treatments and rituals has been created with an unwavering commitment to finding the most powerful ingredients and delivering the most effective results.

Comfort Zone believes in working from the inside out and from the outside in to promote a holistic, healthy and sustainable lifestyle, based on science and reflected in a beautiful, vital skin.

USPs
The Science-based Conscious Formulas® are all developed with a high content of natural-origin ingredients (up to 98%) combined with the most advanced high tech molecules and carrier systems to guarantee maximum results and safety.

As a true innovation, silicones have been removed and substituted with butters and oils for a real active beauty.

Anti-ageing is a continued focus for Comfort Zone

The efficacy of the home care and the professional protocols is maximised through an integrated approach which offers skin health and beauty lifestyle tips developed with the collaboration of a Multidisciplinary Scientific Committee, composed of nutridermatology, holistic health and neuroscience experts.

How many spas do you supply?
The company supplies spas in Italy, North America, the United Kingdom, France, the Netherlands, Germany, Belgium, Northern Europe, Spain, Turkey, Switzerland, Russia, Portugal, South Africa, United Arab Emirates, Mauritius, Australia, New Zealand, Seychelles, Japan, Morocco and India.

Top clients
Hyatt Regency Scottsdale Resort & Spa at Gainey Ranch, Arizona, US; Spa Utopia North Vancouver, Canada; Kempinski Grand Hotel Gelendzhik, Russia; Conrad Hotel Hong Kong; Rockliffe Hall, Darlington, UK; Titanic Spa, Yorkshire, UK; South Kensington Club, London, UK.

Plans for 2016
The company will put a focus on face with the complete reformulation of hydramemory, for a double long-lasting hydration, and on the mind skin connection and balance with a new body ritual massage which will be launched in the autumn.

Who’s who?
Sam Keegan, UK country manager; Brian Brazeau, general manager; Davide Bollati, founder and president.

What the clients say
“The most elite products I have worked with in my 35-year career as a beauty therapist. Science and nature combined.”

Jayne Stevenson, spa manager, Courtyard Beauty
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

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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.

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.
- Business Intelligence: Dynamic reporting tool for spa, golf and leisure industries.
- Concept Web Services: providing online and mobile spa appointments or golf tee-times reservations via a range of customisable APIs.
- Concept Interface Centre: Integrating with many of the world’s leading PMS companies as well as third party products.
- Concept Services: 24/7 multi-lingual global support, installation, training and project management, retraining courses, Oracle database administration, software auditing and consultancy, development and customisation.

USPs
Multi-language, multi-currency and fiscal-compliant in 70 countries, Concept’s scalable systems work in partnership with many of the world’s leading Property Management Systems to offer a range of interfaces for full resort solutions or single-unit businesses.

Mobile technology enables the software to be accessed anywhere. Concept’s 24/7, global support and training network is key to this success.

Top clients
Concept is the sole global certified spa software provider to Hilton International. Other key international accounts include Langham, Shangri-La, Peninsula, Banyan Tree, Marriott, Starwood, Canyon Ranch, De Vere and Corinthia.

Where in the world?
Distribution in more than 70 countries, with clients from remote areas of Europe to Asia, through the US, Africa and the Middle-East.

2016 trade shows
We continue our global roadshow and partner user-conferences, plus Spatec Europe and North America, HITEC and Spa China Summit and the World Travel Market.

Plans for 2016
Concept’s utilisation audits will be available to all clients. We aim to reach 75 countries in 2016. We also plan to launch the first interface with spa tour operators making online tour operator reservations seamless and therefore increase booking speed and flow.

Who’s who?
David Spiers, founder & director; Malcolm Rennie, MD; Luis Branca, director of development & technology; Simon Le Touze, director of operations; Roman Horwarth, director of sales.
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Facebook: www.facebook.com/dermotechnology
Blog: www.dermotechnology.com/blog
www.dermotechnology.com

Background
Dermotechnology launched in March 2012, offering new concepts and natural alternatives to injection for a progressive and long-lasting natural facelift.

The director, Géraldine Péri, has been part of the beauty industry for 28 years, using her expertise to provide clinical results for a better aging process and pure beauty.

Main products and services
Dermotechnology offers the exclusive biotechnology of the Electrolift Concept – the solution for a pain-free, long lasting and non-invasive face-lift, this innovative concept fights skin aging.

It uses the method of electroporation based on biotechnology that has been scientifically proven by American researchers who were awarded the 2003 Nobel Prize in Chemistry. This is combined with seven micro-current frequencies, targeting face and body treatments.

We provide high profitability; real and instant results in 20 minutes; training; marketing tools including videos and flyers with our customers’ logos for free.

This helps spas to properly train their teams to understand how to sell the Electrolift, how to get the optimal results, and how to enhance the spa’s reputation as well as ours.

A selection of Dermotechnology products

USPs

The company’s products stand out in the market because they answer the professional expectations of the client.

It is essential to think about efficiency, quality, profitability – this is the key to our success. The competition is increasing all the time, so we need to create something unique which provides instant and long-lasting results.

We created 10 protocols for face and body treatments, with basic 30 minutes and 45 minutes treatments and a single, more advanced one hour treatment. We have developed express and efficient anti-aging treatments.

In addition, we create ethical cosmetics and serums free from parabens, mineral oils and unnatural colouring. Our products are not tested on animals, and we do not use animal ingredients in our serums.

Top clients
For one year we have been supplying the Beach Club in Monaco (Monte Carlo).

Where in the world?
We are just starting distribution in Switzerland, and we have launched in 80 spas in France over the past three years.

Plans for 2016
The Electrolift with its cell electroporation is an alternative to cosmetic injections or an ideal complement. Options are offered to provide further targeted action: the Bioactive Gloves kit for an anti-aging face, neck and decollete massage that stimulates and energises the skin; the hands-free Bioactive Mask kit for an intense lifting and toning effect.

Who’s who?
Géraldine Péri, company director; Laurent Amis, sales director.

What the clients say
“We are very pleased and satisfied with the Electrolift treatments. Our cosmopolitan clients are very demanding and expect some visible results, they are totally addicted to our hyaluronic acid treatments for the eyes contours and the neck.” Laetitia Serres, manager, Beach Club Spa, Monaco

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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 faucets, fixtures and shower systems. As a partner in both the design community and the international spa industry, we build on the ideas and needs of professionals involved in designing spas. The result is a premium product in terms of both function and finish. Dornbracht provides installation support and guidance and all products come with a worldwide aftersales service to guarantee trouble-free operation.

With Smart Water, a digital control technology with an intelligent system which digitally networks components in the bathroom with one another, Dornbracht personalises Spa applications for added convenience.

Additional products and services
Dornbracht regularly wins international design awards for its designs. 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.

USPs
Dornbracht’s main USP is its high standard of production, along with Dornbracht’s dedicated division specialising in spa operations and design. Dornbracht assists with new ideas, like the Horizontal Shower or Sensory Sky shower, in which different types of rain, fog, light and fragrances complement one another to create complex choreographies inspired by weather phenomena. Another example is Foot Bath, an electronic and scenario-adaptable unit which provides an individual foot bathing experience.

Besides that, Dornbracht manufactures 100 per cent of its products in Germany, meaning consistently high-quality and manufacturing standards.

Where in the world?
Dornbracht products are distributed worldwide: The company has 16 branches and various commercial agencies.

Plans for 2016
Spa is one of the fastest growing industries and this is reflected in our portfolio. Dornbracht’s Smart Water philosophy forms the basis for a new, digital future in the bathroom and kitchen. As a pioneer and trend-setter for the industry, Dornbracht is constantly working to advance this technology – with great prospects for its own products, which are designed with only their function in mind.

2016 trade shows
Boot, Düsseldorf, Germany; Dubai International Boat Show, Dubai, UAE; Maison Objet, Singapore; SHK, Essen, Germany; IFH, Nürnberg, Germany; Salone del Mobile, Milan, Italy; Monaco Yacht Show, Monaco; Interieur Design Fair, Kortrijk, Belgium; Designers’ Saturday, Langenthal, Switzerland; Boutique Design, New York, USA; Sleep Event, London, England; Design District, Zaandam. Netherlands; Fort Lauderdale Boat Show, Fort Lauderdale, USA;

Who’s who?
Andreas Dornbracht, CEO – Strategy, Communications and Marketing; Matthias Dornbracht, CTO – Systems and Technology; Matthias Voit, Sales Management Elite Interiors; Michael Beese, Head of Business Segment SPA

What the clients say
“Dornbracht is pretty much a default specification for us in the studio: secure in the knowledge that their pieces look great and will work perfectly. They’ve made some custom fittings for us without raising an eyebrow (well maybe they did, but they didn’t let it show).”
Dickie Bannenberg, Company Leader of Bannenberg & Rowell Design Limited

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www.dromuk.com

Background
Dröm UK was launched in 2002 by Kicki Carlsson and Barry Smith. The company specialises in the design and installation of luxury bespoke spa and thermal wellbeing areas.

Main services
- **Consultancy**: Dröm UK provides expert consultation and coordination at all levels, from architects to builders. The company can offer advice on all technical aspects and design elements of your projects.
- **Design**: Dröm UK’s design team takes pride in meeting clients personally, to fully understand their dreams and requirements, before conceiving and constructing a bespoke sanctuary to suit each individual hotel, spa or health club.
- **Project management**: Once the concept and specification is approved, the planning can be a multi-disciplined project requiring a high level of coordination of different works.
- **Build**: All Dröm UK installations are built to the highest specification and quality 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. The company provides 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
Pennyhill Park Hotel & Spa; Coworth Park Spa, The Lansdowne Club, Stoke Park Country Club, Galgorm Resort & Spa, SHH Architects, MMM Architects, Gardiner & Theobald

Where in the world?
We currently design, supply and install projects throughout the UK, Europe and the Middle East.

Plans for 2016
Dröm UK are expanding their consultancy service into larger wellbeing projects including full hammams, ice rooms, salt caves, mud therapy rooms and Kneipp walks.

Dröm offers advice on both the technical and design aspects of spa projects, producing conceptual drawings and images to enable clients to accurately visualise ideas.

The company’s showroom is constantly evolving and will see the addition of stunning, fully-functioning room sets in 2016. It will continue to play host to groups of architects, designers and clients who are inspired by the variety of finishes and accessories on show.

Dröm will continue to use its Drömology publications to educate spa personnel, designers and end users in its various bathing options and routines, to ensure they achieve the optimum wellbeing benefits.

Who’s who?
Kicki Carlsson, CEO; Barry Smith, managing director; Erin Lee, project director.

What the clients say
‘We approached Dröm UK because of their impeccable reputation in the wellbeing industry. Their open, professional, friendly approach has assisted throughout our journey together. Dröm worked to our tight schedules and the installation team were professional and efficient. We’re looking forward to collaborating with them on other projects. We wouldn’t hesitate to recommend them to others.’
Darren Dixon, Spa Manager Pennyhill Park

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Background
Sue Harmsworth founded ESPA in the UK in 1993 following a 20-plus year career in spa and beauty. Global expansion followed and ESPA is now found in more than 460 spas worldwide with over 250 award wins under their belt. In recognition of her services to the spa and beauty industry, Sue was awarded an MBE by the Queen in 2010.

Main products and services
With over 20 years’ experience building award-winning spas in six continents, and with a pioneering collection of natural spa products and treatments, ESPA stands at the forefront of today’s global spa industry as an authority on spa creation and management.

As the spa industry has evolved so has ESPA – the company’s consultancy services offer clients a broad range of bespoke and flexible spa services to suit their needs.

Using its global infrastructure and world-class team, ESPA now provides a comprehensive service portfolio offering design, operational and education consultancy as well as standalone product and treatment supply.

The approach is tailored, needs-led and underpinned by the same knowledge, training systems and infrastructure that continues to set ESPA apart from its competitors.

USPs
First and foremost it’s ESPA’s expertise – the deep understanding, longevity and continuity of the team in place.

Their knowledge of the customer, ability to teach and grow others and deliver such efficacious products and treatments is unrivalled and has resulted in a deep connection with customers on both an emotional and physical level. ESPA takes the time to invest in its people by continually mentoring and teaching – consequently many of its staff have been with the company for over 15 years and understand the brand at all levels. The passion of the ESPA team to continue being experts in their field, while always sticking to the company’s standards and principles, will ensure on-going success.

ESPA at Grand Hotel Tremezzo, Italy

How many spas do you supply?
ESPA supplies spas in over 60 countries across six continents – North America, South America, Europe, Africa, Asia and Oceania.

Global clientele
Peninsula Hotels, One&Only Resorts, Ritz-Carlton Hotels, Fairmont Hotels, Bvlgari Hotels, Corinthia Hotels, The Leela Palaces Hotels, Gleneagles Hotel and many more.

Plans for 2016
The company plan to unveil spas opening in prestigious locations such as Qatar, Turkey, Saudi Arabia, UK together with many others in Europe, USA, Middle East and Asia. With a full calendar of new innovations and exciting product developments planned, they continue to extend their range of cutting-edge, natural skincare.

Who’s who?
Sue Harmsworth, chairman;
Michael Harmsworth, CEO;
Tracey Chappell, SVP - Global Spa Solutions;
Paula Perkins, Director of Spa Development;
Ian Mackie, VP - Spa Operations;
Jim Croghan, VP - Spa Operations The Americas;
Terry Prager, VP - Business Development for The Americas.
Using Ez-Runner guarantees you never stand still

Spa-Runner is continually developing its solutions to maximise your business.

Our Spa-Runner solution is no different. Our system lets you to book the most efficient member of staff to do a treatment, keeping your more qualified staff free to earn more. The system prompts the user to select the ‘best fit’ therapist.

Ez-Runner manages the usage for each of your treatment rooms booking treatments into gaps and rooms leaving the treatment rooms that earn you more, free to do so!
**Ez-Runner Systems Ltd**

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**Background**
The company was founded in 1995. Stefan Drummond is the majority shareholder.

**Main services**
Ez-Runner spa software is a fully configurable modular solution for selling treatments, packages and vouchers and has a reporting suite – both online and in-spa – for analysing yield, membership and food and beverage sales.

Other features include the ability for spas to optimise therapist- and treatment-room usage, calculate commissions, manage stock and limit treatments per day by therapist.

Further benefits include SMS alerts, yield management tools, product recommendations and staff rota management, as well as the ability to upsell products and services online or in-spa. Ez-Runner’s voucher management solution is commission-free, with online and in-spa purchasing, tracking and redemption, providing spas with the tools to control vouchers from purchase to redemption under one roof, providing limitless, cost-effective marketing.

**Additional services**
Fulfilment services for voucher management, gift card supplies, and membership cards.

In-house programming team for custom development and web integration. We also supply, kiosks, hardware and peripherals.

**USPs**
Ez-Runner offers full online integration into spas’ existing websites. This includes all features – bookings, packages, voucher purchase and redemption and pre-payments.

Each product or service can have YouTube video or images managed from the application, without the need to rely on expensive web teams. These online services can be linked to our automated marketing module (Campaign Manager) allowing Ez-Runner to send campaigns based on triggers such as the number of treatments bought or vouchers purchased online, without any user intervention.

The company’s voucher management solutions are provided without charging commissions to the spa operator.

Ez-Runner also has the facility to provide online diary views for therapists and has recently developed mobile websites for smartphones and tablet devices such as iPad, allowing spas to expand their online reach even further without restrictions.

**Where in the world?**
Mainly Europe and the Middle East, but we have sites worldwide from the Falkland Islands to Ethiopia.

**2016 trade shows**
LIW, Our Own SPA Conference & SPA LIFE

**Plans for 2016**
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
High-end spa tables, beds and equipment for your spa.
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Background
25 years ago, Gharieni Group was founded by Sammy Gharieni in Duisburg, Germany, initially focused on beauty and medical equipment. In the last thirteen 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 and branches in Germany, Belgium, Netherlands, France, Tunisia, Dubai and USA.

Main products
Gharieni offers extraordinary wellness-concepts, as well as high-end spa tables and treatment beds, equipment and furniture for luxurious spa, wellness and beauty facilities. All steps of the production process, from concept to design, are under the permanent control of the management at the company’s headquarters in Moers, Germany, in order to guarantee the highest quality. Moreover, the manufacturing process is controlled by the German Technical Supervisory Association and treatment beds and towers are certified by TÜV NORD CERT.

USPs
Elegant, modern design, perfect functionality, high-quality materials, complete solutions, the utmost flexibility, rapid implementation of customer requirements – these are the core values of the company. Clients can select from a wide range of colours and materials to create their individual products and they can fit each bed with a number of additional options. Furthermore, Gharieni has brought numerous innovations to the market, such as the successful MLX Quartz table which offers pure beach feeling to spas around the world. The brand new Libra Edge K is the latest development of Gharieni’s HydroSpa collection, and is a highlight for every spa. It offers a variety of pre-programmed aqua choreographies, heated water mattress with LED illumination, ‘emotional steam cocoon’, soap foam generator or built-in music system.

The new Libra Edge K – A new dimension of HydroSpa experience

Top clients
Germany: Four Seasons, Am Kanzleramt Berlin; Brenners Park Hotel, Baden-Baden, Nikki Hotel Düsseldorf; England: House of Elemis, London; Barbados: Hilton Hotel Barbados; Spain: Park Hyatt Mallorca; Austria: Alpenresort Schwarz; Switzerland: The Dolder Grand; Tunisia: Hotel Concorde Berges du Lac; St Barth: Cheval Blanc; UAE: Burj Al Arab, Dubai; Quatar: Intercontinental Doha; Oman: Al Bustan Palace/Ritz Carlton; USA: The Breaker, Palm Beach; Park Hyatt New York; Hong Kong: The Peninsula; France: Le Molitor Paris.

Where in the world?
Gharieni distributes to more than 60 countries around the globe.

2016 trade shows
Beauty International, Germany; Cosmoprof, Italy; Arabian Home Show, Dubai; Estetika, Belgium; Cosmetica, Germany; ISPA, US. Full list at http://www.gharieni.com/fairs

Plans for 2016
For the 25th anniversary, Gharieni will release amazing new innovations. Especially the HydroSpa collection gets bigger with its new models like the Libra Edge K and the brand new PediSpa Curve. We also have new products for our beauty line and furniture.
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 GmbH & Co. KG
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Fax: +49 (0)791 501 248
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www.klafs.com

Background
KLAFS was founded in 1928.

Main products and services
The KLAFS group is the world market leader in the field of sauna, pool and spa. Besides saunas, its wide product range includes: steamrooms, hamams, infrared heat cabins and relaxing areas, as well as treatment rooms, including massage tubs and treatment tables.

As a full-service general contractor for the professional sauna and spa industry, KLAFS also offers technical planning and consulting.

KLAFS has clients in a wide range of industry sectors, including hotels and resorts, health clubs, thermal spas and cruise ships. In addition, the company supplies private customers who are equipping their homes and vacation retreats.

A large team of experienced interior designers, technicians and project managers work together to implement even the most exclusive and ambitious spa projects. With the highest quality standards in the market, KLAFS offers its own development and production facilities for a complete range of innovative and individually designed spa equipment.

The manner in which KLAFS takes responsibility for the environment while interpreting market developments sensitively for the individual situation can be seen in numerous innovative developments which make efficient use of natural resources. Intelligent control and energy-saving packages such as Green Sauna or the new Green Steam represent a concept of ecological sustainability, to which KLAFS is committed.

Additional services
KLAFS offers after-sales services and maintenance of equipment after project completion worldwide with on-site service in many countries around the world, as well as offering the technical training of in-house spa staff. And with its own development department and production facilities for the complete product range, even the most extraordinary customer request can be fulfilled, ranging from single sauna cabins to turnkey jobs.

USPs
KLAFS keeps a close eye on the market to spot and set trends. Innovation is a key part of the company's corporate philosophy: KLAFS introduces surprising new concepts for the spa and health markets with pleasing regularity. Together with renowned designers, the company not only develops innovative, but also beautifully formed, products. This is proven by the numerous prestigious awards it has won, such as its gold iF Product Design Award, the Red Dot Design Award and the Interior Innovation Award.

Top clients
The Tschuggen Grand and The Dolder Grand Hotels, Switzerland; Corinthia Hotel, London; Tour Odéon, Monaco; Faena Hotel Miami Beach, USA; Fairmont Peace Hotel, Shanghai/China.

Where in the world?
With its headquarters in Germany, KLAFS has subsidiaries in Austria, Switzerland, Poland, Hong Kong and the Netherlands as well as 65 partners worldwide.

Who's who?
Frank Strobel, director international sales.
- Sofitel Dubai the Palm Resort & SPA ***** Dubai, UAE
- Spa Sisley Hotel Christopher St Barth***** St Barthélem, F.W.I
- Adyar Gate Hotels, SHERATON PARK HOTEL & TOWERS*****Chennai, India
- Kempinski Nile Hotel***** Cairo, Egypt
- Villa Del Palmar Beach Resort & Spa***** The Islands of Loreto BCS, Mexico
- The St. Regis Saadiyat Island Resort***** Abu Dhabi, UAE
- Hotel Majestic Barrière*****Cannes, France
- Park Hyatt***** Milan, Italy

- Forte Village***** Sardinia, Italy
- Amathus Resort***** Lymassol, Cyprus
- Grand Hotel Villa Cora WTB Hotels*****L Florence, Italy
- The Fairmont Kea Lani***** Maui, Hawaii, USA
- Hotel Savoy***** Lausanne, Switzerland
- Four Seasons Hotel at Kingdom Centre ***** Riyadh, Saudi Arabia
- Mazagan Beach and Gold resort***** Morocco
- Conrad Maldives Rangali Island***** Maldives Islands

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Background
The company was founded under the name of Brusaferri & C by Emilio Brusaferri and Silvio Genelli, cousins and close friends, who share the same passion for a great challenge.
Brusaferri has been manufacturing under the Lemi brand since 1989.

Main products and services
The company designs and produces treatment tables, chairs and multi-functional furniture and equipment for the beauty, spa, podiatry and medical sectors.

Thanks to its intensive research and development programme, as well as its continuous pursuit of innovation, Lemi has come to be recognised as one of the major players in the spa and wellness industry.

As well as being a leader in equipment design, research and technology, the company – with its unmistakable Italian style – is renowned for its exceptional quality, functionality, and meticulous finishes.

These fundamental principles have resulted in the development of numerous products bearing the Lemi brand name.

The company manufactures products to exceed customers’ expectations by ensuring maximum precision in the construction of each piece and continuous improvement – even with well-established products.

USPs
As an exclusive guarantee of its products’ authenticity, Lemi obtained the prestigious “100% Made in Italy” certificate in 2010.

This certification requires the company to subject itself to a series of thorough inspections in order to certify that its production cycle is entirely performed in Italy.

This complete autonomy also allows LEMI to guarantee customisation and to give a Lifetime Assistance on all its products.

From conception to design, prototyping and packaging, the products’ entire lifecycle is managed internally, with each individual part evaluated according to strict inspection criteria.

The added value of Lemi comes from the company’s excellent craftsmanship, maximum attention to detail, exceptional product quality, and comprehensive service.

Top clients
Sofitel the Palm, Dubai UAE; Four Seasons Hotel, Riyadh, Saudi Arabia; Forte Village, Sardinia, Italy; Hotel Majestic Barrière, Cannes, France; The Fairmont, Maui, Hawaii.

Where in the world?
LEMI is present in over 100 countries around the world.

Who’s who?
Emilio Brusaferri, president; Matteo Brusaferri, export and key account manager; Simona Carrara, export area manager.

What the clients say
“Our spa clients love the Lemi beds which we use in our treatment rooms. The upholstery is so thick and relaxing, it perfectly complements our luxurious signature treatments. I couldn’t recommend Lemi furniture highly enough.”

Stephen McCafferty, Spa Manager at Portavadie Spa, Loch Fyne, Scotland
Together with you, Life Fitness can create a fitness facility that is well-equipped and inviting. Our range of cardio and strength products are the gold standard in the health club market, ensuring that your guests have a seamless experience, whether they are working out or relaxing.
Life Fitness

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Background
With more than 160 years of heritage, innovation and leadership, the Life Fitness family now encompasses Hammer Strength, Cybex, SCIFIT, InMovement and Brunswick Billiards, to offer an industry-leading portfolio of solutions to get the world moving and help people lead active and healthy lives.

Main products and services
A successful facility is about much more than a mix of a few fitness machines – it’s about combining people, spaces and equipment to create an environment that motivates and excites exercisers.

Life Fitness doesn’t just offer the best fitness equipment, we will work with you to create a fitness facility that complements your spa offering, differentiates you from the competition and increases member satisfaction.

The Elevation Series includes treadmills, cross-trainers, the PowerMill Climber, the FlexStrider Variable-Stride Trainer and Lifecycle upright and recumbent bikes.

The premium Elevation Series combines superior biomechanics with thoughtful and inviting design.

Insignia Series is an elegant selectorised strength line which offers smooth, controlled, natural feeling motions to create an enjoyable experience for users different levels of fitness. The impressive customisation options for frame and upholstery allows you to create a look and identity that is unique to your facility.

USPs
Our passion for excellent service and decades of experience in planning and design make us the right partner for your fitness facility.

Life Fitness products are known for their quality, strength and durability, and we are also a leader in well thought out product design and biomechanics.

Through LFconnect.com you can manage your entire Life Fitness connected cardio portfolio, see detailed usage data, create customised screen designs, learn about preventative maintenance, create workouts for exercisers, and more.

Our Life Fitness Solutions Partners delivers design and build services, finance solutions, management solutions and membership retention services. Life Fitness Academy delivers globally-accredited training courses and industry leading qualifications from YMCA Awards.

Where in the world?
Life Fitness has sales offices around the world and our network of trusted distributors ensures that our equipment and services are available in more than 140 countries.

Top clients
Marriott, Hilton, Kempinski, Four Seasons, IHG, Carlson Hotels, Airth Castle Hotel, Ramside Hall Hotel, Coniston Hall Hotel, Marine Hotel Troon, Bedford Lodge.

Plans for 2016
We will continue to evolve our range of cardio, strength and group training equipment to ensure that we offer the right products and services to keep people active.

Who’s who?
Peter Croft, director multi-regional accounts; John Beacham, key account manager UK Hospitality; David Chioe, account manager Hospitality APAC; Kim Land, national account manager US.

What the clients say
“We wanted magnificent gym facilities to complement our new indulgent spa. It was an investment for our members, day guests and hotel guests alike. We selected Life Fitness for the quality and bespoke aesthetics they could provide, which perfectly complements our premium offering.” Anthony Woodhouse, General Manager, Ramside Hall Hotel
ESSEX™
PEDICURE CHAIR

Marrying the bespoke luxury of our expert craftsmen with the latest technology in pedicure technology. Hand stitched Ultraleather® upholstery, motorized seat and footrest adjustments. ADA compliant entry, SanJet® Pipeless Hydrotherapy, LED lights, Reflexology tub, to name a few. Your clients deserve the best. The Essex by LEC.
Living Earth Crafts

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Background
Living Earth Crafts launched in 1973, and is the premier spa equipment, treatment and massage table manufacturer. The company is headquartered in Vista, California with operations on three continents.

Main products and services
Living Earth Crafts maintains an unwavering commitment to making exceptional quality products and to eco-friendly sustainability.

Developing some of the most innovative spa equipment, massage and treatment tables in the world, LEC provides the world’s most distinguished spas with sleek design and fine manufactured products that will last a lifetime.

The company helps spas offer a luxurious experience with plush features such as Strata™ cushioning system, Caress™ self-adjusting platform with Strata™Cool facepillow, PivotPerfect™ sidearms on our mani/pedi equipment, and SaniJet™ pipeless technology to name a few.

All of these products are supported by our exceptional customer service to make sure our clients have trouble-free experience before and after their purchase and our products perform to their highest expectations.

USPs
Living Earth Crafts (LEC) is synonymous with uncompromised comfort and luxury, unsurpassed quality and undeniable value. LEC manufactures the highest quality spa equipment for some of the most exclusive spas and resorts in the world.

LEC’s products are made with the highest quality and well known for having continuous innovation, outstanding value, and supported by an excellent customer service.

The ZG Recliner combines a new level of comfort for guests and the healthy benefits of Zero Gravity positioning, perfect to use as relaxation lounger, pedicure chair, or express treatment couch.

Top clients
Hawkchurch Resort & Spa, England; The Hilton, Uganda; Four Seasons, Columbia & South Korea; MGM, China; St. Pierre Marriott Hotel, UK; Lush Organic, Canada; Nobu Hotel, Philippines.

Where in the world?
LEC offers worldwide distribution with strategic warehouses in the US, Europe, and Asia.

Plans for 2016
We will be extending the pedicure line with luxurious and innovative equipment, answering to the needs of the market and introducing new technologies to the traditional systems.

Who’s who?
Jim Chenevey, chief executive; Brian Paris, vice president; Erica Coble, business development manager; Gabriela Fraustro, marketing manager.

What the clients say
“I work with Living Earth Crafts because their design team consistently helps me push the frontiers of spa design and development” Cary Collier spa consultant and founder, BluSpas Inc.
Individually planned room constructions made of hard foam support material. We produce according to the customer’s specifications or develop with you customer- or object-based solutions. The room constructions are used both as hot air areas, e.g. steam baths, and as cold areas.
Background
The company was founded in Radebeul, Saxony in 1945. Thomas Lux is the son of the founder Herbert Lux and has been managing director since 1975. Since 1996 Rolf Longrée has also served as managing director of Lux Elements.

Main products and services
Lux Elements is an experienced specialist in the production of polystyrene hard foam and in processing products for the sanitary and wellness markets. The emphasis is on: wall cladding, floor structures, bathroom upgrading and wellness facilities.

Lux Elements is able to produce individual concepts and prefabricated elements for health resorts and leisure facilities.

The company produces solutions according to customer specifications including wet areas. These can be individual or serial productions.

USPs
One of the key USPs of Lux Elements is the environmentally friendly production of polystyrene hard foam (EPS) without using climate-harming propellants on its own production facility. The self-manufactured, moisture-resistant material has, among others, one important material property which makes it ideal for use in spas and wellness centres: due to the alkaline properties, the elements are mold resistant.

A further strength of Lux Elements is the individual production according to customer requirements. There are no limits in designing.

The modern and flexible manufacturing methods make it possible to produce large objects and diverse forms. On request the company can supply the static calculation, especially for very large objects.

Where in the world?
Lux Elements distributes its products all over Europe, Asia, North America, Russia and Ukraine.

Plans for 2016
Expand markets in North America and Southeast Asia and establishment of new products for steam room constructions: installation panel for attachment of fittings and hard-plastic supporting panel for steam inlet.

Who’s who?
Rolf Longrée, managing director; Marco Lutz, export director.
The Madison Collection would like to wrap your guests in luxury.

The Madison Collection
Designers of fine quality terry linen

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The Madison Collection

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Background
The Madison Collection was launched in 1999 by industry expert Charmaine Lang to provide quality, reliable and innovative products. From its headquarters in Miami, Florida, USA, the company works with leading hotels and spas around the world and is renowned for providing impeccable linens with an emphasis on operational use.

Main products and services
The Madison Collection creates superior towels and robes, as well as bath and spa accessories that provide comfort, absorbency and durability for operator and client.

By combining quality, lightweight terry and luxurious weaves, The Madison Collection offers innovative products to a global clientele.

The company’s collections are well thought out to provide ease of use on-site. Towels and robes to be used at the pool and beach, sauna, spa and in-room each feature a different pattern, so laundry staff may easily identify delivery zones. This also allows for the simple separation of operating revenues for various areas on property.

The Madison Collection’s products are washed and dried four times after dyeing, before cutting and sewing to ensure fibres are chemical-free, thus resulting in minimal shrinkage – under four per cent, compared to the industry standard of 10 per cent.

Because of the company’s superior cotton and sophisticated dyeing process, its products last more than 300 washes – and have been tested up to 527 washes.

USPs
The Madison Collection goes to great lengths to provide partners with the finest products. Customers reap the benefits of the company’s environmental safety efforts.

Created at the same factory since the company’s inception, all products utilise the best cotton (grade 5.5 - 6.5) and dyes.

The Madison Collection takes its place in the industry – and the world – seriously. Its factory is one of the few where spinning, weaving, dyeing, cutting and sewing takes place in one location, therefore ensuring supreme quality as well as little to no environmental impact.

The Madison Collection is also celebrated for its exceptional service and likes customers to help tell its story. One of The Madison Collection’s favorite accolades is that clients liken working with the company to the VIP attention received with private banking.

How many spas do you supply?
The company distributes across the globe – to North, Central and South America, Africa, Asia, Australia, Caribbean, as well as Richard Branson’s Necker Island and Moskito Island.

Top clients
Ritz Carlton (most locales); One & Only Palmilla; Diamante; Cabo; Wynn Resorts (including Encore), Las Vegas and Macau; Condado Vanderbilt, Puerto Rico; Lizard Island, Australia; Cape Grace, South Africa.

Plans for 2016
The new Bordado towel will be introduced. It has been four years in the making and is set to revolutionise and set new standards in the industry.

Who’s who?
Charmaine Lang, president and CEO; Mandy Meyerowitz - Australasia distributor; Gayle Meyers – Africa distributor; Queenie Keung – Hong Kong distributor.

What the clients say
“The Madison Collection has provided 14 years of exceptional service. Charmaine’s word is her bond.

“We’ve had towels remain in service through hundreds of washings. Their longevity amazes our commercial laundry service.”

Susie Milus Marquez, director spa operations, Grand Hotel Marriott Resort, Golf Club & Spa
Matrix

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Background
Matrix Fitness – the world’s fastest-growing commercial fitness brand – is a division of Johnson Health Tech Co. Ltd. (JHT); which was founded in 1975.

Preferred by some of the world’s finest hotels and resorts, Matrix offers an array of premium cardio, strength, and integrated technology solutions that support the demands of boutique hotels and spas, and enable you to create an inspirational fitness experience for your guests with minimal effort, regardless of size or budget.

With over four decades of experience in the fitness industry, and an extensive understanding of user behaviour, we know what guests expect from their workouts, and the company’s goal is to help you to deliver that and more.

Main products and services
Matrix strives to offer innovative and aspirational equipment that will captivate your guests, is easy to maintain, facilitates your wellness programming, and delivers the best return on investment.

CARDIO: Intuitive operations on the company’s full range of stylish, durable cardio equipment make it easy for guests to get on and go, while its consoles provide the most cutting-edge, fully integrated entertainment options; from regular television programming, to Internet connectivity and virtual workouts.

STRENGTH: Matrix offers an extensive strength range to enable you to address all end-user needs and craft a fitness experience tailored to your guest profiles. Durable finishes keep products looking new, and simple operation makes them easy for guests to navigate.

USPs
The Matrix ethos spurs innovation and values creative problem solving. As a result, the company has set the standards for which others strive, and its drive for excellence ensures it meets customer needs like no-one else.

Top clients
Hyatt, Four Seasons Hotels & Resorts, Marriott Hotels, Accor, Carlson Rezidor Hotel Group, InterContinental Hotels Group, Wyndham Hotels & Resorts, Starwood Hotels & Resorts, Club Med.

Where in the world?
Twenty four wholly-owned subsidiaries, and a distributor and service network in over 60 countries.

Plans for 2016
2016 has already seen the successful launch of the Matrix S-Drive Performance Trainer and Rower. Further innovative and aspirational solutions - including the next generation of 7xi/7xe consoles and software, and an intuitive Personal Trainer Portal - are scheduled for later in the year as hospitality sector demand for Matrix products continues to go from strength to strength.

Who’s who?
Daniel Clayton, VP Global Development; James Blower, International Hospitality Manager EMEA; Nigel Tapping, UK Hospitality Manager; Caroline Richings, Strategic Key Account Manager & UK Spa Association Board Member; Jon Johnston, UK Managing Director.

What the clients say
“As a company that is continually anticipating and addressing customers’ changing needs, we are delighted to be working with a supplier for whom innovation is a key business driver. The original solutions offered by Matrix Fitness help us to deliver truly exceptional guest experiences, and, coupled with their exceptional customer service, make Matrix an ideal preferred supplier for Marriott Hotels.”

Alison Ainsworth, Senior Director of Golf, Leisure & Spa Operations Europe, Marriott Hotels
MCCM’s passion and focus is to develop the most innovative treatments, combine them with the latest in technology, and complement all this with a range of cosmetic products tailored to specific needs.

Inspired by the latest scientific advancements, our cosmetic lines offer face, body and hair treatments, and we have solutions for different skin issues, including sun protection, mesotherapy, lymphatic drainage, whitening, scar treatments, acne and revitalising products.

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Background
MCCM has a long record in the field of aesthetic medicine and medical cosmetics, and through technology, innovation and experience, we create and develop a highly competitive range of quality products and equipment, with the highest standards of care and accuracy. Our passion and focus is to develop the most innovative treatments, combined with the latest in technology and complemented with cosmetic products tailored to specific needs.

Our company is based in Porto, Portugal, where we have our headquarters, logistics and training departments, and in Barcelona, Spain, where we have our laboratory and where we manufacture all our products.

Main products and services
MCCM is a professional brand, and we develop innovative treatments with effective results. We provide a full line of professional treatments along with customised homecare recommendations. Lines include revitalising treatments, whitening and firming products, body shaping, and unique detox and lymphatic drainage treatments.

USPs
MCCM evaluates all aspects of the skin, from the inside out, developing procedures with high-level standards. We combine highly concentrated active ingredients with technology, creating effective and visible results, and we customise the treatments for individual skin and body needs.

Top clients
Four Seasons, Sha Wellness Clinic, Ten Spa at Fort Garry Hotel, Bulgari, Epic Sana hotels.

Where in the world?
We are now present in more than 50 countries.

Plans for 2016
We are launching a new hydrogel mask with highly concentrated argireline, which promotes a glow and ‘natural botox effect’. We are also developing new professional and homecare treatments and implementing a skin analysis system with a portable scanner for personalised recommendations.

Who’s who?
Ana Casas, CEO; Francisco Magalhães, general manager; Ricardo Carvalho, trainer and international account manager.
AN EXCLUSIVE COLLECTION OF READY TO WEAR SPA AND HOSPITALITY UNIFORMS

SINCE 2002

NOEL ASMAR

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Background
CEO and creative director, Noel Asmar, founded the company in 2002 with SpaUniforms.com, which has since expanded under Noel Asmar Group Inc.

Known & trusted for her ability to design for function and movement, while bringing high quality tailoring and fabrics to the stylish uniforms she delivers, Noel and her team are passionate about creating clothing and accessories that make people feel good.

Main products and services
Noel Asmar is a premium ready-to-wear uniform brand with a comprehensive design process that takes into account all aspects of the hospitality and wellness experience.

Supplying the industry’s need for quality, stylish uniforms available on demand, Noel Asmar carries product on the shelf for convenience and efficiency.

Spa operators can create a beautiful and branded uniform program from ready-to-wear styles, without sacrificing the time and financial investment required with bespoke programs. Dedicated to providing expert tailoring and superior fit, Noel Asmar offers elegant and functional tunics, suiting, shirting, fitness apparel and more for every department role. The brand continues to support spa operators’ needs with an emerging women’s fashion line and a growing retail collection that includes Italian leather handbags and natural soy candles.

USPs
Noel Asmar is a design-driven firm, guided by a value-based company culture. The company is reliable, professional and easy to work with. It specialises in very stylish, high-quality ready-to-wear tunics, suiting, shirting and fitness apparel for men and women that is available year round for clients’ operational convenience and with worldwide shipping.

Noel Asmar has the widest selection of tunics available online, in a variety of colors and in sizes ranging XXS to 5XL.

How many spas do you supply?
Noel Asmar supplies over 10,000 spas and resorts in more than 4,000 cities in 60+ countries worldwide.

Top clients
Starwood Hotel & Resorts; Four Seasons; Elizabeth Arden Red Door Spas, The Ritz Carlton; Elizabeth Arden PRO; WTS International; Woodhouse Day Spas.

Plans for 2016
The launch of the new hospitality collection - front desk, bellman, concierge and F&B.

This year will also mark the launch of the company’s contemporary women’s fashion collection. Noel Asmar is also proud to be dressing the Canadian Equestrian Team for the Rio 2016 Olympic Games.

Who’s who?
Noel Asmar – CEO, founder/lead designer; Chris Canavan, CRO; Geoff Robinson, CFO; Allison Nassey, client relations director

What the clients say
“Noel Asmar and her great team at Noel Asmar Uniforms have given us the best start as a uniform partner: flattering, great cut, professional-looking and elegant designs with such an accommodating professional and responsive customer service.”

Tracy May-Harriott, international director of education and business development, Elizabeth Arden PRO

“After years of searching for stylish, practical spa attire for our staff we finally found Noel Asmar. Their uniforms are beautifully created and the materials are thoughtfully chosen. Our employees feel confident and professional wearing them which translates into delivering superior guest service.”

Kathleen Wiker Fuller, director of spa and salon, Four Seasons Hotel St. Louis
Neaumorinc is a leading multi-disciplinary beauty brand development consultancy.

We Design, Formulate, Position, Scout and Supply the world’s finest, skincare, fragrance and cosmetics brands to the global retail and luxury SPA market.

Specialising in:
- UAE Cosmetic Registration
- Establishing Reliable Distributors within the UAE
- Global Brand Development & Strategic Placement
- Brand Branding & Rejuvenation

“We are driven by passion, perfection and progress. Whole heartedly committed to cementing the long-term success of your brand.”
Neaumorinc

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Background
Neaumorinc was launched in 2009 by founder and managing director Shawna Morneau.

An experienced therapist, trainer and consultant, Morneau was director of spa for both Four Seasons Hotels and Resorts and Sir Richard Branson’s Kasbah Tamadot.

Among her peers, Morneau is considered to be a passionate visionary and trendsetter.

Main products and services
Neaumorinc is a leading consultant in the field of beauty brand development.

We design, formulate, position, seek out and supply the world’s finest skincare, fragrance and cosmetics brands to the global retail and luxury spa market.

The company specialises in global brand development and strategic placement, as well as establishing reliable distributors within the UAE.

In addition, we rebrand products for the UAE market, making sure they have the relevant Halal certification credentials.

USPs
We deliver value to your business by working with you to establish and increase your global market share.

Our success is the result of hands-on experience at every level of the luxury beauty and spa industry, and a deep understanding of market needs and trends combined with our unrivalled relationships with the world’s leading retail and spa partners.

We hold the expertise, strategic know-how and relationships required to deliver your aspirations and transform your brand into the success story of tomorrow.

Top clients
We work with several luxury spa, beauty and lifestyle brands, including Rice Force, KOS Paris, AMRA Skincare, PranaMat and Les Diamantes Bleus.

Where in the world?
We represent our clients globally and specialise in UAE registration.

Plans for 2016
We have an exciting year ahead with the launch of our beautiful traditional hammam range “Hammamii” in September 2016.

Who’s who?
Shawna Morneau, founder and managing director; Karen Penaojas, executive assistant.

What the clients say
“It is always a pleasure to work with Neaumorinc. They possesses the perfect mix of innovative thinking, powerful networking skills and the knowledge to deliver projects, which makes them a reliable and precious partner.”
Sammy Gharieni, CEO of Gharieni, Germany
Coming soon are 5 new design spaces and new table designs to match. Let us help you find the perfect solution to complement your style. Oakworks Spa and Massage Equipment has been an industry favorite for over 35 years with a reputation built on quality craftsmanship. We are excited to expand on that experience and apply it to a new line of modern, sophisticated designs. Work with Oakworks and experience a new standard of excellence!

Let's talk!
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Background
Oakworks was founded in 1977 by Jeff and Linda Riach with a focus on building quality products that are built to last, and superior client comfort and therapist ergonomics.

An industry favourite for 40 years, Oakworks continues to impress with innovative designs and exceptional customer support.

Main services and products
Oakworks offers world-class spa tables and treatment beds for any type of luxury spa, resort or wellness facility, and worldwide service for dependable functionality.

Close attention to detail is observed throughout the design and production process to ensure customers receive a quality product that will withstand the demands of a busy spa for many years.

With several design options to choose from – and more on the way – Oakworks is the number one choice for comfort and functionality.

USPs
Oakworks products are designed with ergonomics and comfort at the forefront. Technician ergonomics are key for employee retention, and client comfort is paramount for repeat visits and recommendations.

Therapists need to be comfortable while working, with a functioning table at all times.

Oakworks offers product features and benefits that no one else has, like the ABC System. The ABC System offers substantially improved comfort, especially for women when laying prone.

When designing products, all types of clients are considered, including those with limited mobility. The 100 Series Procedure Chair starts as a low-height chair and transforms into a table.

How many spas do you supply?
Oakworks products can be found in thousands of spas across the world. It has a global network of distributors and works direct with customers worldwide.

Top clients
Waldorf Astoria; Aveda; Belmond; Venetian; Westin; Omni; Starwood; Ritz Carlton; Canyon Ranch; Shangri-La; Hilton; Nitesh Residency Hotels; Four Seasons; Peninsula; St. Regis.

What trade shows will you be exhibiting at in 2016?
IECSC NYC; SpaTec Spring; Premier; HOTEC; IECSC Vegas; SpaTec Fall; ISPA Conference; SPA Meeting Asia.

Plans for 2016
In the year ahead, Oakworks will continue to introduce new table designs that offer a vast array of aesthetic options, allowing the spa designer to create the perfect brand complement.

Who’s who?
Richard Shuman, president; Rich Elsen, senior VP of sales; Dafne Berlanga, VP of international business development; Jessica Wadley, VP of US business development for spa & massage.

What the clients say
“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
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The skin is beautiful in the hands of professionals; PHYTOMER offers remarkable manual treatments in its spas.

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Background
Established in 1972, Phytomer is a skin care and wellness company fascinated by the sea and the power of its natural ingredients.

Phytomer remains an independent family business led by the founder’s son, Antoine Gédouin. We count nearly 200 employees, at both our head office and production site, in Saint-Malo.

Main products and services
Phytomer is one of the only laboratories in the world that perfectly masters marine biotechnology to effectively produce genuinely natural ingredients.

Throughout the manufacturing process we aim to limit our impact on the environment. The result is delivering outstanding products using eco-friendly methods.

Used by therapists worldwide, Phytomer treatments combine targeted professional products with cutting-edge techniques, providing clients with a unique holistic experience.

Increasing the profits of our partners is a priority. Therefore, the cost of our treatments is, on average, 20 per cent more affordable than those of our competitors.

Phytomer deploys an ambitious digital strategy to enhance the brand’s reputation, generating additional revenue. It also facilitates the training of the spa teams thanks to an on-line training web-site.

In addition, Phytomer’s professional know-how in creating original manual protocols gives the brand a strong international reputation. It ensures our presence in many of the most prestigious salons, spas and hotel groups in the world.

Top clients
Four Seasons Hotel, Las Vegas, US; Mykonos Grand Hotel, Mykonos, Greece; Ararat Park Hyatt, Moscow, Russia; Grosvenor House, Dubai, UAE.

Where in the world?
Phytomer has 10,000 points of sale in 80 countries, with 75 per cent of our business outside of France. Our top five markets are the US, Korea, Japan, Canada and Italy.

Plans for 2016
In September, we will focus on pollution prevention with the new Citylife facial, featuring a groundbreaking anti-pollution shield. We will continue to develop sales-driven digital tools to help our spa partners.

Who’s who?
Antoine Gédouin, president; Tristan Lagarde, international sales director; Mathilde Gédouin-Lagarde, marketing and communication director.
Leading international spa consultancy Promet has successfully delivered the highest quality solutions to clients across the world. With more than 20 years' experience in consultation, design and implementation of the most innovative spa concepts known to the industry, our aim is to provide clients with long-lasting assets that maximise profit.

SOME OF OUR REFERENCES

www.promet.com.tr
Promet Spa Wellness

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Background
Mehmet Kabas established Promet in 1993. Under his leadership, it has grown to become a major company in complete design and implementation of spa wellness centers worldwide. Promet has wide experience with hundreds of esteemed projects completed in domestic and international markets.

Main products and services
Promet offers a comprehensive package of services for spa projects, starting with technical consultancy, architectural and engineering solutions, production, implementation and progressing to turnkey construction from A to Z and after sales services.

With its expertise and experience in high quality installations, Promet brings an innovative approach to the planning and realisation of hot/wet and hydro thermal areas. The company also produces and supplies custom made high-end range of spa equipment and custom made fixtures which are developed at its facilities for private customers. Promet is deeply committed to improving its clients’ businesses with innovative, sustainable solutions with its team of experienced architects, interior and industrial designers, technicians and project managers.

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.

Additional products and services
Promet develops special solutions for the pools which are an essential part of spa & wellness concepts. In its pool concept many implementations, including swimming pools, thermal pools, hydrotherapy pools, vitality pools, and Kneipp foot pools, are realised.

USPs
By offering space planning, interior and technical designs and MEP engineering solutions for spas, wellness areas, pools and water features, Promet creates functional and attractive concepts that meet individual requirements. Following the latest technological advancements and trends in the world, Promet provides its customers with innovative and unique solutions. This makes Promet the most preferred business partner in design & consultancy and implementation of well known five star, international hotel chains, major thermal hotel & wellness centres, significant day spas as well as luxury home spas.

Top clients
Mandarin Oriental Bodrum; Canyon Ranch Kaplankaya Bodrum, Nikki Beach Bodrum, Raffles Istanbul; Jumeirah Baku; Fairmont Baku by ESPA; Fairmont Quasar Istanbul; Four Seasons St.Petersburg; Palmalife Bodrum by ESPA; Hilton Baku; Aven Royal Spa of Maxx Royal Kemer; Amritta Spa of Swissotel Izmir; Sheraton Adana; Four Seasons Istanbul; Kempinski Barbaros Bay Bodrum; Les Ottomans Caudalie Vinotherapie Spa Istanbul; Marriott Istanbul; St. Regis Istanbul; Wyndham Istanbul; and more.

Where in the world?
Being an international spa brand, Promet has references at all major cities in Turkey, as well as Europe, the Middle East, Cyprus, Russia and CIS countries such as Azerbaijan, Kazakhstan, Turkmenistan and Uzbekistan.

Plans for 2016
Promet will press forward in being a global power in the spa & wellness sector and aims to be the preferred supplier for technical consultancy and design & build company for high-end international hotel chains and major well known brands in its territory. Moreover, it intends to continue to develop Turkish Hamams, specialised pools and water features for thermal projects and for the global spa & wellness industry.

Who’s who?
Mehmet Kabas, president; Melis Kabas, member of board; Aysegül Sungur, member of Board and GM.
Setting new standards in spa training

Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, delivering a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

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Background
Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, providing a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

Main products and services
Pure Massage offers a thorough and revolutionary approach in training the most effective massage techniques and giving massage therapists an understanding of their role as health practitioners. Pure Massage Spa Training Method® is a guarantee of consistency offered by a team of therapists who are not only highly skilled in massage, but are also dedicated professionals, empowered towards what they do on an everyday basis.

Additional products
A complete massage menu for the spa. Specific massage oils for treatments. A unique training method including injury-free techniques, life-coaching and self-development modules addressing the challenges therapists are facing today, such as: how to prevent burnout, communicate powerfully, build a loyal customer base and staying committed and passionate.

Top clients
Amilla Fushi, Maldives; Dormy House Hotel, UK; Finolhu, Maldives; The Lanesborough, UK

Where in the world?
Maldives, United Kingdom, accepting contracts worldwide.

Plans for 2016
Signature treatments due to strong demand. Synchronised treatments with more than two therapists which is at the moment unique in the world.

Who's who?
Beata Aleksandrowicz, founder; Jean-Marc Delacourt, CEO

What the clients say
“Beata Aleksandrowicz’s holistic approach to massage has elevated our touch therapies to a point of true excellence. Hotel guests, spa members and international journalists praise the standard of every massage we offer.”
Andrew C. Grahame, CEO,
Dormy House Hotel & Spa

www.spahandbook.com
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Background
Founded in 2000 by Frank Pitsikalis, ResortSuite is a cutting-edge software company specialising in integrated hospitality management systems.

Main products and services
- ResortSuite SPA: software to manage and operate the most complex spa operations.
- ResortSuite PMS: software to manage operations and room reservations.
- ResortSuite CLUB: software to manage membership dues, renewals, access privileges and billing.
- ResortSuite GOLF: software to manage tee times, group bookings and courses.
- ResortSuite F&B: software to manage dining areas and venues.
- ResortSuite SKI: software to manage lift tickets, season passes, rentals and retail.
- ResortSuite WEB: online booking engine which allows guests to book spa services, classes, room reservations, view member statements, book tee times and purchase ski lift tickets and gift cards.
- ResortSuite CONNECT: email automation and e-marketing tool.
- ResortSuite MOBILE: branded mobile app allowing guests to book spa services, classes, activities, room reservations and golf tee times, and purchase ski lift tickets.
- ResortSuite SOCIAL: Facebook app allowing your guests to book all amenities.
- ResortSuite DASHBOARD: monitor KPIs across all operations to drive business decisions.
- ResortSuite OPS: Tablet-based applications for spa/activity check-in, a staff portal, food and beverage ordering and PMS check-in.

USPs
ResortSuite offers a uniquely integrated solution. Destination spas running multiple solutions across various amenities (spa, dining, activities, golf, etc.) are common.

Although many of these solutions may be best in class, having these silos of guest information scattered across your various operations fragments your offer.

With ResortSuite’s integrated design, you have a full, clear picture of every guest across the property. Different modules cover each area of your operation and are fully coordinated with one another.

Add-on modules such as WEB, MOBILE, SOCIAL and CONNECT allows guests to book their entire stay in real-time, online or on their mobile device.

Top clients
Omni Hotels & Resorts, Montage Hotels & Resorts, The Breakers, Glen Ivy Spa, US; Champneys, The Savoy, Fairmont, UK; Jumeirah, worldwide; Rancho la Puerta, Mexico; Ste Annes, Aveda, Canada.

Where in the world?
United States, Canada, Mexico, UK, Europe, Middle East, Central America, India.

Plans for 2016
ResortSuite WEB now allows guests to book a room, spa services, access their member statements and more. ResortSuite has also added an Activity Scheduler which allows guests to view a calendar of events, activities and classes and book in real-time.

Who’s who?
Frank Pitsikalis, founder & CEO; Fauzi Zamir, CFO/COO; Stephan Karayannopoulos, VP product development; James Drozdiak, VP of sales.

What the clients say
“With a combination of our destination resorts and day spas operating under the Champneys luxury brand, we chose ResortSuite to provide a single, central system for our entire operation.

“We can now ensure a personalised guest experience at every interaction, be that in person, on the phone or online.”

Alan Whiteley, group managing director, Champneys Resorts
Your partner to create your custom-made linen
RKF Luxury Linen

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Facebook: www.facebook.com/RKFluxurylinen
www.rkf.fr

Background
RKF was born 17 years ago on the foundations of a century-old company. Today, RKF group consists of five branches with two production units.

Main products and services
RKF Luxury Linen provides a custom-made line for each brand: massage table covers, bath sheets & towels, oshiboris, gloves, bath mats, bathrobes, pareos, headbands, relaxing eye masks, waterproof pillows, pillow cases, duvet & duvet covers, slippers, etc.

RKF creates ranges in keeping with the identity of each brand through the colours and materials used, as well as careful attention to the finishing touches. The linen forms part of the overall decor.

USPs
The quality of its products is of paramount importance to RKF Luxury Linen. The French company develops a full process from the yarns to the final products through design and creation.

Its innovation philosophy enables the company to provide each client with a unique and customised line that combines originality, comfort, quality and elegance.

How many spas do you supply?
RKF Luxury Linen exports directly in 49 countries and through the luxury brands it works with in 96 countries.

Top clients
Bulgari (London), Guerlain (Moscow), Spa My Blend by Clarins (Maldives), Spa The Peninsula (Paris), B Attitude (Doha), Spa Sofitel (Marrakech), Shiseido (Milano), Liv Nordic (Dubai)

Plans for 2016
RKF has a new communications strategy with an art director, a muse and an annual theme. The aim is to express its custom-made know-how through storytellings, customer experiences and a haute couture line. For the 2016 theme “Honeymoon in Paris”, RKF designed a bathrobe in a brand new fabric called Timeless. This bathrobe looks like a trench-coat to embody the Parisian Girl’s style. This product received the Golden A’Design Award 2016 in Italy for its Innovative fabric for elegant bathrobes and also the Special Jury Prize 2016 at the ESPA Innovation Awards for its innovative spa concept.

Who’s who?
Riadh Bouaziz, CEO; Fadhel Bouaziz, project coordinator; Mohamed Belkhodja, development director; Leila Enjari, sales director; Christophe Dijoux, creative director

What the clients say
“I chose RKF linen because my products are the best, and therefore I believe in the best quality. We can’t have anything more than the best quality linen of RKF. So in the treatments that my clients receive, RKF linen improves their experience.”
Deborah Mitchell, CEO, Heaven
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Background
Founded in 1946, Sothys is owned by the Mas family. Chief executive Christian Mas oversee the company internationally.

For 70 years, the brand has remained committed to its passion for sharing global beauty concept with both women and men by combining well-being and efficiency.

Main products and services
As the world’s leading skincare solution specialists, Sothys aims to provide solutions to every skin problem using methods that are effective yet pleasurable for the customer, and in harmony with nature.

Sothys employs a dedicated team of professionals who have made many cosmetic breakthroughs. As a result, the company has become the market leader and industry innovator in producing synergistic beauty treatments, techniques and world-class high performance homecare products.

Additional products
Sothys’ formulations stand the test of time by employing stringent pharmaceutical production teamed with sensorial pleasures.

The brand uses an exclusive method – Digi-Esthétique® – which is an original technique specially developed to heighten the effectiveness of treatments and the assimilation of active ingredients. By combining Eastern and Western acupressure methods and massage procedures, Sothys is able to achieve absolute wellbeing for the customer.

USPs
The brand complies with the strictest international regulations and adheres to the highest standards of production to create formulas with minimum preservatives, and maximum tolerance and safety.

Sothys’ international reputation and presence in prestigious spas around the world is testament to its legendary formulations, excellence in treatments and the quality of its products.

How many spas do you supply?
Sothys supplies over 15,000 spa and beauty locations worldwide.

Top clients
Sothys maintains a presence in several of the world’s 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.

Who’s who?
Christian Mas, chief executive.

What the clients say
“We have worked with Sothys for almost two years now. The professionalism of all the commercial team is the strength of the company. They give advice on the issues that we may encounter and there customer service is unique and reassuring.”
Justine Boquet, spa manager of The Burgundy Spa by Sothys
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Background
As the world’s largest marketing, gifting, incentives and rewards company for the wellness industry, Spafinder Wellness, Inc.® uses smart technology to connect wellness seekers with its global network of spa, wellness, fitness and beauty partners.

Recognised for pioneering industry firsts, such as The Wellness App, Spafinder Wellness provides its partners, businesses, employers and consumers with the resources that make keeping well easy and accessible.

Main products and services
- The Spafinder Wellness 365™ Network: Partners are listed and promoted on company websites and The Wellness App, reaching millions of successful, wellness-focused people
- World’s largest spa and wellness gift card/voucher program
- Online advertising and integrated digital marketing campaigns
- Workplace Wellness 365™: Connects partners with employee wellness programs designed around healthy incentives and rewards
- Editorial opportunities on The 365 newsletters and social media channels
- Special events and promotions, such as the Wellness Travel Awards
- Proprietary research, including the annual Spafinder Wellness 365 Global Spa & Wellness Trends Forecast and the annual State of Spa & Wellness Travel Report

USPs
- Spafinder Wellness offers an unparalleled global network of 25,000-plus spa and wellness locations.
- The company’s widely-distributed gift/wellness cards are available online and at 40,000-plus retailers worldwide, as well as through corporate incentive/rewards programs; gift cards/vouchers can be used in over 80 countries.
- Spafinder Wellness pays its partners up to US$1m a week in gift card/voucher redemptions, driving incremental revenue and new clients.
- Spafinder Wellness’ website and mobile app reach millions of highly engaged consumers who are ready to find and book a spa or wellness service; enjoy a wellness travel vacation; buy and redeem a Spafinder Wellness 365 Gift Card; or find information to live a healthier lifestyle.

World’s largest spa and wellness gift card program
Miraval Resort & Spa; Golden Door; Elizabeth Arden Red Door Spa.

Plans for 2016
In mid-2016, Spafinder Wellness launched The Wellness App, bringing together the fragmented landscape of wellness providers and, for the first time, giving users the ability to find, book, review and pay for services, plus earn rewards, from their mobile phones. Plans include more technology innovations and enhanced gifting/voucher and rewards programs that connect consumers with the company’s partner network.

Who’s who?
Pete Ellis, chairman and chief executive officer; John Bevan, chief operating officer; Susie Ellis, president; Megan Filanowski, vice president, partner network sales; Elaine D’Farley, editor-in-chief.
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Background
SpaSoft has been a spa technology leader for more than 15 years. The company is part of Springer-Miller Systems which has been providing guest-centric hospitality technology solutions to luxury spas, hotels and resorts for over 25 years.

Main products
The SpaSoft Spa and Activity Management System allows spa operators to comprehensively manage spas and provide staff with a user-friendly system backed by the industry’s best technology and operational knowledge.

SpaSoft streamlines resource management, activity scheduling, internet booking, group booking and business, and financial reporting and analysis systems. Use the SpaSoft Anywhere and Guest Wellness applications for mobile spa management. The software is built on a highly secure PA-DSS-validated platform.

USPs
SpaSoft interfaces with various systems, including hotel property management systems, credit card and gift card processors, back office systems, membership billing, and other hospitality technologies. This creates a seamless flow of guest-centric information.

Top clients
International chains using SpaSoft include Sofitel, Rosewood, Mandarin, Fairmont, Four Seasons, Dorchester Collection and Marriott International

Where in the world?
SpaSoft is installed in more than 800 spas across 60 countries worldwide.

Plans for 2016
For 2016, we will be extensively rolling out the SpaSoft Online Booking Engine which will continue to help spas maximise revenue opportunities and reach more potential guests and customers.

Who’s who?
Michael McCarthy chief executive officer; Michelle Young, director of major accounts.

What the clients say
“The way SpaSoft Online Booking was designed and developed allows for so many possibilities. It’s set up so any property can be successful. If it was complex, we wouldn’t be where we are.”
Kenneth Ryan, senior director of global operations for Marriott Spas
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Background
Founded in 1993 by Farida Irani as a clinic of natural therapies this background underpins the cutting-edge clinical research and development of the Subtle Energies brand.

Main products and services
Subtle Energies creates results-based aromatherapy, natural skincare and wellness solutions founded on authentic Ayurveda principles. The range is created with intent to address multiple skin and body concerns, whilst delivering high performance results empowering one’s physical, mental and emotional wellbeing. Subtle Energies’ Spa Concept provides treatment programs that combine the optimum methods and knowledge found in these respected ancient sciences, with holistic modern techniques. All products are made in Australia following European standards of natural skincare, to create safe, ethical and effective products. The range has been certified by Cruelty-free International and does not contain parabens, mineral oils, silicones or artificial fragrances.

Additional products and services
The company offers a private label service for select clients using a range of rare ingredients to offer creations with specific intent and profound impact. Subtle Energies’ brand expertise is built on its education- and practitioner-based origins and 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 treatment and retail training program, 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?
70 spas including private label partners.

Top clients
Jiva Spas by Taj Hotels, Resorts and Palaces; Six Senses; Gwinganna Lifestyle Retreat; and The Peninsula Hotels.

Plans for 2016
Subtle Energies will launch amenities for guest rooms connecting with the spa’s retail. A new menu format and training system which delivers results-driven treatments whilst providing operators with solutions that maximise profits.

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

“Subtle Energies has worked with us to create a bespoke range of essential oil massage blends. Each has been perfectly blended to create a sense of wellbeing for guests.”
Bina Patel, vice president, spa operations, Taj Hotels, Resorts and Palaces
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Background
TAC is an owner-managed, entrepreneurial company founded in 2001, with locations in Hartberg, Vienna, Hanover and Chicago.

Main services
The Spa & Activity Software “Reservation Assistant” by TAC optimises and simplifies all processes of modern spa management; such as reservations, membership management, employee scheduling, table reservations, stock control, CRM and billing. Reservation Assistant offers more than 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’s add-ons are innovative tools for maximising sales revenue and strengthening customer satisfaction.

With the online booking of treatments, table reservations, cross- and up-selling offers, product and gift certificates sales, spas benefit from sales turnover 24/7.

The Facebook Booking App gives end customers the ability to process their own purchase through a spa’s Facebook page.

Digital Signage – so-called online posters – put products and services in the forefront using screens in the foyer, spa or restaurant. Digital Signage represents targeted advertising on-site and a last-minute push of available services – without appearing pushy.

Hot Deals allow advertising of last-minute offers, online or on-site, with a fixed date. Hot Deals help fill empty schedule gaps, for instance in spas on hot summer days. Together with Promotion Codes, e.g. weekday discounts or birthday campaigns, Hot Deals round off the Promotion module by TAC.

Sense – TAC’s touch-optimised software solution in responsive design – can be used from every available device such as smartphone, tablet, laptop or PC. It offers an advanced solution to manage reservations and runs on all operating systems without local installation.

USPs
Reservation Assistant is available in 18 different languages and individual adaptions are possible for each location.

This software is suitable for all areas of a modern spa and customers can choose exactly those functions that best suit their business needs. A skilled support team is at customers’ disposal 24/7 via phone, e-mail or Skype.

Release Notes are available directly in the software and include all important information on new features and usage manuals.

How many spas do you supply?
TAC has 1,200 customers in 54 countries.

Top clients
La Mamounia; Como Hotels; Rocco Forte Hotels; Swissotel; Kempinski Hotels & Resorts; Grand Resort Bad Ragaz; Nivea Spa; Radisson; Palace Gstaad; The Dolder Grand; Aspria; and Richmond Nua Wellness-Spa Sapanca.

Where in the world?
54 countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

2016 trade shows
ITB, Berlin, Germany; FIBO, Cologne Germany; Spa Days, Sweden; Interbad, Stuttgart, Germany; SpaCamp, Germany.

Who’s who?
Thomas Roessler, managing director; Guenther Poellabauer, managing director; Gernot Tobisch, director of operations.

What the clients say
“Reservation Assistant helps us manage our resources efficiently and react flexibly to the needs of our guests.”
Hakan Balcan, general manager,
Richmond Nua Wellness-Spa Sapanca

www.spahandbook.com
Terres D’Afrique

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Background
Terres d’Afrique (TDA) is a Johannesburg based company, created by
Madagascar-French born Dr Stephan Helary. The company launched in December 2013 in South Africa and has expanded its distribution to the rest of Africa and the Middle East.

Main products and services
Inspired by African ethnobotany, we aim to preserve and share traditional knowledge. We create luxury wellness experiences that capture the imagination of discerning travellers. We specialise in the creation of bespoke signature treatments and menus.

Our products are sustainably developed organic skincare that harnesses the potency of Africa’s legendary botanical heritage in a collection of laboratory-crafted formulations. We offer a comprehensive spa and retail range. In 2016 we are launching a lifestyle range and a collection of African health teas and health drink recipes using African botanicals.

From a training perspective, we help therapists think creatively. Our training is immersive; it builds people up with interactive processes, using video, role-play and meditation. We often involve therapists in the final stage of design of bespoke protocols to give them a sense of ownership. We offer extensive training tools for spa managers.

USPs
We think of ourselves as a luxury experiential brand bringing Africa’s natural and cultural heritage into the creation of unique wellness experiences.

Our state of the art organic formulations, rich in omegas and powerful antioxidants help restructure and regenerate the skin. Our treatments are as original as they are effective in achieving wellness, making use of signature tools made of wood and crystals.

Our training aims to empower therapists, teaching them new techniques and elevating them on a spiritual level.

The brand focuses on individualisation. This ensures that every guest has the best experience possible creating a sense of place.

Our marketing support includes videos of bespoke signature treatments we develop, which we make available to our clients.

Top clients
Four Seasons Resort Mauritius at Anahita; Four Seasons The Westcliff Johannesburg; Four Seasons Dubai International Financial Centre; Six Senses Zighy Bay & Zil Payson; Hilton, Seychelles Labriz Resort & Spa.

Where in the world
Saudi Arabia, Africa, the Indian Ocean Islands, the Middle East and Switzerland.

Plans for 2016
Terres d’Afrique will launch a socially responsible amenity line in collaboration with Intros Hotel Supplies. We will also expand the concept of African luxury wellness experience with African health teas and sound journey.

2016 trade shows
Professional Beauty GCC; Spatec Europe; and Spameeting Dubai.

Who’s who
Stephan Helary, CEO, Creative Director and co-founder; Greg Cameron, creative director.

What the clients say
“TDA created our Signature Massage, called Blue Tiger’s Eye Crystal Massage, using a combination of warm and cool crystals and a unique signature tool.

“Training was excellent and very interactive. They encouraged interesting and focused discussions about various topics.

“Follow-up from the training was just superb – I have not seen such an in-depth analysis and review from a training that had been conducted at any of our spas before. I was very impressed.”

Hayley Bluett, director of spa at Four Seasons Dubai
Experience a sea of emotions
THALION Laboratories

Prat Menan, Plouguerneau, Brittany 29880 France

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Email: contact@thalion.com
www.thalion.com

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 THALISENS, an innovative spa ritual concept. THALION is based in Brittany, France, by the Iroise Sea, which is known as the best harvesting location for seaweed. The company benefits from unique know-how 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 meetings during the year to explore and implement new ways of growing business. The company also offers training on protocols and products and a 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. THALION also provides busy beauticians with a turnkey service website supporting them in communicating on the internet. In addition, THALION offers spas the opportunity to create treatment menus which include a range of tailor-made rituals.

How many spas do you supply?
Products are distributed in 45 countries worldwide; the 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; Radisson Blu Marrakech Carré Eden, Morocco; Mövenpick Hotel Riyadh, Saudi Arabia; Sheraton Tunis Hotel, Tunisia; Kempinski Hotel Adriatic, Croatia; Vilalara Thalassa Resort, Portugal; Boscolo Exedra Roma, Italy; Pan Pacific Singapore; Pan Pacific Penang, Malaysia; Intercontinental Mumbai, India.

Plans for 2016
The major innovative ingredient of our Scrub Slimming Pearls, launched last year, have been re-invented in an all new professional treatment Cellu Contour. Thanks to this technological innovation, a patented marine active ingredient Algoslim, born of 5 years of research in THALION Laboratories, associated to ultra-targeted techniques, this customised professional treatment helps customers to master their silhouette.

2016 trade shows
The company will exhibit at Cosmoprof Hong Kong; and Beyond Beauty Paris. It will also support its agents by exhibiting at major trade fairs all over the world.

Who’s who?
Ulla-Pia Dyrlund-Lagadec, sales and marketing director; Rodolphe Gagnepain, export manager.
RAISE your ORGANIC SKINCARE EXPECTATIONS

For over 10 years, VOYA has set the bar for results-driven, certified organic skincare, worldwide. VOYA is the original seaweed skincare brand that specialises uniquely in using hand-picked wild Irish seaweed to improve your health, skin and beauty. Available exclusively at luxury spas worldwide.

We offer:
• Flexible and Bespoke Treatment Menu
• Marketing and PR Support
• Business Development Courses
• Outstanding On-Site Training
• Amenities

To become a VOYA partner or for more information:
Call +353(0)71 61 1872
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VOYA

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LinkedIn: voya-organic-beauty
Facebook: VOYAorganicbeauty
www.voya.ie

Background
Founded on a 300 year old tradition and officially launched in 2006, VOYA is run by husband and wife duo Mark and Kira Walton, who are proud to have produced the world’s first range of certified organic, seaweed-based skincare products.

Main products and services
All VOYA retail and professional skincare products contain extracts from wild seaweed which is sustainably hand-harvested by the Walton family on the west coast of Ireland.

Over 100 skincare products combine the therapeutic properties of seaweed and contain a minimum of 70 per cent organic ingredients, specially chosen to complement the natural properties of seaweed.

VOYA’s offering to clients includes retail and professional products, exclusive seaweed spa treatments and a full range of hotel bedroom amenities.

Additional services
Therapists are provided with training on a variety of treatments as VOYA specialises in creating a unique bespoke spa experience, using specially developed seaweed products.

The company also supports accounts by offering bespoke staff incentive schemes, unique promotional events, marketing support and corporate gifting. VOYA’s training programme includes staff retail training, certified professional treatment training and refresher courses when necessary. VOYA, is the first spa product house worldwide to receive the ‘Wellness for Cancer’ accreditation. Each trainer within the VOYA brand team has now completed their ‘Train the Trainer’ programme which has equipped them with the knowledge, practical experience and confidence needed to perform safe treatments.

USPs
Unique, innovative treatments and product development; certified organic spa offering – currently its products are licensed by the Soil Association; certified halal treatment and product range; authentic history in holistic wellbeing and a 300-year-old tradition; strategic client selection. VOYA has strategically worked with reputable partners globally, ensuring brand integrity and protection from dilution. The company launched into the airline industry in 2014, and is available to purchase in premiere class Aer Lingus flights.

Top clients
Jumeirah (Burj Al-Arab); Ritz Carlton; Woodhouse Day Spas: Four Seasons (Baku); Queen Mary II; Canyon Ranch; St. Regis Hotels and Resorts; Grand Hyatt.

Plans for 2016
Last year VOYA’s branding evolution launched newly designed packaging & products, the last of theses skin specific ranges (sensitive) is out now. This year will see the introduction of a lavender relaxation range and muscle sports range into VOYA’s already award winning body range. An organic range of candles in 4 new fragrances will launch this autumn also.

VOYA will be found on first class Emirates Airline flights from this summer.

Who’s who?
Mark Walton, MD and co-founder; Kira Walton, creative director and co-founder; Emma Roberts, head of sales and business development.

What the clients say
“We would not have come this far without the constant support and reliance from our partners, we would like to show our gratitude towards VOYA for sharing their expertise in providing the full power of nature in its purest form.”
Raluca Voinea, spa manager, Kronwell Hotel, Romania.

How many spas do you supply?
VOYA has over 310 accounts and distributes to 37 countries worldwide, across Europe, USA, the Middle East and the Far East.
Youspa s.r.l.

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LinkedIn: www.linkedin.com/youspa.eu
Instagram: www.instagram.com/youspa.eu
www.youspa.eu

Background
Youspa was conceived by spa industry specialist Régis Boudon-Doris in 2014. The concept was created with the intention of bringing a worldwide leader in leisure, spa and wellness technology to the market.

Main products and services
Youspa is the first web platform to allow consumers to search, view the portfolio, choose, contact and book their dream spa break anywhere in the world.

We offer the opportunity for spas worldwide to join the Youspa platform completely free of charge. Gaining visibility and a free listing the Spa Portfolio allows spas to be seen by all our users – their potential customers – at no cost.

The only commitment needed from the spa is to sign up and complete its profile so it can be found quickly and easily – a small commitment for a great opportunity.

USPs
The mission of Youspa is to become the promoter of the wellness culture for users and spas around the world, developing alongside spas and their services to create a unique network.
To do this, we build our offer around five key pillars:

Youspa’s platform is built on five key pillars

- Youspa Profiles, which give spas full autonomy over management functions;
- Youspa Search Engine to give potential customers all the information they would need to choose the spa;
- Youspa Magazine, which gives users all the key readings and information needed to fully understand the services offered by the spa;
- Youspa Review, which is the first worldwide spa social network;
- Youspa App, which greatly improves the customer experience and enables spas to fill their available slots and promote last minute treatment offers.

Where in the world?
For 2016 we want to extend our distribution within the European market. We are excited to have just started in the UK and Ireland.

Youspa plans to be available worldwide after launching in South East Asia, with plans to launch in the US by the fourth quarter.

Plans for 2016
Much of our work will be concentrated on expanding distribution. Offering a global wellness platform to spas worldwide to connect with a Youspa Hub Manager in their part of the world – who understands their specific needs.

We are working to ensure that consumers are fully engaged in all our social media and brand activity and they are aware of the offers and services available with Youspa.

We will also double the portal languages.

Throughout 2016 we will launch new services and new features to continue our tech revolution for spa and spa users.

Who’s who?
For UK and Ireland our key contact hub manager is Cheryl Cagiola – the perfect point of reference for all spa, leisure and hotel group marketing managers. Cheryl can be contacted at cheryl.cagiola@youspa.co.uk.

www.spahandbook.com
Chilling Vitality

icelab -110°C – the cold sauna for 21st century spas.

www.cold-sauna.com
www.whole-body-cryotherapy.com

Z Lipo & Z Wave – chilling your way to your dream figure and smooth skin.

www.zimmer-aesthetics.com
Zimmer MedizinSysteme GmbH
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**Facebook:** www.facebook.com/icelab110/  
**www.zimmer.de**

**Background**
With experience in technical medicine since 1969, Zimmer MedizinSysteme has become one of the leading European manufacturers for physiotherapy systems.

Innovative cardiology, diagnostic, aesthetics products and software also enhance our product lines. Zimmer MedizinSysteme is the leading firm in cryo solutions, offering Cryo 6, Z-Lipo and Cold Sauna icelab -110 °C.

**Main products and services**
The unique Cold Sauna icelab -110 °C is applied for up to three minutes whole body cryotherapy. The treatment can either be offered pure, combined in spa menu packages, within fitness, sports and leisure packages, and even be part of medical spa offers.

Ultra-dry cold air causes a tickling stimulation all over the body’s skin, while warmth exchange takes place mainly via convection. You will be surprised how different it feels compared to a cold water immersion exchanging warmth via conduction.

Z-Lipo and Z-Wave from our Aesthetic Division are used together to aid slimming, while Z-Wave can also be used to treat celulitis.

**USPs**
For over 20 years not a single Cold Sauna icelab -110 °C has been reported faulty for technical reasons. Unique software for telemaintenance, best parts and state of the art product set-up assure the highest reliability. HRS supports your swimming pool heating.

The payback of the initial investment for your cold sauna can be seen within the first few years, as operation costs are low. No nitrogen, liquid air or other gases are consumed.

Z-Lipo works with three different applicator sizes of which two can be used at the same time. Cold and vacuum level can be adjusted for an optimal result. The combination with Z-Wave makes the treatment even more effective.

**Top clients**
Chenot; Thermes Marins Monte Carlo; Sparkling Hill Resort; Carlsbad Clinic of Carlsbad Plaza; Roland Garros; FC Bayern; FC Porto; FFR; Nad Al Sheba Club.

**Where in the world?**
We work worldwide.

**Plans for 2016**
Continue to outperform the growth we have experienced in the past few years.

**Who’s who?**
For Cold Sauna icelab -110 °C, sales manager icelab Division Rainer Bolsinger. For Z-Lipo and Z-Wave, sales manager Aesthetic Division Frank Brenner.
spa-kit.net

The search engine for spa buyers

For full company and contact details of any of the products, equipment and services featured here, please visit www.spa-kit.net

From apps to naps – Headspace’s Meditation Pod

Relaxation app developer Headspace – which has had six million downloads – has launched a meditation pod designed by LA-based architects Oyler Wu.

Inspired by the tranquil atmosphere of natural geological formations, the Headspace Meditation Pod juxtaposes a modern minimalist exterior with an organic interior, created from multiple layers of machine-cut wood.

Gharieni’s Edge of design

The new Libra Edge K, Gharieni’s latest hydro spa product, has a corian base with specially formed edges to control waterflow from flooding.

Adjustable in height with a zero gravity position, the heated bed has an integrated water mattress and offers pre-programmed water settings, including steam cocooning and a soap foam generator for massage, via an intuitive touch screen.

The Kohler shower arm and bed have LED lights for chromotherapy. Music is offered via Bluetooth.

Vinosource relaunch

Organic grape water is the key ingredient used in a fresh, ‘simple’ skincare approach by French spa brand Caudalie.

Caudalie’s key Vinosource range, reformulated and repackaged for young adults, comprises Organic Grape Water; SOS Thirst Quenching Serum; Moisturizing Sorbet; Moisturizing Mattifying Fluid; Moisture Recovery Cream and Rescue Cream presented in a palette of pinks.

spa-kit.net keyword: Headspace

spa-kit.net keyword: Gharieni

spa-kit.net keyword: Gharieni

spa-kit.net keyword: Caudalie
DermoTechnology reveals an anti-ageing range

DermoTechnology of France has developed a cosmeceutical range to target skin problems including wrinkles, dark circles, sagging skin, stretch marks and cellulite.

The Dermocosmetique range of 15 products combines powerful antioxidants and active ingredients for energising and rebuilding the skin with the effects of firming, nourishing, plumping, filling, smoothing and lifting.

Formulated to prevent and fight the skin ageing process by strengthening and activating cell renewal, the clinical line is characterised by light, non-greasy textures to penetrate deep into the skin.

Dermocosmetique director Géraldine Péri says: “This is a clinical brand that we have developed with a medical laboratory to provide real and instant results. The range offers an amazing, micronised texture for optimal skin permeability.”

All are paraben and fragrance free.

Comfort Zone’s silicone free

The new Hydramemory range from Comfort Zone is a new silicone-free homecare hydration system.

Designed to restore features typical of healthy skin and moisturise for 24 hours, the products use fair trade hyaluronic acid and moringa oil.

The silicones have been replaced with natural oils and butters.

Products include a serum, cream gel and mask, which can be left on the skin.

New look yoga mats

Created in Bali by Canadian surfer yogi Chad Turner, Yoga Design Lab mats are intended to shake-up the industry with their eye-catching, colourful design.

The prints in its newest collection have been systematically aligned so users can track yoga positions.

The eco-friendly product are made of natural tree fibres which are bonded to a microfibre top layer for extra grip.

Sleep therapy from GdC

Germaine de Capuccini (GdC) has launched a 10-night Sleeping-Cure treatment for skin lacking sleep.

The Sleeping-Cure serum packs work to stimulate and maximise skin regeneration, detoxification and purification during the night.

Containing 60 per cent active ingredients, the concentrated serum is formulated to reactivate natural cellular renewal to eliminate toxins.
Thalgo’s iMetric device 
shines a light on the skin

Thalgo has developed a face and body analytical wireless tool to help spas recommend treatments and products.

The iMetric skin device comprises three elements – a bioimpedance sensor to measure hydration levels; an infrared sensor, which determines the grade of cellulite by measuring the temperature of the skin in fat prone areas; and a piston sensor, which measures firmness.

Phytomer shakes it up

Phytomer has launched Body Blur, part of a new generation of ‘shaka shaka’ shaking-type formulations where the user shakes the product before application.

The rhythmic movement mixes the water-oil-powder formula so it recomposes itself.

Body Blur has been formulated for a smoothing action and ultra-light, soft finish on the skin. It contains red and brown algae to boost microcirculation for an increased draining effect and to firm tissues and promote fat burning.

Night mask by ESPA

ESPA has formulated an overnight rehydrating mask for all skin types.

The Overnight Hydration Therapy cream-gel mask is designed to revive skin overnight and contains a blend of replenishing plant extracts, restorative marine actives and soothing essential oils.

Cedar wood, ylang ylang and lavender essential oils are combined with seaweed extract and vitamin C to brighten the skin.

Saltability delivers a 
natural salt stone warmer

Low energy and eco-friendly, Saltability’s Himalayan Salt Massage Stone Warmer, made in the US, works without water or added chemicals.

When heated, Himalayan salt stones emit negative ions, delivering health benefits, from higher mental alertness to protection against germs in the air.

Saltability Himalayan salt stones are mined from the Himalayan Mountains in Pakistan through responsible manufacturing. The pink Himalayan salt is organic, antimicrobial, and antibacterial.

The unit comes with 18 hand-carved Himalayan salt stones and shielded metal housing to block electromagnetic pollution (EMF) from therapists and guests.

Heating the Himalayan salt stones requires only 75 watts of power compared to 1,500-watt traditional roasters, allowing for day-long use, and comes with a seven-day timer with auto shut off.
In what has been hailed as its ‘biggest launch since Pro-Collagen’, skincare brand Elemis has unveiled the Biotec energising skincare system.

Biotec skincare has been in development with Elemis’ cosmetic scientists for more than three years and has been formulated to re-boot skin’s performance using encapsulated zinc and copper to increase cell energy. The line includes a cleanser, day and night creams.

Zimmer’s CryoContouring

Permanently reducing body fat is the aim of a new system for spas by Zimmer MedizinSysteme from Germany which specialists in cryotherapy chambers.

The Z Lipo Cryolipolysis system cools fat deposits to a controlled temperature range using multiple applicator heads, which Zimmer says causes the fat cells to eventually die. The applicator heads apply cooling and suction to the treatment area.

Biotec skincare by Elemis

Biotec skincare has been in development with Elemis’ cosmetic scientists for more than three years and has been formulated to re-boot skin’s performance using encapsulated zinc and copper to increase cell energy. The line includes a cleanser, day and night creams.

3D printing by Biologique

Biologique Recherche’s Masque Seconde Peau Treatment – or Second Skin – is a lifting and regenerating therapy that’s been 10 years in the making.

Seconde Peau uses a 3D-printing methodology to create electrospun patches made up of 80 per cent hyaluronic acid and a serum to plump facial features, target wrinkles and fine lines and provide an immediately visible tightening effect.
Helo debuts Kokoro sauna and yoga concept

Kokoro is a new space-saving sauna concept from Helo that’s designed as a steam, sauna, infrared treatment and yoga session in one.

The Kokoro reinforced benches can support yoga and other exercises or can double up as relaxing benches for traditional sauna use with the in-built Himalya heater. Helo also offers training for special sauna yoga courses.

Somadome pods to ‘quiet the mental clutter’

Somadome, the company behind a colour therapy meditation pod, has announced plans for international growth with worldwide distribution.

The pods are designed to use colour, binaural beats and special tiles (often used by acupuncturists) to alter disruptive EMF frequencies to achieve peacefulness of mind and body.

Six Somadomes were installed in US spas last year, including at the Ojai Valley Inn, California and the Surrey Hotel, New York.

Adobe has installed the pod at its HQ in Silicon Valley and Richard Branson (above) also showcased it at Virgin Disruptor’s roundtable discussion on corporate wellness.

Founder and Somadome CEO Sarah Attia says: “The vision for Somadome is for it to be a way to quiet the mental clutter.

“The business value proposition is in selling time – not selling the dome.”

Guests pay an average of US$50 (€46, £34) per 20-minute session and Attia says most spas book between five to seven sessions a day.

RKF’s Timeless fabric

RKF Luxury Linen has spent two years researching and developing the new patent-pending Timeless fabric, with an eye towards addressing the biggest issues in spa and hotel linen: absorption, softness, life of the product, experience and laundry costs.

RKF says Timeless fabric has an absorption rate five times higher than traditional terry and lasts 17 times longer.

Class act by ResortSuite

ResortSuite Activity Scheduler now allows guests to view scheduled classes.

The online Activity Schedule is an integrated booking engine that provides a ‘one-stop shop’ for guests to book real-time accommodations, spa services and treatments, activities and classes, golf tee times and ski lift tickets, as well as purchase gift certificates and see member statements.

www.spahandbook.com
The Madison Collection has developed two new bath towel collections. The Bordado Collection and the Hot Springs Collection are light, weighing only 8.03lbs per dozen, and fold down small. The Hot Springs Collection (right) has been inspired by the resurgence of the hot springs market, and the pattern reflects the illusion of bubbles. The bleach- and blotch-resistant towels use superior cotton to last 500 washes.

Branded spa albums by PLM

Spas can now make branded albums that will be sold in the iTunes store and other digital platforms – and enjoy a US$2 royalty for each one purchased. Spas can make up an album of 12 tracks from Private Label Music’s (PLM’s) catalogue of more than 27,000 songs in styles ranging from Instrumental Spa to New Age, Asian, Hawaiian, Nature & Water, Light Jazz.

Mindbody adds Xero

Business management software Mindbody has added the Xero accounting platform for its US and UK customers. Mindbody’s integration with Mindbody means that spas can transfer their financial sales data into Xero’s accounting platform, allowing them to schedule more appointments, manage transactions, create reports and more.

They had the vision...

- Calcot Manor Hotel
- Cornwall Hotel & Spa
- Pennyhill Park Hotel
- Rushton Hall Hotel Spa
- Rockcliffe Hall
- Titanic Spa
- YSpa at Wybston Lakes
- Bowfield Hotel & Country Club
- Luton Hoo

Let us help fulfil your vision!

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Email: johng@cqlockers.co.uk
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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 p293. The Product Selector outlines products and services by types and categories.

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For a breakdown of products and services by type, turn to our Product Selector on p293
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<td>Amala Inc</td>
<td>+1 877 262 5208</td>
<td><a href="mailto:info@amalabeauty.com">info@amalabeauty.com</a></td>
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<td>Amber Products Co</td>
<td>+1 724 695 1882</td>
<td><a href="mailto:education@amberproducts.com">education@amberproducts.com</a></td>
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<td>Amer Sports UK &amp; Ireland Ltd</td>
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<td>American Leisure</td>
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<td>Amrit Organic</td>
<td>+1 847 823 1727</td>
<td><a href="mailto:info@redcherrygroup.com">info@redcherrygroup.com</a></td>
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<td>Anakiri BioEnergetic Skin Care</td>
<td>+1 800 545 7302</td>
<td><a href="mailto:info@anakiri.com">info@anakiri.com</a></td>
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<td>Anapos</td>
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<td>Andrew Morgan Collection</td>
<td>+1 914 668 9400</td>
<td><a href="mailto:cs@morgancollection.com">cs@morgancollection.com</a></td>
<td><a href="http://www.morgancollection.com">www.morgancollection.com</a></td>
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<td>The Angel of Water</td>
<td>+1 512 707 8383</td>
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<td><a href="http://www.angelofwater.com">www.angelofwater.com</a></td>
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<tr>
<td>Anhui Saunaking Co Ltd</td>
<td>+86 551 6235 5467</td>
<td><a href="mailto:sales@chinasauna.com">sales@chinasauna.com</a></td>
<td><a href="http://www.chinasuna.com">www.chinasuna.com</a></td>
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<tr>
<td>Anna Lotan Ltd</td>
<td>+972 4 626 4243</td>
<td><a href="mailto:info@annalotan.com">info@annalotan.com</a></td>
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<td>Anne Semonin</td>
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<td>Aqualike</td>
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<td>+44 1959 560 010</td>
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<td>Armacell UK Ltd</td>
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For a breakdown of products and services by type, turn to our Product Selector on p293
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<td>+44 1932 593 000</td>
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For a breakdown of products and services by type, turn to our Product Selector on p293

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For a breakdown of products and services by type, turn to our Product Selector on p293
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<tr>
<td>EmerginC</td>
<td>+1 212 254 3322</td>
<td><a href="mailto:info@emerginc.com">info@emerginc.com</a></td>
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<tr>
<td>Emeyu</td>
<td>+44 7809 565 284</td>
<td><a href="mailto:info@emeyu.com">info@emeyu.com</a></td>
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<td>Éminence Organic Skin Care</td>
<td>+1 888 747 6342</td>
<td><a href="mailto:info@eminenceorganics.com">info@eminenceorganics.com</a></td>
<td><a href="http://www.eminenceorganics.com">www.eminenceorganics.com</a></td>
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<td>Emirates Environmental Group</td>
<td>+971 4 344 8622</td>
<td><a href="mailto:eeg@emirates.net.ae">eeg@emirates.net.ae</a></td>
<td><a href="http://www.eeg-uae.org">www.eeg-uae.org</a></td>
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<td>Electro Medical Systems (EMS)</td>
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<td>Environ Skin Care Pty Ltd</td>
<td>+27 21 671 1467</td>
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<td><a href="http://www.environ.co.za">www.environ.co.za</a></td>
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<td>Epicuren Discovery</td>
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<td><a href="http://www.epicuren.com">www.epicuren.com</a></td>
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<td>Erchonia Corporation</td>
<td>+1 214 544 2227</td>
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<tr>
<td>Er’go Candle</td>
<td>+1 214 905 9050</td>
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<td><a href="http://www.ergocandle.com">www.ergocandle.com</a></td>
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<tr>
<td>Ergo-Fit GmbH &amp; Co Kg</td>
<td>+49 6331 2461 0</td>
<td><a href="mailto:info@ergo-fit.de">info@ergo-fit.de</a></td>
<td><a href="http://www.ergo-fit.de">www.ergo-fit.de</a></td>
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<td>Ergomotion Inc</td>
<td>+1 805 979 9400</td>
<td><a href="mailto:info@ergomotion.us">info@ergomotion.us</a></td>
<td><a href="http://www.ergomotion.us">www.ergomotion.us</a></td>
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<tr>
<td>Ericson Laboratoire</td>
<td>+33 1 48 96 17 50</td>
<td><a href="mailto:export@ericson-laboratoire.com">export@ericson-laboratoire.com</a></td>
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<td><a href="mailto:sales@escapefitness.com">sales@escapefitness.com</a></td>
<td><a href="http://www.escapefitness.com">www.escapefitness.com</a></td>
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<td><a href="mailto:info@e-s-p.com">info@e-s-p.com</a></td>
<td><a href="http://www.e-s-p.com">www.e-s-p.com</a></td>
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<td>ESP Online</td>
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<td>ESPA International (UK) Ltd</td>
<td><a href="mailto:enquiries@espainternational.co.uk">enquiries@espainternational.co.uk</a></td>
<td><a href="http://www.espa-consulting.com">www.espa-consulting.com</a></td>
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<td>Esse Cosmetics</td>
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<td>Essential Care</td>
<td><a href="mailto:info@essential-care.co.uk">info@essential-care.co.uk</a></td>
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<td>Essential Wholesale</td>
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<td>Essie Cosmetics</td>
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<td>ETE Wellness Engineering</td>
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<td>lct.jrc.ec.europa.eu</td>
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<td>EV-Med Ltd</td>
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<td>Fabio Alemanno Design</td>
<td><a href="mailto:fabio@alemanno.de">fabio@alemanno.de</a></td>
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<td><a href="mailto:sales@fakebake.com">sales@fakebake.com</a></td>
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<td>Falkner MassageTable</td>
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<td><a href="mailto:uniforms@fashionatwork.co.uk">uniforms@fashionatwork.co.uk</a></td>
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<td>Fashionizer Spa</td>
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<td>+44 1580 211 055</td>
<td><a href="mailto:info@findershealth.com">info@findershealth.com</a></td>
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<td>+39 354 28 30 11</td>
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<td>Fitech UK</td>
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<td>Fitness-Mad</td>
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<td><a href="mailto:customercare@fitness-mad.com">customercare@fitness-mad.com</a></td>
<td><a href="http://www.fitness-mad.com">www.fitness-mad.com</a></td>
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<td>+1 403 243 6830</td>
<td><a href="mailto:sales2@fitter1.com">sales2@fitter1.com</a></td>
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<td>Flexi-Sports UK</td>
<td>+44 1452 770 075</td>
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<td><a href="http://www.fragrant-earth.co.uk">www.fragrant-earth.co.uk</a></td>
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<td>Francis &amp; Alexander</td>
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<td><a href="http://www.fantini.it">www.fantini.it</a></td>
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For a breakdown of products and services by type, turn to our Product Selector on p293.
For a breakdown of products and services by type, turn to our Product Selector on p293
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JGA Spa Consultancy
Tel: +44 1795 890 952
Email: jennifer@jgspadevelopment.com
www.jgspadevelopment.com

Jindilli
Tel: +1 855 463 4554
Email: info@jindilli.com
www.jindilli.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

Josiane Laure
Tel: +33 1 42 61 42 04
www.josiane-laure.com

Julianna Rae
Tel: +1 800 662 5723
Email: concierge@juliannarae.com
www.juliannarae.com
<table>
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<th>Phone Number</th>
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<td>Julisis</td>
<td>+49 30 420 284 40</td>
<td><a href="mailto:kontakt@julisis.com">kontakt@julisis.com</a></td>
<td><a href="http://www.julisis.com">www.julisis.com</a></td>
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<tr>
<td>Jurlique</td>
<td>+61 8 8391 0577</td>
<td><a href="mailto:customercare@jurlique.com.au">customercare@jurlique.com.au</a></td>
<td><a href="http://www.jurlique.com.au">www.jurlique.com.au</a></td>
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<tr>
<td>Kanebo Cosmetics Inc</td>
<td>+81 3 6430 5111</td>
<td><a href="mailto:info@kanebo-cosmetics.com">info@kanebo-cosmetics.com</a></td>
<td><a href="http://www.kanebo-international.com">www.kanebo-international.com</a></td>
</tr>
<tr>
<td>Karen Neuburger</td>
<td>+1 415 258 0701</td>
<td></td>
<td><a href="http://www.karenneuburger.com">www.karenneuburger.com</a></td>
</tr>
<tr>
<td>Karma Feeling Bracelets</td>
<td>+44 7590 331 757</td>
<td></td>
<td><a href="http://www.karmafeeling.co.uk">www.karmafeeling.co.uk</a></td>
</tr>
<tr>
<td>Karora Cosmetics</td>
<td>+353 1 902 2333</td>
<td><a href="mailto:barbara.dalton@karoracosmetics.com">barbara.dalton@karoracosmetics.com</a></td>
<td><a href="http://www.karoracosmetics.com">www.karoracosmetics.com</a></td>
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<tr>
<td>Kashwére LLC</td>
<td>+61 8 773 8090</td>
<td><a href="mailto:info@kashwere.com">info@kashwere.com</a></td>
<td><a href="http://www.kashwereathome.com">www.kashwereathome.com</a></td>
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<tr>
<td>Keiser</td>
<td>+1 559 256 8000</td>
<td></td>
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<tr>
<td>Kenmen</td>
<td>+1 514 521 0999</td>
<td><a href="mailto:shaun@kuush.com">shaun@kuush.com</a></td>
<td><a href="http://www.kuush.com">www.kuush.com</a></td>
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<tr>
<td>Kenneth Green Associates</td>
<td>+44 1932 827 060</td>
<td><a href="mailto:mail@kgafrag.co.uk">mail@kgafrag.co.uk</a></td>
<td><a href="http://www.kennethgreenassociates.co.uk">www.kennethgreenassociates.co.uk</a></td>
</tr>
<tr>
<td>Kélastase</td>
<td>+33 1 40 20 60 00</td>
<td></td>
<td><a href="http://www.kerastase.com">www.kerastase.com</a></td>
</tr>
<tr>
<td>Kerry Hill Architects</td>
<td>+65 6323 5400</td>
<td><a href="mailto:enquiries@kerryhillarchitects.com">enquiries@kerryhillarchitects.com</a></td>
<td><a href="http://www.kerryhillarchitects.com">www.kerryhillarchitects.com</a></td>
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<tr>
<td>Kerstin Florian</td>
<td>+1 949 595 4300</td>
<td><a href="mailto:customerservice@kerstinflorian.com">customerservice@kerstinflorian.com</a></td>
<td><a href="http://www.kerstinflorian.com">www.kerstinflorian.com</a></td>
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<tr>
<td>Keyless Security</td>
<td>+1 972 331 2770</td>
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<td><a href="http://www.keyless.co">www.keyless.co</a></td>
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<td>Keyon</td>
<td>+34 965 109 150</td>
<td><a href="mailto:info@keyton.com">info@keyton.com</a></td>
<td><a href="http://www.keyton.com">www.keyton.com</a></td>
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<td>Kilo Architects</td>
<td>+33 1 53 10 02 99</td>
<td><a href="mailto:kiloparis@kilospace.com">kiloparis@kilospace.com</a></td>
<td><a href="http://www.kilospace.com">www.kilospace.com</a></td>
</tr>
<tr>
<td>Kimberly-Clark Professional</td>
<td>+1 888 346 4652</td>
<td><a href="mailto:kcpinfo@kcc.com">kcpinfo@kcc.com</a></td>
<td><a href="http://www.kcpprofessional.com">www.kcpprofessional.com</a></td>
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<tr>
<td>Kimia Skincare Ltd</td>
<td>+44 844 588 5346</td>
<td><a href="mailto:customerservices@kimia.co.uk">customerservices@kimia.co.uk</a></td>
<td><a href="http://www.kimia.co.uk">www.kimia.co.uk</a></td>
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<td>+34 93 753 7080</td>
<td><a href="mailto:info@kinele.com">info@kinele.com</a></td>
<td><a href="http://www.kinele.com">www.kinele.com</a></td>
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<td>Klafs GmbH &amp; Co Kg</td>
<td>+49 791 501 0</td>
<td><a href="mailto:info@klafs.com">info@klafs.com</a></td>
<td><a href="http://www.klafs.com">www.klafs.com</a></td>
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<td>Klapp Cosmetics GmbH</td>
<td>+49 5602 9359 0</td>
<td><a href="mailto:vertrieb@klapp-cosmetics.com">vertrieb@klapp-cosmetics.com</a></td>
<td><a href="http://www.klapp-cosmetics.com">www.klapp-cosmetics.com</a></td>
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<tr>
<td>Kneipp-Werke</td>
<td>+49 931 8002 0</td>
<td></td>
<td><a href="http://www.kneipp.de">www.kneipp.de</a></td>
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<tr>
<td>Kohler Mira</td>
<td>+44 1242 282 527</td>
<td><a href="mailto:rada_technical@mirashowers.com">rada_technical@mirashowers.com</a></td>
<td><a href="http://www.radacontrols.com">www.radacontrols.com</a></td>
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<tr>
<td>KosParis</td>
<td>+33 1 43 39 44 84</td>
<td><a href="mailto:contact@kos-paris.com">contact@kos-paris.com</a></td>
<td><a href="http://www.kos-paris.com">www.kos-paris.com</a></td>
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<tr>
<td>KRD Science &amp; Technology Co Ltd</td>
<td>+86 516 8362 6178</td>
<td><a href="mailto:krdsauna@gmail.com">krdsauna@gmail.com</a></td>
<td><a href="http://www.krdsauna.com">www.krdsauna.com</a></td>
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<tr>
<td>Kroma</td>
<td>+1 407 622 1086</td>
<td><a href="mailto:reserve@kromamakeup.com">reserve@kromamakeup.com</a></td>
<td><a href="http://www.kromamakeup.com">www.kromamakeup.com</a></td>
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<tr>
<td>KuuSh Pty Ltd</td>
<td>+61 8 8556 8688</td>
<td><a href="mailto:shaun@kuush.com">shaun@kuush.com</a></td>
<td><a href="http://www.kuush.com.au">www.kuush.com.au</a></td>
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</table>
For a breakdown of products and services by type, turn to our Product Selector on p293
Les Mills International
Tel: +64 9 366 9900
www.lesmills.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

Ling Skincare
Tel: +1 718 222 1040
Email: pchan@lingskincare.com
www.lingskincare.com

Linser Hospitality GmbH
Tel: +43 512 279 090
Email: office@linserhospitality.com
www.linserhospitality.com

Lira Clinical
Tel: +1 877 440 5472
Email: info@liraclinical.com
www.liraclinical.com

Li’Tyá
Tel: +61 3 9587 7088
Email: admin@litya.com
www.litya.com

Living Earth Crafts
Tel: +1 760 597 2155
Email: info@livingearthcrafts.com
www.livingearthcrafts.com

L’Occitane
Tel: +33 1 55 35 17 17
Email: spacontact@loccitane.fr
http://spa.loccitane.com/

LOHAS
Tel: +1 303 222 8263
Email: info@lohas.com
www.lohas.com

Louella Belle
Tel: +44 20 8238 6300
Email: info@louellabelle.co.uk
www.louellabelle.co.uk

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 47 73 80 16
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.com
www.madaracosmetics.com

The Madison Collection
Tel: +1 305 573 1220
Email: info@themadisoncollection.com
www.themadisoncollection.com
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<td>+61 7 3323 6547</td>
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<td>Majestic International</td>
<td>+1 800 361 0385</td>
<td><a href="mailto:help@majesticinternational.com">help@majesticinternational.com</a></td>
<td><a href="http://www.majesticinternaional.com">www.majesticinternaional.com</a></td>
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<td>Majestic Towels</td>
<td>+44 121 773 9091</td>
<td>info@majestic towels.co.uk</td>
<td><a href="http://www.majestictowels.co.uk">www.majestictowels.co.uk</a></td>
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<td>Malie Inc</td>
<td>+1 808 335 5285</td>
<td><a href="mailto:info@maliekauai.com">info@maliekauai.com</a></td>
<td><a href="http://www.malie.com">www.malie.com</a></td>
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<td>Malin+Goetz</td>
<td>+1 212 244 7771</td>
<td><a href="mailto:info@malinandgoetz.com">info@malinandgoetz.com</a></td>
<td><a href="http://www.malinandgoetz.com">www.malinandgoetz.com</a></td>
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<td>Manatee Spa</td>
<td>+33 1 42 96 44 32</td>
<td><a href="mailto:sales@manateespa.com">sales@manateespa.com</a></td>
<td><a href="http://www.manateespa.com">www.manateespa.com</a></td>
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<td>Manduka LLC</td>
<td>+1 310 426 1495</td>
<td><a href="mailto:info@manduka.com">info@manduka.com</a></td>
<td><a href="http://www.manduka.com">www.manduka.com</a></td>
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<tr>
<td>Manfred Ronstedt</td>
<td>+49 511 9055 544</td>
<td><a href="mailto:info@ronstedt-hotelconcepts.de">info@ronstedt-hotelconcepts.de</a></td>
<td><a href="http://www.ronstedt-hotelconcepts.de">www.ronstedt-hotelconcepts.de</a></td>
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<tr>
<td>Manosa &amp; Company</td>
<td>+632 842 7499</td>
<td><a href="mailto:mail@manosa.com">mail@manosa.com</a></td>
<td><a href="http://www.manosa.com">www.manosa.com</a></td>
</tr>
<tr>
<td>Manuka Tree Ltd</td>
<td>+44 20 7371 0900</td>
<td><a href="mailto:yogi@manukalife.com">yogi@manukalife.com</a></td>
<td><a href="http://www.manukalife.com">www.manukalife.com</a></td>
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<td>Maps Design</td>
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<td><a href="mailto:info@mapsdesign.com">info@mapsdesign.com</a></td>
<td><a href="http://www.mapsdesign.com">www.mapsdesign.com</a></td>
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<tr>
<td>Margaret Dabbs London</td>
<td>+44 20 7637 9450</td>
<td><a href="mailto:margaret.dabbs@margaretdabbs.co.uk">margaret.dabbs@margaretdabbs.co.uk</a></td>
<td><a href="http://www.margaretdabbs.co.uk">www.margaretdabbs.co.uk</a></td>
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<tr>
<td>Marie Veronique Organics</td>
<td>+1 510 655 1543</td>
<td><a href="mailto:info@mvorganics.com">info@mvorganics.com</a></td>
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<tr>
<td>Marie W</td>
<td>+49 2052 92 78 490</td>
<td><a href="mailto:info@marie-w.de">info@marie-w.de</a></td>
<td><a href="http://www.marie-w.de">www.marie-w.de</a></td>
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<tr>
<td>Marine Beauty Care Ltd</td>
<td>+44 1707 257 548</td>
<td><a href="mailto:sales@marinebeautycare.co.uk">sales@marinebeautycare.co.uk</a></td>
<td><a href="http://www.marinebeautycare.co.uk">www.marinebeautycare.co.uk</a></td>
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<tr>
<td>MBR Cosmetics</td>
<td>+49 37 72 - 39 52 8-0</td>
<td><a href="mailto:info@m-b-r.de">info@m-b-r.de</a></td>
<td><a href="http://www.mbr-cosmetics.com">www.mbr-cosmetics.com</a></td>
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<tr>
<td>MCCM Medical Cosmetics</td>
<td>+351 227 347 125</td>
<td><a href="mailto:info@mccmmedicalspa.com">info@mccmmedicalspa.com</a></td>
<td><a href="http://www.mccmmedicalspa.com">www.mccmmedicalspa.com</a></td>
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<tr>
<td>MD Formulations</td>
<td>+1 415 489 5000</td>
<td><a href="mailto:info@mdformulations.com">info@mdformulations.com</a></td>
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<tr>
<td>Medical Spa Solutions</td>
<td>+961 471 1016</td>
<td><a href="mailto:info@medispasolutions.com">info@medispasolutions.com</a></td>
<td><a href="http://www.medispasolutions.com">www.medispasolutions.com</a></td>
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<tr>
<td>Medical Spa &amp; Wellness Group</td>
<td>+43 5244 62005 0</td>
<td><a href="mailto:office@msw-group.com">office@msw-group.com</a></td>
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<tr>
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<td>+43 5244 62005 0</td>
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For a breakdown of products and services by type, turn to our Product Selector on p293
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

Midas Pool & Fountain Products GmbH
Tel: +49 6659 91547-0
Email: info@midas-gmbh.de
www.midas-gmbh.de

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

Millennium Systems International
Tel: +1 973 402 9500
Email: sales@millenniumsi.com
www.millenniumsi.com

Milon Industries GmbH
Tel: +49 8293 965 50-0
Email: info@milon.com
www.milon.com

Mind in Motion
Email: info@getyourmindinmotion.com
www.getyourmindinmotion.com

Mindbody Inc
Tel: +1 877 755 4279
Email: sales@mindbodyonline.com
www.mindbodyonline.com

Mira’s Hand
Email: jamila@mirasandhand.com.au

Mitre Linen
Tel: +44 1685 353 456
Email: sales@mitrelinen.com
www.mitrelinen.com

Moliabal
www.moliabal.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
For a breakdown of products and services by type, turn to our Product Selector on p293
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<th>Company</th>
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<th>Website</th>
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<tr>
<td>Nika Consulting</td>
<td>+1 866 833 6452</td>
<td><a href="mailto:info@nikaconsulting.ca">info@nikaconsulting.ca</a></td>
<td><a href="http://www.nikaconsulting.ca">www.nikaconsulting.ca</a></td>
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<tr>
<td>Nilo</td>
<td>+390 522 7631</td>
<td><a href="mailto:info@nilo-beauty.com">info@nilo-beauty.com</a></td>
<td><a href="http://www.nilo-beauty.com">www.nilo-beauty.com</a></td>
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<tr>
<td>Nine Degrees</td>
<td>+971 4 361 7969</td>
<td><a href="mailto:info@ninedegreesspa.com">info@ninedegreesspa.com</a></td>
<td><a href="http://www.ninedegreesspa.com">www.ninedegreesspa.com</a></td>
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<tr>
<td>Nohem</td>
<td>+33 2 40 42 09 06</td>
<td><a href="mailto:n.degoys@ethic-creation.com">n.degoys@ethic-creation.com</a></td>
<td><a href="http://www.nohem.com">www.nohem.com</a></td>
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<tr>
<td>Noel Asmar Group</td>
<td>+1 604 534 9667</td>
<td><a href="mailto:sales@noelasmar.com">sales@noelasmar.com</a></td>
<td><a href="http://www.noelasmaruniforms.com">www.noelasmaruniforms.com</a></td>
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<tr>
<td>Nola 7</td>
<td>+359 2 962 9910</td>
<td><a href="mailto:rdimitrova@nola7.com">rdimitrova@nola7.com</a></td>
<td><a href="http://www.nola7.com">www.nola7.com</a></td>
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<td>Nordic Sauna and Leisure Ltd</td>
<td>+44 1342 333 999</td>
<td><a href="mailto:info@nordic.co.uk">info@nordic.co.uk</a></td>
<td><a href="http://www.nordic.co.uk">www.nordic.co.uk</a></td>
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<tr>
<td>Nous Design</td>
<td>+44 20 7794 9273</td>
<td><a href="mailto:info@nousdesign.co.uk">info@nousdesign.co.uk</a></td>
<td><a href="http://www.nousdesign.co.uk">www.nousdesign.co.uk</a></td>
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<td>Nouveau Beauty Group</td>
<td>+44 1977 652 232</td>
<td><a href="mailto:info@nouveaulashes.co.uk">info@nouveaulashes.co.uk</a></td>
<td><a href="http://www.nouveaulashes.co.uk">www.nouveaulashes.co.uk</a></td>
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<tr>
<td>Nu Skin</td>
<td>+1 801 345 1000</td>
<td><a href="mailto:contactus@nuskin.com">contactus@nuskin.com</a></td>
<td><a href="http://www.nuskin.com">www.nuskin.com</a></td>
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<tr>
<td>Nude</td>
<td>+44 20 7702 0077</td>
<td><a href="mailto:hello@nudeskincare.com">hello@nudeskincare.com</a></td>
<td><a href="http://www.nudeskincare.com">www.nudeskincare.com</a></td>
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<tr>
<td>Oakworks Inc</td>
<td>+1 717 235 6807</td>
<td><a href="mailto:customerservice@oakworks.com">customerservice@oakworks.com</a></td>
<td><a href="http://www.oakworks.com">www.oakworks.com</a></td>
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<tr>
<td>Obagi Medical Products Inc</td>
<td>+1 562 628 1007</td>
<td><a href="mailto:inquiries@obagi.com">inquiries@obagi.com</a></td>
<td><a href="http://www.obagi.com">www.obagi.com</a></td>
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<td>OceanLife Aquatics</td>
<td>+44 161 339 9339</td>
<td><a href="mailto:info@oceanlifeaquatics.net">info@oceanlifeaquatics.net</a></td>
<td><a href="http://www.oceanlifeaquatics.net">www.oceanlifeaquatics.net</a></td>
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<tr>
<td>Officina de’ Tornabuoni</td>
<td>+390 559 180 643</td>
<td><a href="mailto:info@officinadetornabuoni.com">info@officinadetornabuoni.com</a></td>
<td><a href="http://www.officinadetornabuoni.com">www.officinadetornabuoni.com</a></td>
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<td>Ógra Skincare</td>
<td>+353 57 932 2817</td>
<td><a href="mailto:info@ograskincare.com">info@ograskincare.com</a></td>
<td><a href="http://www.ograskincare.com">www.ograskincare.com</a></td>
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<td>Ojmar SA</td>
<td>+34 943 748 484</td>
<td><a href="mailto:info@ojmar.es">info@ojmar.es</a></td>
<td><a href="http://www.ojmar.es">www.ojmar.es</a></td>
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<td>Oka-B</td>
<td>+1 678 730 5320</td>
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<td><a href="http://www.oka-b.com">www.oka-b.com</a></td>
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<tr>
<td>Okabashi Brands</td>
<td>+1 770 945 1330</td>
<td><a href="mailto:customerservice@okabashi.com">customerservice@okabashi.com</a></td>
<td><a href="http://www.okabashi.com">www.okabashi.com</a></td>
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<tr>
<td>Olavie</td>
<td>+1 212 316 9828</td>
<td><a href="mailto:info@olavie.com">info@olavie.com</a></td>
<td><a href="http://www.olavie.com">www.olavie.com</a></td>
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<tr>
<td>Omdanne</td>
<td>+61 432 638 361</td>
<td><a href="mailto:info@omdanne.com">info@omdanne.com</a></td>
<td><a href="http://www.omdanne.com.au">www.omdanne.com.au</a></td>
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<tr>
<td>Omnico Group</td>
<td>+44 1256 365 150</td>
<td><a href="mailto:info@omnicogroup.com">info@omnicogroup.com</a></td>
<td><a href="http://www.omnicogroup.com">www.omnicogroup.com</a></td>
</tr>
<tr>
<td>Omnisens Paris</td>
<td>+33 1 43 74 76 96</td>
<td><a href="mailto:Ipierotti@omnisens.fr">Ipierotti@omnisens.fr</a></td>
<td><a href="http://www.omnisens.fr">www.omnisens.fr</a></td>
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<tr>
<td>Omorovicza</td>
<td><a href="mailto:info@omorovicza.com">info@omorovicza.com</a></td>
<td><a href="http://www.omorovicza.com">www.omorovicza.com</a></td>
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<tr>
<td>OmVeda Ayurvedic Skin &amp; Hair Care</td>
<td>+61 2 9810 1830</td>
<td><a href="mailto:info@omveda.com.au">info@omveda.com.au</a></td>
<td><a href="http://www.omveda.com.au">www.omveda.com.au</a></td>
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<td>Only Yourx</td>
<td>+1 661 257 7777</td>
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<td><a href="http://www.onlyyourx.com">www.onlyyourx.com</a></td>
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<td>OPI Products Inc</td>
<td>+1 818 759 2400</td>
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<td><a href="http://www.opi.com">www.opi.com</a></td>
</tr>
</tbody>
</table>
For a breakdown of products and services by type, turn to our Product Selector on p293
Penguin Pools
Tel: +44 1626 833 327
Email: mail@penguinpools.co.uk
www.penguinpools.co.uk

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www.perron-rigot.co.uk

Peter Muller
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www.petermuller.org

Peter Thomas Roth
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Pevonia International LLC
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Physical Company Ltd
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www.g5cellutec.com

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www.physiotherm.com

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www.phyts.com

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Email: contactus@resourcesforleisureassets.com
wwwresourcesforleisureassets.com

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wwwresponsiblepurchasing.org

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wwwrevolutiontea.com

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wwwriceforce.com

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Richardson Sadeki
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Email: sales@ridgewayfm.com
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wwwrishitea.com

Rizzato Spa Consulting
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wwwspaconsulting.com

RKF Luxury Linen
Tel: +33 3 84 90 08 56
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wwwbuelteman.com

Robert D Henry Architects
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The Robeworks Inc
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Rodial Ltd
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Email: info@rodial.co.uk
wwwrodial.co.uk

Roja Dove
Tel: +44 1273 827 430
wwwrojadove.com

Rugged Interactive
Tel: +44 1726 981 123
Email: hello@rugged-interactive.co.uk
wwwrugged-interactive.com
For a breakdown of products and services by type, turn to our Product Selector on p293
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<tr>
<td>Scent Company</td>
<td>+390 35 720 880</td>
<td><a href="mailto:info@scentcompany.it">info@scentcompany.it</a></td>
<td><a href="http://www.scentcompany.com">www.scentcompany.com</a></td>
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<td>+390 35 720 880</td>
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<td>Scentys Fragrance Systems</td>
<td>+33 1 55 43 75 30</td>
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<td>Schletterer Consult GmbH</td>
<td>+43 5244 62005</td>
<td><a href="mailto:office@schletterer.com">office@schletterer.com</a></td>
<td><a href="http://www.schletterer.com">www.schletterer.com</a></td>
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<td>Scifit</td>
<td>+1 918 359 2000</td>
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<td>Sedona Resorts</td>
<td>+1 678 974 7270</td>
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<td>SelfOptima</td>
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<td><a href="mailto:info@selfoptima.com">info@selfoptima.com</a></td>
<td><a href="http://www.selfoptima.com">www.selfoptima.com</a></td>
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<tr>
<td>Serena Spa</td>
<td>+960 3313866</td>
<td><a href="mailto:maldives@serenaspa.com">maldives@serenaspa.com</a></td>
<td><a href="http://www.serenaspa.com">www.serenaspa.com</a></td>
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<tr>
<td>Serene House International</td>
<td>+886 2 8751 9681</td>
<td><a href="mailto:service@serene-house.com">service@serene-house.com</a></td>
<td><a href="http://www.serene-house.com">www.serene-house.com</a></td>
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<td><a href="http://www.seyo.de">www.seyo.de</a></td>
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<td>+43 1 532 9811</td>
<td><a href="mailto:office@sha-art.com">office@sha-art.com</a></td>
<td><a href="http://www.sha-art.com">www.sha-art.com</a></td>
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<td>Shenkha</td>
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<td><a href="mailto:mseferian@me.com">mseferian@me.com</a></td>
<td><a href="http://www.spaconsultants.ae">www.spaconsultants.ae</a></td>
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<td><a href="http://www.shiseidospas.com">www.shiseidospas.com</a></td>
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<tr>
<td>Skin for Life</td>
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<tr>
<td>Skinade</td>
<td>+44 8451 300 205</td>
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Email: elaine@spastrategy.net
www.spastrategy.net

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Email: info@sparenity.co.uk
www.sparenity.co.uk

Spa Soft
Tel: +1 905 752 1800
www.spasoft.com
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<th>Company</th>
<th>Phone</th>
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<th>Website</th>
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<tbody>
<tr>
<td>Spirit Music Group</td>
<td>+1 212 614 8137</td>
<td></td>
<td><a href="http://www.spiritmusicgroup.com">www.spiritmusicgroup.com</a></td>
</tr>
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<td>SportsArt Worldwide</td>
<td>+886 6 3840888</td>
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<td><a href="http://www.sportsartfitness.com">www.sportsartfitness.com</a></td>
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<td>Star Trac</td>
<td>+1 714 669 1660</td>
<td><a href="mailto:sales@startrac.com">sales@startrac.com</a></td>
<td><a href="http://www.startrac.com">www.startrac.com</a></td>
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<tr>
<td>Star Wellness</td>
<td>+33 4 97 06 51 07</td>
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<td>Stolle Service Ltd</td>
<td>+1 250 370 2727</td>
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<td>Strategic Spa Solutions</td>
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<td><a href="mailto:dtrieste@strategicspa.com">dtrieste@strategicspa.com</a></td>
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<td>Stress &amp; Motivation UK Ltd</td>
<td>+44 20 7603 2846</td>
<td><a href="mailto:info@soundwavetherapy.co.uk">info@soundwavetherapy.co.uk</a></td>
<td><a href="http://www.soundwavetherapy.co.uk">www.soundwavetherapy.co.uk</a></td>
</tr>
<tr>
<td>Stretch Ceilings Ltd</td>
<td>+44 1276 681 000</td>
<td><a href="mailto:sales@stretchceilings.co.uk">sales@stretchceilings.co.uk</a></td>
<td><a href="http://www.stretchceilings.co.uk">www.stretchceilings.co.uk</a></td>
</tr>
<tr>
<td>Studio Noach</td>
<td>+31 20 404 0733</td>
<td><a href="mailto:info@studionoach.nl">info@studionoach.nl</a></td>
<td><a href="http://www.studionoach.com">www.studionoach.com</a></td>
</tr>
<tr>
<td>Studio RHE</td>
<td>+44 20 7253 5358</td>
<td><a href="mailto:architect@rhe.uk.com">architect@rhe.uk.com</a></td>
<td><a href="http://www.rhe.uk.com">www.rhe.uk.com</a></td>
</tr>
<tr>
<td>Subtle Energies</td>
<td>+61 2 9634 1677</td>
<td></td>
<td><a href="http://www.subtleenergies.com.au">www.subtleenergies.com.au</a></td>
</tr>
<tr>
<td>The Sufferfest Pte</td>
<td></td>
<td><a href="mailto:theminions@thesufferfest.com">theminions@thesufferfest.com</a></td>
<td><a href="http://thesufferfest.com">http://thesufferfest.com</a></td>
</tr>
<tr>
<td>Suisessences</td>
<td>+41 32 631 1667</td>
<td><a href="mailto:info@suissessences.ch">info@suissessences.ch</a></td>
<td><a href="http://www.suisessences.ch">www.suisessences.ch</a></td>
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<tr>
<td>Sundari</td>
<td>+1 562 435 5000</td>
<td></td>
<td><a href="http://www.sundari.com">www.sundari.com</a></td>
</tr>
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<td>Sunlighten Saunas</td>
<td>+1 913 754 0831</td>
<td></td>
<td><a href="http://www.sunlighten.com">www.sunlighten.com</a></td>
</tr>
<tr>
<td>Suntech Group Ab</td>
<td>+46 521 230 255</td>
<td><a href="mailto:helen.ottosson@suntechgroup.se">helen.ottosson@suntechgroup.se</a></td>
<td><a href="http://www.suntechgroup.se">www.suntechgroup.se</a></td>
</tr>
<tr>
<td>Supergoop</td>
<td></td>
<td></td>
<td><a href="http://www.supergoop.com">www.supergoop.com</a></td>
</tr>
<tr>
<td>Swan/Svanen</td>
<td>+46 8 55 55 24 00</td>
<td><a href="mailto:info@ecolabel.se">info@ecolabel.se</a></td>
<td><a href="http://www.svanen.se">www.svanen.se</a></td>
</tr>
</tbody>
</table>

For a breakdown of products and services by type, turn to our Product Selector on p293
Swiss Mountain Cosmetics GmbH
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Email: info@swiss-mountain-cosmetics.ch
www.swiss-mountain-cosmetics.ch

Swiss Perfection
Tel: +41 21 962 88 90
Email: info@pp-products.com
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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
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Tel: +972 8 940 1718
www.synoiatech.com

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Email: mail@human-regenerator.com
www.human-regenerator.com

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www.tav-tech.com

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Nude  
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www.probeauticinstitut.com

Spa Advocates  
www.spaadvocates.com

Spa Vision Ltd  
www.spavision.com

SpaEquip Inc  
www.spaequip.com

Totally UK  
www.totallyuk.com

Universal Companies Inc  
www.universalcompanies.com

**DRINKS**

Africology  
www.africology-sa.com

Camellia’s Tea House  
www.camelliasteahouse.com

Conscious Water by Flow Below  
www.consciouswater.com

Dragonfly Teas  
www.dragonfly-teas.com

Emeyu  
www.emeyu.com

Ikaati  
www.ikaati.com

Labiomer  
www.labiomer.com

LaGaia Hydraceuticals  
www.lagaia.com.au

Mighty Leaf Tea Company  
www.mightleaf.com

Premchit Prateap Na Thalang Ltd  
www.experiencepremchit.com

Rare Tea Company Ltd  
www.rareteacompany.com

Revolution Tea  
www.revolutiontea.com

Rishi Tea  
www.rishi-tea.com

Skinade  
www.skinade.com

Spa Universe  

Tea Forte  
www.teafort.com

Teapigs  
www.teapigs.co.uk

Teatulia  
www.teatulia.com

Thalgo  
www.thalgo.com

Thanh-Oryza  
www.thanh.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

HydroMassage  
www.hydromassage.com

Iso Italia Group  
www.isoitalia.com

Lemi  
www.lemi.it

Medical Spa & Wellness Group – Inviiion*  
www.msw-group.com

Neoqi AS  
www.neoqi.com

Stas Doyer Hydrotherapie  
www.stas-doyer.com

Technodesign SRL  
www.nuvolaitalia.it

Trautwein GmbH  
www.trautwein-gmbh.com

Unbescheiden GmbH  
www.unbescheiden.com

**ENERGY MANAGEMENT / ENVIRONMENTAL SERVICES**

Australian Conservation Foundation  
www.acfonline.org.au

The Carbon Trust  
www.carbontrust.co.uk

Centre for Alternative Technology  
www.cat.org.uk

Earth 911 for Business  
www.earth911.com

EC3 Global  
www.ec3global.com

Eco Directory  
www.ecodirectory.com.au

Ecocert  
www.ecocert.com

Ecotrans  
www.ecotrans.de

EMAS  
www.ec.europa.eu/environment/emas

Emirates Environmental Group  
www.eeg-uae.org

Energy Star  
www.energystar.gov

European Platform on Life Cycle Assessment  
lct.jrc.ec.europa.eu

Global Footprint Network  
www.footprintnetwork.org

Green Biz  
www.greenbiz.com

The Green Guide  
www.thegreenguide.com

Green Lodging News  
www.greenlodgingnews.com

Green Pages  
www.eco-web.com

Green Spa Network  
www.greenspanetwork.org

Green Washing Index  
www.greenwashingindex.com

GreenBlue  
www.greenblue.org

International Organization for Standardization  
www.iso.org

Leadership in Energy and Environmental Design (LEED)  
www.usgbc.org

LOHAS  
www.lohas.com

National Resources Conservation Service  
www.nrcs.usda.gov

Responsible Purchasing Network  
www.responsiblepurchasing.org

Swan/Svanen  
www.svanen.se

TCO Development  
www.tcodevelopment.com

Total Environment Centre  
www.tec.com.au

Tropical Science Center  
www.cct.or.cr

Emirates Environmental Group  
www.eeg-uae.org

Energy Star  
www.energystar.gov

European Platform on Life Cycle Assessment  
lct.jrc.ec.europa.eu

Global Footprint Network  
www.footprintnetwork.org

Green Biz  
www.greenbiz.com

The Green Guide  
www.thegreenguide.com

Green Lodging News  
www.greenlodgingnews.com

Green Pages  
www.eco-web.com

Green Spa Network  
www.greenspanetwork.org

Green Washing Index  
www.greenwashingindex.com

GreenBlue  
www.greenblue.org

International Organization for Standardization  
www.iso.org

Leadership in Energy and Environmental Design (LEED)  
www.usgbc.org

LOHAS  
www.lohas.com

National Resources Conservation Service  
www.nrcs.usda.gov

Responsible Purchasing Network  
www.responsiblepurchasing.org

Swan/Svanen  
www.svanen.se

TCO Development  
www.tcodevelopment.com

Total Environment Centre  
www.tec.com.au

Tropical Science Center  
www.cct.or.cr
PRODUCTS & SERVICES

**FOOTWEAR**

<table>
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<tr>
<th>Company</th>
<th>Website</th>
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<tbody>
<tr>
<td>BC Softwear</td>
<td><a href="http://www.bcssoftwear.co.uk">www.bcssoftwear.co.uk</a></td>
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<tr>
<td>Blu Leisure Limited</td>
<td><a href="http://www.bluleisure.co.uk">www.bluleisure.co.uk</a></td>
</tr>
<tr>
<td>Kashwére LLC</td>
<td><a href="http://www.kashwereathome.com">www.kashwereathome.com</a></td>
</tr>
<tr>
<td>Majestic International</td>
<td><a href="http://www.majesticinternational.com">www.majesticinternational.com</a></td>
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<tr>
<td>Majestic Towels</td>
<td><a href="http://www.majestictowels.co.uk">www.majestictowels.co.uk</a></td>
</tr>
<tr>
<td>Oka-B</td>
<td><a href="http://www.oka-b.com">www.oka-b.com</a></td>
</tr>
<tr>
<td>Puretoes</td>
<td><a href="http://www.puretoes.com">www.puretoes.com</a></td>
</tr>
<tr>
<td>Saakalya Collection</td>
<td><a href="http://www.saakalya.com">www.saakalya.com</a></td>
</tr>
<tr>
<td>Santosa Clothing</td>
<td><a href="http://www.santosadecor.com">www.santosadecor.com</a></td>
</tr>
<tr>
<td>Under the Canopy</td>
<td><a href="http://www.underthecanopy.com">www.underthecanopy.com</a></td>
</tr>
<tr>
<td>Yeah Baby</td>
<td><a href="http://www.yeahbabypl.com">www.yeahbabypl.com</a></td>
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</table>

**FLOORING**

<table>
<thead>
<tr>
<th>Company</th>
<th>Website</th>
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<tbody>
<tr>
<td>Contract Tile Consultants</td>
<td><a href="http://www.ctc-tiles.co.uk">www.ctc-tiles.co.uk</a></td>
</tr>
<tr>
<td>Digital Ceramic Systems</td>
<td><a href="http://www.digitalceramics.com">www.digitalceramics.com</a></td>
</tr>
<tr>
<td>Floor Gres Ceramiche</td>
<td><a href="http://www.floorgres.it">www.floorgres.it</a></td>
</tr>
<tr>
<td>GMT Spas</td>
<td><a href="http://www.gmtpas.co">www.gmtpas.co</a></td>
</tr>
<tr>
<td>Hamberger Flooring GmbH &amp; Co KG</td>
<td><a href="http://www.haro.com">www.haro.com</a></td>
</tr>
<tr>
<td>Imagine Tile Inc</td>
<td><a href="http://www.imaginetile.com">www.imaginetile.com</a></td>
</tr>
<tr>
<td>Kinele Group SL</td>
<td><a href="http://www.kinele.com">www.kinele.com</a></td>
</tr>
<tr>
<td>Trend Group</td>
<td><a href="http://www.trend-group.com">www.trend-group.com</a></td>
</tr>
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</table>

**FRAGRANCES AND DIFFUSERS**

<table>
<thead>
<tr>
<th>Company</th>
<th>Website</th>
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<tbody>
<tr>
<td>Amala Inc</td>
<td><a href="http://www.amalabeauty.com">www.amalabeauty.com</a></td>
</tr>
<tr>
<td>AromaJet</td>
<td><a href="http://www.aromajet.com">www.aromajet.com</a></td>
</tr>
<tr>
<td>AromaWorks</td>
<td><a href="http://www.aromaworks.com">www.aromaworks.com</a></td>
</tr>
<tr>
<td>Atmosphère Diffusion</td>
<td><a href="http://www.atmospherediffusion.fr">www.atmospherediffusion.fr</a></td>
</tr>
<tr>
<td>Clarins</td>
<td><a href="http://www.clarins.com">www.clarins.com</a></td>
</tr>
<tr>
<td>Eve Taylor (London) Ltd</td>
<td><a href="http://www.eve-taylor.com">www.eve-taylor.com</a></td>
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<tr>
<td>Laboratory of Flowers</td>
<td><a href="http://www.laboflowers.com">www.laboflowers.com</a></td>
</tr>
<tr>
<td>Nola 7</td>
<td><a href="http://www.nola7.com">www.nola7.com</a></td>
</tr>
<tr>
<td>Pasture Naturals Ltd</td>
<td><a href="http://www.pasturenaturals..com">www.pasturenaturals..com</a></td>
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<tr>
<td>Roja Dove</td>
<td><a href="http://www.rojadove.com">www.rojadove.com</a></td>
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<tr>
<td>Scent Company</td>
<td><a href="http://www.scentcompany.com">www.scentcompany.com</a></td>
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<td>Scentys Fragrance Systems</td>
<td><a href="http://www.scentys.com">www.scentys.com</a></td>
</tr>
<tr>
<td>Serene House International</td>
<td><a href="http://www.serene-house.com">www.serene-house.com</a></td>
</tr>
<tr>
<td>Teo Cabanel</td>
<td><a href="http://www.teo-cabanel.com">www.teo-cabanel.com</a></td>
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<tr>
<td>Tru Fragrance</td>
<td><a href="http://www.trufragrance.com">www.trufragrance.com</a></td>
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**FURNITURE AND FURNISHINGS**

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<th>Company</th>
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<tr>
<td>Abbey Furnishings</td>
<td><a href="http://www.abbey-furnishings.co.uk">www.abbey-furnishings.co.uk</a></td>
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<tr>
<td>AKRON</td>
<td><a href="http://www.akronproducts.co.uk">www.akronproducts.co.uk</a></td>
</tr>
<tr>
<td>Andrew Morgan Collection</td>
<td><a href="http://www.morgancollection.com">www.morgancollection.com</a></td>
</tr>
<tr>
<td>Athlegen Pty Ltd</td>
<td><a href="http://www.athlegen.com.au">www.athlegen.com.au</a></td>
</tr>
<tr>
<td>Avalon Couches</td>
<td><a href="http://www.avalon-couches.co.uk">www.avalon-couches.co.uk</a></td>
</tr>
<tr>
<td>BD Barcelona Design</td>
<td><a href="http://www.bdbarcelona.com">www.bdbarcelona.com</a></td>
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<tr>
<td>Beautelle Therapy Equipment Ltd</td>
<td><a href="http://www.beautelle.co.uk">www.beautelle.co.uk</a></td>
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<tr>
<td>Blenheim Carpet Company Ltd</td>
<td><a href="http://www.blenheim-carpets.com">www.blenheim-carpets.com</a></td>
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<tr>
<td>Boden Furnishings</td>
<td><a href="http://www.bodenfurnishings.com">www.bodenfurnishings.com</a></td>
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<tr>
<td>Bonacina Vittorio design s.r.l.</td>
<td><a href="http://www.bonacina-vittorio.com">www.bonacina-vittorio.com</a></td>
</tr>
<tr>
<td>Bretherton Therapy Products</td>
<td><a href="http://www.bremed.co.uk">www.bremed.co.uk</a></td>
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<tr>
<td>Cheshire Wellness UK</td>
<td><a href="http://www.cheshirewellness.co.uk">www.cheshirewellness.co.uk</a></td>
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<tr>
<td>Chill Out Design Evolution</td>
<td><a href="http://www.chillout-design.com">www.chillout-design.com</a></td>
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<tr>
<td>Coco-Mat</td>
<td><a href="http://www.coco-mat.com">www.coco-mat.com</a></td>
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<tr>
<td>Dedon</td>
<td><a href="http://www.dedon.de">www.dedon.de</a></td>
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<tr>
<td>Aloys F Dornbracht GmbH &amp; Co Kg</td>
<td><a href="http://www.dornbracht.com">www.dornbracht.com</a></td>
</tr>
<tr>
<td>Eastward Ltd</td>
<td><a href="http://www.eastward.co.uk">www.eastward.co.uk</a></td>
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<tr>
<td>Eco Furniture International Ltd</td>
<td><a href="http://www.avconservatoryfurniture.co.uk">www.avconservatoryfurniture.co.uk</a></td>
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<tr>
<td>Effegibi</td>
<td><a href="http://www.effegibi.it/en">www.effegibi.it/en</a></td>
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<td>Eldmaren Ab</td>
<td><a href="http://www.eldmaren.se">www.eldmaren.se</a></td>
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<tr>
<td>Ergomotion Inc</td>
<td><a href="http://www.ergomotion.us">www.ergomotion.us</a></td>
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<tr>
<td>Fabio Alemanno Design</td>
<td><a href="http://www.fa-design.co.uk">www.fa-design.co.uk</a></td>
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<tr>
<td>Gallotti &amp; Radice SRL</td>
<td><a href="http://www.gallottiradice.it">www.gallottiradice.it</a></td>
</tr>
<tr>
<td>Gandia Blasco SA</td>
<td><a href="http://www.gandiablasco.com">www.gandiablasco.com</a></td>
</tr>
<tr>
<td>Gharieni Group GmbH</td>
<td><a href="http://www.gharieni.com">www.gharieni.com</a></td>
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<tr>
<td>Gloster Furniture Ltd</td>
<td><a href="http://www.gloster.com">www.gloster.com</a></td>
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<tr>
<td>Grupo Kettal</td>
<td><a href="http://www.kettalgroup.com">www.kettalgroup.com</a></td>
</tr>
<tr>
<td>Haslauer GmbH</td>
<td><a href="http://www.haslauer.info">www.haslauer.info</a></td>
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<tr>
<td>Heating Co Ltd</td>
<td><a href="http://www.healing-relax.com">www.healing-relax.com</a></td>
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<tr>
<td>ITW Waterbeds</td>
<td><a href="http://www.wasserbetten.at">www.wasserbetten.at</a></td>
</tr>
<tr>
<td>Kashwére LLC</td>
<td><a href="http://www.kashwereathome.com">www.kashwereathome.com</a></td>
</tr>
<tr>
<td>LadyPillo</td>
<td><a href="http://www.ladypillo.com">www.ladypillo.com</a></td>
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<tr>
<td>Lenox Pedicure Spa</td>
<td><a href="http://www.lenoxpedicurechair.com">www.lenoxpedicurechair.com</a></td>
</tr>
<tr>
<td>Living Earth Crafts</td>
<td><a href="http://www.livingearthcrafts.com">www.livingearthcrafts.com</a></td>
</tr>
<tr>
<td>Nilo</td>
<td><a href="http://www.nilo-beauty.com">www.nilo-beauty.com</a></td>
</tr>
<tr>
<td>Nola 7</td>
<td><a href="http://www.nola7.com">www.nola7.com</a></td>
</tr>
<tr>
<td>Oakworks Inc</td>
<td><a href="http://www.oakworks.com">www.oakworks.com</a></td>
</tr>
<tr>
<td>Parmar and Parmar</td>
<td><a href="http://www.parmarandparmar.com">www.parmarandparmar.com</a></td>
</tr>
<tr>
<td>Planika Fires</td>
<td><a href="http://www.planikafires.com">www.planikafires.com</a></td>
</tr>
<tr>
<td>Roberti Rattan srl</td>
<td><a href="http://www.robertirattan.com">www.robertirattan.com</a></td>
</tr>
<tr>
<td>Saakalya Collection</td>
<td><a href="http://www.saakalya.com">www.saakalya.com</a></td>
</tr>
<tr>
<td>Salon Ambience</td>
<td><a href="http://www.salonambience.com">www.salonambience.com</a></td>
</tr>
<tr>
<td>Sandalei</td>
<td><a href="http://www.sandalei.com">www.sandalei.com</a></td>
</tr>
<tr>
<td>Saunasella Oy</td>
<td><a href="http://www.saunasella.fi">www.saunasella.fi</a></td>
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<tr>
<td>Serralunga SRL</td>
<td><a href="http://www.serralunga.com">www.serralunga.com</a></td>
</tr>
</tbody>
</table>
For contact details, turn to the Contact Book which starts on p252

Sha Holdings GmbH
www.sha-art.com
Silhouet-Tone Corporation
www.silhouettone.com
Sommerhuber GmbH
www.sommerhuber.com
Takara Belmont USA
www.takarabelmont.com
Tonon & C SpA
www.tononitalia.com

HAIRCARE

Agadir International LLC
www.agadirint.com
Alterna
www.alternahaircare.com
Attirance
www.attirance.com
Aveda
www.aveda.com
Cosmetic Horizons
www.cosmetic-horizons.com
Davines
www.davines.com
Josiane Laure
www.josiane-laure.com
Leonor Greyl
www.leonorgreyl.com
Kérastase
www.kerastase.com
La Biosthétique
www.labiothetique.com
Laboratory of Flowers
www.labofflowers.com
LaNatura
www.lanatura.com
L’anza
www.lanza.com
Luxsit Organic Care
www.luxsit.se
Madara Cosmetics
www.madaracosmetics.com
Mira’s Hand
www.mirashand.com.au
Moroccan Oil
www.moroccanoil.com
Neuma Beauty
www.neumabeauty.com
Peter Thomas Roth
www.peterthomasroth.com
Saach Organics
www.saachorganics.com
Thann-Oryza
www.thann.info
Unite Eurotherapy
www.uniteeurotherapy.com
Yves Rocher
www.yves-rocher.co.uk

HAY-BATH EQUIPMENT

Hobe Pergh SRL
www.hobepergh.it

HEAT EXPERIENCES

4SeasonsSpa
www.4seasonsspa.com
Aegean Master Spas
www.aegaean spas.co.uk
Anapos
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
Carmenta srl
www.carmentasrl.com/en
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
Effegibi
www.effegibi.it/en
Esadore International
www.esadore.com
ETE Wellness Engineering
www.ete.es
Fabio Alemanno Design
www.fa-design.co.uk
SF Finimex Oy
www.kelosauna.eu
GeoSpa GmbH
www.geospa.de
Hamman Consultants
www.hammanconsultants.com
Happy Sauna
www.happysauna.it
Haslauer GmbH
www.haslauer.info
Helo Germany
www.hello-sauna.de
Hydroconcept
www.hydro-concept.spa.com
Hydrotherm Ltd
www.hydrothermspa.com
HygroMatik
www.hydromatik.de
Inner Balance
www.ib-wellness.co.uk
Innovag AG
www.innovag.de
Iyashi Dome
www.iyashidome.com
Klafs GmbH & Co Kg
www.klafs.com
KRD Science & Technology Co Ltd
www.krdsauna.com
Lux Elements GmbH & Co Kg
www.luxelements.com
Medical Spa & Wellness Group – Inviiion*
www.msw-group.com
Milk Leisure Ltd
www.milkleisure.co.uk
Nola 7
www.nola7.com
Nordic Sauna and Leisure Ltd
www.nordic.co.uk
P&A Engineering Ltd
www.paengineeringltd.com
Penguin Pools
www.penguinpools.co.uk
Physiotherm GmbH Thaur
www.physiotherm.com
Promet Spa Wellness
www.promet.com.tr
Reefgrove Ltd
www.reefgrove.co.uk
Saunex
www.saunex.com
Sommerhuber GmbH
www.sommerhuber.com
Sopro Bauchemie GmbH
www.sopro.com
The Ultimate Sauna Company Ltd
www.theultimatesauna.co.uk
PRODUCTS & SERVICES

**HEAT EXPERIENCES continued**

- **Vi Spa Experience Rooms**
  www.vi-spa.co.uk
- **Zimmer MedizinSysteme**
  www.zimmer.de
- **Zoki UK**
  www.zokiuk.co.uk

**HYDROTHERAPY EQUIPMENT**

- **4SeasonsSpa**
  www.4seasonsspa.com
- **Anapos**
  www.anapos.co.uk
- **Aquademy**
  www.aquademy.eu
- **Aqualike**
  www.spa-aqualike.fr/lang=en
- **Balnea GmbH & Co Kg**
  www.balnea.de
- **Barr + Wray**
  www.barrandwray.com
- **Biosysco Inc**
  www.biosysco.com
- **Bradford Products LLC**
  www.bradfordproducts.com
- **Carmenta srl**
  www.carmentasrl.com/e
- **Dalesauna Ltd**
  www.dalesauna.co.uk
- **Design for Leisure Ltd**
  www.designforleisure.com
- **Di Vapor Ltd**
  www.divapor.com
- **Esadore International**
  www.esadore.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
- **Hydromassage**
  www.hydromassage.com
- **Hydrotherm Ltd**
  www.hydrothermspa.com
- **Klafs GmbH & Co Kg**
  www.klafs.com
- **Lemi**
  www.lemi.it
- **Medical Spa & Wellness Group – Inviion*+**
  www.msw-group.com
- **Medical Spa & Wellness Group – Schletterer**
  www.msw-group.com
- **Neoqi AS**
  www.neoqi.com
- **Nola 7**
  www.nola7.com
- **Penguin Pools**
  www.penguinpools.co.uk
- **Portcril Spas**
  www.portcril.com
- **Promet Spa Wellness**
  www.promet.com.tr
- **Simulated Environment Concepts**
  www.spacapsule.com
- **Sommerhuber GmbH**
  www.sommerhuber.com
- **Starpool srl**
  www.starpool.com
- **Therarium SPA-Anlagenbau GmbH**
  www.therarium.com
- **Trautwein GmbH**
  www.trautwein-gmbh.com
- **Unbescheiden GmbH**
  www.unbescheiden.com
- **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
- **Penguin Pools**
  www.penguinpools.co.uk
- **Promet Spa Wellness**
  www.promet.com.tr
- **Portcril Spas**
  www.portcril.com
- **Simulated Environment Concepts**
  www.spacapsule.com
- **Sommerhuber GmbH**
  www.sommerhuber.com
- **Starpool srl**
  www.starpool.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
- **Penguin Pools**
  www.penguinpools.co.uk
- **Promet Spa Wellness**
  www.promet.com.tr
- **Portcril Spas**
  www.portcril.com

**INTERIOR DESIGN**

See spa design/architects

**JEWELLERY**

- **Daisy Global Ltd**
  www.daisyjewellery.com
- **Karma Feeling Bracelets**
  www.karmafeeling.co.uk
- **Yogamasti**
  www.yogamasti.com

**LASERS AND LIGHT THERAPY**

- **Advanced Esthetics Solutions**
  www.advancedestheticsolutions.com
- **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
- **Chromogenex Technologies**
  www.chromogenex.com
- **Clinogen Ltd**
  www.clinogen.com
- **Cynosure Inc**
  www.cynosure.com
- **Ecolite IPL**
  www.ecoliteipl.com
- **Electro Medical Systems (EMS)**
  www.ems-company.com
- **Energist Medical Group**
  www.energistgroup.com
- **Erchonia Corporation**
  www.erchonia.com
- **EV-Med Ltd**
  www.evlaseruk.co.uk
- **Invasix**
  www.invasix.com
- **Icoone**
  www.icoone.com
- **IPulse**
  www.ipulse.com.au
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<td><strong>Osmium For Men</strong></td>
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<td><a href="http://www.experiencepremchit.com">www.experiencepremchit.com</a></td>
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<td><a href="http://www.spadunya.com">www.spadunya.com</a></td>
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<td><strong>Tanamera Tropical Spa Products</strong></td>
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<td><a href="http://www.tanamera.com.my">www.tanamera.com.my</a></td>
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<td><strong>Terraké</strong></td>
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<td><a href="http://www.terrake.com">www.terrake.com</a></td>
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<td><strong>Thalgo</strong></td>
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<td><a href="http://www.thalgo.com">www.thalgo.com</a></td>
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<td><strong>Themaé</strong></td>
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<td><a href="http://www.thema%C3%A9.fr">www.themaé.fr</a></td>
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<td><strong>Tri-Dosha Ltd</strong></td>
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<td><a href="http://www.tri-dosha.co.uk">www.tri-dosha.co.uk</a></td>
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<td><strong>Wild Earth Pvt Ltd</strong></td>
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<td><a href="http://www.wildearthnepal.com">www.wildearthnepal.com</a></td>
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<td><strong>Wisdom of Africa</strong></td>
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**MEDI SPA**

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For contact details, turn to the Contact Book which starts on p252
PRODUCTS & SERVICES

NAIL CARE continued

Mira’s Hand
www.mirashand.com.au

OPI Products Inc
www opi.com

The Organic Pharmacy
www.organicpharmacy.com

Orly International Inc
www.orlybeauty.com

Salon System
www.salonsystem.com

Spa Ritual
www.sparitual.com

Zoya
www.zoya.com

ORGANIC/NATURAL PRODUCTS

90210 Organics
www.90210organics.com

Africology
www.africology-sa.com

Alpienne
www.alpienne.at

Alqvimia SL
www.alqvimia.com

Amala Inc
www.amalabeauty.com

Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Attirance
www.attirance.com

Aveda
www.aveda.com

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

Cosmetic Horizons
www.cosmetic-horizons.com

CSHE Australia Pty
www.clinicalpro.com.au

Daniele de Winter
www.danielledewinter.com

Decléor
www.decleor.com

Delicious!
www.delicious-skin.com

Deserving Thyme Inc
www.deservingthyme.com

Dr Bronner’s Magic Soaps
www.drbronner.com

Dr Burgener
www.drburgener.com

Dr Hauschka
www.wala.de

Earth Matters Apothecary
www.earthmattersapothecary.com

Elemental Herbology
www.elementalherbology.com

Éminence Organic Skin Care
www.eminenceorganics.com

ES Skincare
www.essskincare.co.uk

Essential Care
www.essential-care.co.uk

Eve Taylor (London) Ltd
www.evetaylor.com

Evo2lution France
www.evo2lution.com

Giffarine Skyline Laboratory
www.giffarinelfactory.com

Harnn
www.harnn.com

Healing Earth
www.healingearth.co.za

Heritage Healers
www.heritagehealers.com

Hobe Pergh SRL
www.hobepergh.it

Hora Sexta
www.horasexta.it

I plus Q
www.iplusq.com

IKou
www.ikou.com.au

Ila – Spa Ltd
www.ila-spa.com

Intelligent Nutrients
www.intelligentnutrients.com

Jamu Asian Spa Rituals
www.jamuspa.com

Jindilli
www.jindilli.com

Jurlique
www.jurlique.com.au

Kimia Skincare Ltd
www.kimia.co.uk

Kneipp-Werke
www.kneipp.de

Kos Paris
www.kos-paris.com

Kroma
www.kromamakeup.com

KuuSh Pty Ltd
www.kuush.com.au

NUTRITION/SUPPLEMENTS

Baranova Monaco
www.baranovamonaco.com

Bliss
www.blissworld.com

Dr Burgener
www.drburgener.com

Evo2lution France
www.evo2lution.com

Intelligent Nutrients
www.intelligentnutrients.com

Labiomer
www.labiomer.com

Laboratoires Reunis Junglinster
www.labo.lu

MCCM Medical Cosmetics
www.mccmedicalspa.com

Officina de’ Tornabuoni
www.officinadetornabuoni.com

On Group
www.on-group.co.uk

The Organic Pharmacy
www.theorganicpharmacy.com

Proto-col
www.proto-col.com

QMS Medicosmetics
www.qmsmedicosmetics.com

Sanitas Skincare
www.sanitas-skincare.com

Skin Authority
www.skinauthority.com

Thalgo
www.thalgo.com

Weil Lifestyle LLC
www.drweil.com

Yves Rocher
www.yves-rocher.co.uk

ES Skincare
www.essskincare.co.uk
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<td>Ligne St Barth</td>
<td><a href="http://www.lignestbarth.com">www.lignestbarth.com</a></td>
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<td><a href="http://spa.loccitane.com/">http://spa.loccitane.com/</a></td>
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<td><a href="http://www.luxsit.se">www.luxsit.se</a></td>
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<td>Manuka Tree Ltd</td>
<td><a href="http://www.manukalife.com">www.manukalife.com</a></td>
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<td>My Spirit</td>
<td><a href="http://www.myspirit.se">www.myspirit.se</a></td>
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<td>Noel Asmar Group</td>
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<td>Peak Pilates</td>
<td><a href="http://www.peakpilates.com">www.peakpilates.com</a></td>
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### PILATES/YOGA continued

- Physical Company Ltd  
  www.physicalcompany.co.uk
- Pilates Foundation  
  www.pilatesfoundation.com
- Pilates Training Solutions  
  www.pilatestrainingsolutions.co.uk
- Plank  
  www.plankdesigns.com
- Puretoes  
  www.puretoes.com
- Stott Pilates  
  www.stottpilates.com
- Yamarama  
  www.yamarama.com
- Yoga Professionals  
  www.yogaprofessionals.net
- Yogamasti  
  www.yogamasti.com
- Zensei  
  www.zensei.com

### PLANETARIUMS / LARGE FORMAT FILM

- Sky-Skan Europe GmbH  
  www.skyskan.com
- Vidarium by LivinGlobe  
  www.livingglobe.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

### PRODUCTS & SERVICES

#### Hydroconcepts

- Hydroconcept  
  www.hydro-concept-spa.com
- Nola 7  
  www.nola7.com

#### PRIVATE LABEL MANUFACTURING

- Alban Muller International  
  www.albanmuller.com
- Pebble & Co  
  www.pebbleandco.co.uk
- Groupe GM  
  www.groupegm.com
- I plus Q  
  www.iplusq.com
- Kos Paris  
  www.kos-paris.com
- Natural Skincare Solutions  
  www.naturalskincare.com
- Neaumorinc  
  www.neaumorinc.com
- New Seasons Natural Products  
  www.newseasons.co.uk
- Pôle Cosmétique  
  www.pole-cosmetique.fr
- Primavera  
  www.primavera.co.uk
- Spa Factory Bali  
  www.spafactorybali.com
- Spa Technologies  
  www.spatechnologies.com
- Visage Pro USA  
  www.visageprousa.com
- Zeal Cosmetics Inc  

#### RELAXATION BEDS

- Aequum Ltd  
  www.aequum.com
- Anapos  
  www.anapos.co.uk
- Avalon Couches  
  www.avaloncouches.co.uk
- Balnea GmbH & Co Kg  
  www.balnea.de
- Boden Furnishings  
  www.bodenfurnishings.com
- Boombang Inc  
  www.boombang.com/aura
- Bradford Products LLC  
  www.bradfordproducts.com
- Cheshire Wellness UK  
  www.cheshirewellness.co.uk
- Clap Tzu  
  www.claptzu.de
- Coco-Mat  
  www.coco-mat.com
- Dalesauna Ltd  
  www.dalesauna.co.uk
- Design for Leisure Ltd  
  www.designforleisure.com
- Effegibi  
  www.effegibi.it/en
- Ergomotion Inc  
  www.ergomotion.us
- Fabio Alemanno Design  
  www.fa-design.co.uk
- GeoSpa GmbH  
  www.geospa.de
- Gharieni Group GmbH  
  www.gharieni.com
- Happy Sauna  
  www.happysauna.it
- Haslauer GmbH  
  www.haslauer.info
- Healing Co Ltd  
  www.healing-relax.com
- Hydroconcept  
  www.hydro-concept-spa.com
- HydroMassage  
  www.hydromassage.com
- Hydrotherm Ltd  
  www.hydrotherm-spa.com
- Iso Italia Group  
  www.isoitalia.com
- Klafs GmbH & Co Kg  
  www.klafs.com
- Living Earth Crafts  
  www.livingearthcrafts.com
- Medical Spa & Wellness Group – Inviion®  
  www.msw-group.com
- Medical Spa & Wellness Group – Schletterer  
  www.msw-group.com
- Mycoocon  
  www.mycoocon.com
- Nola 7  
  www.nola7.com
- Oakworks Inc  
  www.oakworks.com
- Penguin Pools  
  www.penguinpools.co.uk
- Promet Spa Wellness  
  www.promet.com.tr
- Sha Holdings GmbH  
  www.sha-art.com
- Somadome  
  www.somadome.com
- Sommerhuber GmbH  
  www.sommerhuber.com
- Stas Doyer Hydrotherapie  
  www.stas-doyer.com
- Thermarium SPA-Anlagenbau GmbH  
  www.thermarium.com
- Trautwein GmbH  
  www.trautwein-gmbh.com

### RECRUITMENT

- Bond Recruitment  
  www.bondrecruitment.com
- Hutchinson Consulting  
  www.hutchinsonconsulting.com
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<td>Skin for Life</td>
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<td><a href="http://www.storzmedical.ch">www.storzmedical.ch</a></td>
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<td>Sybaritic Inc</td>
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<td>Takara Belmont USA</td>
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<td>TavTech Ltd</td>
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Aquademy | www.aquademy.eu |
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Balnea GmbH & Co Kg | www.balnea.de |
Bossini SpA | www.bossini.it |
Bradford Products LLC | www.bradfordproducts.com |

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Carmenta srl
www.carmentasrl.com/en

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

Fratelli Fantini SpA
www.fantini.it

Franke GmbH
www.franke.com

Franz Kaldewei GmbH & Co Kg
www.kaldewei.de

Franziska Fantini & Co Kg
www.franceskafantini.com

GeoSpa GmbH
www.geospa.de

Hansgrohe AG
www.hansgrohe.com

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.hydrotherm.com

Industrias Cosmic SAU
www.cosmic.com

Klafs GmbH & Co Kg
www.klafs.com

Kohler Mira
www.radacontrols.com

Lux Elements GmbH & Co Kg
www.luxelements.com

Medical Spa & Wellness Group – Invion*
www.msw-group.com

Nola 7
www.nola7.com

P&A Engineering Ltd
www.paengineeringltd.com

Penguin Pools
www.penguinpools.co.uk

Promet Spa Wellness
www.promet.com.tr

Quench Solutions Pty Ltd
www.quenchshowers.com

Samuel Heath & Sons PLC
www.samuel-heath.co.uk

Zucchetti Rubinetteria SpA
www.zucchettirub.it

SKIN ANALYSIS

BeautyPro Ltd
www.beautypro.com

Callegari SpA
www.callegari1930.com

Canfield Scientific Inc
www.canfieldsci.com

Courage + Khazaka Electronics
www.courage-khazaka.de

MCCM Medical Cosmetics
www.mccmmedicalspa.com

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

AromaWorks
www.aroma-works.com

Aveda
www.aveda.com

Babor GmbH & Co Kg
www.babor.com

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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
www.clarins.com

Comfort Zone
www.comfortzone.com

DDF Skincare
www.ddfskincare.com

Decléor
www.declere.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.espa-consulting.com

Eve Taylor (London) Ltd
www.eve-taylor.com

Flint Edge
www.flintedge.com

Gentlemen’s Tonic
www.gentlemenstonic.co.uk

Germaine de Capuccini
www.germaine-de-capuccini.com

Guinot
www.guinot.com

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.biosthetique.com

La Sultane de Saba
www.lasultanedesaba.com

Labiomer
www.labiomer.com

Laboratoires Didier Rase
www.didier-rase.com

Les Sens de Marrakech
www.lessensdemarrakech.com

Ligne St Barth
www.lignestbarth.com

Li’Tyra
www.litya.com

LPG Systems
www.lpgsystems.com

Lubatti
www.lubatti.co.uk

Malin+Goetz
www.malinandgoetz.com

Matis Paris
www.matisparis.com
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For contact details, turn to the Contact Book which starts on p252
SKINCARE – WOMEN continued

Spa Ritual
www.sparitual.com
Spa Technologies
www.spatechnologies.com
SpaDunya
www.spadunya.com
Subtle Energies
www.subtleenergies.com.au
Suissessences
www.suissessences.com
Sundari
www.sundari.com
Swiss Perfection
www.swissperfection.com
Tanamera Tropical Spa Products
www.tanamera.com.my
Temple Spa Ltd
www.templ espa.com
Terraké
www.terrake.com
Terres D’Afrique
www.terres-dafrique.com
Thallon Laboratories
www.thallion.com
Thalgo
www.thalgo.com
Thann-Oryza
www.thann.info
Themeae
www.themeae.fr
TheraNaka
www.theranaka.co.za
TheraVine
www.tspaproducts.co.za
Tiossan
www.tiossan.com
Tri-Dosha Ltd
www.tri-dosha.co.uk
Uspa
www.uspaimmersion.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
Aquademy
www.aquademy.eu
Balnea GmbH & Co Kg
www.balnea.de
Barr + Wray
www.barrandwray.com
Catalina Spas
www.catalinaspas.co.uk
Cheshire Wellness UK
www.cheshirewellness.co.uk
Dalesauna Ltd
www.dalesauna.co.uk
Design for Leisure Ltd
www.designforleisure.com
Di Vapor Ltd
www.divapor.com
Ezarrí Mosaic
www.ezarrí.com
GeoSpa GmbH
www.geospa.de
Hansgrohe Ag
www.hansgrohe.com
Happy Sauna
www.happy sauna
HydroCo
www. hydroco.com
Hydroconcept
www. hydroconcept-spa.com
Hydrotherm Ltd
www. hydrothermspa.com
uwe JetStream GmbH
www.uwe.de
Klafs GmbH & Co Kg
www.klafs.com
Neoqi AS
www.neoqi.com
Nola 7
www.nola7.com
Medical Spa & Wellness Group – Inviion®
www.msw-group.com
Medical Spa & Wellness Group – Schletterer
www.msw-group.com
Penguin Pools
www.penguinpools.co.uk
Portcril Spas
www.portcril.com
Promet Spa Wellness
www.promet.com.tr
Teuco Guzzini S.p.A.
www.teuco.com
Thermarium SPA-Anlagenbau GmbH
www.thermarium.com
Trautwein GmbH
www.trautwein-gmbh.com
Unbescheiden GmbH
www.unbescheiden.com

SPA DESIGN/ARCHITECTS

1Life
www.1life.co.uk
3d Leisure
www.3dleisure.com
360° Spa Solutions
www.360spasolutions.com
5 Spa Consulting LLC
http://5spac onsulting.com
AB Concept
www.abconcept.net
Absolute Design
www.absolutedesign.co.uk
Adache Group Architects Inc
www.adache.com
aDesign
www.atlambdesignworldwide.com
Aedas Architects
www.aedas.com
AFLS&P
www.aflsp.com
Agnes Bourgeon
www.agnesbourgeon.com
American Leisur e
www.americanleisure.com
Anapos
www.anapos.co.uk
Aqa e
www.aqa.eu
Aquamental Spa
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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
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<td>Resense Spa</td>
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<td>Resources for Leisure Assets</td>
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<td>Richardson Sadeki</td>
<td><a href="http://www.rsdnyc.com">www.rsdnyc.com</a></td>
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<td>Rizzato Spa Consulting</td>
<td><a href="http://www.spa-consulting.com">www.spa-consulting.com</a></td>
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<td>Robert D Henry Architects</td>
<td><a href="http://www.rdh-architects.com">www.rdh-architects.com</a></td>
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SPA DESIGN/ARCHITECTS continued

Sacred Currents
www.sacredcurrents.com
Salamander Lifestyle Pte Ltd
www.salamanderspa.net
Sanipex Group
www.sanipexdubai.com
Sanitas Spa & Wellness
www.sanitas.com
Saturn Projects Ltd
www.saturnprojects.com
SB Architects
www.sb-architects.com
Sedona Resorts
www.sedona-resorts.com
Serena Spa
www.serenaspa.com
Shenkha
www.spaconsultants.ae
Softouch International
www.softouchspa.com
Soul Spa Concepts
www.soulhouse.ro
Spa & Club Ideations, LLC
www.spaclubideations.com
Spa Advocates
www.spaadvocates.com
Spa Concepts International
www.spaconcepts.com
The Spa Consultants
www.thеспaconsultants.co.za
Spa Creators Ltd
www.spacreators.co.uk
Le Spa Français
erwanmadec@lespafrancais.com
Spa Guide-n-Light
www.spagidenlight.com
Spa Innovations
www.spa-innovations.com
Spa Management Solutions
www.spamanagementsolutions.com
Spa Origins Co Ltd
www.spaorigins.com
Spa Profits Consulting Inc
http://spaprofits.com
Spa Sessions
www.spasessions.com
Spa Solutions Training & Management Consultancy
www.spatm.net
Spa Strategy
www.spastrategy.net
Spa Success Consultants
www.spasuccess.com
SPAd
www.sylviaplanninganddesign.com
SpALIGN Concepts
www.spalign.com
Spalogique Consulting
www.spalogique.com
SpaLution
www.spalution.com
Sparcstudio
www.sparcstudio.co.uk
Starpool srl
www.starpool.com
Steiner Leisure Ltd
www.steinerleisure.com
Steiner Spa Consulting
www.steinerspaceconsulting.com
Steve Kass Consulting
www.stevekassconsulting.com
Steve Leung Designers Ltd
www.steveleung.com
Stolle Service Ltd
www.stolle.com
Strategic Spa Solutions
www.strategicspa.com
Stretch Ceilings Ltd
www.stretchceilings.co.uk
Studio Noach
www.studionoach.com
Studio RHE
www.rhe.uk.com
Sylvia Planning And design Inc (SPAd)
www.sylviaspa.com
Thalgo Spa Management
www.thalgospamanagement.com
Thermarium SPA-Anlagenbau GmbH
www.thermarium.com
Tip Touch International
www.tiptouch.com
Topaz Consulting
www.topazconsulting.net
Toskanaworld
www.toskanaworld.com
Trilogy Spa Ventures
www.trilogyspaventures.com
Under a Tree Health & Wellness Consulting
www.underatree.com
Vanessa Gallinaro
www.vanessa-gallinaro.com
Vera Iconica
www.veraiconicaarchitecture.com
Voelker Gray Design
www.voelkergraydesign.com
Wellness Arena Corporation
www.warena.net
The Wellness Technical Services Co LLC
www.thwellness.ae
Wheway Lifestyle International
www.whewaylifestyle.com
Wimberly Allison Tong & Goo
www.watg.com
WTS International
www.wtsinternational.com
Yoo
www.yoo.com/designers/yoo-studio
Zdravoros Eco Spa
www.zdravoros.ru
Zynk Design
www.zynkdesign.com

SPA MARKETING

Groupon
www.groupon.com
Spabreaks
www.spabreaks.com
SpaFinder Wellness
www.spafinder.com
Treatwell
www.treatwell.com
Youspa Srl
www.youspa.eu

SUNCARE

Coola Suncare
www.coolasuncare.com
Decléor
www.decleor.com
JK-International GmbH
www.ergoline.de
Soleil Organique
www.soleilorganique.com
Supergoop
www.supergoop.com
Xen-Tan
www.xen-tan.co.uk
Yves Rocher
www.yves-rocher.co.uk

TANNING/SUNBEDS

Be Bronze
www.shopbebronze.com
Beau Bronz
www.beaubronz.co.uk
California Tan
www.californiatan.com
Elemis Ltd
www.elemis.com
Fake Bake
www.fakebake.com
www.spahandbook.com
### UNIFORMS

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<td><a href="http://www.biowatertech.co.uk">www.biowatertech.co.uk</a></td>
</tr>
<tr>
<td>Clear Water Revival Ltd</td>
<td><a href="http://www.clear-water-revival.com">www.clear-water-revival.com</a></td>
</tr>
<tr>
<td>Complete Pool Controls</td>
<td><a href="http://www.cpc-chemicals.co.uk">www.cpc-chemicals.co.uk</a></td>
</tr>
<tr>
<td>Evoqua Water Technologies</td>
<td><a href="http://www.evoqua.com">www.evoqua.com</a></td>
</tr>
<tr>
<td>Hydrotech Handels GmbH</td>
<td><a href="http://www.hydrotechberlin.de">www.hydrotechberlin.de</a></td>
</tr>
<tr>
<td>Laboratoires Camylle</td>
<td><a href="http://www.camylle.com">www.camylle.com</a></td>
</tr>
<tr>
<td>Magnapool</td>
<td><a href="http://www.magnapool.com">www.magnapool.com</a></td>
</tr>
<tr>
<td>Midas Pool &amp; Fountain Products</td>
<td><a href="http://www.midas-gmbh.de">www.midas-gmbh.de</a></td>
</tr>
<tr>
<td>Nols7</td>
<td><a href="http://www.nols7.com">www.nols7.com</a></td>
</tr>
<tr>
<td>Werner Dosierotechnik GmbH &amp; Co KG</td>
<td><a href="http://www.werner-dosierotechnik.de">www.werner-dosierotechnik.de</a></td>
</tr>
</tbody>
</table>

### VIBRATION THERAPY

<table>
<thead>
<tr>
<th>Company name</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outback Organics</td>
<td><a href="http://www.outbackorganics.co.uk">www.outbackorganics.co.uk</a></td>
</tr>
<tr>
<td>Pandhy’s</td>
<td><a href="http://www.pandhys.com">www.pandhys.com</a></td>
</tr>
<tr>
<td>Perron Rigot</td>
<td><a href="http://www.perron-rigot.co.uk">www.perron-rigot.co.uk</a></td>
</tr>
<tr>
<td>Salon System</td>
<td><a href="http://www.salon-system.co">www.salon-system.co</a></td>
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</table>
LISTINGS

Spa Training Directory .................................................. p320
Spa Course Selector .................................................... p332
Trade Associations ...................................................... p342
Events Calendar ......................................................... p350
Spa Training Directory

First launched online in 2006, the Spa Training Directory lists contact details for more than 800 spa training providers. We've given a snapshot here, while full details can be found at www.spaopportunities.com/training. For a breakdown of courses these organisations offer, our Spa Course Selector on p332 which outlines training by type and curriculum.

Academy Canada Career College
2 University Drive, Corner Brook,
NL A2H 5G4, Canada
Tel: +1 709 637 2100
www.academycanada.com

Advance Beauty College
10121 Westminster Avenue Garden
Grove, California, CA 92843, USA
Tel: +1 714 530 2131
www.advancebeautycollege.com

The Advanced Spa Therapy Education Certification Council
4550 PGA Boulevard, Suite 201, Palm Beach Gardens, FL 33418, USA
Tel: +1 561 802 3855
Email: info@astecc.com
www.astecc.com

Al Akhawayn University
PO Box 104, Hassan II Avenue,
Ifrane, 53000, Morocco
Tel: +212 535 862 000
Email: admissions@aui.ma
www.aui.ma

Alexander School of Natural Therapeutics
4026 Pacific Avenue, Tacoma,
WA 98418, USA
Tel: +1 877 472 1142
Email: alexand1@nwlink.com
www.secretsofisis.com

Algonquin College of Applied Arts and Technology
1385 Woodroffe Avenue, Ottawa,
ON K2G 1V8, Canada
Tel: +613 727 4723
Email: askus@algonquincollege.com
www.algonquincollege.com

Alison Caroline Institute (ACI)
Muthaiga Shopping Centre, PO Box
63101, Limuru Road, Nairobi, Kenya
Tel: +254 20 404 3360
Email: info@acicolley.com
www.acicolley.com

Alpine Center
Chilcheristr. 1, Alpnach Dorf,
6065, Switzerland
Tel: +41 41 671 0303
Email: admissions@swissalpinecenter.com
www.swissalpinecenter.com/en/

American Hotel & Lodging Educational Institute
800 N. Magnolia Avenue, Suite
300, Orlando, FL 32803, USA
Tel: +1 407 999 8100
Email: info@ahlei.org
www.ahlei.org

Ananda Spa Institute ASI
Road No 7, Opp. Continental Hospital,
IT Park Nanakramguda, Gachi Bowli,
Hyderabad, 500019, India
Tel: +91 880 102 8444
Email: info@anandaspainstitute.com
www.anandaspainstitute.com

Arizona Center for Integrative Medicine
PO Box 245153, Tucson, AZ
85724-5153, USA
Tel: +1 520 626 6417
www.integrativemedicine.arizona.edu

Aroma Akademija
Ustanova Aromara Centar, Ivana Perkovca
19, Harmica, Senkovec 10292, Croatia
Tel: +385 1 33 96 914
Email: centar@aromara.com
www.aromaakademija.hr

Asheville-Buncombe Technical Community College
340 Victoria Road, Asheville,
NC 28801, USA
Tel: +1 828 398 7900
Email: info@abtech.edu
www.abtech.edu

Atelier Esthétique Institute
386 Park Avenue South, New York City, NY 10016, USA
Tel: +1 800 626 1242
www.aeinstitute.net
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332

<table>
<thead>
<tr>
<th>Australian Academy of Beauty &amp; Spa Therapy</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-32 Lexington Drive, Norwest Business Park, Bella Vista, NSW 2153, Australia</td>
</tr>
<tr>
<td>Tel: +61 1 300 277 785</td>
</tr>
<tr>
<td><a href="http://www.australianacademyofbeautytherapy.com">www.australianacademyofbeautytherapy.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Australian College of Beauty Therapy</th>
</tr>
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<tbody>
<tr>
<td>2nd Floor, 60 Stirling Street, Perth, WA 6000, Australia</td>
</tr>
<tr>
<td>Tel: +61 8 9228 4611</td>
</tr>
<tr>
<td>Email: <a href="mailto:enquiries@acbt.com.au">enquiries@acbt.com.au</a></td>
</tr>
<tr>
<td><a href="http://www.acbt.com.au">www.acbt.com.au</a></td>
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<table>
<thead>
<tr>
<th>Australian College of Natural Therapies ACNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>235 Pyrmont Street, Pyrmont, Sydney, NSW 2009, Australia</td>
</tr>
<tr>
<td>Tel: +61 1 300 017 267</td>
</tr>
<tr>
<td><a href="http://www.acnt.edu.au">www.acnt.edu.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AUT University</th>
</tr>
</thead>
<tbody>
<tr>
<td>55 Wellesley Street East, Auckland City, New Zealand 1010</td>
</tr>
<tr>
<td>Tel: +64 9 921 9999</td>
</tr>
<tr>
<td><a href="http://www.aut.ac.nz">www.aut.ac.nz</a></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Axelsons Spa School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tulegatan 24, 113 53 Stockholm, Sweden</td>
</tr>
<tr>
<td>Tel: +46 8 612 21 55</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@axelsonsspaschool.se">info@axelsonsspaschool.se</a></td>
</tr>
<tr>
<td><a href="http://www.axelsons.se">www.axelsons.se</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bali International Spa Academy</th>
</tr>
</thead>
<tbody>
<tr>
<td>57A Jalan Sekuta Sanur, Bali, Indonesia</td>
</tr>
<tr>
<td>Tel: +62 0361 281 289</td>
</tr>
<tr>
<td><a href="http://www.balibisa.com">www.balibisa.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Barnet and Southgate College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wood Street, Barnet, Greater London EN5 4AZ, UK</td>
</tr>
<tr>
<td>Tel: +44 20 8266 4000</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@barnetsouthgate.ac.uk">info@barnetsouthgate.ac.uk</a></td>
</tr>
<tr>
<td><a href="http://www.barnetsouthgate.ac.uk">www.barnetsouthgate.ac.uk</a></td>
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<table>
<thead>
<tr>
<th>Barnfield College</th>
</tr>
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<tbody>
<tr>
<td>New Bedford Road Centre, Luton, Bedfordshire LU7 7BF, UK</td>
</tr>
<tr>
<td>Tel: +44 1582 569 569</td>
</tr>
<tr>
<td><a href="http://www.barnfield.ac.uk">www.barnfield.ac.uk</a></td>
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<table>
<thead>
<tr>
<th>Beaubelle Academy of Cosmetology &amp; Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-1 to 31-5, Block D1, Jalan PJU 1/41, Dataran Prima, 47301 Petaling Jaya, Selangor, Malaysia</td>
</tr>
<tr>
<td>Tel: +60 3 7880 8118</td>
</tr>
<tr>
<td>Email: <a href="mailto:service@beaubelle.com">service@beaubelle.com</a></td>
</tr>
<tr>
<td><a href="http://www.beaubelle.com">www.beaubelle.com</a></td>
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<table>
<thead>
<tr>
<th>Beautiko College</th>
</tr>
</thead>
<tbody>
<tr>
<td>848 Duncan Street, Corner Jan Schoba and Anderson Street, Brooklyn, Pretoria, South Africa</td>
</tr>
<tr>
<td>Tel: +27 12 362 6571</td>
</tr>
<tr>
<td>Email: <a href="mailto:beautiko@beautiko.co.za">beautiko@beautiko.co.za</a></td>
</tr>
<tr>
<td><a href="http://www.beautiko.co.za">www.beautiko.co.za</a></td>
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<table>
<thead>
<tr>
<th>The Beauty Specialist Training Centre &amp; Nail Academy</th>
</tr>
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<tbody>
<tr>
<td>Head Office, Shop 13B, Arcadia Centre, 87 Umhlanga Rocks Drive, Durban North, 4051, South Africa</td>
</tr>
<tr>
<td><a href="http://www.beautyspecialists.co.za">www.beautyspecialists.co.za</a></td>
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<table>
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<tr>
<th>Bellevue Beauty Training Academy</th>
</tr>
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<tbody>
<tr>
<td>Unit 5/78, Logan Road, Woolloongabba, QLD 4102, Australia</td>
</tr>
<tr>
<td>Tel: +61 7 3891 5696</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@bellevuebeauty.qld.edu.au">info@bellevuebeauty.qld.edu.au</a></td>
</tr>
<tr>
<td><a href="http://www.bellevuebeauty.qld.edu.au">www.bellevuebeauty.qld.edu.au</a></td>
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<table>
<thead>
<tr>
<th>Bellus Academy</th>
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<tbody>
<tr>
<td>The Academy of Beauty &amp; Spa, 13266 Poway Road, Poway, CA 92064, USA</td>
</tr>
<tr>
<td>Tel: +1 858 748 1490</td>
</tr>
<tr>
<td><a href="http://www.bellusacademy.edu">www.bellusacademy.edu</a></td>
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<table>
<thead>
<tr>
<th>BKF University of Applied Sciences</th>
</tr>
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<tbody>
<tr>
<td>Nagy Lajos Kiraly utja 1-9, 1148 Budapest, Hungary</td>
</tr>
<tr>
<td>Tel: +36 1 766 53 97</td>
</tr>
<tr>
<td>Email: <a href="mailto:international@bkf.hu">international@bkf.hu</a></td>
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<tr>
<td><a href="http://www.bkf.hu/en">www.bkf.hu/en</a></td>
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<tr>
<th>Boca Beauty Academy LLC</th>
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<tbody>
<tr>
<td>7820 Glades Road, Boca Raton, FL 33434, USA</td>
</tr>
<tr>
<td>Tel: +1 561 487 1191</td>
</tr>
<tr>
<td><a href="http://www.bocabeautyacademy.com">www.bocabeautyacademy.com</a></td>
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<tr>
<th>Brueckner Group/Spassion</th>
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<tbody>
<tr>
<td>7676 Woodbine Unit 2, Markham, ON L3R 2N2, Canada</td>
</tr>
<tr>
<td>Tel: +1 905 479 2121</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@spassion.com">info@spassion.com</a></td>
</tr>
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<td><a href="http://www.spassion.com">www.spassion.com</a></td>
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<table>
<thead>
<tr>
<th>Bryan College of Applied Health and Business Sciences</th>
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<tbody>
<tr>
<td>North York Campus, 1200 Lawrence Avenue West, North York, Toronto, ON M6A 1E3, Canada</td>
</tr>
<tr>
<td>Tel: +1 416 630 6300</td>
</tr>
<tr>
<td>Email: <a href="mailto:admissions@bryancollege.com">admissions@bryancollege.com</a></td>
</tr>
<tr>
<td><a href="http://www.bryancollege.com">www.bryancollege.com</a></td>
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<tr>
<th>Burton College</th>
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<tbody>
<tr>
<td>Lichfield Street, Burton upon Trent, Staffordshire DE14 3RL, UK</td>
</tr>
<tr>
<td>Tel: +44 1283 494 400</td>
</tr>
<tr>
<td>Email: <a href="mailto:enquiries@bsdc.ac.uk">enquiries@bsdc.ac.uk</a></td>
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<td><a href="http://www.bsdc.ac.uk">www.bsdc.ac.uk</a></td>
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</thead>
<tbody>
<tr>
<td>7 11th Avenue, Corner 7th Street, Houghton, Johannesburg, South Africa</td>
</tr>
<tr>
<td>Tel: +27 86 111 4075</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@camelothealth.co.za">info@camelothealth.co.za</a></td>
</tr>
<tr>
<td><a href="http://www.camelotint.co.za">www.camelotint.co.za</a></td>
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</table>
Canadian College of Shiatsu Therapy  
142 Lonsdale Avenue, North Vancouver, BC V7M 2E8, Canada  
Tel: +1 604 904 4187  
Email: school@oyayubi.com  
www.shiatsuvancouver.ca

Canadian Tourism College  
#300-530 Hornby Street, Vancouver, BC V6J 4S5, Canada  
Tel: +1 604 736 8000  
Email: admissionsrep@tourismcollege.com  
www.tourismcollege.com

Centennial College  
PO Box 631, Station A, Toronto, ON M1K 5E9, Canada  
Tel: +1 416 289 5000  
Email: admissions@centennialcollege.ca  
www.centennialcollege.ca

Center for Neuroacoustic Research (CNR)  
2382 Faraday Avenue, Suite 250, Carlsbad, CA 92008, USA  
Tel: +1 760 931 5333  
Email: cnr@neuroacoustic.com  
www.neuroacoustic.com

Chinese University of Hong Kong  
Shatin, New Territories, Hong Kong SAR, The People’s Republic of China  
Tel: +852 3943 7000  
Email: ugradm@cuhk.edu.hk  
www.cuhk.edu.hk/english/

Chiva-Som International Academy  
Ground Floor, Modern Town Building, 87/104 Sukhumvit Soi 63, Bangkok 10110, Thailand  
Tel: +66 2 711 5270  
Email: info@chivasomacademy.com  
www.chivasomacademy.com

CIDESCO  
Waidstrasse 4A, 8037 Zurich, Switzerland  
Tel: +41 44 448 22 00  
Email: info@cidesco.com  
www.cidesco.com

City & Guilds  
1 Giltspur Street, London, EC1A 9DD, UK  
Tel: +44 20 7294 2800  
www.cityandguilds.com

City College Plymouth  
Kings Road Centre, Devonport, Plymouth, Devon PL1 5QG, UK  
Tel: +44 1752 305 300  
Email: info@cityplym.ac.uk  
www.cityplym.ac.uk

Colegiatura Colombiana de Cosmetología y Cosmiatria  
Carrera 77, No. 48B 07 Sector Estudio, Medellin, Antioquia, Colombia  
Tel: +57 4 448 4168

Confederation of International Beauty Therapy and Cosmetology CIBTAC  
Ambrose House, Meteor Court, Barnett Way, Gloucester, Gloucestershire GL4 3GG, UK  
Tel: +44 1452 623 114  
Email: enquiries@cibtac.com  
www.cibtac.com

Cornell University School of Hotel Management  
189 Statler Hall, Ithaca, NY 14853-6902, USA  
Tel: +1 607 255 8702  
Email: ha-communications@cornell.edu  
www.hotelschool.cornell.edu

Creative Spa Concepts  
5150 Stilesboro Road, Suite 100, Kennesaw, GA 30152, USA  
Tel: +1 678 213 3080  
Email: info@creativespaconcepts.com  
www.creativespaconcepts.com

deonThai School Thai Yoga Massage  
12245 Topa Lane, Santa Paula, CA 93060, USA  
Tel: +1 323 610 6000  
Email: info@deonthaiyoga.com  
www.deonthaiyoga.com

DermaFX by Evie Adams  
409 High Road, Woodford Green, Essex IG8 0XG, UK  
Tel: +44 870 300 2078  
Email: info@dermafx.com  
www.evieadams.com

Difference Escuela de Cosmetologia y Alta Peluqueria  
Laureles 204 entre Calle Primera y V. Emilio Estrada, Guayaquil, Ecuador  
Tel: +593 4 288 7451  
www.escueladifference.com.ec

Ecole des Spas et des Instituts ESI  
24 Rue de Montmorency, 75003 Paris, France  
Tel: +33 1 42 88 71 67  
Email: info@esi-paris.com  
www.esi-paris.com

Ecole hôtelière de Lausanne  
Route de Cojonnex 18, 1000 Lausanne 25, Switzerland  
Tel: +41 21 785 11 11  
www.ehl.edu
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332
The Giving Touch  
2501 Blichman Avenue #116, Grand Junction, CO 81504, USA  
Tel: +1 970 640 7682  
Email: rob@himalayanhealers.org  
www.himalayanhealers.org

Glion Institute of Higher Education  
Route de Glion 111, 1823 Glion sur Montreux, Switzerland  
Tel: +41 21 966 3535  
www.glion.edu

Global Mentorship Pilot Program  
C/o Tip Touch International, Avenue Louise 136, 1050 Brussels, Belgium  
Tel: +32 26 44 27 44  
Email: jean-guy@tiptouch.com  
www.mentorshipvidence.com

Government Ayurveda College  
MG Road, Thiruvananthapuram 695001, Kerala, India  
Tel: +91 471 246 0190  
Email: ayurvedacollegetvm@yahoo.co.in  
www.govtayurvedacollegetvm.nic.in

Great Bay Community College  
320 Corporate Drive, Portsmouth, NH 03801, USA  
Tel: +1 603 427 7600  
Email: askgreatbay@ccsnh.edu  
www.greatbay.edu

The GW Institute for Spirituality & Health  
2030 M Street, NW Suite 4014, Washington, DC 20036, USA  
Tel: +1 202 994 6220  
Email: caring@gwish.org  
www.gwish.org

Headmasters Academy Pty Ltd  
Level 2, 185 Spring Street, Melbourne, VIC 3000, Australia  
Tel: +61 3 9945 9522  
Email: info@headmasters.com.au  
www.headmasters.com.au

Health Hands International Massage Academy  
Saxby Avenue, Eldoraigne, Centurion, South Africa  
Tel: +27 81 008 8663  
Email: info@healinghands.co.za  
www.healinghands.co.za

HealthCert  
PO Box 789, Sanctuary Cove, QLD 4212, Australia  
Tel: +61 7 3137 1399  
Email: info@healthcert.com  
www.healthcert.com.au

Heat Spa Kur Therapy Development Inc  
1435 Elder Avenue Apartment North, San Diego, CA 92154, USA  
Tel: +1 619 498 1968  
Email: drb@h-e-a-t.com  
www.h-e-a-t.com

Hill College  
112 Lamar, Hillsboro, TX 76645, USA  
Tel: +1 254 659 7500  
www.hillcollege.edu

HKU School of Professional and Continuing Education (SPACE)  
Room 304, 3/F, T. T. Tsui Building, The University of Hong Kong, Pokfulam Road, Hong Kong  
Tel: +852 3762 6262  
www.hkuspace.hku.hk

Hong Kong Polytechnic University  
Hung Hom, Kowloon, Hong Kong  
Tel: +852 2766 5111  
Email: asdept@polyu.edu.hk  
www.polyu.edu.hk

Houston School of Massage  
10600 Northwest Freeway, Suite 202, Houston, TX 77092, USA  
Tel: +1 713 681 5275  
www.houstonschoolofmassage.com

Humber College  
205 Humber College Boulevard, Toronto, ON M9W 5L7, Canada  
Tel: +1 416 675 3111  
Email: enquiry@humber.ca  
www.humber.ca

HZ University of Applied Sciences  
International Office, Edisonweg 4, 4382 NW Vlissingen, The Netherlands  
Tel: +31 118 489 000  
Email: study@hz.nl  
www.hz.nl

International Association for Physicians in Aesthetic Medicine (IAPAM)  
848 North Rainbow Boulevard, #713, Las Vegas, NV 89107, USA  
Tel: +1 800 219 5108  
www.iapam.com

International Federation of Aromatherapists (IFA)  
20A The Mall, Ealing, London W5 2PJ, UK  
Tel: +44 20 8567 2243  
www.ifaroma.org
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332

**International Institute for Anti-Ageing (IIAA)**
12 Priestley Way, London, NW2 7AP, UK
Tel: +44 20 8450 2020
Email: admin@iiaa.eu
www.iiaa.eu

**IISRM**
Kochi Road, Jagathy, Thycadu PO, Trivandrum, Kerala, India 695014
Tel: +91 471 232 2320
Email: info@iisrm.org
www.iisrm.org

**ILIS**
Turku University of Applied Sciences, Faculty of Well-being Services, Lemminkäisenkatu 30, 20520 Turku, Finland
Tel: +358 50 5985 343
Email: susanna.saari@turkuamk.fi
www.turkuamk.fi

**IMC University of Applied Sciences Krems**
International Campus Piaristengasse, Piaristengasse 1, A-3500 Krems, Austria
Tel: +43 2732 802
Email: information@fh-krems.ac.at
www.fh-krems.ac.at

**The International Medical Spa Institute (IMSI)**
4-13-17-A Jingumae, Shibuya, Tokyo 150-0001, Japan
Tel: +81 3 5770 6818
Email: info@imsi.co.jp
www.imsi.co.jp

**Institut de Management Hotelier International (IMHI)**
ESSEC Business School, Avenue Bernard Hirsch, B.P. 50105, 95021 Cergy-Pontoise Cedex, France
Tel: +33 1 34 43 30 00
Email: essecinfo@essec.fr
www.essec.ed

**Intercollege Nicosia**
8 Markou Drakou Street, Engomi, 2409 Nicosia, Cyprus
Tel: +357 22 842 500
Email: info@intercollege.ac.cy
www.intercollege.ac.cy

**International Academy of Ayurveda (IAA)**
Vedansh Ayurved and Panchakarma Clinic, 17 & 18 Mohite Twin Towers, Anand Nagar, Sinhagad Road, Pune 411051, Maharashtra, India
Tel: +91 94 2232 1955
Email: iaa.sec@gmail.com
www.ayurved-int.com

**International Academy of Spa Esthetics**
Kamchatskaya 8-2-14, Moscow 107065, Russia
Tel: +7 495 226 4289
Email: info@russiaspas.ru
eng.russiaspas.ru

**International Beauty & Holistic Academy**
26 Station Road, Gloucester, Gloucestershire GL1 1EW, UK
Tel: +44 1452 414 770
Email: info@ibha.co.uk
www.ibha.co.uk

**International Board of Massage and Spa (CIMS)**
Protasio Tagle # 47 INT. H; Col. San Miguel de Chapultepec; Del. Miguel Hidalgo, CP 11800 México DF
Tel: +52 55 6607 8429
Email: informes@cims.com.mx
www.cims.com.mx

**International Hotel Management Institute – IMI University Centre**
Seeacherweg 1, 6047 Kastanienbaum - Luzern CH, Switzerland
Tel: +41 41 349 64 00
Email: imi-info@imi-luzern.com
www.imi-luzern.com

**International Institute of Wellness Studies**
Plot No. F-6, Sector BZP, Greater Noida 201306, Uttar Pradesh, India
Tel: +91 120 245 9744
Email: mail.manavdhingra@gmail.com
www.iiws.co.in/campus.html

**International School of Beauty Therapy**
Suite 2, 5 Norfolk Street, Fremantle, WA 6160, Australia
Tel: +61 8 9433 6669
Email: study@internationalbeauty.com.au
www.internationalbeauty.com.au

**International School of Beauty Therapy**
Villa Portobello, Triq Galanton Vassallo, St Venera 1902, Malta
Tel: +356 2144 0424
Email: sharon@beautysuppliesmalta.com
www.isbtmalta.com
<table>
<thead>
<tr>
<th>Institution</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Spa and Beauty College (ISBC)</td>
<td>Unit 801-5, 8/F Miramar Tower, 132-134 Nathan Road, Tsim Sha Tsui, Kowloon, Hong Kong</td>
<td>+852 2526 8818</td>
<td><a href="mailto:info@isbc.com.hk">info@isbc.com.hk</a></td>
<td><a href="http://www.isbc.com.hk">www.isbc.com.hk</a></td>
</tr>
<tr>
<td>International Training Massage School</td>
<td>59/9 Chang Puek Road Soi 4, T. Sri Phum, A. Muang, Chiang Mai, 50200, Thailand</td>
<td>+66 53 218 632</td>
<td><a href="mailto:itm@itmthaimassage.com">itm@itmthaimassage.com</a></td>
<td><a href="http://www.itmthaimassage.com">www.itmthaimassage.com</a></td>
</tr>
<tr>
<td>Isa Carstens Academy</td>
<td>PO Box 149, Stellenbosch, 7599, South Africa</td>
<td>+27 21 883 9777</td>
<td><a href="mailto:info@isacarstens.co.za">info@isacarstens.co.za</a></td>
<td><a href="http://www.isacarstens.co.za">www.isacarstens.co.za</a></td>
</tr>
<tr>
<td>Issamay School of Beauty</td>
<td>25-1 &amp; 25-3 &amp; 21A-4, Jalan PJU 1/37, Dataran Prima, Petaling Jaya, Selangor 47301, Malaysia</td>
<td>+603 7880 0555</td>
<td><a href="mailto:issamayschool@gmail.com">issamayschool@gmail.com</a></td>
<td><a href="http://www.issamay.com">www.issamay.com</a></td>
</tr>
<tr>
<td>IST-Hochschule fur Management</td>
<td>Erkrather Strasse 220 a-c, 40233 Düsseldorf, Germany</td>
<td>+49 211 866 68-0</td>
<td><a href="mailto:info@ist.de">info@ist.de</a></td>
<td><a href="http://www.ist-hochschule.de">www.ist-hochschule.de</a></td>
</tr>
<tr>
<td>IST-Studieninstitut GmbH</td>
<td>Erkrather Strasse 220 a-c, 40233 Düsseldorf, Germany</td>
<td>+49 211 866 68-0</td>
<td><a href="mailto:info@ist.de">info@ist.de</a></td>
<td><a href="http://www.ist.de">www.ist.de</a></td>
</tr>
<tr>
<td>Istanbul University/Istanbul Üniversitesi</td>
<td>Merkez Kampüsü, Beyazit/Fatih, Istanbul 34452, Turkey</td>
<td>+90 212 440 00 00</td>
<td><a href="mailto:iubilgi@istanbul.edu.tr">iubilgi@istanbul.edu.tr</a></td>
<td><a href="http://www.istanbul.edu.tr">www.istanbul.edu.tr</a></td>
</tr>
<tr>
<td>International College of Tourism &amp; Management (ITM)</td>
<td>Johann Strauss Strasse 2, 2540 Bad Voslau, Austria</td>
<td>+43 2252 790 260</td>
<td><a href="mailto:office@itm-college.eu">office@itm-college.eu</a></td>
<td><a href="http://www.itm-college.eu">www.itm-college.eu</a></td>
</tr>
<tr>
<td>International Therapy Examination Council (ITEC)</td>
<td>2nd Floor, Chiswick Gate, 598-608 Chiswick High Road, London, W4 5RT, UK</td>
<td>+44 20 8994 4141</td>
<td><a href="mailto:info@itecworl.co.uk">info@itecworl.co.uk</a></td>
<td><a href="http://www.itecworl.co.uk">www.itecworl.co.uk</a></td>
</tr>
<tr>
<td>Jamu Spa School</td>
<td>Jalan Raya Siligita I, No. 1, Nusa Dua, Bali 80361, Indonesia</td>
<td>+62 361 772 955</td>
<td><a href="mailto:info@jamuspaschool.com">info@jamuspaschool.com</a></td>
<td><a href="http://www.jamuspaschool.com">www.jamuspaschool.com</a></td>
</tr>
<tr>
<td>Jari Jari Spa Training Academy</td>
<td>Tanjung Aru Plaza, 1, Jalan Mat. Salleh, Tanjung Aru, 88100 Kota Kinabalu, Sabah, Malaysia</td>
<td>+60 88 272 606</td>
<td><a href="mailto:sales@jarijari.com.my">sales@jarijari.com.my</a></td>
<td><a href="http://www.jarijari.com.my">www.jarijari.com.my</a></td>
</tr>
<tr>
<td>Jari Menari</td>
<td>Jln. Raya Basangkasa 47, Seminyak, Bali, Indonesia</td>
<td>+62 361 736 740</td>
<td><a href="mailto:jarimenari@jarimenari.com">jarimenari@jarimenari.com</a></td>
<td><a href="http://www.jarimenari.com">www.jarimenari.com</a></td>
</tr>
<tr>
<td>Kes College School of Beauty Therapy</td>
<td>5 Kallipolis Avenue, Nicosia 1055, Cyprus</td>
<td>+357 22 875 737</td>
<td><a href="mailto:info@kes.ac.cy">info@kes.ac.cy</a></td>
<td><a href="http://www.kes.ac.cy">www.kes.ac.cy</a></td>
</tr>
<tr>
<td>Kore Therapy</td>
<td>Head Office, 2a Leach Lane, Lytham St Annes, Lancashire FY8 3AP, UK</td>
<td>+44 1253 728 035</td>
<td><a href="mailto:info@koretherapy.com">info@koretherapy.com</a></td>
<td><a href="http://www.koretherapy.com">www.koretherapy.com</a></td>
</tr>
<tr>
<td>Kosmetae</td>
<td>#3-32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada</td>
<td>+1 604 850 5777</td>
<td></td>
<td><a href="http://www.kosmetae.com">www.kosmetae.com</a></td>
</tr>
<tr>
<td>LaStone Therapy Inc</td>
<td>6761 N. Harran Drive, Suite 158-154, Tucson, AZ 85704, USA</td>
<td>+1 520 319 6414</td>
<td></td>
<td><a href="http://www.lastonetherapy.com">www.lastonetherapy.com</a></td>
</tr>
<tr>
<td>Les Roches International School of Hotel Management</td>
<td>Bluche, Valais CH 3975, Switzerland</td>
<td>+41 27 485 96 00</td>
<td></td>
<td><a href="http://www.les">www.les</a> roches.edu</td>
</tr>
<tr>
<td>Lincoln College of New England</td>
<td>2279 Mount Vernon Road, Southington, CT 06489, USA</td>
<td>+1 800 327 1158</td>
<td></td>
<td><a href="http://www.lincolncollegene.edu">www.lincolncollegene.edu</a></td>
</tr>
<tr>
<td>London College of Beauty Therapy (LCBT)</td>
<td>47 Great Marlborough Street, London W1F 7JP, UK</td>
<td>+44 20 7208 1300</td>
<td><a href="mailto:info@lcbt.co.uk">info@lcbt.co.uk</a></td>
<td><a href="http://www.lcbt.co.uk">www.lcbt.co.uk</a></td>
</tr>
</tbody>
</table>
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332

London College of Fashion
20 John Prince's Street,
London W1G 0BJ, UK
Tel: +44 20 7514 7400
www.arts.ac.uk/fashion

London Therapists Ltd
49 Breamwater Gardens, Richmond,
Surrey TW10 7SF, UK
Tel: +44 20 8123 7527
Email: massagecourses@gmail.com
www.london-therapists.com

Loyalist College
Wallbridge Loyalist Road, PO Box 4200,
Belleville, ON K8N 5B9, Canada
Tel: +1 613 969 1913
Email: info@loyalistcollege.com
www.loyalistcollege.com

Lyceum of the Philippines University
Muralla Street, Intramuros, Manila,
1002 Metro Manila, Philippines
Tel: +63 2 527 8251
Email: tourismandhospitality@lpu.edu.ph
www.lpu.edu.ph/

Mahidol University
International College
999 Phutthamonthon 4 Road, Salaya,
Nakhon Pathom 73170, Thailand
Tel: +66 2441 5090
Email: icwww@mahidol.ac.th
www.muic.mahidol.ac.th

Marant Cosmética Científica
Mariano Otero # 1180-2, Col. Jardines del Bosque CP 44520, Guadalajara, Jal. México
Tel: +52 1 3124 0058
Email: info@marant.com.mx
www.marant.com.mx

Mary Reid International Spa Academy
43 North Castle Street,
Edinburgh, EH2 3BG, UK
Tel: +44 131 225 2087
Email: enquiries@beautyschool.co.uk
www.maryreidspaacademy.com

Mindful Awareness Research Center
UCLA Semel Institute for Neuroscience and Human Behavior, 760 Westwood Plaza,
Room C8-237, Los Angeles, CA 90095, USA
Tel: +1 310 206 7503
Email: marcin@ucla.edu
www.marc.ucla.edu

Mountain Yoga
2071 Antioch Ct., #100, Montclair Village, Oakland, CA 94611, USA
Tel: +1 510 339 6421
Email: info@m-yoga.org
www.m-yoga.org

The National College of Naturopathic Medicine
049 SW Porter Street, Portland,
OR 97201, USA
Tel: +1 503 522 1555
www.ncnm.edu

National University of Health Sciences
2200 East Roosevelt Road,
Lombard, IL 60148, USA
Tel: +1 800 826 6285
Email: admissions@nuhs.edu
www.nuhs.edu

New River Community College
5251 College Driv, Dublin, VA 24084, USA
Tel: +1 540 674 3600
Email: dkennedy@nr.edu
www.nr.vccs.edu

Newcastle College
Rye Hill Campus, Scotswood Road,
Newcastle upon Tyne, NE4 7SA, UK
Tel: +44 191 200 4000
Email: enquiries@ncl-coll.ac.uk
www.ncl-coll.ac.uk

Next Step Nail and Beauty
Totally Beauty Limited, Aldercarr Hall, Attleborough Road, Great Ellingham, Norfolk NR17 1LQ, UK
Tel: +44 20 3627 7165
www.nextstepbeauty.co.uk

Niagara University
5795 Lewiston Road, Niagara University, NY 14109, USA
Tel: +1 716 285 1212
Email: admissions@niagara.edu
www.niagara.edu

Nippon Spa College (NISPAC)
Second Wada Building 7F, 5-12-6 Minami Aoyama, Minato-ku, Tokyo 107-0062, Japan
Tel: +81 3 3406 2489
Email: info@nispac.jp
www.nispac.jp

Northeast Alabama Community College
PO Box 159, Rainsville, AL 35986, USA
Tel: +1 256 638 4418
Email: harveya@nacc.edu
www.nacc.edu

The Northern College of Acupuncture
61 Micklegate, York, North Yorkshire Y01 6LJ, UK
Tel: +44 1904 343 309
Email: info@chinese-medicine.co.uk
www.chinese-medicine.co.uk
Oncology Training International  
PO Box 751, Balgonie, SK S0G 0E0, Canada  
Tel: +1 306 771 2307  
Email: info@oncologyesthetics.com  
www.oti-oncologytraining.com

Orient Spa Academy  
SP-36B RICO Industrial Area, Delhi-Jaipur Highway, Kukas, Jaipur 303101, Rajasthan, India  
Tel: +91 990 9953 921  
Email: info@orientspaacademy.com  
www.orientspaacademy.com

Parnu College, University of Tartu  
Ulikooli 18, 50090 Parnu, Estonia  
Tel: +372 737 5440  
Email: info@ut.ee  
www.pc.ut.ee/en

PBHC Clinic & School of Holistic Therapies Inc  
St. Thomas, Barbados  
Tel: +1 246 424 1127  
Email: pbhcschool@gmail.com  
www.itecworld.co.uk

Perth College of Beauty Therapy  
PO Box 501, Victoria Park, WA 6979, Australia  
Tel: +61 8 9361 3111  
Email: enquiries@perthcollege.com.au  
www.perthcollege.com.au

PHAB Standard Ltd  
PO Box 47290, London W7 9AX, UK  
Tel: +44 20 8840 9070  
Email: info@phabstandard.com  
www.phabstandard.com

Pure Massage Spa Training Method  
Tel: +44 20 3290 9070  
Email: info@puremassage.com  
www.spatraining.global

Puretouch Spa Academy  
Manjooran House LFC Road, Netaji Line, Kaloor, Near North Railway Station, Ernakulam Dt., Kerala, India  
Tel: +91 944 792 3631  
Email: puretouchspa@gmail.com  
www.studyspa.com

Raison d’Etre  
Grevgatan 15, Stockholm 114 53, Sweden  
Tel: +46 8 756 00 56  
Email: info@raisondetrespas.com  
www raisondetrespas.com

Republic Polytechnic  
9 Woodlands Avenue, Singapore 738964, Singapore  
Tel: +65 6510 3000  
Email: one-stop@rp.edu.sg  
www.rp.edu.sg

RMIT University  
GPO Box 2476, Melbourne, VIC 3001, Australia  
Tel: +61 3 9925 2000  
www.rmit.edu.au

Russian State University of Management  
Ryazansky Prospect 99, Moscow 109542, Russia  
Tel: +7 495 377 89 14  
Email: inf@guu.ru  
www.guu.ru

Sandhills Community College  
3395 Airport Road, Pinehurst, NC 28374, USA  
Tel: +1 910 692 6185  
www.sandhills.edu

Sandy Roy Beauty Therapy Institute  
1st Floor, Upper East Side, Pickwick Street, Salt River 7921, South Africa  
Tel: +27 21 404 0556  
Email: admin@beautytherapyinstitute.co.za  
www.beautytherapyinstitute.co.za

Santi Development Programmes  
Melbourne, Australia  
Tel: +61 3 9686 1360  
Email: susie@santi-santi.com  
www.santi-santi.com

Satya Ayurveda  
Dr. Claudia Welch, PO Box 76, Calais, VT 05648, USA  
www.satyaayurveda.org

Saxion University of Applied Sciences  
International Office, PO Box 70.000, 7500 KB Enschede, the Netherlands  
Tel: +31 570 603 789  
Email: internationaloffice@saxion.nl  
www.saxion.edu

Scottsdale Community College  
9000 East Chaparral Road, Scottsdale, AZ 85256-2626, USA  
Tel: +1 480 423 6000  
Email: admissions@sccmail.maricopa.edu  
www.scottsdalecc.edu

Serena Spa  
Mount Pleasant, SL Mathias Road, Mangalore, Karnataka 575 002, India  
Tel: +91 824 2432 358  
Email: india@serenaspa.com  
www.serenaspa.com
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332
Summa Spa Institute
5 F/L Xin Cheng Commercial Building, 1 Chongwenmenwai Street, Chongwenmen District, Beijing 100062, China
Tel: +86 10 6709 2118
Email: summaspa@hotmail.com
www.summaspa.com

Swiss Hotel Management School
Avenue des Alpes 27, Montreux CH-1820, Switzerland
Tel: +41 21 965 40 20
www.shms.com

Sydney Beauty Dermal Institute
2/161-177 New South Head Road, Edgecliff, NSW 2027, Australia
Tel: +61 2 9326 2211
Email: reception@sbdi.com.au
www.sbdi.com.au

Szolnok University College
H-5000 Szolnok, Tiszaligeti sétány 14, Hungary
Tel: +36 56 510 300
Email: mondoka@szolf.hu
www.szolf.hu

TAFE NSW
Various sites across New South Wales Sydney, NSW, Australia
www.tafensw.edu.au

TAFE Queensland South West
Various sites across South West Queensland QLD, Australia
Tel: +61 7 3817 3000
Email: southwest@tafe.qld.edu.au
www.tafesouthwest.edu.au

Temasek Polytechnic
21 Tampines Avenue 1, Singapore 529757, Singapore
Tel: +65 6788 2000
Email: enquiry@tp.edu.sg
www.tp.edu.sg

Thai Heritage Spa School
1124/5-7 Thai Heritage Spa Building, Soi Ladprao 2, Phaholyothin Road, Jomphol, Jatuchak, Bangkok 10900, Thailand
Tel: +62 2 513 7279
Email: thaispa2@sarah-org.com
www.thaiheritagespa.com

Tip Touch International
Avenue Louise 136, 1050 Brussels, Belgium
Tel: +32 2 644 27 44
Email: info@tiptouch.com
www.tiptouch.com

Touch Research Institute
Mailman Center for Child Development, University of Miami, Miller School of Medicine, 1601 NW 12th Avenue, Miami, FL 33136, USA
Email: tfield@med.miami.edu
www.miami.edu/touch-research

Tri-Dosha
14 Popes Lane, Ealing, London W5 4NA, UK
Tel: +44 20 8566 1498
Email: info@tri-dosha.co.uk
www.tri-dosha.co.uk

Truro and Penwith College
Higher Education Admissions, Truro College, Truro, Cornwall TR1 3XX, UK
Tel: +44 1872 267 122
Email: heinfo@truro-penwith.ac.uk
www.truro-penwith.ac.uk

Ultimate Medical Academy LLC
9309 N. Florida Avenue, Tampa, FL 33612, USA
Tel: +1 888 213 4473
www.ultimatemedical.edu

Universidad Del Zulia
Avenida 16 (Guajira) on 67th Street (extension Cecilio Acosta), New Rector Headquarters Building, 10th Floor, Maracaibo, Venezuela
Tel: +58 261 412 4125
Email: web@dgc.luz.edu.ve
www.luz.edu.ve

Universitas Gadjah Mada
Bulaksumur, Yogyakarta 55281, Indonesia
Tel: +62 274 649 2599
Email: humas@ugm.ac.id
www.ugm.ac.id/en

Universite de Bordeaux Segalen
146 Rue Leo Saignat, 33000 Bordeaux, France
Tel: +33 5 57 57 10 10
www.u-bordeaux.com

Universite Mohammed V de Rabat
Avenue des Nations Unies, Agdal, Rabat, Morocco
Tel: +212 537 27 27 50
Email: presidency@um5.ac.ma
www.um5.ac.ma

University College Birmingham
Summer Row, Birmingham, B3 1JB, UK
Tel: +44 121 604 1000
Email: marketing@ucb.ac.uk
www.ucb.ac.uk
For a breakdown of courses by type, turn to the Spa Course Selector which starts on p332

University of Bedfordshire
University Square, Luton,
Bedfordshire LU1 3JU, UK
Tel: +44 1234 400 400
Email: international@beds.ac.uk
www.beds.ac.uk

University of California, Irvine
Irvine, CA 92697, USA
Tel: +1 949 824 5011
https://uci.edu/

University of Derby
Kedleston Road, Derby,
Derbyshire DE22 1GB, UK
Tel: +44 1332 590 500
Email: askadmissions@derby.ac.uk
www.derby.ac.uk

University of Houston
Conrad N. Hilton College, 4450 University
Drive, Houston, TX 77204-3028, USA
Tel: +1 713 743 2255
www.uh.edu/hilton-college/

University of Malaga
Avda. Cervantes 2, Malaga 29071, Spain
Tel: +34 952 13 10 00
Email: infouma@uma.es
www.uma.es

University of Minnesota Crookston
2900 University Avenue,
Crookston, MN 56716, USA
Tel: +1 800 862 6466
www.crk1.umn.edu

University of Southern California
University Park Campus, Los
Angeles, CA 90089, USA
Tel: +1 213 740 2311
www.usc.edu

University of the Ryukyus
1 Senbaru, Nishihara-cho, Nakagamigun,
Okinawa 903-0213, Japan
Tel: +81 98 895 2221
www.u-ryuku.ac.jp/en/

University of West Florida
11000 University Parkway,
Pensacola, FL 32514, USA
Tel: +1 850 474 2000
Email: admissions@uwf.edu
www.uwf.edu

Vimal Institute for Human
Resource Development
Vrbik 20, Zagreb, Hrvatska 10000, Croatia
Tel: +385 98 279 509
Email: vimal@vimal.hr
www.vimal.hr

Vio Malherbe
Ecole Internationale D'Esthetique
Et De Cosmetologie, Rue De Bourg
11, Lausanne 1003, Switzerland
Tel: +41 21 312 38 01
Email: info@viomalherbe.ch
www.viomalherbe.ch

VTCT
Aspire House, Annealing Close,
Eastleigh, Hampshire SO50 9PX, UK
Tel: +44 2380 684 500
Email: customersupport@vtct.org.uk
www.vtct.org.uk

Warwickshire College Group
Warwick New Road, Royal Leamington
Spa, Warwickshire CV32 5JE, UK
Tel: +44 300 456 0047
Email: info@warwickshire.ac.uk
www.warwickshire.ac.uk

Watpo Thai Traditional Medical School
392/33-34 Maharach Road,
Prabarommaharajawang, Pranakorn
Bangkok 10200, Thailand
Tel: +66 2 622 3551
Email: watpo.ttm@gmail.com
www.watpomassage.com

Wellness for Cancer
POB 4911 Eagle, CO 81631, USA
Tel: +1 970 376 6220
www.wellnessforcancer.com

WFP-Berufsfachshulen Bad Sulza
Wunderwaldstr 2, 99518
Bad Sulza, Germany
Tel: +49 3 64 61 20933
Email: info@schulewfp.de
www.schulewfp.de

William Angliss Institute
555 La Trobe Street, Melbourne,
Victoria 3000, Australia
Tel: +613 9606 2111
Email: info@angliss.edu.au
www.angliss.edu.au

Wynne Business
10 Guernsey Road, Swarthmore,
PA 19081, USA
Tel: +1 610 368 6660
Email: seminars@wynnebusiness.com
www.wynnebusiness.com

Younique College
5 Monaghan Court, 26
Monaghan Street, Newry,
County Down BT35 6AA, UK
Tel: +44 2830 256 254
Email: training@younique.ie
www.younique.ie
Spa Course Selector

Choose the training course you need and you’ll find the relevant organisations that provide it, along with their key contact details. Complete details, including address, phone, email and website can be found in the Spa Training Directory section on p320, and at www.spaopportunities.com/training

**Alternative Therapy Courses**

**ACUPRESSURE**
The National College of Naturopathic Medicine
www.ncnm.edu

The Northern College of Acupuncture
www.chinese-medicine.co.uk

**AROMATHERAPY**
Alexander School of Natural Therapeutics
www.secretsofisis.com

Arizona Center for Integrative Medicine
integrativemedicine.arizona.edu

Aroma Akademija
www.aromaakademija.hr

Atelier Esthétique Institute
www.aeinstitute.net

Australian College of Beauty Therapy
www.acbt.com.au

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

IISRM
www.iisrm.org

International Federation of Aromatherapists (IFA)
www.ifaroma.org

The International Medical Spa Institute (IMSI)
www.imsi.co.jp

RMIT University
www.rmit.edu.au

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

SPARK Spa and Wellness Academy
www.learninspark.com

Watpo Thai Traditional Medical School
www.watpomassage.com

WFP-Berufschafhunen Bad Sulza
www.schulewfp.de

**AYURVEDA**

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Arizona Center for Integrative Medicine
www.integrativemedicine.arizona.edu

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Government Ayurveda College
www.govtayurvedacollege.nic.in

International Academy of Ayurved (IAA)
www.ayurved-int.com

International Academy of Spa Esthetics
www.russiaspas.ru

Orient Spa Academy
www.orientspaacademy.com

Puretouch Spa Academy
www.studyspa.com

Satya Ayurveda Trust
www.satyaayurveda.org

Spa Innovations Pte Ltd
www.spa-innovations.com

Tri Dosha
www.tri-dosha.co.uk

**BOWEN TECHNIQUES**

European College of Bowen Studies
www.thebowentechnique.com

**HERBAL MEDICINE**
The National College of Naturopathic Medicine
www.ncnm.edu

Shang-Shung Institute of America
www.shangshung.org

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

**HOLISTIC THERAPY**

Alison Caroline Institute (ACI)
www.acicollage.com

Bali International Spa Academy
www.balibisa.com

Camelot International
www.camelotint.co.za

Center for Neuroacoustic Research (CNR)
www.neuroacoustic.com
For full contact details, turn to the Spa Training Directory which starts on p320
REIKI
Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com
Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

SHIATSUI
Canadian College of Shiatsu Therapy
www.shiatsuvancouver.ca
Ecole des Spas et des Instituts ESI
www.esi-paris.com
The Shiatsu School
www.theshiatsuschool.com

YOGA
Axelsons Spa School
www.axelsons.se/kontakt/axelsons-spa-school
deonThai School Thai Yoga Massage
www.deonthaiyoga.com
IISRM
www.iisrm.org
Mountain Yoga
www.m-yoga.org
Puretouch Spa Academy
www.studyspa.com
Scottsdale Community College
www.scottsdalecc.edu
Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

General Spa Courses

AESTHETICS
Academy Canada Career College
www.academycanada.com
Advance Beauty College
www.advancebeautycollege.com
The Advanced Spa Therapy Education Certification Council
www.astecc.com
Alison Caroline Institute (ACI)
www.acicolellege.com
Atelier Esthétique Institute
www.aeinstitute.net
Bali International Spa Academy
www.balibisa.com
Bellus Academy
www.bellusacademy.edu
Boca Beauty Academy LLC
www.bocabeautyacademy.edu
Brueckner Group/Spassion
www.spassion.com
Bryan College of Applied Health and Business Sciences
www.bryancollege.ca
Difference Escuela de Cosmetología y Alta Peluquería
www.escueladifference.com.ec
Ecole des Spas et des Instituts ESI
www.esi-paris.com
EIE MediSpa & Laser Training Centre
www.dreamcareer.ca
ELCES Escuela Latinoamericana de Capacitación en Estética Superior
www.elcesesedu.com
Elégance Gontard International School
www.elegance-fr.net
Empire Medical Training
www.empiremedicaltraining.com
International Association for Physicians in Aesthetic Medicine (IAPAM)
www.iapam.com
International Institute for Anti-Ageing (IIAA)
www.iiaa.eu
The International Medical Spa Institute (IMSI)
www.imsi.co.jp
Kosmetae
www.kosmetae.com
Loyalist College
www.loyalistcollege.com
Oncology Training International
www.oti-oncologytraining.com
Orient Spa Academy
www.orientspaacademy.com
Society of Dermatology SkinCare Specialists (SDSS)
www.sdss.tv
Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu
Steiner Education Group
www.steinered.com
Vio Malherbe
www.viomalherbe.ch

ANATOMY & PHYSIOLOGY
Alexander School of Natural Therapeutics
www.secretsofisis.com
Alison Caroline Institute (ACI)
www.acicolellege.com
Ananda Spa Institute ASI
www.anandaspainstitute.com
Bali International Spa Academy
www.balibisa.com
Camelot International
www.camelotint.co.za
Confederation of International Beauty Therapy & Cosmetology CIBTAC
www.cibtac.com
Ecole des Spas et des Instituts ESI
www.esi-paris.com
Evolution School of Beauty
www.evolutionschool.co.nz
International Board of Massage and Spa (CIMS)
www.cims.com.mx
Isa Carstens Academy
www.isacarstens.co.za
Jamu Spa School
www.jamuspaschool.com
London Therapists Ltd
www.london-therapists.com
Seychelles Tourism Academy
seychellestourismacademy.edu.sc
Wellness for Cancer
www.wellnessforcancer.com
WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de
BODY THERAPY

Steiner Training Academy
www.theonboardspa.com

Wellness for Cancer
www.wellnessforcancer.com

WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de

HYDROTHERAPY

The Advanced Spa Therapy Education Certification Council
www.astecc.com

Alexander School of Natural Therapeutics
www.secretsofisis.com

Brueckner Group/Spassion
www.spassion.com

International Board of Massage and Spa (CIMS)
www.cims.com.mx

WFP-Berufsfachshulen Bad Sulza
www.schulewfp.de

LIFESTYLE COACHING

The GW Institute for Spirituality & Health
www.gwish.org

Mindful Awareness Research Center
www.marc.ucla.edu

RMIT University
www.rmit.edu.au

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Spa Innovations Pte Ltd
www.spa-innovations.com

NUTRITION

Algonquin College of Applied Arts and Technology
www.algonquincollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Arizona Center for Integrative Medicine
www.integrativemedicine.arizona.edu

Australian College of Natural Therapies ACNT
www.acnt.edu.au

Centennial College
www.centennialcollege.ca

Chinese University of Hong Kong
www.cuhk.edu.hk/english/

Esalen Institute
www.esalen.org

George Mason University
www.gmu.edu

International Institute for Anti-Ageing (IIAA)
www.iiaa.eu

Isa Carstens Academy
www.isacarstens.co.za

Lincoln College of New England
www.lincolncollegegene.edu

Mahidol University International College
www.muic.mahidol.ac.th

Nippon Spa College (NISPAC)
www.nispac.jp

RMIT University
www.rmit.edu.au

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Success International Health and Skincare Academy
www.successinternational.co.za

ONCOLOGY MASSAGE

Wellness for Cancer
www.wellnessforcancer.com

SPA MANAGEMENT

Academy Canada Career College
www.academycanada.com

Al Akhawayn University
www.aui.ma

Alexander School of Natural Therapeutics
www.secretsofisis.com

Algonquin College of Applied Arts and Technology
www.algonquincollege.com

American Hotel & Lodging Educational Institute
www.ahlei.org

Atelier Esthétique Institute
www.aeinstitute.net

AUT University
www.aut.ac.nz

Bali International Spa Academy
www.balibisa.com

Barnfield College
www.barnfield.ac.uk

BKF University of Applied Sciences
www.bkf.hu/en

Brueckner Group/Spassion
www.spassion.com

Canadian Tourism College
www.tourismcollege.com

Chiva-Som Academy
www.chivasomacademy.com

CIDESCO
www.cidesco.com

City College Plymouth
www.cityplym.ac.uk

Cornell University School of Hotel Management
www.hotelschool.cornell.edu

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

The Emirates Academy of Hospitality Management
www.emiratesacademy.edu

Endicott College
www.endicott.edu
For full contact details, turn to the Spa Training Directory which starts on p320

ESSEC Business School
www.essec.edu

EWI GmbH
www.e-w-i.eu/en/

Florida Gulf Coast University (FGCU)
www.fgcu.com

George Mason University
www.gmu.edu

Glion Institute of Higher Education
www.glionhotelschool-switzerland.com

Global Mentorship Pilot Program
www.mentorshipevidence.com

Great Bay Community College
www.greatbay.edu

Hill College
www.hillcollege.edu

HKU School of Professional and Continuing Education (SPACE)
www.hkuspace.hku.hk

Hong Kong Polytechnic University
www.polyu.edu.hk

Humber College
www.humber.ca

HZ University of Applied Sciences
www.hz.nl/hz/en/

IISRM
www.iisrm.org

ILIS
www.turkuamk.fi

IMC University of Applied Sciences Krems
www.fh-krems.ac.at

Institut de Management Hotelier International (IMHI)
www.essec.edu

Intercollege Nicosia
www.intercollege.ac.cy

International College of Tourism & Management (ITM)
www.itm-college.eu

Isa Carstens Academy
www.isacarstens.co.za

IST-Hochschule für Management
www.ist-hochschule.de

IST-Studieninstitut
www.ist.de

Les Roches International School of Hotel Management
www.lesroches.edu

Lincoln College of New England
www.lincolncollegenh.edu

Loyalist College
www.loyalistcollege.com

Lyceum of the Philippines University
www.lpu.edu.ph

Mahidol University International College
www.mahidol.ac.th

New River Community College
www.nr.vccs.edu

Newcastle College
www.ncl-coll.ac.uk

Niagara University
www.niagara.edu

Northeast Alabama Community College
www.nacc.edu

Orient Spa Academy
www.orientspaacademy.com

Parnu College, University of Tartu
www.pc.ut.ee/en

PHAB Standard Ltd
www.phabstandard.com

Puretouch Spa Academy
www.studyspa.com

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 Programmes
www.santi-santi.com

Saxion University of Applied Science
www.saxon.edu

Scottsdale Community College
www.scottsdalecc.edu

Scottsdale Community College
www.sascolleagec.edu

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Spa Innovations Pte Ltd
www.spa-innovations.com

Spa Wellness Akademija
www.akademija.wellness.hr

SpaQuality LLC
www.spaquality.com

SPARK Spa and Wellness Academy
www.learninspark.com

Spas2b Inc
www.spas2b.com

Spotlight On Spa & Wellness
www.spotlightonspa-wellness.com

Stoke on Trent College
www.stokecoll.ac.uk

Success International Health and Skincare Academy
www.successinternational.co.za

Swiss Hotel Management School
www.shms.com

Szolnok University College
www.international.szolfportal.hu

TAFE Queensland South West
www.tafesouthwest.edu.au

Temasek Polytechnic
www.tp.edu.sg

Tip Touch International
www.tiptouch.com

Ultimate Medical Academy LLC
www.ultimatemedical.edu

Universidad del Zulia
www.luz.edu.ve

Universitas Gadjah Mada
www.ugm.ac.id/en

Universite de Bordeaux Segalen
www.u-bordeaux.fr
<table>
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<tr>
<th>SPA MANAGEMENT continued</th>
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<tr>
<td>Université Mohammed V de Rabat</td>
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<tr>
<td><a href="http://www.um5.ac.ma">www.um5.ac.ma</a></td>
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<tr>
<td>University College Birmingham</td>
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<td><a href="http://www.ucb.ac.uk/home.aspx">www.ucb.ac.uk/home.aspx</a></td>
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<td>University of Bedfordshire</td>
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<td><a href="http://www.beds.ac.uk">www.beds.ac.uk</a></td>
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<td>University of California, Irvine</td>
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<td><a href="https://uci.edu">https://uci.edu</a></td>
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<td>University of Derby</td>
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<td><a href="http://www.derby.ac.uk">www.derby.ac.uk</a></td>
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<td>University of Malaga</td>
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<td><a href="http://www.uma.es">www.uma.es</a></td>
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<td>University of Minnesota, Crookston</td>
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<td>www1.crk.umn.edu</td>
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<td>University of Southern California</td>
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<td><a href="http://www.usc.edu">www.usc.edu</a></td>
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<td>University of the Ryukyus</td>
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<td><a href="http://www.u-ryukyu.ac.jp/en/">www.u-ryukyu.ac.jp/en/</a></td>
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<td>University of West Florida</td>
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<td><a href="http://www.uwf.edu">www.uwf.edu</a></td>
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<td>Vimal Institute for Human Resource Development</td>
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<td>Warwickshire College Group</td>
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<td><a href="http://www.warwickshire.ac.uk">www.warwickshire.ac.uk</a></td>
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<td>William Angliss Institute</td>
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<td><a href="http://www.angliss.edu.au">www.angliss.edu.au</a></td>
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<td>Wynne Business</td>
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<td><a href="http://www.wynnebusiness.com">www.wynnebusiness.com</a></td>
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<th>SPA THERAPY</th>
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<td>Alison Caroline Institute (ACI)</td>
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<td>Ananda Spa Institute (ASI)</td>
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<td>Aroma Academija</td>
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<td><a href="http://www.aromaakademija.hr">www.aromaakademija.hr</a></td>
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<td>Australian Academy of Beauty &amp; Spa Therapy</td>
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<td><a href="http://www.australianacademyofbeautytherapy.com">www.australianacademyofbeautytherapy.com</a></td>
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<td>Axelsons Spa School</td>
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<td><a href="http://www.axelsons.se/kontakt/axelsons-spa-school">www.axelsons.se/kontakt/axelsons-spa-school</a></td>
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<tr>
<td>Barnet and Southgate College</td>
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<td><a href="http://www.barnetsouthgate.ac.uk">www.barnetsouthgate.ac.uk</a></td>
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<tr>
<td>Boca Beauty Academy LLC</td>
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<td><a href="http://www.bocabeautyacademy.edu">www.bocabeautyacademy.edu</a></td>
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<tr>
<td>Elite International School of Beauty &amp; Spa Therapy</td>
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<td><a href="http://www.elitebeautyschool.co.nz">www.elitebeautyschool.co.nz</a></td>
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<td>Elly Lukas Beauty Therapy College</td>
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<td><a href="http://www.ellylukas.edu.au">www.ellylukas.edu.au</a></td>
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<td>Healing Hands International</td>
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<td><a href="http://www.healinghands.co.za">www.healinghands.co.za</a></td>
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<td>IISRM</td>
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<td>International Academy of Spa Esthetics</td>
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<td>eng.ruissiaspas.ru</td>
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<td>International Institute of Wellness Studies</td>
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<td><a href="http://www.iiws.co.in/campus.html">www.iiws.co.in/campus.html</a></td>
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<tr>
<td>International Spa and Beauty College (ISBC)</td>
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<td><a href="http://www.isbc.com.hk">www.isbc.com.hk</a></td>
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<td>Isa Carstens Health and Skin Care Academy</td>
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<td><a href="http://www.isacarstens.co.za">www.isacarstens.co.za</a></td>
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<tr>
<td>Mary Reid International Spa Academy</td>
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<td><a href="http://www.maryreidspaacademy.com">www.maryreidspaacademy.com</a></td>
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<td>Nippon Spa College (NISPAC)</td>
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<td><a href="http://www.nispac.jp">www.nispac.jp</a></td>
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<td>Orient Spa Academy</td>
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<td><a href="http://www.orientspaacademy.com">www.orientspaacademy.com</a></td>
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<td>Puretouch Spa Academy</td>
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<td><a href="http://www.studyspa.com">www.studyspa.com</a></td>
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<td>Serena Spa</td>
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<td><a href="http://www.serenaspa.com">www.serenaspa.com</a></td>
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<tr>
<td>The South Pacific Academy of Beauty Therapy</td>
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<td><a href="http://www.fijisenikaispas.com">www.fijisenikaispas.com</a></td>
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<tr>
<td>Spa Innovations Pte Ltd</td>
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<td><a href="http://www.spa-innovations.com">www.spa-innovations.com</a></td>
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<td>SPARK Spa &amp; Wellness Academy</td>
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<td><a href="http://www.learninspark.com">www.learninspark.com</a></td>
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<tr>
<td>Success International Health and Skincare Academy</td>
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<td><a href="http://www.successinternational.co.za">www.successinternational.co.za</a></td>
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<td>Summa Spa Institute</td>
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<td><a href="http://www.summaspa.com">www.summaspa.com</a></td>
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<tr>
<td>Sydney Beauty Dermal Institute</td>
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<td><a href="http://www.sbdic.com.au">www.sbdic.com.au</a></td>
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<td>VTCT</td>
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<td><a href="http://www.vtct.org.uk">www.vtct.org.uk</a></td>
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<tr>
<td>WFP-Berufsfachshulen Bad Sulza</td>
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<tr>
<th>Hair/Beauty &amp; Nails</th>
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<tr>
<td>Advance Beauty College</td>
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<td><a href="http://www.advancebeautycollege.com">www.advancebeautycollege.com</a></td>
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<tr>
<td>Atelier Esthétique Institute</td>
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<tr>
<td><a href="http://www.aeinstitute.net">www.aeinstitute.net</a></td>
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<tr>
<td>Australian College of Beauty Therapy</td>
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<tr>
<td><a href="http://www.acbt.com.au">www.acbt.com.au</a></td>
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<tr>
<td>Bellus Academy</td>
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<td><a href="http://www.bellusacademy.edu">www.bellusacademy.edu</a></td>
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<tr>
<td>Boca Beauty Academy LLC</td>
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<tr>
<td><a href="http://www.bocabeautyacademy.edu">www.bocabeautyacademy.edu</a></td>
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<tr>
<td>Colegiatura Colombiana de Cosmetología y Cosmiatría</td>
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<tr>
<td>Tel: +57 4 448 4168</td>
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<tr>
<td>Difference Escuela de Cosmetología y Alta Peluquería</td>
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<td><a href="http://www.escuedifference.com.ec">www.escuedifference.com.ec</a></td>
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<tr>
<td>ELCES Escuela Latinoamericana de Capacitación en Estética Superior</td>
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<td><a href="http://www.elcesedu.com">www.elcesedu.com</a></td>
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<tr>
<td>Élégance Gontard International School</td>
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<tr>
<td><a href="http://www.elegance-fr.net">www.elegance-fr.net</a></td>
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<tr>
<td>EWI GmbH</td>
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<td><a href="http://www.e-w-i.eu/en/">www.e-w-i.eu/en/</a></td>
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<tr>
<td>Friseur- &amp; Kosmetik-Innung Chemnitz</td>
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<tr>
<td><a href="http://www.friseurinnung-chemnitz.de">www.friseurinnung-chemnitz.de</a></td>
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<tr>
<td>IAPAM International Association for Physicians In Aesthetic Medicine</td>
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<tr>
<td><a href="http://www.iapam.com">www.iapam.com</a></td>
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</table>
For full contact details, turn to the Spa Training Directory which starts on p320

International Academy of Spa Esthetics
www.russiaspas.ru

Jamu Spa School
www.jamuspaschool.com

Northeast Alabama Community College
www.nacc.edu

ELECTROLYSIS
Academy Canada Career College
www.academycanada.com

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

EPILATION
CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

Vio Malherbe
www.viomalherbe.ch

LASER HAIR REMOVAL
Australian Academy of Beauty & Spa Therapy
www.australianacademyofbeautytherapy.com

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

MAKE-UP
Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicolloge.com

Axelsons Spa School
www.axelsons.se/kontakt/axelsons-spa-school

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Bellevue Beauty Training Academy
www.bellevuebeauty.com.au

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

Difference Escuela de Cosmetología y Alta Peluquería
www.escueladifference.com.ec

ELCES Escuela Latinoamericana de Capacitación en Estética Superior
www.elcesedu.com

Elly Lukas Beauty Therapy College
www.ellylukas.edu.au

Frederique Academy
www.frederiqueacademy.com.hk

Headmasters Academy Pty Ltd
www.headmasters.com.au

International Institute for Anti-Ageing (IIAA)
www.iiaa.eu

International Institute of Wellness Studies
www.iiws.co.in/campus.html

Kosmetae
www.kosmetae.com

London College of Beauty Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Marant Cosmética Científica
www.marant.com.mx

Perth College of Beauty Therapy
www.perthcollege.com.au

Seychelles Tourism Academy
www.seychelles.tourismacademy.edu.sc

Stoke On Trent College
www.stokecoll.ac.uk

Success International Health and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Vio Malherbe
www.viomalherbe.ch

VTCT
www.vtct.org.uk

MICRODERMABRASION
Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinstitute.net

Boca Beauty Academy LLC
www.bocabeautyacademy.com

EIE MediSpa & Laser Training Centre
www.dreamcareer.ca

NAIL TECHNOLOGY
Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicolloge.com

Aroma Academija
www.aromaakademija.hr

Asheville-Buncombe Technical Community College
www.abtech.edu

Bali International Spa Academy
www.balibisa.com
NAIL TECHNOLOGY

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Bryan College of Applied Health and Business Sciences
www.bryancollege.ca

Camelot International
www.camelotint.co.za

City College Plymouth
www.cityplym.ac.uk

Confederation of International Beauty and Cosmetology CIBTAC
www.cibtac.com

EIE MediSpa & Laser Training Centre
www.dreamcareer.ca

ELCES Escuela Latinoamericana de Capacitación en Estética Superior
www.elcesedu.com

Frederique Academy
www.frederiqueacademy.com.hk

Kosmetae
www.kosmetae.com

London College of Beauty Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Perth College of Beauty Therapy
www.perthcollege.com.au

PHAB Standard Ltd
www.phabstandard.com

Seychelles Tourism Academy
seychellesTourismacademy.edu.sc

Spa Innovations Pte Ltd
www.spa-innovations.com

Steiner Training Academy
www.theonboardspa.com

Success International Health and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

Watpo Thai Traditional Medical School
www.watpomassage.com

PERMANENT COSMETICS

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Friseur- & Kosmetik-Innung Chemnitz
www.friseurinnung-chemnitz.de

WAXING

Advance Beauty College
www.advancebeautycollege.com

Australian College of Beauty Therapy
www.acbt.com.au

Bali International Spa Academy
www.balibisa.com

Barnet and Southgate College
www.barnetsouthgate.ac.uk

The Beauty Specialist Training Centre & Nail Academy
www.beautyspecialists.co.za

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

Jamu Spa School
www.jamuspaschool.com

Success International Health and Skincare Academy
www.successinternational.co.za

Truro and Penwith College
www.truro-penwith.ac.uk

Massage Courses

DEEP TISSUE MASSAGE

Tip Touch International
www.tiptouch.com

Vio Malherbe
www.viomalherbe.ch

HOLISTIC MASSAGE

International Medical-Spa Institute
www.imsi.co.jp

London Therapists Ltd
www.london-therapists.com

REMEDIAL MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Australian College of Natural Therapies (ACNT)
www.acnt.edu.au

SPORTS MASSAGE

Bali International Spa Academy
www.balibisa.com

Vio Malherbe
www.viomalherbe.ch

SWEDISH MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Alexander School of Natural Therapeutics
www.secretsofisis.com
For full contact details, turn to the Spa Training Directory which starts on p320

Ananda Spa Institute ASI  
www.anandaspainstitute.com

Bali International Spa Academyt  
www.balibisa.com

Ecole des Spas et des Instituts ESI  
www.esi-paris.com

Evolution School of Beauty & Massage  
www.evolutionschool.co.nz

International Board of Massage and Spa (CIMS)  
www.cims.com.mx

Jamu Spa School  
www.jamuspaschool.com

Jari Jari Spa Training Academy  
www.jarijari.com.my

THAI MASSAGE

Bali International Spa Academy  
www.balibisa.com

Ecole des Spas et des Instituts ESI  
www.esi-paris.com

International Training Massage School  
www.itmthaimassage.com

Spa Innovations Pte Ltd  
www.spa-innovations.com

Thai Heritage Spa School  
www.thaiheritagespa.com

Watpo Thai Traditional Medical School  
www.watpomassage.com

THAI YOGA MASSAGE

deonThai School Yoga Massage  
www.deonthaiyoga.com

Chiva-Som International Academy  
www.chivasomacademy.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC  
www.cibtac.com

deonThai School Thai Yoga Massage  
www.deonthaiyoga.com

Ecole des Spas et des Instituts ESI  
www.esi-paris.com

Elly Lukas Beauty Therapy College  
www.ellylukas.edu.au

Esalen Institute  
www.esalen.org

The Giving Touch  
www.himalayanhealers.org

Healing Hands International Massage Academy  
www.healinghands.co.za

Houston School of Massage  
www.houstonschoolofmassage.com

International Academy of Spa Esthetics  
www.russiaspas.ru

Jamu Spa School  
www.jamuspaschool.com

Jari Menari  
www.jarimenari.com

National University of Health Sciences  
www.nuhs.edu

Northeast Alabama Community College  
www.nacc.edu

Southwest Institute of Healing Arts (SWIA)  
www.swiha.edu

Steamer Education Group (SEG)  
www.steinered.com

SUCCESS INTERNATIONAL HEALTH AND SKINCARE ACADEMY  
www.successinternational.co.za

Suffolk New College  
www.suffolk.ac.uk

TAFE Queensland South West  
www.tafesouthwest.edu.au

Touch Research Institute  
www.miami.edu/touch-research

Truro and Penwith College  
www.truro-penwith.ac.uk

WFP-Berufsfachshulen Bad Sulza  
www.schulewfp.de
Trade Associations

Our Trade Associations section gives up-to-date details of national spa associations and organisations around the world. We’ve split them up into global regions and countries for ease of reference, with those representing spas across the world appearing at the end.

**AFRICA**

Spa & Wellness Association of Africa (SWAA)
www.swafrica.org
Region represented: Africa
Works with national and regional tourism boards, educational institutions and operators to set quality standards and encourage education and preventative health measures in the industry in Africa. It’s goal is to represent all spa trade associations on the continent.

**MOROCCO**

Moroccan Spa Association (A-SPA-MAROC)
Email: aspamaroc@gmail.com
Country represented: Morocco
Represents Moroccan spa operators, architects and product vendors on matters related to government legislation and tourism. Provides a platform for professional discussion.

**SOUTH AFRICA**

South African Spa Association
www.saspaassociation.co.za
Country represented: South Africa
Established to build consumer confidence in spa therapies with its certification system and to introduce other programmes, such as benchmarking schemes, to support industry growth.

**ASIA-PACIFIC & AUSTRALASIA**

**AUSTRALIA**

Australasian Wellness Association (AsWell)
www.australasianwellnessassociation.com
Region represented: Australasia
With a fresh board headed by Professor Marc Cohen, AsWell is a key industry association in Australasia. It aims to create connections and foster wellness in the region by providing an integration platform for a diverse sector ranging from practitioners and businesses to disease advocacy and support groups and government organisations.

Australian Association of Massage Therapists (AAMT)
www.aamt.com.au
Region represented: Australasia
Upholds, promotes and educates about best practice in the field of massage therapy. Represents over 7,500 massage therapists and also maintains a register of qualified member practitioners.

**Bali**

Bali Spa & Wellness Association
www.balispawellness-association.org
Region represented: Bali
Develops and promotes Bali’s spa offerings via education, growth initiatives and regular spa professional gatherings.

**CHINA**

China Spa Association
www.chinaspaassociation.com
Country represented: China
Develops and promotes the spa, health and aesthetics industries in China. Members benefit from educational workshops, newsletters with industry updates, regular meetings and events, as well as the chance to network with members of other international spa bodies.

**INDIA**

Indian Spa and Wellness Association (ISWA)
www.iswa.co.in
Country represented: India
Addresses concerns on standardisation, training and education. Also champions traditional healing systems such as ayurveda and yoga. Its goal is to be recognised as the sole voice representing the industry in government bodies, the media and other organisations.

Spa Association of India (SAI)
www.spaassociationofindia.in
Country represented: India
Key goal is to set up a system of training accreditation in India, along with developing and maintaining overall standards. Works with tourism boards, operators, manufacturers and distributors to set quality standards and encourage education.
An overview of spa associations around the world

Spa & Wellness Association of India (SWAI)
www.spaandwellnessassociation.com
Country represented: India
Serves the industry through a number of core competencies: the preservation and protection of India’s traditional therapies; education; government advocacy; tourism promotion; commerce activities; research/statistics; and media relations.

 MALAYSIA

Association of Malaysian Spas (AMSPA)
www.amspa.org.my
Country represented: Malaysia
AMSPA’s mission to become a ‘voice of wellness’ and act as a central body for the area’s up and coming spa industry. Works with the country’s tourism ministry on a national spa rating system.

 Malaysian Association Of Wellness & Spa
www.mawspa.org
Regions represented: Malaysia and south-east Asia
A non-profit organisation, established to promote and to develop the spa and wellness industry in Malaysia through public educational seminars, the distribution of printed materials, and other interactive events.

 THAILAND

Phuket Spa Association (PSPA)
www.spaphuket.org
Region represented: Phuket
PSPA represents members of the spa and wellness industries in Phuket to promote growth, professionalism and awareness to the industry and the community.

 Samui Spa Association
www.samuispaassociation.com
Region represented: Samui
Samui Spa Association has been founded as a non-profit organisation to promote, support, develop and create liaison between Samui’s spas.

 SINGAPORE

Spa Association Singapore
www.spaassociation.org.sg
Country represented: Singapore
Represents spa operators across Singapore. Works closely with the country’s tourism, licensing and economic bodies with a view to helping member spas develop their businesses.

Spa & Wellness Association of Singapore (SWAS)
www.spaandwellness.org
Regions represented: Singapore and Asia
Creates growth opportunities for members via monthly networking sessions, trade shows and educational programmes.

 JAPAN

The Federation for Japanese Spa Associates
www.j-spa.jp
Country represented: Japan
Aims to contribute to the development of its members and the industry in general.

 Japan Ryokan Association
www.ryokan.or.jp
Country represented: Japan
Oversees facility members – comprising 1,200 top ryokans – to ensure safe and reliable accommodation.

 Nippon Spa Association (NSPA)
www.n-spa.org
Country represented: Japan
Formed in 2002 to represent all types of spas in Japan. Main purpose is to promote the benefits of spas and treatments to the public. Also has a Spa Advisor Test to help raise spa and therapist standards.

 KOREA

Korean Spa Society (KORSPA)
cafe.naver.com/korspa
Country represented: Korea
Community of spa professionals in Korea which serves as an instrument for the exchange of ideas and to connect members.
## LISTINGS

### CENTRAL & SOUTH AMERICA

**ARGENTINA**

Association of Argentinian Spas (AAS)
www.asociacionspa.org  
**Country represented:** Argentina  
Represents spa operators, professionals and suppliers. Provides training and promote the benefits of a spa experience.

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**BRAZIL**

Association of Brazilian Clinics & Spas (ABC Spas)
www.abcspas.com.br  
**Country represented:** Brazil  
Puts on events, attracts investors and fosters local spa developments for the greater good of the Brazilian spa market.

Brazilian Wellness Association (ABQV)
www.abqv.com.br  
**Country represented:** Brazil  
Main objective is champion corporate wellness programmes and develop partnerships and agreements with important entities in Brazil.

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**THE CARIBBEAN**

Caribbean Spa Association (CSPA)
www.caribbean spas.com  
**Region represented:** the Caribbean  
New association comprising an expanding group of business professionals dedicated to growing the sector.

Caribbean Spa & Wellness Association (C-SWA)
www.caribbeanspawellness.com  
**Region represented:** the Caribbean  
Promotes the growth of the industry in the region through training and education.

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**EUROPE**

**European Spas Association (ESPA)**
www.espa-ehv.com  
**Countries represented:** 20 across Europe  
Umbrella body for 20 national spa bodies in Europe. Has a certification system and quality standards guide for medical spa and wellness providers across the continent.

**European Historic Thermal Towns Association (EHTTA)**
www.ehtta.eu  
**Countries represented:** 11 across Europe  
Aims to protect and enhance the thermal, artistic and cultural heritage in Europe.

**BULGARIA**

Bulgarian Union of Balneology and Spa Tourism (BUBSPA)
www.bubspa.org  
**Country represented:** Bulgaria  
Presents and promotes Bulgaria as a modern spa and wellness destination.

**National Association for Spa & Wellness Tourism (NAST), Bulgaria**
Email: nast.bulgaria@mail.bg  
**Country represented:** Bulgaria  
Works to protect the use of natural resources in spas across Bulgaria and promote spa tourism. Members comprise high-end spa facilities and suppliers.

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**CYPRUS**

Cyprus Spa Association
www.cyprusspaassociation.com  
**Country represented:** Cyprus  
Works with Cyprus’ spa industry to protect and develop the reputation of the country as a spa destination.

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**THE CZECH REPUBLIC**

Association of Czech Spas
www.jedemedolazni.cz/en/  
**Country represented:** Czech Republic  
Represents spa towns and municipalities in the Czech Republic.

Czech Association of Wellness
www.spa-wellness.cz  
**Country represented:** Czech Republic  
Promotes wellness by publications and shows; monitors certification bodies; and creates training courses.

Czech Healing Spa Association
www.lecebne-lazne.cz/en  
**Country represented:** Czech Republic  
Members include over 40 health spas which must meet strict quality criteria.

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**ESTONIA**

Estonian Spa Association (ESPAL)
www.estonianspas.eu

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**FRANCE**

National Council of Thermal Operators (CNETH)
www.medecinethermale.fr
**Country represented:** France  
Represents almost all thermal spa facilities in France and works with the government to improve the recognition of thermal medicine.
Thermal and Climate Federation of France (FTCF)
www.federationthermale.org
Country represented: France
Its role is to unite hydrotherapy stakeholders in France, including thermal spa operators and regional thermal federations.

French Spa Association (Spa-A)
www.spa-a.com
Country represented: France
Ethics, quality and professionalism is the main focus of Spa-A which comprises owners, experts and managers in the French spa and wellbeing sector. It launched a Spa Quality Charter, which covers hygiene, staff and infrastructure standards across 50 criterion, six years ago. Forty-two facilities are certified under the charger to date.

GERMANY

German Spa Association (DHV)
www.deutscher-heilbaederverband.de
Country represented: Germany
Comprises federal state spa associations, the Association of German Spa Doctors and the Academy of Balneology and Climatology. Represents the shared interests of its members at national, European and international level, promoting science, research and training in the spa industry and health tourism and creating and monitoring quality and certification standards across Germany.

German Wellness Association (DWV)
www.wellnessverband.de
Country represented: Germany
DWV serves both spa-goers and operators. In cooperation with German Wellness Inc, it develops quality, recognised standards.

GREECE

Hellenic Association of Municipalities with Thermal Springs
www.thermalsprings.gr
Country represented: Greece
Association to support and aid the development of its members in the field of spa-medical tourism.

Spa Managers Club of Greece (SMCG)
www.spamangers.gr
Country represented: Greece
Showcases the high standards of quality and service in Greek spas and provides education and professional development opportunities for members.

HUNGARY

Budapest Spas Inc
www.spasbudapest.com
City represented: Budapest
Organisation which draws attention to the numerous thermal baths located in Hungary’s capital city.

Hungarian Baths Association
www.furdoszovetseg.hu
Country represented: Hungary
Group of economic organisations and managers responsible for operating bath facilities. It has 186 members.

Hungarian Marketing Association for Health Tourism
www.meme.hu
Country represented: Hungary
The association promotes the country’s thermal and wellness bath facilities, hotels and related services to domestic and international markets.

ICELAND

The Iceland Spa Association
www.visitspas.eu/iceland

IRELAND

Ireland Active
www.irelandactive.ie
Country represented: Ireland
Government-funded body representing leisure managers – including those overseeing spa facilities – in Ireland.

ITALY

Federerme
www.federerme.it
Country represented: Italy
Italian federation of the curative thermal and mineral water industries, serves as a hub for sector news and research.

LITHUANIA

National Spa Association of Lithuania
www.spalietuva.lt
Country represented: Lithuania
Regulates marketing and sets treatment standards across the country’s spa sector, and educates the public about the spa philosophy as a way of life. This year it opened its annual massage championship – previously limited to participants from Lithuania – to other European countries.
**MONTENEGRO**

Medical Spa Association of Montenegro (MSPAA)
www.medicalspacg.blogspot.com
Country represented: Montenegro
Involved with the promotion and development of health, wellbeing and medical spa facilities in Montenegro.

**THE NETHERLANDS**

Dutch Spa & Wellness Association (DSWA)
www.dswa.nl
Country represented: the Netherlands
DSWA aims to support entrepreneurs in the spa and wellness sector with knowledge and to stimulate and contribute to its further development and professionalism. One of its major projects is to reposition the country’s spas from curative to preventative wellness centres as it believes this is where the most consumer demand is.

**POLAND**

Association of Polish Spa Communities
www.sgurp.pl/en/
Country represented: Poland
Supports, educates and protects the Polish spa industry and champions its spa tourism offering in Europe.

European Spa Foundation, Poland
www.fundacjaspa.pl
Country represented: Poland
The main objective of the foundation is to provide spa professionals with reliable research and analysis that will not only help them understand the spa market but provide relevant business solutions. Also offers educational programmes and organises industry events.

**PORTUGAL**

Portuguese Spas Association (ATP)
www.termasdeportugal.pt
Country represented: Portugal
Has 38 associate members and seeks to develop the country’s thermal water sources and spas technically, economically and socially. Celebrates its 20th anniversary in 2016.

**ROMANIA**

The Romanian Organisation of Spa Owners (OPTBR)
www.romanian-spas.ro
Country represented: Romania
Has 62 health resort members, representing most of Romania’s spas, and works to promote the spa sector to domestic and international tourists.

**RUSSIA**

National Guild of Spa Experts
www.russiaspas.ru
Country represented: Russia
Has two committees, one to oversee and another to market its guild of spa experts and aesthetic academy.

Spa & Wellness International Council (SWIC)
www.1swic.ru
Regions represented: Russia and the CIS
Promotes the concept of a healthy lifestyle to assist the development of the spa sector in Russia and the CIS. Headed by spa consultant Elena Bogacheva, the council has been instrumental in getting the Russian government to drop its restrictive classification system in which beauty and spa treatments were considered medical procedures.

**SERBIA**

Serbian Spas Association
www.serbiashaps.org
Country represented: Serbia
Oversees the improvement and preservation of the traditional mineral spa resorts known as banjas. Encourages research into the scientific application of Serbia’s natural therapeutic resources.

**SLOVAKIA**

Slovakian Spas Association
www.balneotherma.sk
Country represented: Slovak Republic
Deals with business projects for spa resorts and clinics and provides personnel training. Offers expertise on the country’s natural healing sources – waters, muds and climate; and audits medical spa departments. Also promotes Slovak spas to travel agencies in America, Canada and Europe.

**SLOVENIA**

Slovenian Spas Association/Skupnost Slovenskih Naravnih Zdravilišc (SSNZ)
www.slovenia-terme.si
Country represented: Slovenia
Tourism body marketing the country’s 14 state-verified natural/thermal spas.

**SPAIN**

Asociación Nacional de Balnearios (ANBAL)
www.balnearios.org
Regions represented: Spain and the Balearic Islands
ANBAL currently has 60 public mineral spa members and its primary objective is to promote and defend the interests of the sector.
THE SECRET TO GETTING AHEAD IS GETTING STARTED.

Become part of a global network of spa professionals. We’re the leading professional organization for the spa industry. Membership provides access to invaluable educational and networking opportunities, amazing new research, worldwide media exposure, industry news and trends, and more.

Grow personally and professionally . . . and discover a world of inspiration.

JOIN ISPA TODAY
EXPERIENCEISPA.COM
SWEDEN

Swedish Spa Hotels
www.svenskaspahotell.se
Country represented: Sweden
Association members include high-quality spa facilities which meet its criteria. It focuses its attention on industry standards; staff development; employer issues and policies; benchmarking; networking and marketing.

SWITZERLAND

Spas and Spa Hotels Switzerland
www.kuren.ch
Country represented: Switzerland
Organisation representing the interests of rehabilitation clinics, spas, health spas and hotels across Switzerland.

UKRAINE

Ukrainian Spa Association
www.facebook.com/UASPA/notes
Country represented: Ukraine
National body created to increase the popularity of the Ukrainian spa industry. On a mission to raise the level of professional education; organise conferences and seminars; to serve as a platform for an exchange of ideas; and to conduct market research.

UNITED KINGDOM

British Association of Beauty & Cosmetology (BABTAC)
www.babtac.com
Countries represented: UK and Ireland
Organisation for professionals working in the beauty, hair, holistic and sports therapy industries in the UK. Has over 10,000 members and offers insurance.

Federation of Holistic Therapists (FHT)
www.fht.org.uk
Countries represented: UK and Ireland
Not-for-profit body for complementary, holistic beauty and sports therapists in the UK and Ireland. Offers a quarterly membership magazine covering a range of topics and provides access to seminars and workshops, a training congress and online learning.

Habia
www.habia.org
Country represented: UK
Habia is recognised by the UK government as the body which sets standards and qualifications for the hair and beauty sector. Any national funding for the industry comes via Habia. Importantly, it has developed a register for spa, nail and beauty qualifications.

UK Spa Association (UKSA)
www.spa-uk.org
Regions represented: UK and Ireland
Main organisation in the UK dedicated to spa facilities, suppliers and service providers. Arranges numerous networking events and has a nationwide benchmarking scheme (see p100).

MIDDLE EAST

TURKEY

Health & Natural Therapies Association
www.madoted.org
Country represented: Turkey
On a mission to highlight and improve the practice of natural health and natural therapies across Turkey by putting on a series of congresses, symposia, courses and seminars.

Turkish Spas Thalasso and Health Resorts Association (TURKSPA)
www.spa-turkey.com
Country represented: Turkey
Represents spa, thalassotherapy and other curative facilities across Turkey. Goals include protecting the common interests of these operators, as well as modernising and promoting new facilities.

NORTH AMERICA

CANADA

Association Québécoise des spas (AQS)
www.associationquebecoisedesspas.com
Region represented: Québec
Created in 2012 to mobilise and represent the spa industry in Quebec and its 21 tourist regions.

Leading Spas of Canada
www.leadingspasofcanada.com
Country represented: Canada
Provides support for the development of the Canadian spa industry and the promotion of Canada as a global spa destination. Represents all types of spas, schools and suppliers in the country.

Ontario’s Finest Spas
www.ontariosfinestinns.com

Ontario’s Premier Spas
www.ontariospremierspas.com

Spas Relais santé
www.spasrelaissante.com
Region represented: Québec
An alliance and marketing consortia of Québec spas. Members must meet a strict criteria for excellence which includes annual mystery shops.
### UNITED STATES OF AMERICA

**American Massage Therapy Association (AMTA)**  
www.amtamassage.org  
Country represented: USA  
Has over 56,000 massage therapist, student and school members. Calls for fair licensing of massage in all US states, actively supports research on massage and offers networking opportunities.

**The Arizona Spa & Wellness Association**  
www.azspawell.com

**California Spa Association**  
www.californiaspaassociation.com

**Dallas Fort Worth Spa Association**  
http://lei sr? a=18T5V

**Hawaii Spa Association (Hi-Spa)**  
www.hi-spa.com

**Las Vegas Spa Association (LVSA)**  
www.lvspas.com

**New York Spa Alliance (NYSPA)**  
www.ny-spa.net

**Salt Therapy Association (STA)**  
www.salttherapyassociation.org  
Country represented: USA  
Provides resources, research and standards to create awareness about salt therapy.

**The Spa Association (SPAA)**  
www.thespaassociation.com  
Country represented: USA  
Provides information, resources and education in the US spa industry.

**Washington Spa Alliance (WSPA)**  
www.washingtonspaalliance.com

### WORLDWIDE

**Comité International D’Esthétique et de Cosmétologie (CIDESCO)**  
www.cidesco.com  
Regions represented: Countries worldwide  
Recognised for its high-quality, international training standards and centres around the world.

**Day Spa Association (DSA)**  
www.dayspaassociation.com  
Regions represented: Countries worldwide  
Serves as a business resource for spa industry professionals through its educational seminars, research studies and publications.

**Global Wellness Institute (GWI)**  
www.globalwellnessinstitute.com  
Regions represented: Countries worldwide  
Umbrella organisation for the global spa and wellness arena formed to attract outside investment to support industry growth. Encompasses the sub-brands of the Global Wellness Summit, the Global Wellness Tourism Congress and research-focused platform wellnessevidence.com. Supports a number of initiatives (see p82) which are all focused on driving change and moving the sector forward.

**Green Spa Network (GSN)**  
www.greenspanetwork.org  
Regions represented: Countries worldwide  
GSN’s educational events and member greening tools support those in the health, wellness and beauty community on the road to planet friendly business operations. In 2015, it announced that it is to offer its spa greening resources to members of other regional spa associations across the US for free to help encourage eco-practices.

**Hydrothermal Spa Forum**  
www.hydrothermal-spa-forum.com  
Regions represented: Countries worldwide  
An alliance of wet and heat experience firms which aims to develop technical quality standards. Responsible for the 2013 Guide to Hydrothermal Spa Development Standards.

**International Health and Wellness Alliance (IHWA)**  
www.ihwa.co  
Regions represented: Countries worldwide  
Owners of top destination spas who are devoted to educating the world about wellness as a whole and the evidence-based approaches they offer.

**International Medical Spa Association (IMSA)**  
www.dayspaassociation.com/imsa  
Regions represented: Countries worldwide  
Helps the industry with clinical education, practice management, workshops, legislative watch, malpractice insurance, risk management and legal support.

**International Society of Medical Hydrology and Climatology (ISMH)**  
www.ismh-direct.net

**International Spa Association (ISPA)**  
www.experienceispa.com  
Regions represented: Countries worldwide  
Global voice of the spa industry which helps foster spa professionalism and growth in a number of ways. Publishes research each year about the performance of the US spas (see p112) and its annual conference is a key event for industry leaders. Currently working with the GWS to develop standards for spa manager internships and a recognisable career path for therapists.
Events calendar

Conferences, networking events and trade shows for spa and wellness professionals in the year ahead

JULY 2016

10-13 JULY 2016
Caribbean Spa Association
2nd Annual Summit
ME Cancun Resort, Cancun, Mexico
One-to-one meetings for suppliers with the decision makers of some of the Caribbean’s top spas.
www.caribbeanspa.com

18-21 JULY 2016
Cosmobeauté Asia
Putra World Trade Centre,
Kuala Lumpur, Malaysia
Exhibition and conference for the south-east Asian beauty and spa market with other events planned in Indonesia, Vietnam and Myanmar in 2016.
www.cosmobeautasia.com

24-25 JULY 2016
Les Nouvelles Esthétiques
Spa Conference
The Maslow Hotel, Sandton,
Johannesburg, South Africa
Annual conference and awards for the South African spa industry.
www.lesnouvelles.co.za

24-26 JULY 2016
Cosmoprof North America
Mandalay Bay Convention Center,
Las Vegas, Nevada, USA
Beauty exhibition attracting up to 30,000 spa buyers and professionals.
www.cosmoprofnorthamerica.com

AUGUST 2016

8-9 AUGUST 2016
Professional Beauty Delhi
Pragati Maidan, Delhi, India
Trade show for the Indian beauty industry, with sister events in Mumbai and Sri Lanka.
www.professionalbeauty.in

17-18 AUGUST 2017
Splash Pool & Spa Trade Show
Gold Coast Convention & Exhibition Centre, Gold Coast, Australia
Australian trade show hosting more than 120 pool product and service companies. Attracts up to 2,500 visitors.
www.splashexpo.com.au

20-21 AUGUST 2016
Beauty Expo Australia
Sydney Exhibition Centre, Australia
Beauty, medi, wellness and spa trade event for the Australian market.
www.beautyexpoaustralia.com.au

20-22 AUGUST 2016
Face & Body Northern California
McEnery Convention Center, California, USA
US skincare and spa expo.
www.faceandbody.com/california

28-29 AUGUST 2016
Professional Beauty Johannesburg
Johannesburg, South Africa
African beauty show with 200 exhibitors.
www.probeauty.co.za

ISPA chair Michael Tompkins kicks off the annual US-based spa conference
1-3 SEPTEMBER 2016
SpaChina Summit & Awards
Lijiang, China
Three days of speaker sessions and opportunities for networking at this Chinese spa event. Incorporates the SpaChina Awards which recognises regional leaders and innovators. www.spachina.com

13-15 SEPTEMBER 2016
ISPA Conference & Expo
The Venetian, Las Vegas, Nevada, USA
The International Spa Association’s annual gathering offers three days of speaker presentations on a wide range of topics such as business strategy, customer service and management, plus an expo for spa and beauty suppliers. www.experienceispa.com

14-16 SEPTEMBER 2016
Sustainable Cosmetics Summit Latin America
São Paulo, Brazil
Part of a series of events worldwide which cover sustainability issues in the cosmetics and personal care industry. www.sustainablecosmeticssummit.com

19-21 SEPTEMBER 2016
SWAA Forum
Shanti Maurice Nira, Mauritius, Africa
Second annual forum for the Spa and Wellness Association of Africa. www.spaassociationofafrica.com

Now in its fifth year, WSWC has attracted over 350 exhibitors and 25,000 visitors to date

20-23 SEPTEMBER 2016
Spatec Middle East
The Ritz Carlton Abu Dhabi, Grand Canal, Abu Dhabi, UAE
Middle East spa operators meet with domestic and international suppliers for set one-to-one meetings. www.spatecevents.com/middleeast

22-24 SEPTEMBER 2016
Beyond Beauty ASEAN Bangkok
Challenger 3, Impact Exhibition & Convention Center, Bangkok, Thailand
Beauty show held alongside WSWC. Has an Aesthetics & Dermatology section this year. www.beyondbeautyasean.com

22-24 SEPTEMBER 2016
World Spa & Well-being Convention
Impact Exhibition & Convention Center, Bangkok, Thailand
Organised by the Thai Spa Association, the WSWC comprises a three-day exhibition, a two-day congress and an awards night. www.worldspawellbeing.com

25-28 SEPTEMBER 2016
9th Annual Green Spa Network Congress
Devil’s Thumb Ranch, Colorado, USA
Eco-minded spa professionals get together to find out about the latest sustainability innovations and issues. Will include a keynote speaker session by Dr John Douillard, who’s known as a natural health, ayurvedic and sports medicine specialist. www.greenspanetwork.org

25-28 SEPTEMBER 2016
Spatec Fall North America
JW Marriott Tucson Starr Pass Resort, Tucson, Arizona, USA
One-to-one meetings between domestic and international suppliers and spa operators across America. www.spatecevents.com

26-27 SEPTEMBER 2016
Professional Beauty Mumbai
Mumbai, India
Regional beauty exhibition in India. www.professionalbeauty.in

26-27 SEPTEMBER 2016
Beyond Beauty ASEAN Bangkok
Challenger 3, Impact Exhibition & Convention Center, Bangkok, Thailand
Beauty show held alongside WSWC. Has an Aesthetics & Dermatology section this year. www.beyondbeautyasean.com

Now in its fifth year, WSWC has attracted over 350 exhibitors and 25,000 visitors to date

www.spahandbook.com
27-30 SEPTEMBER 2016
Interbad
Stuttgart Trade Fair Centre, Germany
International trade fair and congress for swimming pool, sauna and spa suppliers. 2016 is its 50th anniversary.
www.interbad.de

29 SEPTEMBER – 1 OCTOBER 2016
Termatalia
Arteaga, Coahuila, Mexico
Thermal spa tourism trade fair attracting professionals from over 20 countries.
www.termatalia.com

OCTOBER 2016

2-3 OCTOBER 2016
Olympia Beauty
Grand Hall, Olympia, London, UK
UK beauty industry exhibition.
www.olympiabeauty.co.uk

5-7 OCTOBER 2016
Beauty Africa Exhibition and Conference
Eko Convention Centre, Lagos, Nigeria
One of Africa’s largest events dedicated to beauty, wellness and aesthetics.
www.beautyafricaexhibition.com

7-9 OCTOBER 2016
SpaCamp
Esplanade Resort & Spa am Scharmützelsee, Berlin-Brandenburg, Germany
Participatory gathering of figures from the spa sector who get together to discuss future industry issues.
www.spacamp.net

11-14 OCTOBER 2016
3rd Spa & Wellness International Congress
Kazan, Russia
Association-led congress which helps to shape the Russian spa industry.
www.1swic.ru

16-17 OCTOBER 2016
ESI Montréal
Montréal, Canada
One of several educational and exhibition events across Canada organised by Esthétique Spa International.
www.spa-show.com

17-19 OCTOBER 2016
Global Wellness Summit
Kitzbühel, Tyrol, Austria
Back to the Future is the theme for this year’s summit – a key industry event – in its 10th year. Delegates will look back at major industry achievements as well as focus on where its headed in the future. Will also feature a new Shark Tank of Wellness student competition.
www.globalwellnessssummit.com

18-19 OCTOBER 2016
Independent Hotel Show
Olympia West, London, UK
Show which brings together UK luxury, boutique and independent hotel sectors. Has a dedicated spa area.
www.independenthotelshow.co.uk

23-24 OCTOBER 2016
IECSC Florida
Broward County Convention Center, Fort Lauderdale, Florida, USA
www.iecsc.com

24-26 OCTOBER 2016
Beautyworld Japan West
Intex, Osaka, Japan
Beauty trade fair in western Japan.
www.beautyworldjapan.com/osaka

GWS chair and co-chairs scoping out this year’s host location of Kitzbühel in Austria
Join us for the 10th Annual Global Wellness Summit
Tyrol, Austria, October 17-19, 2016

GLOBAL WELLNESS SUMMIT // TYROL 2016
10 YEARS
24-26 OCTOBER 2016
Sustainable Cosmetics Summit Europe
Paris, France
Organised by Organic Monitor, this summit covers major sustainability developments in the beauty industry.
www.sustainablecosmeticssummit.com

2016 NOVEMBER 2016

14-16 NOVEMBER 2016
Spa Life UK
International Centre, Telford, UK
Dedicated spa event for the UK which includes a two-day conference and supplier showcase. There’s also a one-day buyer & supplier meetings forum and a gala dinner announcing the country’s Good Spa Guide award winners. There’s time to network and exchange ideas too.
www.spa-life.co.uk

15-18 NOVEMBER 2016
Cosmoprof Asia
Hong Kong Convention & Exhibition Centre, Hong Kong
Asian business-to-business show featuring cosmetics & toiletries, natural health, beauty salon, hair salon and nails & accessories.
www.cosmoprof-asia.com

27-29 NOVEMBER 2016
Saudi Health & Beauty
Jeddah, Saudi Arabia
Saudi Arabia’s third international health, beauty and wellness exhibition. Runs alongside a sport and fitness show.
www.saudihealthandbeauty.com

27-29 NOVEMBER 2016
Spameeting EMEA
Dubai, UAE
Spameeting brings suppliers from the spa industry to meet with those involved in spa projects in the EMEA region.
www.spameeting.com

JANUARY 2017

19-22 JANUARY 2017
Les Thermalies
Carrousel du Louvre, Paris, France
French water and wellness show in its 35th year. Exhibition themes focus on thermal spas, thalassotherapy, balneotherapy, day spas and beauty.
www.thermalies.com

30-31 JANUARY 2017
Professional Beauty GCC
The Meydan, Dubai
Brings together beauty, hair and spa brands in the Middle East.
www.professionalbeautygcc.com

31 JANUARY – 2 FEBRUARY 2017
Spatec
Ricoh Arena, Coventry, West Midlands, UK
UK exhibition for the wet leisure sector. Includes pool and heat experience firms.
www.spatec.co.uk

FEBRUARY 2017

9-11 FEBRUARY 2017
Intercharm Professional
Expoforum, St Petersburg, Russia
International exhibition of cosmetics and beauty salon equipment in Russia.
www.intercharmpb.ru/en/

16-18 FEBRUARY 2017
ForumPiscine
Bologna Fiera, Bologna, Italy
ForumPiscine focuses on the technology, design, installation and management of pool systems – from large public facilities to those in spas. Held in conjunction with the ForumClub health and fitness show.
www.forumpiscine.it

The Healing Summit covers topics such as a caring economy and sustainability
FEBRUARY 2017

BeautyAsia
Suntec Singapore, Singapore
Exhibition showcasing cosmetic, fragrance, skin and haircare products, equipment and packaging.
www.beautyasia.com.sg

26-27 FEBRUARY 2017
Professional Wellness & Spa Convention
ExCeL, London, UK
International spa figures convene for two days of talks and networking, plus the World Spa Awards.
www.professionalbeauty.com

FEBRUARY 2017
ESI Vancouver
Vancouver, Canada
ESI's educational and exhibition show for salon, spa and medical professionals.
www.spa-show.com

MARCH 2017

12-14 MARCH 2017
IECSC New York
Javits Convention Center, New York, USA
See products, trends and new techniques at this spa and beauty show.
www.iecsc.com/ny

17-20 MARCH 2017
Cosmoprof Worldwide
Bologna, Italy
One of the world’s biggest beauty trade fairs, attracting more than 210,000 visitors, is now its 50th year. Features a two-day spa symposium.
www.cosmoprof.com

30-31 MARCH 2017
European Spa Congress, Poland
Warsaw, Poland
European spa figures exchange industry ideas and experiences at this congress.
www.fundacjaspa.pl

31 MARCH – 4 APRIL 2017
Beauty Düsseldorf
Messe, Düsseldorf, Germany
Beauty show with brands from around 40 countries, plus workshops and seminars.
www.beauty.de

MARCH 2017

Face & Body Midwest
Chicago, USA
Skincare conference and expo. Co-located with America’s Beauty Show for day spa and salon owners.
www.faceandbody.com/midwest

Professional Beauty Bangalore
Bangalore, India
Regional beauty exhibition in India.
www.professionalbeauty.in

Washington Spa Alliance Symposium
Washington DC, USA
An interactive day-long event for national and international spa professionals in all disciplines, which attracts key industry figures. Main focus is to inspire the spa community to advance a human agenda of health and wellbeing. Attendance is open to non-alliance members.
www.washingtonspaalliance.com
**LISTINGS**

Spa Life, the UK spa show, has launched its conference and forum format in Germany

**APRIL 2017**

20-22 APRIL 2017
**Intercharm Professional**
Crocus Expo, Moscow, Russia
Over 2,500 cosmetic and equipment suppliers exhibit at this trade show for the Russian beauty sector.
www.intercharmpro.ru

27-29 APRIL 2017
**Beauty Eurasia**
Istanbul Expo Center, Istanbul, Turkey
Beauty, cosmetic and hair exhibitors attract visitors from over 100 countries.
www.beautyeurasia.com

**APRIL 2017**

**Professional Beauty Kolkata**
Kolkata, India
Regional beauty exhibition in India.
www.professionalbeauty.in

**Spatec Spring North America**
USA
Brings American spa operators and suppliers together to do business.
www.spatecevents.com

**MAY 2017**

**Forum Hotel & Spa**
Paris, France
Panel discussions and educational sessions at this one-day forum have been designed to bring together both hotel and spa professionals. The winner of the Black Diamond Award for the industry’s best spa manager is also announced.
www.forumhotspa.com

**MAY 2017**

**Beautyworld Japan Tokyo**
Tokyo, Japan
Main show in the Beautyworld Japan series. Boasts beauty products, equipment and services from across the country.
www.beautyworldjapan.com

**MAY 2017**

**Spa Life Germany**
Germany
The organisers behind the popular UK Spa Life conference have gone international by adding an event in Germany. Like its sister event, it includes a conference plus a buyer & supplier meetings forum.
www.spa-life.co.uk/germany/
GLOBAL WELLNESS DAY

- Drink more water.
- Walk for an hour.
- Do a good deed.
- Don’t use plastic bottles.
- Sleep at 10.00 P.M.
- Have a family dinner.
- Eat organic foods.

10 JUNE 2017

www.globalwellnessday.org
#globalwellnessday

f /globalwellnessday  t /wellness_day  i /globalwellnessday
**MAY 2017**

**Sustainable Cosmetics Summit North America**
New York, USA
Sustainability stakeholders debate key issues such as eco-benchmarking and green ingredients in the spa arena.

[www.sustainablecosmeticssummit.com](http://www.sustainablecosmeticssummit.com)

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**JUNE 2017**

**IECSC Las Vegas**
Las Vegas, Nevada, USA
Las Vegas spa and beauty show.
[www.iecsc.com](http://www.iecsc.com)

**India Beauty & Spa Expo**
India
One of India’s largest beauty and spa shows, with more than 100 exhibitors.
[www.beautyandspaexpo.com](http://www.beautyandspaexpo.com)

**Spatec Europe**
Venue to be announced
Face-to-face meetings for top European spa operators and domestic and international suppliers; plus speaker sessions.
[www.spateceu.com](http://www.spateceu.com)

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**OCTOBER 2017**

**7-10 OCTOBER 2017**

**Aquanale**
Cologne, Germany
International, bi-annual trade fair for the swimming pool, sauna and wellness sectors covering both public and private facilities. Has more than 250 exhibitors and 25,000-plus national and international visitors. Held in conjunction with the FSB sports and fitness show.
[www.aquanale.com](http://www.aquanale.com)

**Piscina & Wellness Barcelona**
Gran Via Venue, Barcelona, Spain
Global aquatic exhibition which also showcases spa hydrothermal experiences. Includes a series of technical seminars.
[www.salonpiscina.com](http://www.salonpiscina.com)
Spa Foresight™
Development pipeline
Industry predictions
Futurologist insights
Industry initiatives
Business trends
Wellness travel research
UK spa benchmarking
Spa-goer insights
Middle East spa market
Dubai spa benchmarking
US spa industry
Hotel spa study
Spa franchises
Contract management
Spa consultancies
Products & equipment
A-Z supplier contact book
Spa training directory
Spa course selector
Trade associations
Events calendar