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# Ready for disruption?

The spa industry has had its share of disruptions over the past few years – the growth of the franchise spa, the rise of massage on demand – but these days, it feels ripe for a new kind of shake-up

**W**e all know that change is the only thing that's certain in this world, but the speed of change – and the consequences of it – are much greater in this fast-moving, technology-centric society we live in today. No matter what industry you work in, everyone is talking about disruption; from Uber to Airbnb, start-ups are shaking up the way some of the most well-established companies are doing business.

In this annual Handbook, one of our goals is to look forward at what's coming down the pipeline that will affect your business – whether that's in our annual Spa Foresight section (pages 14-29), in our Development Pipeline of the most exciting spas being built around the world (pages 30-74), or in our Industry Insights section (pages 75-112), where we call on experts to enlighten us on potential new business opportunities.

This year, the idea that the spa industry is ripe for disruption was a recurring theme – from Adria Lake's ideas for creating 'Wellness Without Walls' to Rohit Talwar's thoughts on the future of augmented reality and



spas, to Hayley Ard's look at spas that blur the boundaries between comfort, fear and disgust. The millennial consumer will help to drive whatever disruption our industry sees, together with their younger counterparts, Gen Z (born after 1996), who are shaping up to be a globally minded, philanthropic, individualistic generation. By 2019, they will account for 32 per cent of the world's population, and they will soon be your next guests. They're growing up in this new era of wellness, and there are certainly opportunities for you to involve them in your spa even while they're young, as several have suggested in these pages.

Baby Boomers will still have their influence on our industry – they'll help fuel the growth in wellness communities (see pages 118-123), they're transforming the wellness space in senior living (see page 16), and they still have more disposable income than the rest of us. But it's the youth, as always, who will drive the change – and this next generation is ready to do things differently.

Jane Kitchen, editor, *Spa Business Handbook*  
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PHOTO: SHUTTERSTOCK/IND3000

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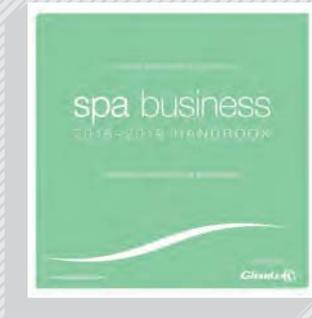
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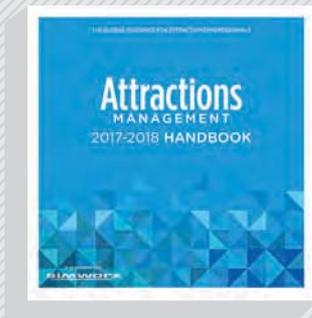
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# Spa foresight™

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

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PHOTO: SHUTTERSTOCK/DW2630

▲ The growth of veganism will create opportunities for dedicated spas

## A PLANT-BASED LIFE

### 1. VEGAN SPAS

Interest in plant-based diets has never been greater, with veganism being one of the fastest growing health trends globally.

As interest continues to accelerate, we expect to see the launch of fully vegan spas, where all aspects of the operation have been put through the vegan filter.

They'll offer certified vegan food, vegan furniture, vegan retail and vegan facilities.

For resort and destination spas, producing enough vegan food at this

scale will require local food production, and we expect them to partner with the emerging hydroponic farming industry so they can guarantee their food production.

This will also enable spas to go organic, something which has eluded most to date.

Veganism will get a further boost from the James Cameron film *The Game Changers*, which explores the world of world-class vegan athletes such as Serena Williams and challenges meat eating.

## A NEW KIND OF RETREAT

## 2. SPA TRIBES

While social media has done a good job of connecting us, it has also left some relationships fractured and disjointed, and made a whole generation yearn for a sense of community and belonging through real-life connections. Spa retreats can help people to 'find their tribe' – lasting from a few days to a few weeks, retreats are a powerful way for spas to stay nimble by changing their programming throughout the year, with little additional cost in the way of staff or infrastructure.

Retreats featuring Instagram celebrity fitness gurus are already happening and have been an easy place to start, as there's a built-in audience, as well as built-in marketing, but we think spas can take things one step further.

What about partnering with specialised instructors in your local area to create retreat packages that help guests find wellbeing through spa treatments, creativity and connection? Finding a niche interest, such as painting, singing or cooking, means participants already have something in common – the spa's job is simply to create the programming to generate interest and to facilitate ways for attendees to connect, through creative workshops or shared meals. This is a new generation of experiential travel that offers connection, community and a real sense of belonging. ▶



▶ Creative activities like painting can help guests connect with each other

### SMASHING TIME

## 3. RAGE ROOMS

A step up from punching a pillowcase, rage rooms see people grabbing a baseball bat (or weapon of choice) to destroy anything from a wine glass to that annoying computer keyboard – all in the name of de-stressing.

While the idea might seem at odds with the typical spa ethos, rage rooms could potentially provide people who are feeling angry or frustrated with a healthy way to express emotions.

The sessions – lasting 15-30 minutes and costing US\$20-US\$100 – could be a quick way of relieving tension pre-massage, or serve as a quirky precursor to meditation or other mind-focused therapies.

### ELDER POWER

## 4. SENIOR LIVING

Trust the Baby Boomer generation to age differently – after all, they've been breaking rules their whole lives. It's no wonder that retirement communities are starting to look differently at how they structure wellness programming.

Watermark, which operates more than 50 senior living communities in the US, has partnered with spa consultant Amy McDonald of Under a Tree to transform senior wellness, taking cues from destination spas. And as more and more Baby Boomers move into senior living, expect to see further opportunities for those in the spa industry to get involved.



▲ Forest bathing has been shown to help reduce blood pressure and cortisol levels

### NATURAL THERAPY

## 5. REWILDING

As we increase our love of – and dependence on – technology, a movement is growing to stop the 'always-on' lifestyle that's wreaking havoc on our mental health and real-life relationships.

Rewilding is a part of that, and expresses a desire to disconnect from the machine world and reconnect with the natural one. It can include anything from letting a piece of land revert to its natural state to attract birds and insects,

to unplugging and getting dirty, to learning a long-lost craft or skill. For spas, there is a great opportunity to introduce programming that helps people get in touch with this side of themselves – anything from forest bathing to rock climbing to food foraging. In addition to helping guests explore the natural environment, many of these activities promote mindfulness and help to reduce blood pressure and cortisol levels – all of which aids wellbeing.



PHOTO: SHUTTERSTOCK/KOLK

▲ Cockroaches have evolved to live in the most extreme conditions and can teach us valuable lessons about resilience and healing

## POWERFUL GENES

### 6. COCKROACHES

Although many people find them repellent, in reality, cockroaches are miraculous creatures, and new evidence of their genetic makeup could prove useful in the development of healing treatments.

Scientists at South China Normal University in Guangzhou have just sequenced the cockroach genome and found it to be larger than that of a human.

This massive gene set has evolved to enable them to thrive in a wide range of

challenging habitats, eat almost anything and tolerate insecticides and other poisons.

Among the cockroach's gifts is the ability to regrow limbs, and scientists are investigating these healing and regenerative powers to see if they can be harnessed for human treatments.

The Chinese call the cockroach 'little mighty one', or *xiao qiang*, and cockroach ethanol extract and powders are used in traditional Chinese Medicine.

Cockroaches can survive in filthy conditions due to their natural detoxification mechanisms and ability to secrete their own antibiotics.

While scientists in the pest-control industry are planning to use this gene knowledge to destroy the insects, the healing industries will take the opposite position and look for more ways to harness the power of the cockroach for health and wellbeing. ▶

ECO CHALLENGE

## 7. PLASTIC FREE

With worldwide awareness of the destructive consequences of plastic pollution growing fast, there's plenty spas can do to stop using single-use plastics in everything from bottles, straws and cups to wraps and bags for amenities and swimwear.

A lesser-known offender is micro-plastics, such as those released into the environment when synthetic materials are washed and tumble dried.

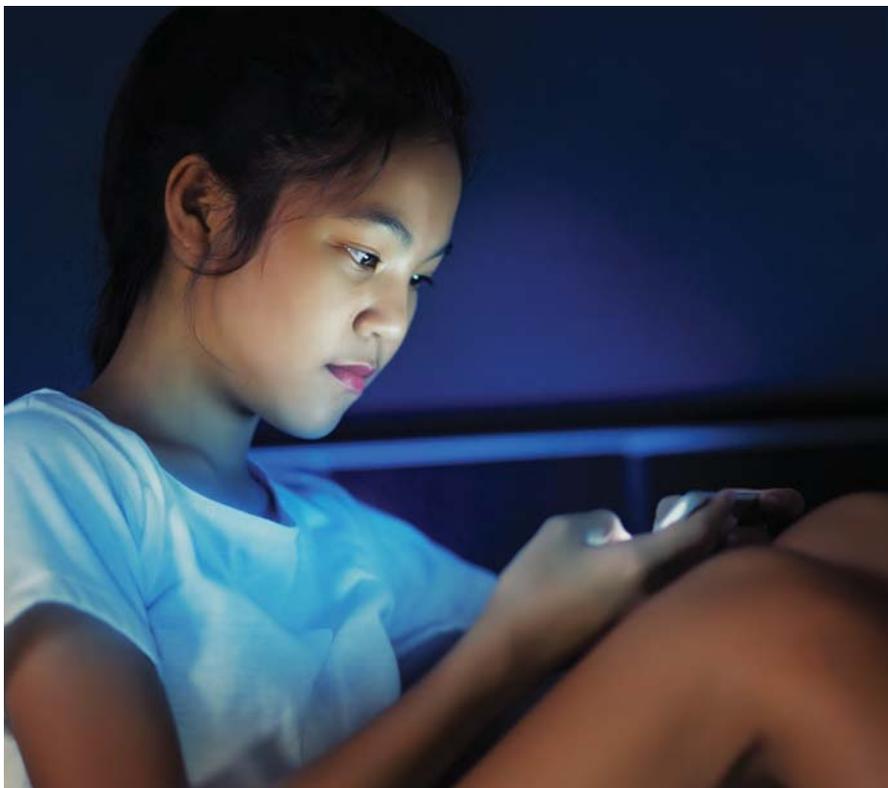
Eco-friendly spas such as Ojai Valley Inn & Spa in the US and Titanic Spa in the UK are leading the way by cutting out single-use plastics and changing to natural fibres, but we predict an overall industry push is on the horizon.

GETTING FLEXIBLE

## 8. ASSISTED STRETCHING

A mix of being hunched over desks and intense workouts has led to a new trend in assisted stretching studios, and the therapy is perfect for spas.

It's more effective being stretched by someone else, as the body can be eased past the point of natural resistance. And anyone can benefit from it. Sportspeople can improve performance and longevity; sedentary people can work on posture or use it as a starting point for exercising; and it helps with joint pain, as well as a range of conditions such as stroke, MS and fibromyalgia.



▲ Blue light from phones and other devices has been shown to age the skin

OVER STIMULATION

## 9. BLUE LIGHT ANTIDOTES

We know the dangers and damage to our skin that comes from exposure to UVA and UVB rays, but new research suggests that high-energy light, also known as blue light, is another big culprit, causing oxidative stress and damaging the skin.

Blue light is emitted from screens – computers, phones, tablets and televisions – and has long been shown to be a culprit in interrupting sleep patterns by upsetting our circadian rhythms.

Now inflammatory skin ailments, photo-ageing, premature skin ageing, and hyperpigmentation have been linked to blue light, and there's a suggestion it penetrates deeper than UVA and UVB.

Skincare brands such as Sofri, Murad and Matis have created new lines to specifically address this stressor, and we expect this trend to grow, as consumers – particularly millennials – become more aware of blue light's effects on the skin.

## WELLNESS LIFESTYLE

### 10. HOME WELLNESS

The spa industry has done an amazing job of educating people around the world in the joys of a wellness lifestyle based on self care.

In recent years, wealthy people have begun to extend this experience into their homes by building their own treatment rooms, gyms, pools, pilates, meditation and yoga spaces and a wide range of other wellness facilities.

We expect this movement to accelerate and extend into the mid-market and eventually the mass market, as more consumers grow to appreciate the value of home wellness to complement their out-of-home experiences.

Far from being a threat to the industry, this trend towards home wellness adds another layer to the engagement between spa consumers and spa operators, and opens opportunities for spa brands to extend into the home market.

As an example of this trend, wellness real estate company Delos has just announced the launch of the DARWIN Home Wellness Intelligence platform, which monitors and controls indoor home environments to improve health, wellbeing and performance. ▶

▶ **Wellness in the home is a fast-growing sector for both facilities and equipment**



### FALLING TESTOSTERONE

## 11. ANDROPAUSE

In last year's *Spa Foresight*, we highlighted the opportunities around spa services for menopausal women and predicted that this market will grow strongly over the next five years.

But while social change has made discussion of the menopause acceptable in many cultures, there's still a veil of secrecy over the male equivalent – the andropause.

Men's hormone levels decrease more slowly than women's as they age; however, lifestyle disease accelerates this process, leading to symptoms such as depression and low testosterone levels.

We predict increasing demand for preventative and curative interventions.

### THOUGHT PROVOKING

## 12. BRAIN HEALTH

A trend towards a new kind of holistic spa that stretches the mind as well as the body is starting to emerge.

Locations such as 1440 Multiversity in California help guests learn how to be well through a combination of lectures and workshops on everything from mindfulness to creative leadership.

Recharging the body often means recharging the brain, and there's certainly room for more spas to offer programming that helps do both – partnerships with local universities, experts or authors are an easy way to get started.



PHOTO: THE ODDLY SATISFYING SPA

▲ Virtual reality massages can be used to plant more positive images in people's minds

### VIRTUAL REALITY

## 13. VISUAL DETOX

"We must have a sense of digital wellness. In the same way that we would only put good food into our body, we also need to only put good media into our brain," says Tyler Pridgen, co-creator of pop-up experience The Oddly Satisfying Spa.

Treatments at the Oddly Satisfying Spa use VR to plant positive images in people's minds – a visual detox if you will.

"Right now we're spending a lot of time overwhelmed on our phones and consuming visual media which is unhealthy for us," Pridgen says.

Experiences include a massage combined with a VR headset that delivers

appropriate 3D simulations – a roller was used to massage the back as people watched a ball meandering through a field of tall grass, for example.

Alternatively, in a hazy digital steamroom, people used hand controllers to manipulate cosmic images in their VR headsets while having treatments.

Pridgen's take on spa is a curation of relaxing experiences inspired by the rise of #oddlysatisfying internet content, which has seen millions of people logging on to watch positive and curious videos.

We believe there's scope for spas to be mindful of healthy brain images. ▶



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PHOTO: SHUTTERSTOCK/Dragon Images

▲ People will increasingly turn to the spa and wellness industry for private diagnostics

## INITIAL INVESTIGATIONS

### 14. DIAGNOSTICS

The starting point for any wellness intervention is a sound diagnosis.

Once people are aware of their health and wellness issues, they can take advice and decide on the best course of action – be it preventative or curative.

We expect the diagnostics market to grow rapidly over the next ten years and become increasingly competitive, with new tests coming to market – both invasive and non-invasive.

We also expect to see increasing interest in traditional non-invasive practices such as iridology, reflexology, TCM pulse reading, kinesiology and KORE, in addition to protocols that involve scanning and imaging.

There are other dimensions to the diagnostics market – spa and wellness destinations are increasingly being visited by people so they can undergo batteries of private health tests.

This enables them to avoid test results appearing on their official medical records, which would potentially increase their insurance or life assurance premiums or invalidate their policies.

There are also many other reasons why people would want their medical tests to be 'off grid', and the spa and wellness industry will be called on to deliver these services on a highly confidential basis that guarantees safe data storage.

## GROWING INTEREST

## 15. HAWAII

Expect to see much more focus on spas, wellbeing and nutrition in Hawaii following the launch of billionaire Larry Ellison's new wellness company on the island of Lanai.

Ellison, founder of tech giant Oracle, bought Lanai in 2012 to house Sensei, his hydroponic farm business, which will combine renewable energy and

cutting-edge software to “transform agriculture”.

With the Four Seasons Lanai at Koele also closed for a US\$75m renovation – including the addition of “a wellness retreat like no other” – it will be interesting to see what exciting spa details await. The reopening is planned for early 2019.



▲ Spas have the expertise and capability to teach customers self-care

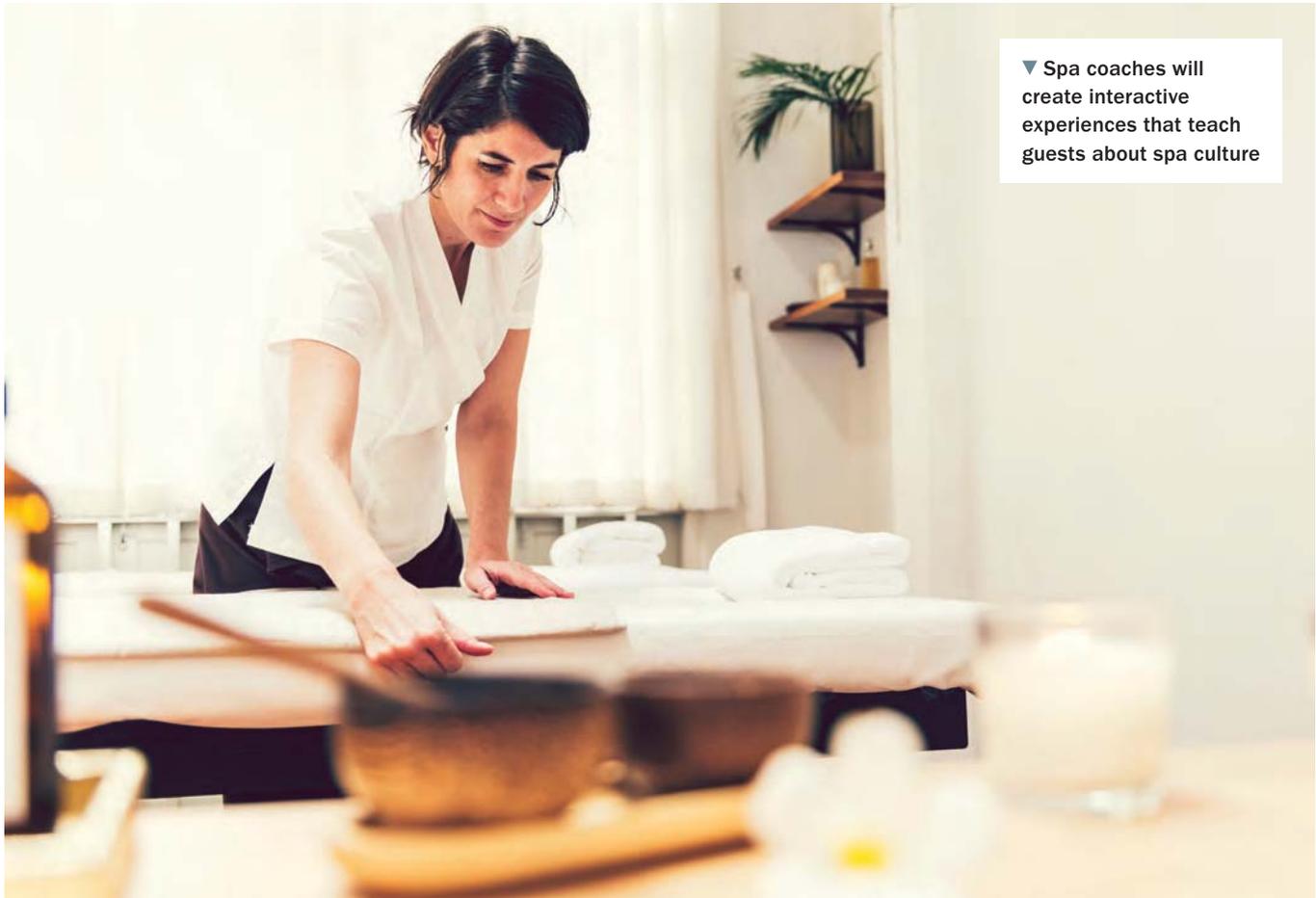
## DIY SPA

## 16. SELF-CARE

Visit a spa and have an amazing wellbeing-boosting experience, yet return home, and all that good can be undone in an instant. Herein lies the huge potential for self-care.

Spas have both the expertise and capability to teach customers how to take better care of themselves with a huge range of modalities.

Self-massage is an obvious starting point. Therapists could build on relationships, either in the treatment room or as an interactive workshop, by giving clients pointers on how and where to massage themselves. ▶



▼ Spa coaches will create interactive experiences that teach guests about spa culture

## TEACHABLE MOMENT

### 17. SPA COACHING

For those of us who work in the spa industry, there's no question about how to use a sauna, or whether the function of a cold plunge pool is understood.

However, the facilities you've spent time creating may be more daunting than relaxing to uninitiated guests.

Signposting can play a part, but learning through doing is much more effective, and we foresee an opportunity to coach guests in relevant modalities.

The Aufguss ceremony is popular in Germanic spas for a reason: it's not just sitting in a sauna, it's a whole experience

led by a saunameister. The LivNordic spa on the *Viking Sea* cruise ship offers a bathing ritual where guests pay to join an expert-led group. They're walked through the experience and shown how to use the facilities. We expect this idea to spread, with 'spa coaching' becoming a discipline. ▶

## REACHING NEW HEIGHTS

## 18. CLIMBING

The latest workout making waves in the health and fitness market is climbing, with 90s staple the Versaclimber making a strong comeback. We expect this trend to be picked up by spas that have a strong focus on exercise.

Climbing ticks many important boxes as a form of exercise. It's high intensity – effectively delivering a HIIT workout without the strain on joints.

It's also low-impact, making it suitable for people of almost any age.

A climbing class delivers a whole-body workout, making it a very efficient way to exercise for both strength and cardiovascular fitness.

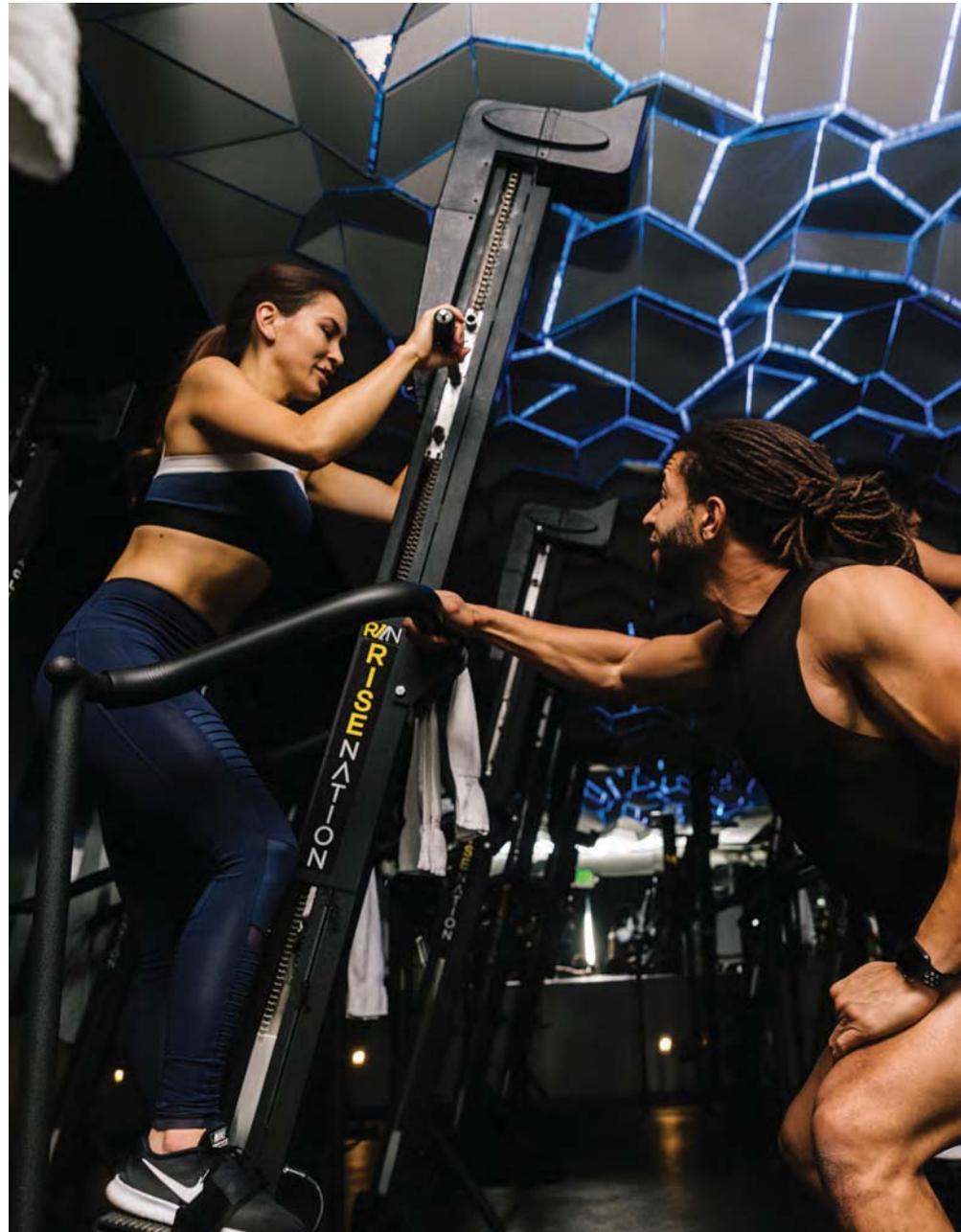
Climbing also offers an especially powerful workout for the core muscles, making it ideal for people who want to improve their posture and back strength.

This growing interest in HIIT climbing workouts is also mirrored in the growth of indoor sports climbing, which becomes an Olympic event for the first time in 2020 at the Tokyo games.

Operators such as Six Senses already offer tree climbing as part of their outdoor activities programme at destinations such as Six Senses Douro Valley in Portugal, while Miraval in Arizona, US, is famous for its Desert Tightrope Adventure Challenge and full-scale climbing wall.

We see this growing interest in climbing as having potential to spice up exercise programmes indoor and out and create safe physical challenges which are also fun.

► Climbing is growing in popularity as a form of intensive exercise, with the Versaclimber making a comeback



BUSINESS OPPORTUNITY

## 19. MEETINGS

Traditionally, meetings have been unhealthy events: too much time sitting, drinking coffee, consuming sugar and alcohol – and not enough time to sleep, or to process information.

Now, a new wave of healthy meeting options is taking shape, which utilise a hotel spa's expertise and programming to create packages for today's wellness-minded business executives, and we expect this trend to accelerate.

Mandarin Oriental's Mindful Meetings is one such example, and includes energising food, wellness activities such as yoga and breaks designed for stillness, with massage stations and guided meditation breathing rooms.

These kinds of meetings enable spas to leverage their expertise and talent to bring wellness outside of the walls of the spa, and help raise the profile of the spa and its programming at the same time.



PHOTO: SHUTTERSTOCK/WAVEBREAKMEDIA

▲ Healthy meetings can draw on a spa's wellness expertise and help raise its profile



▲ Blockchain: unleashing growth potential

ASSET OWNERSHIP

## 20. BLOCKCHAIN

The World Bank estimates 70 per cent of the global population lacks access to property titling, meaning they could 'buy' land or property, only to lose it to someone else, with no way to prove their claim.

Having a legal description of an asset and a watertight record of ownership is a huge undertaking beyond the means of many governments in the third world.

But now government land registries are beginning to test Blockchain technology

as a way of recording transactions – a move that could herald an unprecedented disruption of the asset ownership industry.

Putting transactions on a Blockchain makes them almost impossible to forge, and as Blockchain comes on stream as an enabler of transactions and is adopted by governments, we'll see an acceleration of growth in countries that have been out of reach to investors, because there's been no way to reliably own assets.

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

PHOTO CREDIT: JEWEL GRANDE



**HIMALAYAN**  
**SOURCE**

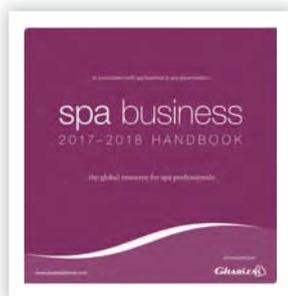
*As seen at ...*

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

**Inquire for additional references.**

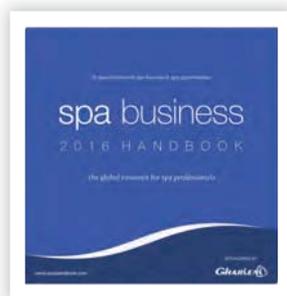
**Making Himalayan salt experiential | +1-888-576-3525 | [himalayansource.com](http://himalayansource.com)**

This is our 10th year of publishing Spa Foresight™ in the Spa Business Handbook. Here, a look back at some of our previous predictions over the past nine years.



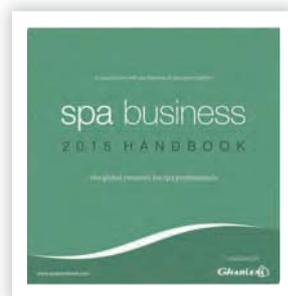
### 2017

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



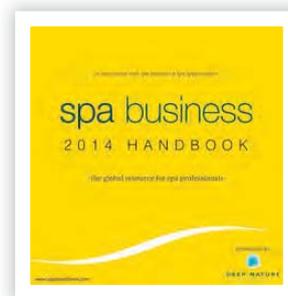
### 2016

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



### 2015

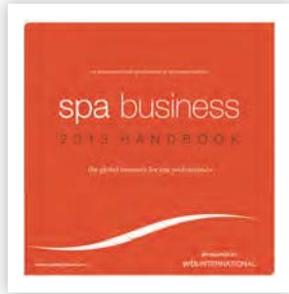
- Invisibles
- Faecal transplants
- Hot spot: Panama
- Massage-on-demand
- ASEAN market
- Attractions & spa
- Hot spot: Cuba
- Tiered spa offering
- Tribal investments
- Sport & spa
- Next gen skincare
- Haemoglobin levels
- Sexual wellness
- Biomimicry
- Hot spot: Bintan
- Halal tourism
- Animal movement
- Age-friendly design
- Face massage
- Real estate



### 2014

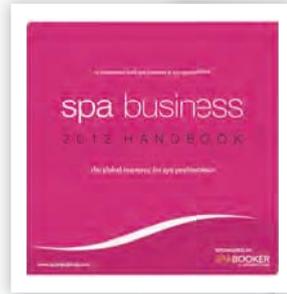
- Loneliness
- Oil, gas and solar
- Edible environments
- Living food
- Neuroplasticity
- Cellular health
- Robot therapists
- Hot spot: War zones
- New superfoods: fats & carbs
- 3D printing
- Predicting purchasing
- No front desk
- Hot spot: Japan
- Virtual trainers
- Bad products
- Over nourishment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

# SPA FORESIGHT™ THE ARCHIVE



## 2013

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



## 2012

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

## 2011

- Express treatments
- Beauty treatments
- Spa data
- Location-based marketing
- Serious skincare
- Discounting
- Treatment room size
- Part time staff
- Global marketing partnerships

## 2010

- Spa art
- Four star spas
- Menu engineering
- Spa memberships
- Social spa-ing
- Spa niching



- Walk-ins
- Online learning
- Scientific proof
- Wellness tourism
- Pro retail brands
- Eco-packaging
- Social networking

## 2009

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

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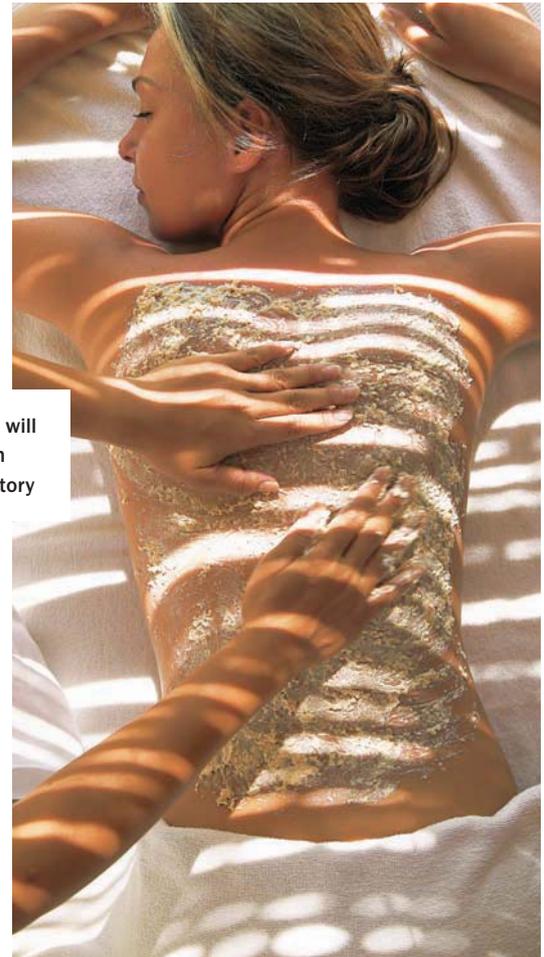
# DEVELOPMENT PIPELINE

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

## ► AFRICA



Six Senses Gammarth will celebrate Tunisia's rich and varied cultural history



### Six Senses Gammarth

#### Gammarth, Tunisia

Opening: unknown

Six Senses has plans for a resort in Gammarth, on the Mediterranean Coast near the capital of Tunis, that will incorporate biophilic design and sacred geometry. Designed by architecture firm GRAFT, Six Senses Gammarth will be a low-rise, low-density resort with 67 suites and pool villas plus 31 residences,

and will celebrate the country's rich Berber, Ottoman, Arab and French cultural history through architectural references, tenting and interior design.

"Part of the impetus of this design – the curvature of the buildings, the roundness of the landscape – we felt the form of the property was nurturing," said Neil Jacobs, Six Senses CEO, at the Global Wellness Summit. "It's dramatic and contemporary, but it still feels very comforting, and will provide a sanctuary for both locals and tourists."

■ [http://lei.sr?a=U3s9V\\_B](http://lei.sr?a=U3s9V_B)



The car-free village will have a focus on wellness, and include a spa centre, yoga studios and health bar



## Blue Rock Village

### Cape Town, South Africa

Opening: unconfirmed

Architecture and development practice Swisatec are planning a car-free village in Cape Town envisioned as “a pioneer for an exciting new standard of living.” The project is worth an estimated R14bn (US\$900m, €790.5m, £631m) and will include luxury apartments, boutique shops, cafes and restaurants, a hotel,

a spa centre offering therapeutic treatments, and a multi-functional ‘Life Style Centre’ hosting concerts, operas and markets.

Wellness will be high on the agenda, with the outdoor design emphasising the planting of trees and greenery. Landscaped trails will encourage walking and hiking and various sports facilities are planned, including a gym, yoga centre and swimming pool. Therapeutic and medical centres are also planned for residents. Roads will be limited and all parking space located underground in

a bid to keep the village free of motor vehicles and inspire “a car-free lifestyle.”

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

■ [http://lei.sr?a=J9r5j\\_B](http://lei.sr?a=J9r5j_B)



The mixed-use Zanzibar Amber Resort

### Anantara Zanzibar Resort

#### Zanzibar

Opening: 2020

The Anantara Zanzibar Resort, part of the Zanzibar Amber Resort mixed-use lifestyle community, will occupy 1,000 hectares of prime Indian Ocean coastline in the north east of Zanzibar. The resort will feature 100 guest rooms, alongside 50 one- and two-bedroom pool villas and a luxury spa and wellness centre.

Anantara Zanzibar Resort guests will have access to Zanzibar Amber Resort, a mixed-use project that will offer a retail souk, a tropical aqua park, a marina, an equestrian centre and international polo club, along with further hotels.

In addition, Zanzibar Amber Resort will also feature East Africa's first signature golf course, designed by Ernie Els. There are also plans for a self-sufficient and sustainably designed community with energy plants, agriculture, aquaculture and potentially an airfield in the later stages of the project.

■ [http://lei.sr?a=S7G2G\\_B](http://lei.sr?a=S7G2G_B)



The Resense Spa at Kempinski's Ghana hotel is to be one of the largest in West Africa

### Kempinski Hotel Gold Coast City

#### Accra, Ghana

Opening: 2019

One of the largest spas in West Africa will open as part of Kempinski's Hotel Gold Coast City in Accra. The Resense Spa will encompass a total of 3,000sq m (32,292sq ft), and will be finished in gold mosaics, stone and wood.

The Resense Spa concept is the renaissance of the classical European spa, a fusion of modern and traditional design, art, music, therapies and bathing. The menu is based on traditional European treatments chosen for their healing power, and a concierge assesses guests' needs to tailor treatments. The spa will include ten treatment rooms, relaxation areas, extensive wet experiences, hair & beauty salon and a health club with a studio and organic food bar.

■ [http://lei.sr?a=W5T8E\\_B](http://lei.sr?a=W5T8E_B)

## Fairmont Taghazout Bay

Agadir, Morocco

Opening: Q1 2019

Architecture studio HKS have designed the Fairmont Taghazout Bay, a 615-hectare seaside resort on the coast of Morocco, drawing inspiration from the semi-nomadic Imazighe people, known as the Berbers.

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

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

■ [http://lei.sr?a=C3d7f\\_B](http://lei.sr?a=C3d7f_B)



Guests will receive different treatments in buildings inspired by a Berber village



Facilities will include a hydrotherapy pool

## ► ASIA & AUSTRALASIA



The Wai Ariki Hot Springs will incorporate Maori culture throughout

### Wai Ariki Hot Springs & Spa

#### Rotorua, New Zealand

Opening: 2019

A new NZ\$30m (US\$22m, €18m, £16.5m) luxury spa and wellness centre in Rotorua, New Zealand, will incorporate Maori culture, with a focus on thermal water and a strong linkage to the tribe. The Wai Ariki Hot Springs and Spa will be set on Rotorua's lakefront and is being developed by Pukeroa Oruawhata Group.

The facility will form just one element of the wider health and wellness vision for the group's 11-hectare site, and will be managed by Belgravia Leisure.

"Wai Ariki's unique features combine with therapeutic mineral waters to deliver a world-class sanctuary that provides a place to relax, sustain and heal," says Karen Golden, Belgravia general manager of destination, wellness and spa. "The way that culture has been incorporated throughout the concept, design and product offering, combined with its location and people, provides a level of

authenticity which we believe makes it unlike anything else in the world."

Pukeroa Oruawata chair Malcolm Short said Tgati Whakaue, Te Arawa and Maori culture will sit at the heart of Wai Ariki, with the 650-year history of the tribe and Rotorua's spa heritage forming an intrinsic part of the development. Wai Ariki means "chiefly waters," and is a reminder of the origin of Rotorua's thermal waters. The spa will have elements of Maori culture infused throughout, including the building's design and its treatments.

■ [http://lei.sr?a=G2c8F\\_B](http://lei.sr?a=G2c8F_B)

## DEVELOPMENT PIPELINE: ASIA & AUSTRALASIA

### Rosewood Hong Kong

#### Hong Kong

Opening: Q1 2019

The first urban outpost of Asaya, Rosewood's new integrative spa concept focused on self-care and self-discovery, will open at the Rosewood Hong Kong, designed by New York architect Tony Chi in a 27-storey tower.

The 3,600sq m spa will span two floors and include 11 treatment rooms and an outdoor swimming pool with harbour views. The Asaya concept will offer complementary treatments, nutritional coaching, educational wellness programming, fitness activities, specialised healing treatments, and opportunities for healing through socialising. Two Asaya Spa Suites will offer overnight facilities for guests within the spa.

■ [http://lei.sr?a=V6V7d\\_B](http://lei.sr?a=V6V7d_B)



This will be the first urban Asaya spa

[www.spahandbook.com](http://www.spahandbook.com)



The 27-storey tower, designed by Tony Chi, will house the spa

### Dusit Thani Wellness Resort Suzhou

Jiangsu, China

Opening: 2019

Dusit will bring a 250-bedroom hot springs resort to Suzhou City, China, in 2019. The Dusit Thani Wellness Resort Suzhou SND, 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 and the shores of Lake Tai, Suzhou was founded in 514 BC and is known as the 'Venice of the East', with canals, stone bridges, pagodas and meticulously designed gardens – which have been listed as a Unesco World Heritage Site.

■ [http://lei.sr?a=t4W3a\\_B](http://lei.sr?a=t4W3a_B)



The resort will include a Devarana Spa



The first 1 Hotel in China will include green spaces and a spa with outdoor relaxation areas

### 1 Hotel Haitang Bay

Sanya, China

Opening: Q4 2018

Consultancy, development and management firm GOCO Hospitality has worked on the concept and technical design of the upcoming 2,138sq m (23,013sq ft) spa and wellness area of the 1 Hotel Haitang Bay in Sanya, China, the first Chinese development for 1 Hotels. The wellness area will include seven treatment rooms with views of the surrounding landscape, each with their own outdoor terrace relaxation areas. Two spa suites also feature private gardens and outdoor whirlpools. Significant indoor heat and water facilities include

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

Designed by architects The Oval Partnership, the resort is being created with an emphasis on sustainable design.

■ [http://lei.sr?a=n2h9n\\_B](http://lei.sr?a=n2h9n_B)

The Lux Me Spa will include traditional Chinese practitioners and rituals



### Lux Organic Escapes

Sichuan Province, China

Opening: 2019

Lux Resorts & Hotels is opening a 'sanctuary to wellbeing' in the Sichuan province of Southwest China in 2019. Set

amidst an organic farm, the 40-bedroom Lux Organic Escapes Chengdu will feature a holistic, integrated approach to wellness designed to detoxify, promote mindfulness and bring a "fresh perspective to living".

The Lux Me Spa concept has been tailored for the location, with traditional Chinese medicine practitioners and

tailored rituals. A full set of fitness, yoga and meditation activities will also be offered. The retreat will showcase Chinese craftsmanship and includes a partnership with Shanghai eco-purveyor of fruits and vegetables Tony's Farm, and will feature cuisine grown on the on-site organic farm.

■ [http://lei.sr?a=E5s3r\\_B](http://lei.sr?a=E5s3r_B)



### Dusit Thani Hot Springs Resort Wanfo Lake

Anhui Province, China

Opening: Q4 2019

Thailand-based hospitality company Dusit International will manage the first internationally branded luxury resort in Wanfo Lake, an eco-tourism development zone near Hefei, the capital city of Anhui Province, eastern China.

The remote Wanfo region is tipped to become a vibrant destination for nature tourism over the next decade.

A key feature of the five-star resort is its unique destination wellness centre that will include natural outdoor hot springs pools set against a tranquil and picturesque landscape. The natural hot springs will be complemented by Dusit's own Devarana Spa concept, which will deliver Thai-inspired treatments in four appointed treatment rooms.

■ [http://lei.sr?a=t4W3a\\_B](http://lei.sr?a=t4W3a_B)



The natural hot springs will be complemented by Dusit's Devarana Spa



Chiva-Som's wellness concept brings Western practices together with Eastern philosophies

### Chiva-Som Bintan

#### Bintan, Indonesia

Opening: unconfirmed

Destination wellness resort Chiva-Som will open its first location outside of Thailand, in Bintan, Indonesia. Chiva-Som Bintan will be located within the wider Treasure Bay Bintan development on the Indonesian island and will be about 25 hectares when completed. It will house a 70-bedroom wellness hotel, a wellness centre and 34 luxury villas ranging in size from one to five bedrooms. The project is still in the design stage, and an opening date has not yet been set.

Built amid natural mangroves and overlooking white sandy beaches, the

residences will include access to the resort's spa facility, and owners will have the ability to work with Chiva-Som's staff to create longevity programmes and customised wellness packages. There will be an on-site organic farm, and visitors can participate in organic farming, as well as enjoy farm-to-table dining.

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

■ [http://lei.sr?a=s3g8h\\_B](http://lei.sr?a=s3g8h_B)

### Six Senses Fort Barwara

#### Rajasthan, India

Opening: 2019

Historic Rajasthan is the setting for the 14th century fort that has been converted to become Six Senses Fort Barwara. Originally owned by the Rajasthani Royal Family, it sits directly opposite the temple, Chauth ka Barwara Mandir.

The sensitive conservation effort has produced 48 suites and incorporates a palace and two temples within the walled site.

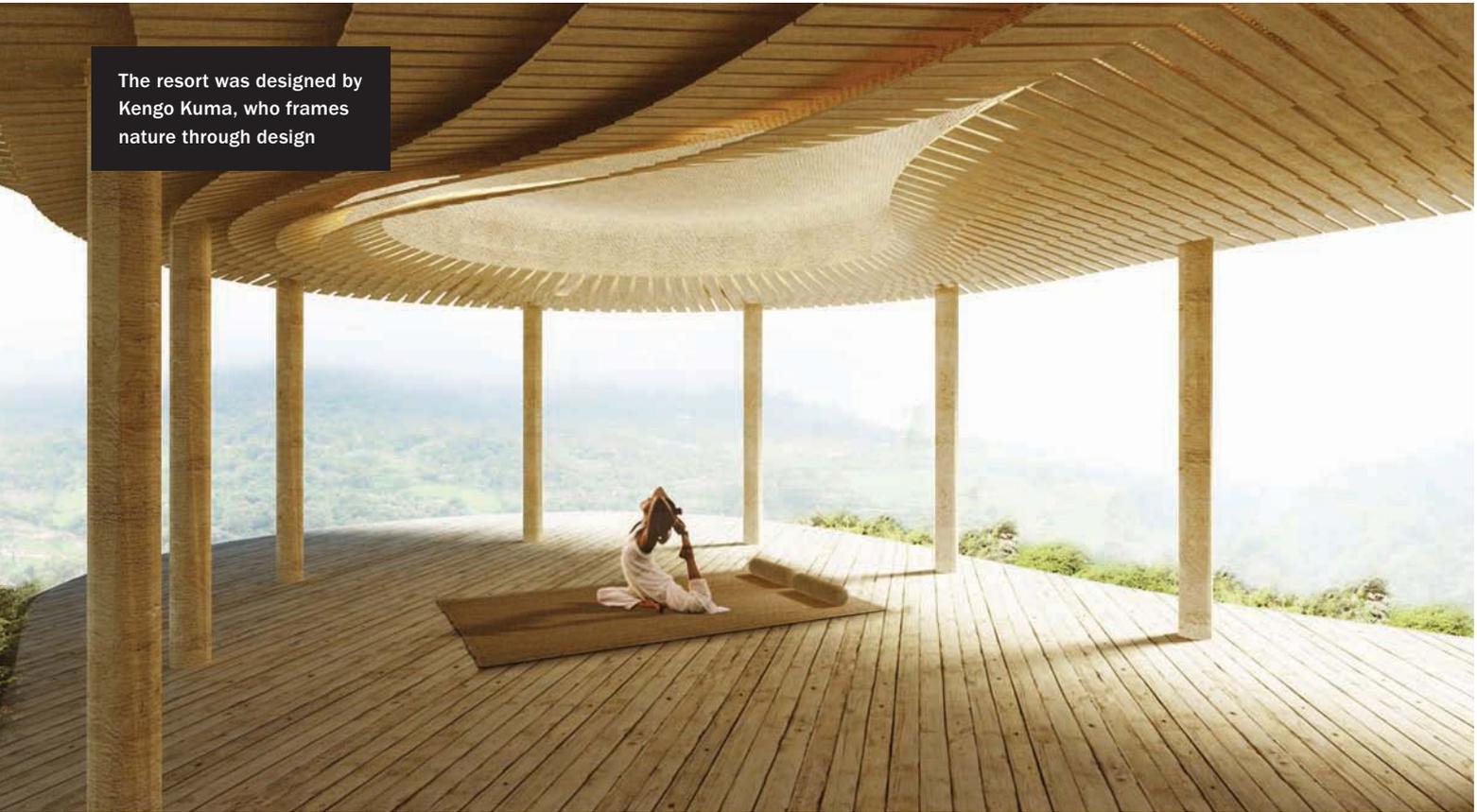
A 30,000sq ft (2,800sq m) Six Senses Spa and fitness centre will be located in the original women's palace, and will feature an extensive ayurveda programme, meditation and Six Senses Integrated Wellness programmes.

■ [http://lei.sr?a=D9r5E\\_B](http://lei.sr?a=D9r5E_B)



The 30,000sq ft spa will feature an extensive ayurveda programme

The resort was designed by Kengo Kuma, who frames nature through design



## Six Senses Zhiben Hot Springs

Taitung, Taiwan

Opening: 2020

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

floors, with seven treatment rooms, a tea lounge, extensive wet areas, indoor and outdoor hot spring bathing pools, a watsu pool, suspended relaxation pods, a gym, studio, tai chi garden, a juice bar, an infinity pool and a range of roof top vitality and floating pools. There will also be several wellness suites with dedicated wellness corners near the spa, as well as private wet areas. The spa menu will feature treatments based on traditional Taiwanese healing, holistic anti-ageing treatments, personalised wellness programmes tailored to modern-day

concerns, visiting practitioners and wellness activities.

Comprising just 42 suites and 27 villas, the resort sits lightly upon the 20-hectare (50-acre) site on Medicine Mountain, occupying just ten percent of the project site. The landform architecture merges with the natural surroundings. Reinforcing the relationship between inside and outside, floor-to-ceiling windows provide views of the surrounding environment, and natural materials create a feeling of warmth and comfort.

■ [http://lei.sr?a=G2K5n\\_B](http://lei.sr?a=G2K5n_B)

# Resense

## The Wisdom of Wellness

The luxury wellness industry is booming. Fast-changing guest expectations, technologies and health trends are creating unprecedented business opportunities. Navigating this complexity needs wisdom.

Resense has spent years developing and refining our methods and tools to actively support our owners & hoteliers to maximise their businesses... proving that incredible guest experiences go hand in hand with incredible commercial performances.

### WHAT WE DO

From our offices in Geneva & Beijing, we create & actively support 60+ unique, luxury and high performing wellness experiences around the world.

### GET IN TOUCH

If you would like us to create, train or actively support your wellness business; or if you would like to know more, please get in touch.

## CENTRAL & SOUTH AMERICA



### Four Seasons Caye Chapel

#### Belize

Opening: 2021

Four Seasons is developing the private island of Caye Chapel in Belize into a luxury resort with a wellness sanctuary. Adjacent to the Unesco World Heritage designated Belize Barrier Reef System, Four Seasons Caye Chapel will include a collection of overwater bungalows, as well as private residences. A Sunrise Sanctuary, located on the farthest point of Caye Chapel, will be perched on the end of a modernist dock, and is designed

The private island of Caye Chapel will include a wellness sanctuary designed for focus, meditation and silent sports

as a space for focus, meditation and silent sports. It will feature retreats, workshops and daily classes with yoga, Pilates, fitness and meditation experts from around the world. The on-site Fabien Cousteau Nature and Conservation Institute and Adventure Center will be home to research and education initiatives that guests can take part in, including a coral reef printing programme.

■ [http://lei.sr?a=z3s3v\\_B](http://lei.sr?a=z3s3v_B)



## DEVELOPMENT PIPELINE: CENTRAL & SOUTH AMERICA

### Rosewood Half Moon Bay

#### Antigua

Opening: 2021

Rosewood Hotels & Resorts has been appointed by Canadian developer Replay Destinations to manage the newly-christened Rosewood Half Moon Bay Antigua, which will open in 2021 in the Caribbean's West Indies. The resort will be situated on 132 oceanfront acres along Half Moon Bay, on the site of an abandoned 1950s hotel that was a playground for the international jet set before 1995's Hurricane Luis destroyed much of the location.

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

■ [http://lei.sr?a=n9Z2H\\_B](http://lei.sr?a=n9Z2H_B)



The resort is being developed on the site of a famous 1950s hotel

### Rosewood Papagayo

#### Guanacaste, Costa Rica

Opening: 2019

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

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

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

■ [http://lei.sr?a=N7z7p\\_B](http://lei.sr?a=N7z7p_B)



The hillside resort will include Rosewood's signature Sense Spa



### Nayara Tented Resort

#### Costa Rica

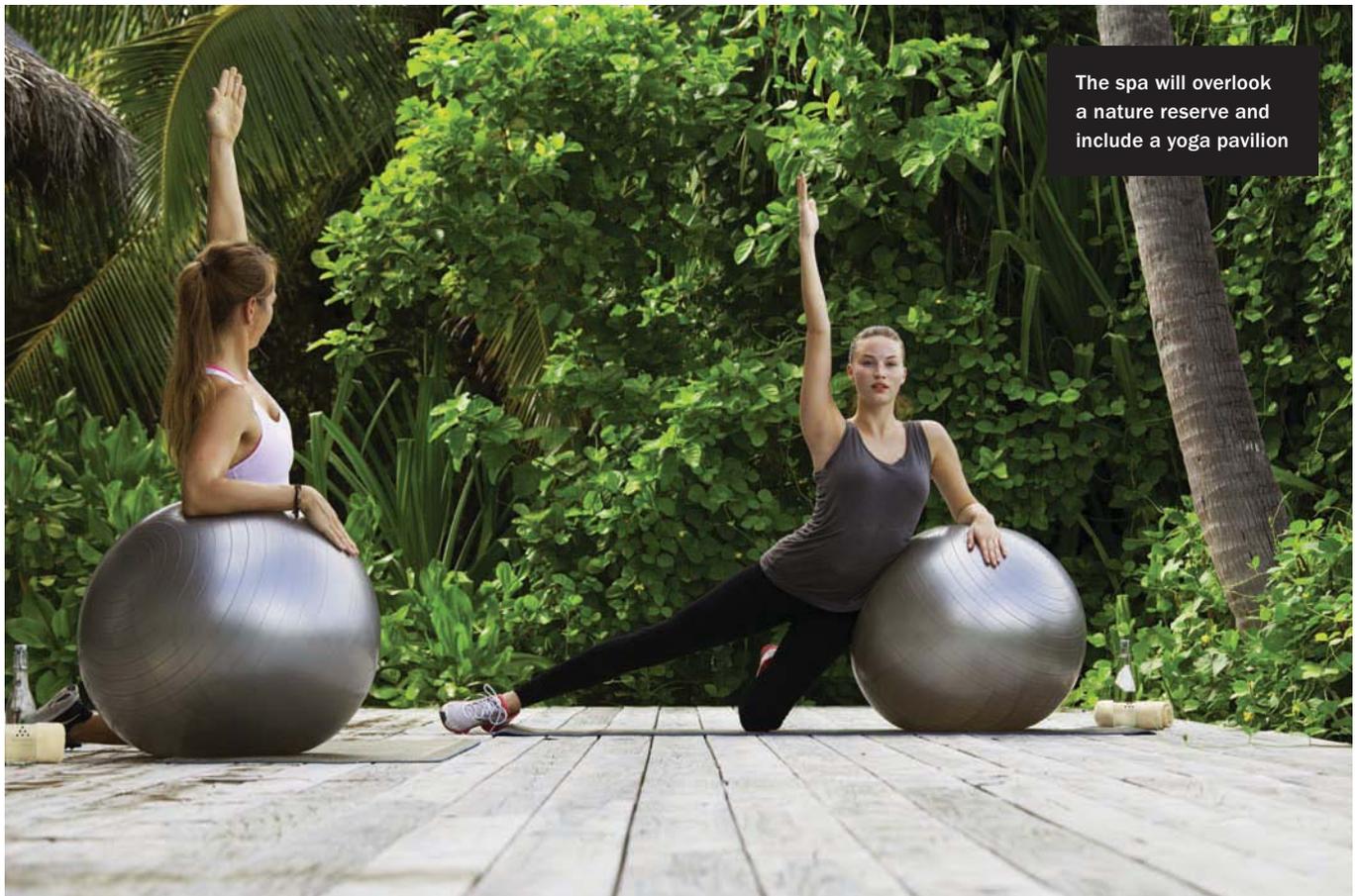
Opening: Q1 2019

A tented resort will 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 an outdoor living area and a plunge pool filled from the nearby hot springs.

Guests will have access to the facilities – including the spas – at Nayara's other 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 tented properties are being built by Luxury Frontiers, which specialises in conceiving, designing and developing luxury tented suites and tree-top experiences.

■ [http://lei.sr?a=a6T6E\\_B](http://lei.sr?a=a6T6E_B)



## Six Senses St Kitts

### St Kitts

Opening: 2021

Six Senses will open a resort on the Caribbean island of St Kitts set on the site of a former sugar cane plantation. The resort will include 70 pool villas with private plunge pools and sea views, all created using sustainable and repurposed

materials. A Six Senses Spa will overlook a nature reserve and include a menu of Six Senses speciality treatments as well as Caribbean healing traditions and rejuvenation journeys, Six Senses Integrative Wellness, detox, yoga and workshops.

There will be a dedicated pavilion for yoga and a fully-equipped gym in addition to an alchemy bar and a spa boutique, which will offer products exclusively developed for Six Senses.

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

■ [http://lei.sr?a=T6r9W\\_B](http://lei.sr?a=T6r9W_B)



GOCO Hospitality is working on the spa

### Viceroy Bocas del Toro

#### Panama

Opening: 2019

Viceroy is set to open a resort and residences in Bocas del Toro, Panama, with dramatic overwater villas, three miles of private white sand beaches and a 1,180sq m (11,625sq ft) spa featuring private rejuvenation pools tucked in blossoming pockets of the rainforest.

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

Viceroy Bocas del Toro will be an eco-friendly destination, and will only allow electric cars and sustainable technologies. Its outdoor design has been planned with indigenous plants and tropical specialties that will be used in preparing local cuisine for the restaurants. Zurcher Arquitectos will oversee the development.

■ [http://lei.sr?a=P9T8z\\_B](http://lei.sr?a=P9T8z_B)



The resort will include a 9,000sq ft Fairmont Spa, and will offer poolside spa treatments

### Fairmont Saint Lucia

#### Saint Lucia

Opening: 2019

Fairmont Hotels & Resorts will open a new resort at Sunset Bay on the southwest coast of Saint Lucia in the Lesser Antilles. The 120-bedroom Fairmont Saint Lucia will be spread across 25 acres and feature a 1,870ft

private beach and a 9,000sq ft Fairmont Spa. The spa will house a number of treatment rooms, a range of pool facilities and have access to a private marina with moorings for deluxe yachts. Experiences such as paddle surfing, mountain biking, and hiking will all be available, along with poolside spa treatments. As well as the 120 hotel rooms, there will be 40 private residential villas, all designed by architects WATG and Wimberly Interiors.

■ [http://lei.sr?a=K4q9G\\_B](http://lei.sr?a=K4q9G_B)

### Mandarin Oriental

#### Grand Cayman

Opening: 2021

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

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

■ [http://lei.sr?a=H8g8R\\_B](http://lei.sr?a=H8g8R_B)



The resort is designed by Jean-Michel Gathy and environmental architect Jason McLennan

### Blackadore Caye: a Restorative Island

#### Belize

Opening: Q4 2018

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

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

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

The resort itself will feature 36 resort bungalows, 36 estate homes and a protected wildlife preserve that covers over half the island. All power used will be sourced from renewable energy and water will be provided through rainwater collection and onsite water treatment.

McLennan has used geometrical concepts in his design, with the proportions of buildings derived from mathematical proportions found in nature.

■ <http://lei.sr?a=B9z5s>

### Cabrits Resort & Spa Kempinski Dominica

#### Dominica

Opening: Q4 2019

A Kempinski resort on the island of Dominica will feature a 1,750sq m spa designed and operated by Resense that takes full advantage of the Caribbean nation's local volcanic mud.

The 160-bedroom Cabrits Resort Kempinski Dominica will include a Kempinski The Spa with nine treatment villas, indoor and outdoor thermal areas, and a mud treatment zone. The resort will be adjacent to the Cabrits National Park, in an area known for its ecotourism, natural beauty, waterfalls and hot springs.

Celebrating Dominica's unique landscape, the spa will be a primary element of the resort experience, with extensive facilities and inclusive wellness programmes and events that are combined with eco-tourism activities and excursions.

The spa will also include a local and organic treatment menu, fully equipped gym, beauty area and indoor/outdoor relaxation area.

■ [http://lei.sr?a=B2b5b\\_B](http://lei.sr?a=B2b5b_B)



The resort will include a 1,750sq m spa ▶

## EUROPE

### Belleplagne Bains & Spa

#### France

Opening: Q4 2018

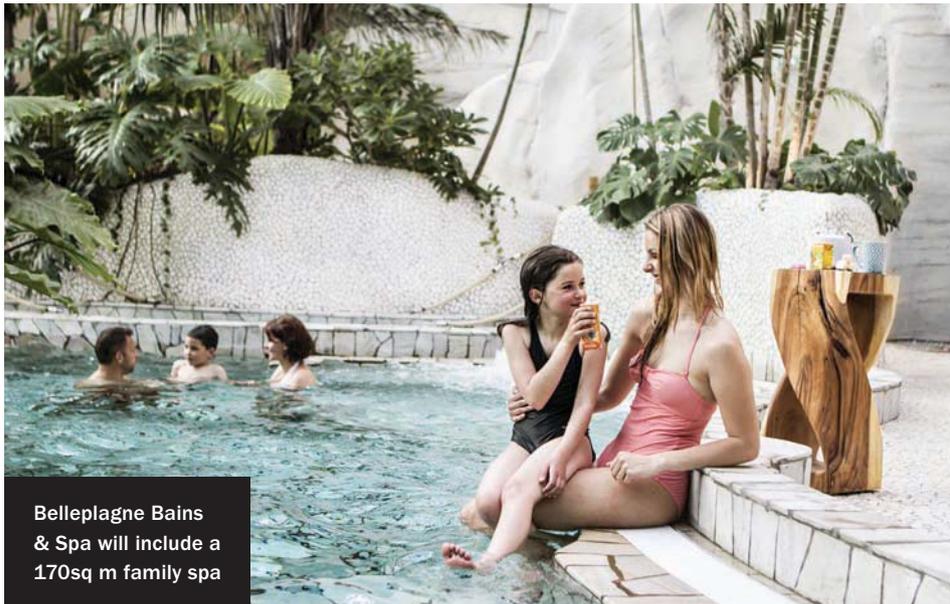
Global spa consultancy Deep Nature is creating a 1,500sq m (16,146sq ft) spa in the French Alps. The Belleplagne Bains & Spa will include an area for adults that will offer remineralising, relaxing and re-energising treatments, as well as a 170sq m (1,830sq ft) family spa.

The 500sq m wet area includes an outdoor area with whirlpools and Nordic baths with views of the mountains. Indoors there will be three saunas, including a bio sauna, steam room and

salt cave, as well as a relaxation area and herbal tea room. A 170sq m aquatic course includes swan neck hydrotherapy jets, a vertical water sheet, geysers, a water lounge area, and a counter-current walkway and underwater jets for the back, legs and feet.

The spa will include six treatment rooms featuring treatment tables by Lemi, and is designed to fit within the mountain landscape. Deep Nature's own brand of skincare – made of Icelandic lava, glacial water and seaweed – will be used in treatments, along with facial treatments from Cinq Mondes, Swiss makeup brand Chado, and Nougatine for children's treatments.

■ [http://lei.sr?a=P6s8X\\_B](http://lei.sr?a=P6s8X_B)



Belleplagne Bains & Spa will include a 170sq m family spa





A 500sq m outdoor area will include Nordic baths with Alpine views

### Lanserhof Sylt

Sylt, Germany

Opening: 2019



Christoph Ingenhoven designed the spa

With its natural landscape and temperate climate, the German island of Sylt will welcome Lanserhof Sylt at the end of 2019. Lanserhof architect Christoph Ingenhoven's wellness architecture will be complemented by a "spectacular location" and a planned 5,000sq m (538,19sq ft) treatment area.

With an initial investment of €100m (\$106m, £85m), all of the core Lanserhof values will be embedded, including cutting-edge technology and the island's first MRI scanner.

An individual, holistic approach and connection between natural therapy and high-tech medicine at the highest level will also be standard; as at other venues, guests will be able to choose from a range of offers from check-ups to targeted therapy.

Treating everyone from the healthy to heart patients, there will be a focus on cardiology for natural therapy, with care packages available.

■ [http://lei.sr?a=m8s4B\\_B](http://lei.sr?a=m8s4B_B)



Raison d'Etre has been commissioned to design the spa, which is set to be Denmark's largest

### Alsik Hotel

Sønderborg, Denmark

Opening: Q1 2019

Global spa consultancy Raison d'Etre (RdE) has been commissioned to design and implement Denmark's largest spa and wellness facility, which will be situated in a hotel created by Henning Larsen Architects. Due to open early next year in the industrial harbour of Sønderborg, the Alsik Hotel forms part of Frank Gehry's masterplan for the southern city. RdE's 4,500sq m (48,400sq ft) spa will cover a four-storey section of the hotel and will be "heavily influenced" by Nordic design.

The spa will feature a variety of recreational, fitness and relaxation areas for guests, including a complete wellness floor offering thermal experiences and screening rooms. Other facilities will include a 160sq m (1,700sq ft) indoor pool, an outdoor infinity pool, an expansive Ice and Fire World, a watsu pool, an Aurora Borealis cave and a hammam. There will also be a large 24-hour gym and play areas that are "uniquely designed to help children relax and unwind, fully embracing Nordic wellbeing." More than 60 wellness experiences will be available at the spa, which has been described as a "unique, world-first signature treatment that takes wellness to a whole new level."

■ [http://lei.sr?a=Y2Q2J\\_B](http://lei.sr?a=Y2Q2J_B)



**Lefay Resort and Spa Dolomiti**

**Madonna di Campiglio, Italy**

Opening: 2019

Destination spa Lefay has announced plans for a second location, Lefay Resort and Spa Dolomiti, in the ski region of Madonna di Campiglio, Italy. Set in the Italian Dolomite mountains, the resort will include 84 suites and a 5,000sq m (54,000sq ft) wellbeing area. Swimming pools, relaxation areas, saunas, a fitness zone and numerous treatment rooms will all be included in the spa, which is set to be one of the largest in the Alpine region.

The resort will also introduce the concept of Lefay Wellness Residences, with 25 homes starting at 100sq m (1,076sq ft) and with direct access to the wellness area and two restaurants. Designed by Italian architecture firm



Set in the Italian Dolomite mountains, the resort will blend into the landscape

Alberto Apostoli, the new resort is being created to blend into the surrounding landscape and will reinterpret local traditional architecture, using elements commonly found in mountain buildings, such as stone and wood. The resort will have a focus on sustainability, and will be supplied by renewable energy sources and certified by ClimaHotel. Similarly to the development of Lefay Resort & Spa Lago di Garda, which for the last five years has offset 100 per cent of the property's CO2 emissions, the property in the Dolomites will also be committed to the neutralisation of its own emissions.

■ [http://lei.sr?a=t4G2N\\_B](http://lei.sr?a=t4G2N_B)

**Danish Water Culture Center**

**Copenhagen, Denmark**

Opening: 2021

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

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

■ [http://lei.sr?a=k9q5d\\_B](http://lei.sr?a=k9q5d_B)



Kengo Kuma Associates is creating the centre, which includes outdoor pools

### Grado Thermae

Grado, Italy

Opening: unconfirmed



The thermae will include outdoor areas

Studio Alberto Apostoli will design the spa of the new Grado Thermae in Italy, a thermal centre in an area with a long history of marine baths dating back to the early 19th century.

The wellness centre at the thermae will include a 260sq m (2800sq ft) fitness area and a 320sq m (3500sq ft) spa with areas dedicated to makeup, hair and nails, along with eight massage cabins, one of which is equipped with a Turkish bath. Two side-by-side cabins can be transformed into a couple's cabin, and in the summer months, an outdoor terrace will also be available for treatments. The outdoor terrace will also include a 650sq m (7000sq ft) glass-cased wellness area – divided into four main elements: water, air, fire and earth – which can accommodate 60 people. The 'water' area has a focus on the sea and is where all wet treatments will occur.

■ [http://lei.sr?a=y3G8A\\_B](http://lei.sr?a=y3G8A_B)



An extensive spa will be inspired by an Icelandic saga about a half-man-half-troll

### The Red Mountain Resort

Iceland

Opening: unconfirmed

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

The region is home to a 700,000-year-old glacier-capped stratovolcano, which famously starred in Jules Verne's 1864 science fiction classic *Journey to the*

*Centre of the Earth* as the passageway into a subterranean world. It is also known from the Icelandic saga of Baroar Snæfellsas, a half-man-half-troll who left the chaotic world of men behind to live in solitude inside the glacier, leaving his human self behind. Now the volcano could provide the backdrop for The Red Mountain Resort, an 800sq m (8,600sq ft) spa retreat that will take guests on their own version of Baroar's journey towards enlightenment, albeit within the reassuring surrounds of a 150-bedroom hotel and spa complex. At the heart of the resort will be an extensive spa, in which guests will voyage through emotional stages – contemplation, exposure, confrontation, clarity and enlightenment – much like Baroar did. Each stage will be articulated through different expressions of Icelandic nature.

■ [http://lei.sr?a=Q8E3q\\_B](http://lei.sr?a=Q8E3q_B)

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### Parklane Resort

#### Limassol, Cyprus

Opening: Q4 2018

After an estimated €70m (US\$83m, £62m) renovation, the Parklane resort – previously the Le Meridien Limassol – is set to reopen in Cyprus. Now part of Marriott's Luxury Collection, the Cypriot resort is well-known for its thalassotherapy offerings, which will continue to be a focal point for the 3,000sq m (32,292sq ft) Kalloni Spa.

Inspired by the healing powers of the ocean, Parklane's Kalloni Spa will offer 14 treatment rooms, two of which will be alfresco with views over the Mediterranean Sea. Two outdoor and two indoor seawater pools will be available, with thalassotherapy forming the basis of the spa's treatments, drawing from the beneficial properties of the sea and marine environment for overall health and wellbeing.

The spa will also include three private suites, two of which will have Russian banyas, consisting of a sauna and ice-cold plunge pool.

■ [http://lei.sr?a=z6A2E\\_B](http://lei.sr?a=z6A2E_B)



Thalassotherapy will be a focus at the spa



Blu Spas is working on the spa concept, which is inspired by the teachings of Hippocrates

### Four Seasons Astir Palace Hotel Athens

#### Athens, Greece

Opening: Q1 2019

Four Seasons, together with Astir Palace Vouliagmeni SA, will spend €100m (\$US119m, £88m) to transform the iconic Astir Palace into the Four Seasons Astir Palace Hotel Athens – the first Four Seasons in Greece. The 1960s hotel is undergoing extensive upgrades, with interiors by designer Meyer Davis,

and, when complete, it will include 300 bedrooms and a wellness spa, fitness facilities and thermal features. Spa consultancy Blu Spas is working on the spa concept, which is inspired by the teachings of Hippocrates. “The Four Seasons Astir Palace will embrace the legendary ‘good life’ of the Athens Riviera,” says Cary Collier, principal at Blu Spas. “The wellness spa, fitness, thermal features and pools all offer indoor as well as coastal and beach experiences for guests and locals that are inspired by the region’s rich history.”

■ [http://lei.sr?a=5w9m6\\_B](http://lei.sr?a=5w9m6_B)

## The Arctic Bath

Harads, Sweden

Opening: Q4 2018

The Arctic Bath, a unique luxury hotel and spa floating on the Lule river in Swedish Lapland, will include spa buildings with saunas, treatment and relaxation rooms, as well as a restaurant and lounge – all encircling an open-air cold bath.

Reminiscent of a bird's nest or natural dam, the exteriors of the circular spa buildings will be covered with piled logs, providing added insulation to guests during the winter months.

Accommodation will take the form of six minimalist floating cabins which will be moored to the spa buildings.

Arctic Bath – open all year – will be free-floating on the river during the summer and frozen in place in winter. It will be located outside the village of Harads, 50km south of the Arctic Circle. Designed by architects Bertil Harström and Johan Kauppi, the concept for the hotel and spa was inspired by the region's logging heritage, with its distinctive design acting as a reminder of the importance of the forest in Swedish history. The Swedish company that owns the Treehotel is behind the concept.

■ [http://lei.sr?a=P2M9e\\_B](http://lei.sr?a=P2M9e_B)

The exteriors of the circular spa buildings are reminiscent of a bird's nest



### Chenot Palace Weggis

Weggis, Switzerland

Opening: 2019

Swiss wellness resort operator Chenot Group has announced plans to open three additional locations, hot on the heels of a launch in Azerbaijan. The Chenot Palace Weggis, Switzerland will be based on the model in Gabala, Azerbaijan, and will become the brand's leading medical research, innovation and training centre. Plans are also underway for openings in Dubai and Marbella in 2020 and 2022, respectively. Founded by Henri Chenot, the Chenot Group specialises in detox, preventive and regenerative treatments, as well as products that promote healthy living and protection from premature ageing. The Chenot Method is based on the principles of traditional Chinese healing combined with scientific advances in Western medicine. Following an initial diagnostics process, tailored treatments are used to detoxify and reactivate energy channels and organic functions through a three-stage process of elimination, assimilation and regeneration. Treatments are combined with nutritional advice.

■ [http://lei.sr?a=m2B4v\\_B](http://lei.sr?a=m2B4v_B)



The Chenot Method uses tailored treatments



Chenot Palace Weggis will be based on the group's new location in Azerbaijan





## Kemeru Park Hotel

Jurmala, Latvia

Opening: 2022

Latvian wellness consultancy Inbalans Group is working together with Linser Hospitality, Moscow-based international development company Griffin Partners and Jurmala City Council to develop a substantial wellness community in Latvia's Kemeru National Park. The wellness community, located just west of the capital of Riga, will include a five-star hotel with a 1,500sq m (16,146sq ft) spa, as well as a

wellness clinic comprised of multiple historic buildings with a focus on balneotherapy treatments. Linser Hospitality is spearheading the strategic development as well as the entire health, medical and wellness concept for both hotels, plus providing pre-opening, staffing and training for the existing hotel. Kemeru is the source of natural mineral waters and curative muds, and has been a wellness destination since the 16th century. The five-star hotel is being developed in a historic 1936 health resort building that was originally built by Riga architect Eizens Laube as a symbol of Latvia's first independence.

■ [http://lei.sr?a=C8h5R\\_B](http://lei.sr?a=C8h5R_B)

The hotel is being developed in a historic 1936 health resort



Longford Forest in Ireland will be Center Parcs' first location outside the UK

## Center Parcs Longford Forest

### Ireland

Opening: 2019

Center Parcs 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. Sparcstudio is working on the design.

Center Parcs' recently debuted a new Forest Spa concept within its



Aqua Sana spa at its Sherwood Forest location, and the same concept will be used in Longford Forest. The Forest spa showcases heating and cooling rooms over six zones within different forest regions, takes inspiration from the

Japanese tradition of forest bathing, and opens the spa to its natural surroundings whenever possible, taking the experience outside and bringing the outside in – including a 10m high treetop sauna.

■ [http://lei.sr?a=D5f8h\\_B](http://lei.sr?a=D5f8h_B)

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## MIDDLE EAST



The spa menu will include Essence of Oman treatments, which use local rose essences

### Mandarin Oriental Muscat

#### Muscat, Oman

Opening: 2021

Mandarin Oriental will manage a new resort in Muscat, to include a Spa at Mandarin Oriental with eight treatment rooms: three single men's, three single women's, one couples room, and one signature Persian Hammam Suite.

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

The resort will also feature an outdoor Oriental meditation garden for relaxing

before and after spa experiences, which will also include a small labyrinth for walking meditation.

The Persian hammam suite will be used for private hammam rituals and couples' experiences, along with the adjacent couples' treatment room. A variety of spa experiences will be offered in the Persian hammam suite, including social hammam activities, rasul clay treatments, and steam treatments personalised with bespoke scents from the fragrances of the region. A Spa Studio with modern, advanced skincare and beauty treatments is also planned. The spa menu will include Essence of Oman treatments, which combine hammam rituals with local ingredients, including a line of treatments using rose essences.

■ [http://lei.sr?a=U5p8Z\\_B](http://lei.sr?a=U5p8Z_B)



The spa is part of an eco-tourism project in Sharjah, UAE





PHOTOS © AMARCHITECT

## Fossil Rock Lodge & Spa

### Sharjah, UAE

Opening: Q4 2018

Consultancy group The Wellness has worked to create a spa for the Al Mleiha Fossil Rock Lodge & Spa in Sharjah, UAE, which is named after the adjacent Fossil Rock mountain, and is part of a group of small hotels being developed

by Shurooq, the Sharjah Investment and Development Authority, as part of an eco-tourism project in the area. The eco-lodge is made up of three structures nestled within the open desert landscape; the main lodge and restaurant are existing structures dating back to the 1960s, while the spa is a new-build facility. Each of the bedrooms features a skylight for star-gazing, as the hotel is located far from the light pollution of cities. The 118sq m (1,270sq ft) spa will

be nestled within the sand dunes, and includes water, thermal and relaxation experiences. Facilities include a salt inhalation room, shower walk, herbal sauna and a saltwater pool that is open to the sky. The Wellness has incorporated the desert setting into the spa; the saltwater pool is flanked by three walls, the fourth being Corten butterfly doors that completely open up to unveil the landscape of Mleiha as a backdrop.

■ [http://lei.sr?a=H2X4S\\_B](http://lei.sr?a=H2X4S_B)

### Dead Sea Resort

Israel

Opening: unconfirmed



There are plans to add a central spa

The Israeli government is planning to expand and upgrade the neglected Dead Sea resort area into “one of the world’s top tourism destinations.” National newspaper *Haaretz* reports that the District Planning Committee for the south has agreed to invest 1bn shekels (US\$276m, €236m, £208m) in the scheme, which will upgrade the main hotel zones of Ein Bokek and Hamei Zohar, and link them as a single attraction.

Moshe Safdie Architects are working on plans for the resort area and will add a central spa, along with new restaurants, visitor and cultural centres, a bicycle path and as many as 15 hotels. The buildings will be low-rise, “to fit the contours of the region’s geography.” An upgraded beachside promenade will link all the new amenities.

■ [http://lei.sr?a=s2y4j\\_B](http://lei.sr?a=s2y4j_B)



The 226-bedroom resort will be located on the waterfront in Obhur

### Anantara Jeddah

Jeddah, Saudi Arabia

Opening: 2019

Minor Hotels is set to open an Anantara hotel in Jeddah, Saudi Arabia, in which spa and wellness will be a “major focus.” Anantara Jeddah Resort will include both male and female spas as well as an expansive wellness centre.

An extensive selection of wellness journeys will be available as part of Anantara’s ‘Balance’ programme including detox, de-stress, weight management, anti-ageing and rejuvenation. Also on offer will be therapies such as ayurveda, hammam and reflexology. Guests can tuck into wellness cuisine and partake in healthy cooking classes and enjoy activities including yoga, pilates and tai chi. In addition, the resort will offer a

regular programme of wellness-focused educational workshops and special events. Owned by SAB Group, the 226-bedroom Anantara Jeddah Resort will be located on the waterfront in Obhur, an upmarket district that is undergoing a huge transformation, spearheaded by the development of the 1km-high Kingdom Tower, opening in 2020.

■ [http://lei.sr?a=R7r8B\\_B](http://lei.sr?a=R7r8B_B)



Wellness will be a ‘major focus’



The resort will be nestled into a dramatic cliff with desert views

## Six Senses Shahrut

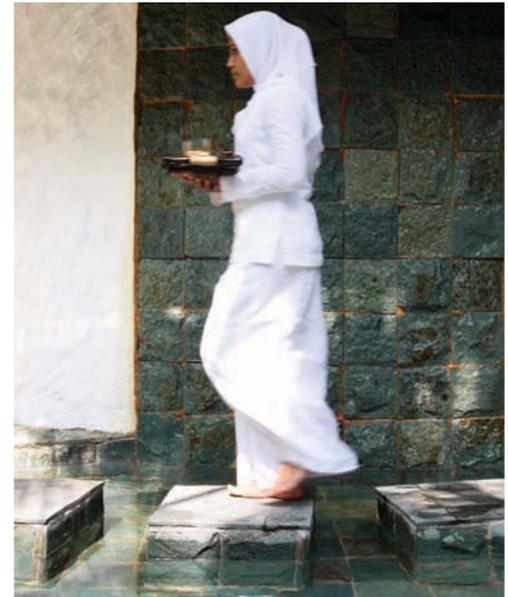
### Shahrut, Israel

Opening: Q4 2018

Six Senses will open a resort in the Negev Desert – its first property in Israel. Nestled into a dramatic cliff with panoramic views of the desert, Six Senses Shahrut will be located in the small community of Shahrut, which translates as ‘the moment just before dawn’. A Six Senses Spa will offer a layered approach to wellness and will include the Six Senses

Integrated Wellness programme, which is based on the preventative principles of Eastern medicine and results-oriented Western influences. The approach allows in-house experts to measure and analyse key physiological biomarkers in order to provide guests with lifestyle and nutritional advice as well as a personalised programme of spa treatments, fitness and wellness activities. Facilities will include a 262ft (18m) indoor swimming pool, 80ft (25m) outdoor lap pool, fully equipped gym, yoga studio with desert views, alchemy bar, and a nail bar.

■ [http://lei.sr?a=x7j4g\\_B](http://lei.sr?a=x7j4g_B)



### Lux Al Zorah

#### Ajman, UAE

Opening: 2019

Al Zorah is a mixed-use development in a coastal location and Lux's first UAE location. Designed to be a luxury eco-destination, the development will be nestled within 247 acres of forest, with a long beachfront and lagoons, and more than 60 per cent of its land devoted to protected mangroves and public spaces. The 180-bedroom Lux Hotel will feature a 1,500sq m (16,146sq ft) Lux Me Wellness Center that will include an indoor pool, adults-only outdoor pool with private gazebos, 10 treatment rooms and a central multipurpose hammam that will cater to both men and women at alternate times. It will also include an indoor and outdoor Zen garden zone for meditation, tai chi, yoga and pilates, as well as salon and retail experience zones. Guests can take a 'wellbeing safari,' which includes yoga in a natural setting.

■ [http://lei.sr?a=T2S3X\\_B](http://lei.sr?a=T2S3X_B)



The resort will include a 1,500sq m Lux Me Wellness Center and spa



The new Urban Resort will be in the One Za'abeel towers, and include a 'spa that never sleeps'

### One&Only Za'abeel

#### Dubai, UAE

Opening: 2020

One&Only Resorts has plans to introduce a new line of One&Only Urban Resorts, the first of which will debut in Dubai. The One&Only Za'abeel will be set in the new One Za'abeel, which is being developed by Ithra Dubai, a subsidiary of Investment Corporation of Dubai.

The two-tower, high-rise, mixed-use development of One Za'abeel will be positioned at the intersection of the old and new business districts of Dubai, and will also be home to luxury residences, serviced apartments, and office spaces,

as well as a retail area and a panoramic sky concourse, and The Linx, which connects the two towers of One Za'abeel. A statement swimming pool will be on the top of The Linx offering 360 views of Dubai, as well as a "spa that never sleeps". One&Only Urban Resorts will retain a similar ethos to its Beach Resorts, offering intuitive design and a strong health and fitness offering.

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

■ [http://lei.sr?a=h2Y5q\\_B](http://lei.sr?a=h2Y5q_B)

**Mandarin Oriental**

**Doha, Qatar**

Opening: 2018

The 3,030sq m (32,615sq ft) Spa at Mandarin Oriental Doha will offer a holistic approach to relaxation and rejuvenation, focusing on the wellness of both body and mind in a tranquil, meditative setting. The spa will feature five private treatment rooms, a secluded couple's suite and a Quartz Room featuring Gharieni's MLX Quartz bed. Additionally, two VIP suites will be on offer: the Mandarin Suite, which includes its own steam room and Thai massage facilities; and the Oriental Suite room, which includes a scrub room, sauna, steam shower room and Japanese bathtub. Separate male and female consultation lounges, tea lounges and indoor swimming pools with loungers are also available, along with extensive heat and water facilities, including a steam room centred around a large amethyst crystal, experience showers and tepidarium chairs. Skincare will be from Aromatherapy Associates, Miriam Quevedo and HydraFacial Elite.

■ [http://lei.sr?a=e9F5U\\_B](http://lei.sr?a=e9F5U_B)



The spa will include separate male and female tea lounges



## NORTH AMERICA



### Amrit

#### Palm Beach, Florida, USA

Opening: 2019

Developer Dilip Barot is building what he calls an “urban destination spa resort” on Singer Island in Palm Beach, Florida with a 100,000sq ft (9,290sq m) ESPA spa. Spread across seven acres on the Atlantic shoreline, the Amrit Ocean Resort & Residences will have a focus on wellness lifestyle, taking inspiration from

Patanjali yoga and with a focus on mindful living, bringing Eastern traditions of inner science together with Western luxury.

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

Tower P (Peace) will be residential, with features such as posture-supportive heat reflexology floors, mood-enhancing aromatherapy, vitamin C-infused showers, exterior sound-extrusion block, and dawn simulation. Tower H (Happiness) will offer a hotel/residential mix, and will house the spa, which will include yoga studios, a meditation garden, whirlpool spa, private beach club with cabanas.

Barot hopes to help guests and residents “achieve a personalised roadmap for wellness,” he says.

■ [http://lei.sr?a=U4Z8K\\_B](http://lei.sr?a=U4Z8K_B)



The wellness community is next to Glen Ivy Hot Springs

### GOCO Retreat Temescal Valley

California, USA

Opening: 2019

GOCO Hospitality is spending more than US\$40m to create a wellness community next to Glen Ivy Hot Springs, which it acquired in 2016. GOCO Retreat Temescal Valley will include residences and townhomes, a wellness hotel and a boutique lifestyle hotel.

A full-service wellness centre will be on-site with 30 to 40 treatment rooms, thermal experiences and hot springs bathing. Additionally, there will be a medi-spa, fitness centre, yoga and mind/body studios, meeting rooms, a wedding chapel, community village, farmer's market, kids' club, organic farm and experience learning centre, and a hospitality academy and training centre.

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

■ [http://lei.sr?a=9z6u3\\_B](http://lei.sr?a=9z6u3_B) ▶



### Four Seasons Philadelphia

Philadelphia, Pennsylvania, USA

Opening: Q3 2018

Four Seasons will open a flagship hotel and spa in Philadelphia set on in the historic city's tallest tower – the 60-storey Comcast Technology Center. Above the hotel, a spa on the 57th floor will include seven treatment rooms and an indoor infinity pool. Industry veteran Verena Lasvigne-Fox – who was previously senior spa director at the Four Seasons Seychelles – has been named spa director at the hotel.

The Comcast Center tower – a mixed-use space that also includes high-tech research and development spaces – is designed by architect Lord Norman Foster, and features a “sleekly minimalist” design. Foster + Partners won an international competition to design the Comcast Innovation and Technology Center, which will be America's tallest outside New York and Chicago.

■ [http://lei.sr?a=Z4R6j\\_B](http://lei.sr?a=Z4R6j_B)



The hotel will have a flagship spa



The Seed Spa is being created by Diana Mestre of Mestre & Mestre Consulting

### 1 Hotel Los Cabos

Los Cabos, Mexico

Opening: 2019

Spa consultant Diana Mestre of Mestre & Mestre Spa and Wellness Consulting is creating a 12,000sq ft (1,115sq m) sunken spa for the upcoming 1 Hotel Los Cabos in Mexico. Designed with the purpose of revitalising the senses, the Seed Spa will use recycled and organic materials along with water, music, aromas, light and living plants with an aim to create an environment where guests can find balance and connect with the natural rhythms of life.

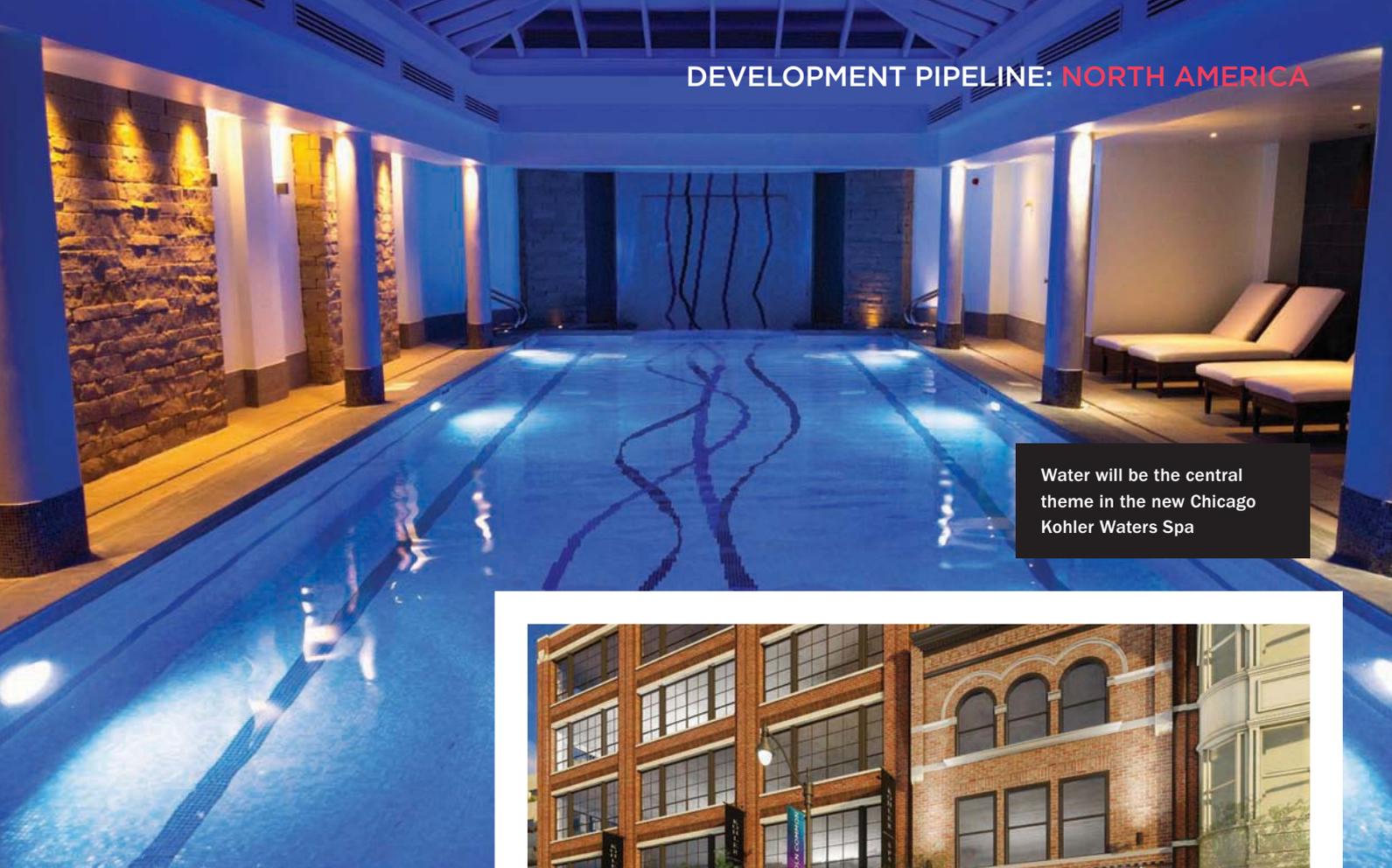
“Seed Spa is inspired by the concept of a living sacred place on earth that gives the spiritual value and the holistic value of a person, a plant, an animal or

a place,” says Mestre. “It’s a destination approaching sensory wellness, with a new vision of balance between the human self and the earth.”

Seed Spa will have six individual treatment rooms, two couple’s suites and one quartz bed therapy room. The spa experience will explore the effect of the four elements: water, air, fire and earth, and features “wise concoction massage therapy treatments”, designed to improve muscle and joint health and natural immunity, as well as to provide stress relief.

Facilities will include an alchemy reception welcome lounge; water journey facilities with an experience pool, hot and polar pools, steam sauna and experience showers; a garden relaxation lounge; tea lounge; outdoor sensory garden; and an apothecary retail and farewell lounge and a state-of-the-art fitness centre.

■ [http://lei.sr?a=w2E9h\\_B](http://lei.sr?a=w2E9h_B)



Water will be the central theme in the new Chicago Kohler Waters Spa

**Kohler Waters Spa**

Chicago, USA

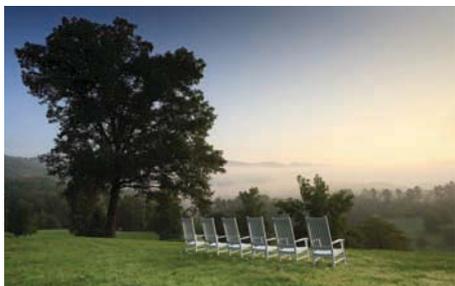
Opening: 2019

Kohler Company will expand its Kohler Waters Spa offering with a second location in the Chicago area at Lincoln Common – a new crossroads development in Lincoln Park. Kohler Waters Spa Lincoln Park will have 21 treatment rooms spread across two floors, as well as indoor and outdoor relaxation areas, a manicure and pedicure



finishing salon, a hair salon, and a hydromassage pool in a thermal suite. Water is the central theme in every Kohler Waters Spa, with special attention paid to hydrotherapy experiences. The spa will offer water experiences for all five senses and have a hydrotherapy circuit to include sauna, cool plunge pool and

steam room. The hydromassage pool features a water massage experience providing spa goers with a hydromassage journey. The second floor of the spa will be home to 21 treatment rooms, plus two Kohler custom vichy showers and a co-ed relaxation lounge. [http://lei.sr?a=C5d9N\\_B](http://lei.sr?a=C5d9N_B)



Much of the land will be preserved

### Blackberry Mountain

Walland, Tennessee, USA

Opening: Q4 2018

For the first time in 40 years, US wellness resort Blackberry Farm is launching a new property, Blackberry Mountain, set in 5,200 acres near the Great Smoky Mountains National Park.

Views of diverse terrain, paired with a mountain-inspired wellness programme will be the focal points of the experience at Blackberry Mountain, which invites guests outside to seek adventure and explore the property from base to peak. A full wellness programme will focus on encouraging an active and adventurous lifestyle supported by a menu of outdoor adventures, fitness classes and an eight-treatment-room modern spa. The spa will feature a holistic approach to skin and body care with treatments and products inspired by the land. An infinity edge pool outside will overlook the mountain scenery. A yoga studio, spin studio, fitness room and gym will create spaces for physical activity.

■ [http://lei.sr?a=W3e8b\\_B](http://lei.sr?a=W3e8b_B)

### Chablé Resort

Riviera Maya, Mexico

Opening: Q3 2018

Hamak Hotels will operate a second Chablé Resort on Maroma Beach, Mexico, with an expansive 17,000sq ft (1,579sq m) spa created by Bonnie Baker, co-founder of Sattveva Spa & Wellness Concepts. Baker also worked on the Chablé Yucatan's spa, alongside Amy McDonald of Under a Tree Spa & Wellness Consulting. The Chablé Yucatan's spa concept blends ancient mysticism with modern curiosity, and features a naturally formed cenote as well



The beach resort will feature a spa created by spa consultant Bonnie Baker

as three temazcal experiences. The resort will also feature a yoga pavilion, fitness centre and beachside pool with private shoreline cabanas, and will showcase a blend of luxury and nature.

■ [http://lei.sr?a=x7B9f\\_B](http://lei.sr?a=x7B9f_B)



The Serenbe wellness community in Georgia is set to get a 30,000sq ft destination spa

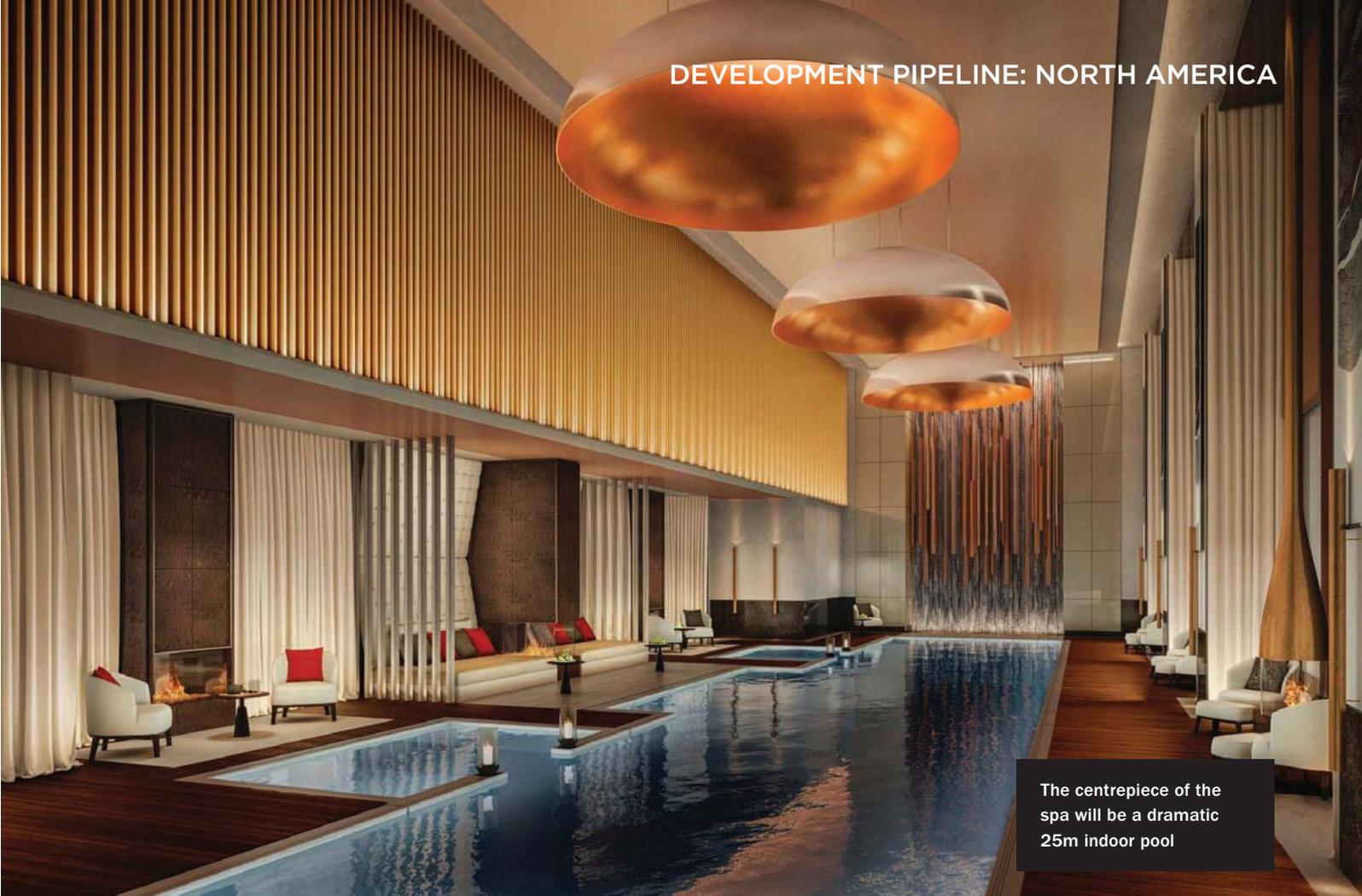
### Serenbe

Atlanta, Georgia, USA

Opening: unconfirmed

Plans are underway for a major destination spa of around 30,000sq ft (2,787sq m) alongside a boutique hotel as part of the next phase of development of wellness community Serenbe. "What we're doing is far more than a spa – we're creating a village of wellness, and a spa will be a component of that," says founder Steve Nygren. The community features a strong connection to nature, with miles of trails connecting homes and restaurants with arts and businesses, an edible landscape, an on-site labyrinth, and acres of preserved forests and meadows – all with homes specifically designed for community living. Clustered housing preserves 70 per cent of the 65,000 acres that makes up the community.

■ [http://lei.sr?a=r2Z3P\\_B](http://lei.sr?a=r2Z3P_B)



The centrepiece of the spa will be a dramatic 25m indoor pool

## Aman New York

### New York, New York, USA

Opening: 2020

Aman New York will be housed in the 1921 Crown Building on Fifth Avenue and 57th Street overlooking Central Park, and will include a three-storey, 2,000sq m (21,528sq ft) Aman Spa.

The 26-storey Crown Building, one of the finest examples of Beaux-Arts

architecture in New York, will be transformed by architect Jean-Michel Gathy of Denniston, into Aman New York.

Aman New York will occupy the entire Crown Building excluding the retail space on the first three floors, and will include 83 rooms and suites, as well as Aman's first urban residences.

Gathy will celebrate the brand's philosophy of "creating sanctuaries beyond commonplace notions of luxury" while paying homage to the building's architecture and history.

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

■ [http://lei.sr?a=3a4b4\\_B](http://lei.sr?a=3a4b4_B)

## DEVELOPMENT PIPELINE: NORTH AMERICA

### Mandarin Oriental Honolulu

Honolulu, Hawaii, USA

Opening: 2020

Mandarin Oriental will open a new hotel and branded residences as part of the Mana 'olana Place, a 36-storey, mixed use tower with gardens and public plazas, which is being developed by Los Angeles-based Salem Partners and due to open in 2020. It will include a Spa at Mandarin Oriental that will offer holistic rejuvenation and relaxation, with eight treatment rooms. Further leisure options include a comprehensive fitness centre and an outdoor swimming pool. Designed by Colorado-based [au] workshop, the hotel will include 125 bedrooms designed to reflect Hawaiian culture, together with features inspired by Mandarin Oriental's oriental heritage. The architects envision the design as a modern, vertical urban resort epitomising the Hawaiian tradition of the 'lanai,' with its seamless indoor-outdoor sense of place.

■ [http://lei.sr?a=x3y3K\\_B](http://lei.sr?a=x3y3K_B)



The spa will offer holistic relaxation



The resort has been designed by Bjarke Ingels Group and is Six Senses' first urban location

### Six Senses New York

New York, New York, USA

Opening: 2019

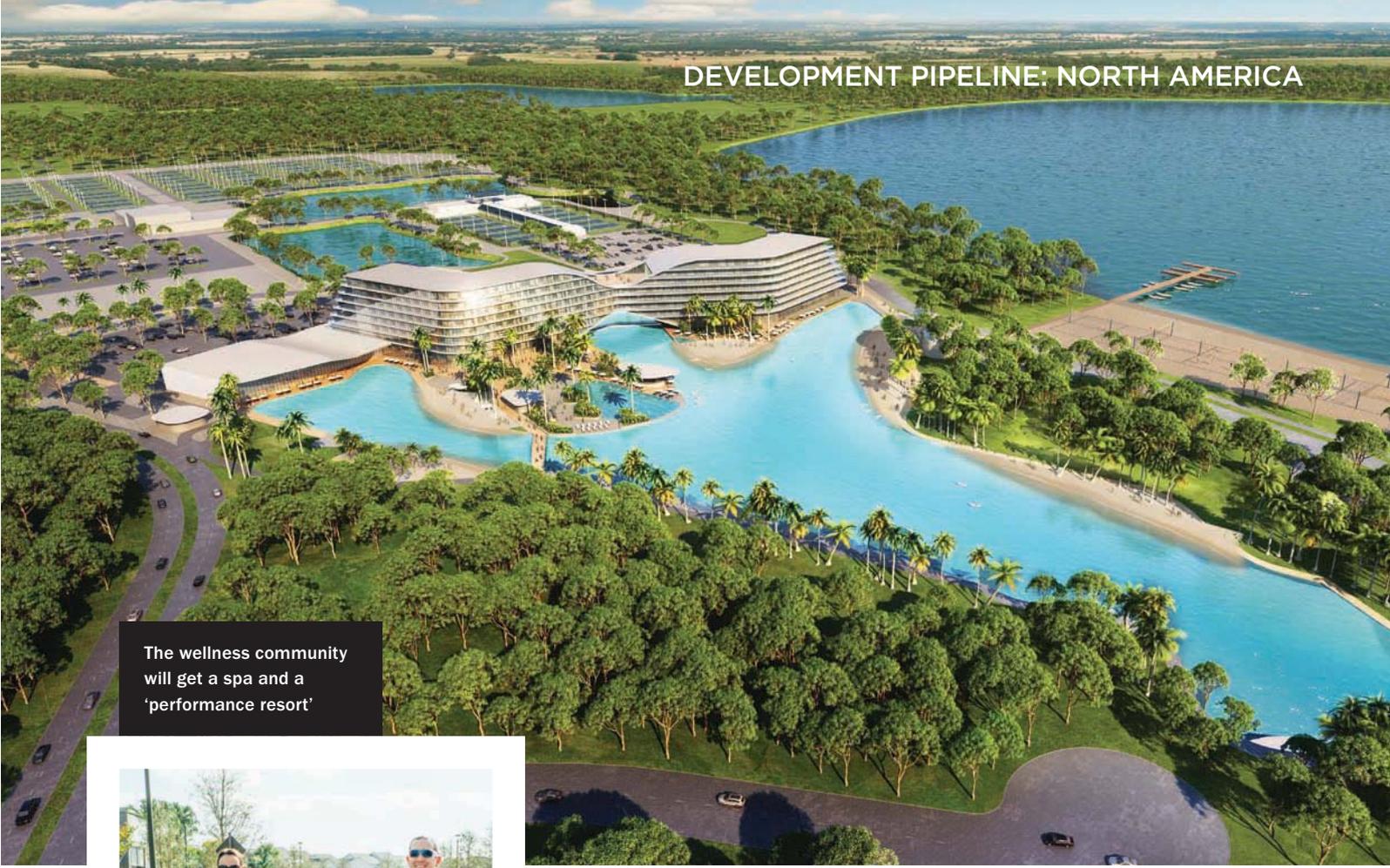
Six Senses Hotels Resorts Spas will debut in the US in 2019 with its first urban location, Six Senses New York, a luxury hotel being developed by HFZ Capital Group in New York City between Manhattan's popular High Line and the Hudson River. The flagship urban location is located on 10th Avenue and encompasses the entire block between 17th and 18th streets in the heart of Chelsea. The overall project, named The

Eleventh, features two soaring towers designed by architectural and design group BIG (Bjarke Ingels Group).

Neil Jacobs, CEO of Six Senses, says the urban location will have "the same touch-points and DNA, with some creative adaptation of course, but with no compromises on our commitment to community, wellness, sustainability and design."

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

■ [http://lei.sr?a=r6G9W\\_B](http://lei.sr?a=r6G9W_B)



The wellness community will get a spa and a 'performance resort'



**Lake Nona Resort**

Lake Nona, Florida, USA

Opening: 2020

A 'performance resort' and spa are coming to master-planned wellness community Lake Nona, outside of Orlando, Florida, in 2020. The Lake Nona Resort will include a 45,000sq ft spa and fitness campus with in-depth indoor and outdoor programming for all ages and levels. Designed by Miami-based Arquitectonica, the eight-storey Lake Nona Resort will be

located along the southern shore of Lake Nona, within the community's growing sports and performance district and near the new USTA National Campus – one of the world's largest tennis campuses.

Spa consultancy WTS International has worked on the market analysis, strategic planning, programming and financial analysis for the Lake Nona Spa.

"It will be a unique journey to being well and active at work, home or play," says Kim Matheson, senior vice president at WTS. "This will be a spa and wellness concept without borders."

■ [http://lei.sr?a=R4w6d\\_B](http://lei.sr?a=R4w6d_B)



Miraval Group will double the spa space and add several facilities at the Travaasa Austin Resort



### Miraval Austin

Austin, Texas, USA

Opening: 2019

Wellness resort operator Miraval Group acquired the 220-acre Travaasa Austin Resort in the Hill Country of Texas in 2016, which it will redevelop and expand into Miraval Austin, a 120-bedroom

destination wellness resort – the brand’s first in Texas and the American South.

Miraval Group – which itself was subsequently acquired by Hyatt Hotels – will renovate the existing inventory, add 50 bedrooms, more than double the spa space, expand the main restaurant and construct several facilities, including an equine experience that will be integral to the Miraval experience. Steven A. Rudnitsky, Miraval Group president

and CEO, says the acquisition will offer Miraval Group an “exceptional opportunity to create an authentic Texas wellness experience,” adding the company will incorporate the region’s culture and architectural styles “to create original experiences with dynamic wellbeing and personal development programmes, one-of-a-kind spa treatments and flavourful and healthful cuisine.”

■ [http://lei.sr?a=d3p9Q\\_B](http://lei.sr?a=d3p9Q_B)

# spa business

2018 – 2019 HANDBOOK



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# INDUSTRY PREDICTIONS

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

Jane Kitchen, editor, Spa Business Handbook

“Thermal tourism in Africa is an untouched resource; many hot springs have the added benefit of being situated near national parks and can be combined with safaris”

Mike Wallace, president, Mike Wallace Consulting

**M**y earliest memory is swinging from a rope into hot springs outside Lusaka, Zambia in a place called the Monkey Pools. The Great Rift Valley cuts down the spine of Africa, dividing itself into two branches. Countries in and on either side of this valley are regions of intense geothermal activity – Ethiopia and Kenya in particular.

The Kenyan Rift Valley lakes are abundant with thermal water; Lake Bogoria boasts more than 200 springs, Lobura is known for its geysers, and Magadi is known for its saline waters and famous flamingos.

In Ethiopia, many hot springs have been developed into pools and leisure facilities, while in other countries such as Mozambique, Tanzania and Zambia, these hot springs are still in their natural state.

Thermal tourism in Africa is an untouched resource; many hot springs have the added benefit of being situated near national



parks and can be combined with safaris. Zambia is blessed with both springs and the world's best game parks. I have a geological survey from 1974 lying on my desk with an analysis of 52 Zambian hot springs – the most famous, Kapishy, is situated on the grounds of Africa's only stately home 'Shiwa Ngandu', from which the book *The Africa House* was written.

On my last visit to Zambia, we stopped at the side of the road at Chinyunyu Hot Springs. A woman was washing her clothes in the boiling hot water. I explained to her that in Europe, around such a spring there would be spa towns and hotels. She looked at me as if I was mad.

The potential for Africa's hot springs is huge, not just for leisure, but also, with the world's ageing population seeking sun and recuperation, adapting the traditional European concept to offer thermal-water-based physical rehabilitation for age-related mobility conditions.



■ There is potential for Africa's hot springs to offer thermal water rehabilitation therapies

## “Wellness will influence design, movement and guest services within hotels”

**Andrew Gibson**  
wellbeing expert

In the coming years, a combination of factors will come together to provide a pivotal shift in the way society behaves when it comes to wellness. These factors include: the continuing education and research into the benefits of healthy lifestyles; scientific and financial evidence of the cost benefits of prevention rather than cure; a failure of many healthcare systems; increased media coverage on wellness; an increased supply of healthy food, exercise programmes and environments to encourage positive lifestyle; increasing stress from disparity in wealth; the increasing role of technology; government support of wellness programmes; and personal choice factors by a growing segment of the public – which now exceeds the tipping point.



There is a certain trepidation about the value of wellness to hotels, but after 30 years working in the hospitality business, I'm optimistic that a fundamental change is about to happen.

The change is that wellness will influence design, movement and guest services within hotels. Hotels will think about all aspects of the guest experience; in addition to thoughtful design, we'll also see an executive manager who is responsible for programmes and activities that unite guests, employees and the local community with services built around wellness.

We are at the experimental stage, and within the next five years, new wellness brands will emerge to provide places of lodging that replace the current homogeneous big chains. ▶

■ In the coming years, hotels will think about wellness in all aspects of the guest experience





■ Traditional medicine incorporating botanics, nutrition, ceremonies and energetic rituals will help guests connect to a sense of place

“Spas in Latin America are focusing on combining traditional medicine and treatments with high-tech luxury and innovation”

**Adriana Azuara**, founder and CEO, ALL4SPAS

Latin America is an emerging region, and the wellness tourism industry there is growing fast. In 2017, Mexico had more than 39 million foreign tourists, and according to the Latin American Spas Association, the health tourism and wellness sectors grew at an economic rate of 12 per cent.

International tourists are looking for luxury adventures and unique experiences, while the younger generations are looking to connect with nature and their inner selves. For these reasons, spas in Latin America and Mexico are focusing on combining traditional medicine and treatments with high-tech luxury and innovation.

Traditional medicine incorporating botanical medicine, nutrition, physiotherapy, energetic rituals, harmonisation with the environment, and intuitive ceremonies to reconnect with nature can be successfully adapted to spa culture. Moreover, wellness centres in the region are embedding organic aspects



of traditional medicine into their design and architecture by respecting and incorporating natural elements and the traditions of endemic cultures. Culinary experiences that reflect the traditions of the culture complete the experience.

In the public sector, institutions are implementing programmes and certificates incorporating traditional elements in an effort to boost physical and mental health. However, we must continue to strengthen education and formal training here; future generations will appreciate traditional wisdom only if we are willing to pass traditional knowledge on to new talent.

All of these factors will mean continuous growth for the region and more foreign investment in the wellness sector. International hotel brands are planning huge openings of luxury wellness centres in the coming years, and projects also are growing to bolster sustainable wellness communities that will combine traditional and modern medicine.

“Kids between the age of 12 and 17 are keen to experience spas that are specially designed with them in mind”

**Dr Abhishek Jain,**  
vice president of international operations, WTS International

In recent years, well-designed children's spas have opened worldwide in hospitality settings from New York to Bali. In India, New Delhi saw its first just-for-kids specialty salon open just a couple of years ago.

Urban Indian society is witnessing a sharp drift from 'joint families' to 'nuclear' families. Adolescent kids are in a situation where on the one hand, their growing bodies require adequate rest, and on the other hand, they face severe stress due to family tension, parental and peer pressure, social media and school curriculum, leading to multiple problems – including not getting enough sleep.

Spas can cater to this market, and help this generation deal with the pressures of modern-day life. Children have an unconscious response to stressful circumstances. Strengthening resilience – the ability to overcome serious hardship – is vital in dealing with stress in kids. It has been proven



■ Spas in India can help the younger generations deal with stress



that regular exercise and relaxation practices help build self-regulation skills, thereby improving a child's ability to handle stress. Further, studies have shown that aromatherapy can significantly reduce the pain score (post-operative) in hospitalised children.

Kids between the age of 12 and 17 are keen to experience spas that are specially designed with them in mind. These teens will soon be the new customers, and this presents a really exciting trend over the next three to five years.

These factors strongly indicate a future 'need' and an emerging opportunity for kids' spas in India. There will be an obvious need for a bubbly and casual feel in these settings.

Programmed well, these spas can be a family wellness affair, and could include parent-child treatments, child psychologists, aquatics and yoga, healthy cooking lessons and kid-focused light spa treatments. ▶



“There’s an increase in awareness of the many benefits associated with families who participate in wellness activities together”

**Christine Clinton**, chair, Wellness for Children

**T**he opportunity for families and younger guests to spend time in our spas and wellness centres is increasing. We know that our children and young adults are just as stressed as we are as parents, and families are expressing interest in connecting in a more meaningful and healthy way. Gone are the days that dad plays golf, mom goes to the spa and the kids go to the activities centre.

There is an increase in awareness of the many benefits associated with families who participate in wellness activities together. From cooking and eating together, to experiencing relaxing, restorative therapies such as sound healing, mindfulness, yoga, qigong, or Pilates – families today are enjoying the pure bliss of inducing the relaxation response, together.

We know these wellness activities support family bonding and allow for deeper connection – without technology. Studies have shown

the release of oxytocin and the reduction of cortisone improves our sense of wellbeing immediately. Encouraging mindful eating, enhanced sleep rituals and tender togetherness will become menu options at spas that wish to welcome families for a true family wellness experience. In our busy, often over-scheduled life, a wellness family retreat is the perfect answer.



SIX SENSES YOGA FOR KIDS

■ Spas like Six Senses are creating programming specifically for children



“More healing destinations are realising the necessity of including robust plant-based menu options and vegan detox programmes”

**Bianca Alexander,**

Plant-based nutritionist and Emmy-Award winning host, *Conscious Living TV*

**T**he science is in: adopting a plant-based diet is clinically proven to reduce inflammation, prevent and often reverse chronic diseases like hypertension, diabetes, arthritis and osteoporosis. Recently, the World Health Organization even classified meat as a potential cause of cancer. And don't be fooled by the protein myth. Leading nutrition scientists like Dr. T. Colin Campbell, author of bestselling book *The China Study* – which documented the largest epidemiological study ever conducted on the health impact of meat and dairy-driven diets – report that a balanced whole food, plant-based diet provides 10-12 per cent protein, just the amount of the Recommended Daily Allowance (RDA). The real danger for humans is consuming too much animal protein – specifically meat.

As a result of growing consumer awareness and concern over climate change, over the past three years there's been an increase of 600 per cent in the US alone in the number of people choosing to adopt a vegan diet. To meet consumer demand, more healing destinations are realising the necessity

of enhancing their current wellness offerings to include robust plant-based menu options and vegan detox programmes for health-conscious guests.

Making the switch to a healthier menu doesn't mean giving up great taste. In our experience consulting with many 5-star wellness properties around the world, countless chefs fail to realise the simplicity of creating healthy and delicious alternative menus. Replacing tofu for meat and offering flavourless steamed vegetables will no longer suffice. Many wellness spas (and Michelin Star Chefs) are now making vegetables the stars of their dishes. Others are offering signature nut butters, dairy-free milks and smoothies, and building entire tasting menus with faux meats and gluten-free pastas, breads and pastries that have meat eaters clamoring for seconds.

With the tide of vegan luxury wellness travellers reaching a tipping point, properties that invest in a comprehensive and dynamic plant-based menu are sure to reap the rewards.



■ Many Michelin Star Chefs are making vegetables the stars of their dishes

“By developing more solutions to lifestyle-related health conditions, we can attract new people to the spa”

Liz Holmes, founder, Commercial Spa Strategies

A visit to the spa, once considered a self-indulgent treat for the few, is becoming a legitimate way to promote good health and prevent disease for the many. This is particularly important in the UK, where the *2017 Public Health England* study reports that while life expectancy has increased, so have the number of years spent in poor health. This is not just about physical wellbeing; more people are also reporting higher levels of stress and anxiety. With the NHS being stretched to capacity, people are recognising the importance of taking positive steps to manage their own health and wellness.

The successful spa of the future will have accessible and appealing facilities, easy-to-follow treatment menus, and highly trained staff who can offer massage for a wide range of health conditions. Unattainable fitness and beauty goals will be replaced by health-promoting and life-affirming experiences.

New developments in the UK include the expansion of The Massage Company, a franchise model that offers reasonably



priced massage through a monthly membership. While similar businesses have taken off in the US, this is a new model for the UK, and is helping promote the benefits of regular massage for all.

The marriage of new public/private-funded facilities with prevention at their heart is another area ripe for growth; the Great Sankey Neighbourhood Hub in Warrington is a neighbourhood health and wellness centre that serves as a testing ground for the future of wellbeing. As well as fitness facilities, The Hub will also provide primary-care health services, spa facilities, a pharmacy and library. The facility is designed to create community engagement with

wellbeing services, and to encourage an integrated approach where medical professionals can recommend massage, hydrotherapy or mindfulness as part of a health programme.

By developing more solutions to lifestyle-related health conditions, we can attract new people to the spa. Making the whole experience memorable with lasting health benefits is not only good for business, it's good for everyone.



■ The Massage Company's expansion in the UK is helping to promote the benefits of massage for all



■ Doctors will be able to recommend massage as part of a healthy lifestyle programme

“How do we stand out and capture the consumer who has access to apps, influencers and a toolkit of wellness information close to home?”

**Claire Way,**  
managing director, Spa Strategy

**T**here is no denying that the global wellness industry is changing and the marketplace in which we work has evolved. North American spas have seen a gradual change in the competitor set, with single-service sites gaining a foothold in market share, and now the competitive landscape is evolving again.

Fitness brands such as Equinox have entered the hospitality arena, co-working spaces such as We Work are competing for market share with day spas, Fortune 500 companies such as Google are looking at how they define their workplace wellness, and influencers are taking our consumers on retreats. Whether you consider them friend or foe, the landscape is changing.

With all these new entries to the field, spas are feeling squeezed. How do we stand out and capture the consumer who



■ Aerial yoga at the Fairmont Princess Scottsdale helps the spa stand out



has access to apps, influencers and a toolkit of wellness information close to home? A popular path to brand awareness has been creating innovative programmes. Yet when this is also coupled with an authentic story a more compelling message is told – one that resonates with the consumer and builds corporate identity.

A good example is our client, Aulani Disney Resort. A brand that is renowned for storytelling didn’t choose the obvious message; instead, they built a compelling story centred on Hawaiian culture. For the spa, the rainbow was used because it is revered in Hawaiian history and culture. The message of the rainbow is woven

throughout the spa, from stories passed through the generations and native rituals, to physical manifestations that represent the Hawaiians’ duality with nature. To compete in this increasingly crowded space, spas have to be both authentic *and* innovative.

# CREATING UNIQUELY STYLISH SPA CHANGING FACILITIES



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# FUTURE LOOK



Challenging the status quo, Hayley Ard, head of consumer lifestyle at innovation research company Stylus, outlines three key trends that are set to shake up the spa industry as we know it

The Spa of Unconscious Desires has guests 'indulge in their alter-ego selves'

The image of the spa is shifting in line with consumer demand for alternative, transformative treatments. As spas evolve from restful retreats into targeted beauty solution zones, the days of relaxing by the pool with herbal tea may be over. New consumer influences – from a desire for uncomfortable wellbeing to male-only services – are challenging the status quo. Here are three trends – and opportunities – disrupting the future of spa offerings globally:



The Wrecking Club in New York invites guests to release pent-up anger by destroying homeware, furniture and electronics

## **Uncomfortable wellbeing**

While spas continue to hold appeal as a place to unwind and relax for many, some consumers are beginning to explore wellness concepts that blur the boundaries between comfort, fear and disgust – or allow anger release as a way to delve deeper into the psyche for holistic healthcare benefits.

This shift signals a move towards what we term the ‘shadow selves’ – an exploration of the unknown dark sides of our personalities. It’s a counter-trend to the rise of playful escapism we’ve observed over the past few years, where consumers seek new forms of fun and relaxation as an antidote to today’s pressurised world. The need to overcome these pressures has never been greater, but growing numbers are finding escapism alone a less satisfying route to relaxation. This is creating a market for uncomfortable wellbeing services.

## **Consumers are beginning to explore wellness concepts that blur the boundaries between comfort, fear and disgust**

Emerging examples include The Spa of Unconscious Desires – a collaboration between UK design studio Bompas & Parr and hotel Mondrian London that took place late 2017. The experience saw participants submerged in unconventional rituals that encouraged them to “indulge in their alter-ego shadow selves”. Guests could be wrapped in a full-body cocoon for complete sensory deprivation, wash with a “dirt soap”, or have a sound bath of grating stones for an intense and claustrophobic experience.

Capitalising on rage, the Wrecking Club in New York City invites guests to release pent-up anger by destroying homeware, furniture and electronics in a set timeframe.

Wellbeing continues to be one of the fastest-growing opportunities for brands and businesses cross-industry. While traditional concepts of relaxation still have a place, there’s room to offer more extreme treatments that force consumers to confront challenging aspects of themselves. Spas celebrating discomfort and wrecking rooms for releasing rage will win the custom of those keen to face their darker sides. The broader desire for extreme experiences will motivate consumers even longer, taking on new guises across retail, hospitality and more. The aspirational endurance events and elite extreme fitness classes that are starting to gain popularity now give a taste of what is to come.

### **Flexibility will become key for spa businesses moving forward**

#### **2 Unconventional spaces and tie-ups**

Consumers are living more flexible lifestyles, to the point where by 2030 we believe the nine-to-five era will be over. There will no longer be a typical consumer journey as such, meaning that consumers will seek products, services and adaptable environments accessible at any time. Businesses across all industries will have to find new ways to interact with and delight their audiences.

Not only will spas need to sample alternative treatments, but they will also need to meet demand for unconventional spa spaces and holistic health solutions.



The Ageless Cafe offers teas and snacks designed to combat skincare concerns



Toyota's e-Palette could combine ride-sharing with micro-spas on wheels

Bridging the gap between beauty and nutrition, American skincare brand Ceramiracle has opened the world's first beauty-inspired café in Kuala Lumpur, Malaysia. The Ageless Café advocates

the gut/skin connection by using a range of ingredients chosen for their beauty-enhancing properties. Eugene He, founder of Ceramiracle, has shrewdly developed more than 30 custom-blended organic teas, snacks and pastries to combat specific skincare concerns. This concept would sit well within the spa environment, tapping into consumers' holistic desires.

While some way out, there is no doubt that spas on wheels could become a thing. Smarter artificial intelligence (AI) and powerful 5G networks are placing momentum behind self-driving vehicles. This game-changing development will transform multiple industries, affecting businesses within wellness and hospitality.

Japanese automaker Toyota has already created e-Palette, a container on wheels with switchable interiors, providing an array of services alongside ride-sharing – from food delivery and roaming stores, to mobile hotel rooms or micro-spas. Flexibility will become key for spa.



Spas designed specifically for men can help provide a safe space for communication

### About Stylus

Stylus is an innovation research and advisory company. It identifies and connects the most important global and cross-industry trends, using this insight to help its clients understand the attitudes and behaviours of their consumers, the products and services they are using, and how they engage with the world around them in order to grow their businesses.

Stylus provides this proprietary research and advice to more than 500 of the world's leading consumer brands, businesses and agencies including Adidas, Target, Shiseido, EasyJet and Luxottica. Its team of 150 industry experts span five continents, analysing more than 20 consumer-facing industries. [www.stylus.com](http://www.stylus.com)

■ **About the author:**  
Hayley Ard leads Stylus' Consumer Lifestyle directory, enabling global brands and agencies to stay relevant by alerting them to how

people and technology are changing. Ard was previously acting managing editor at Global Blue, the international tax-free shopping business. She is a prolific public speaker, having presented at the Welltudo Summit, SXSW and Retail Design Expo.



### 3 Male-only spas

Seen as a predominantly female endeavour, wellbeing is becoming a key focus for men too. A spike in male mental health problems and suicide is sparking discussions about what it means to be a man in society today, as male beauty shifts to a more meaningful, supportive space. In response to this, we're seeing the emergence of communities focussed around beauty and grooming that enable men to learn from, talk to and support one another's wellbeing. Brands and services play a hugely important role here, providing safe spaces and permission for self-expression.

One extension of this – and an area ripe for development – is the growth of men-only spas that encourage communication around mental and physical wellbeing alongside offering luxury treatments.

In the UK, 47 per cent of men visited a spa or salon in 2016 according to Mintel, with 76 per cent of those saying that it

## Wellbeing is becoming a key focus for men too

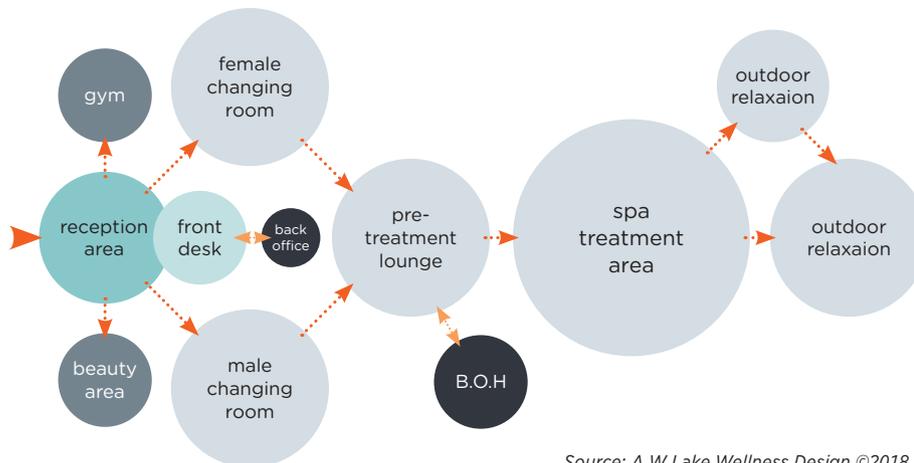
helped to promote their mental wellbeing. In the US, Shay's Lounge and Living Fresh provides downtime for men in a luxury setting, with services from lifting facials to callous-buffing pedicures, and upscale US salon Hammer & Nails encourages clients to talk about skincare, especially for the hands and feet, which can hold important clues to an individual's overall state of health.

From a consumer and brand perspective, engaging male consumers in dialogue about health is a beneficial strategy. But men need to know they won't be shamed or judged for expressing themselves. A trend with longevity, spas and beauty brands have an opportunity to provide safe spaces for men.

# WELLNESS WITHOUT WALLS

The hotel spa model is ripe for disruption, suggests spa consultant Adria Lake. The spas of the future will have a smaller footprint, but more impact, as wellness expands beyond the spa walls

Graph 1: Conventional spa guest flow



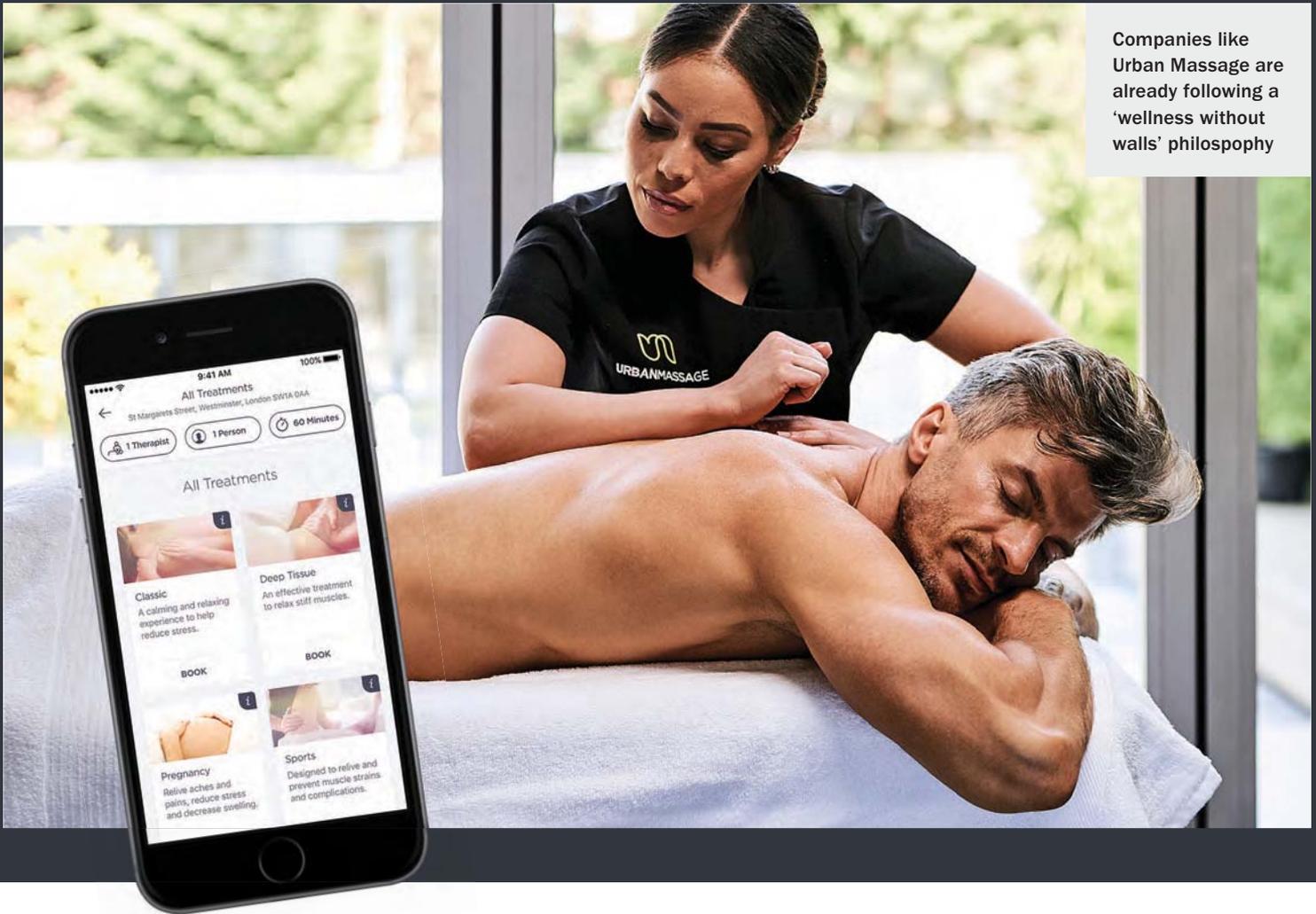
Source: A.W.Lake Wellness Design ©2018

**T**he market for wellness is huge – everyone wants to be well. The biggest opportunities, however, lie await outside the spa walls.

Consider these figures:

The average capture rate for a hotel spa is 3 per cent of the total hotel occupancy. Even if your spa is full, up to 97 per cent of your guests are not utilising or benefiting from your services. Not surprisingly, the average hotel spa revenue accounts for between just 3 to 4 per cent of the total hotel revenue.

In the United States, 13.71 million out of 325 million people – or 4.2 per cent of the total population – use day spa services annually, according to Allied Market Research. That’s all day spas, not only hotel spas. The percentage of the total US population that uses hotel spas



Companies like Urban Massage are already following a 'wellness without walls' philosophy

is closer to 1 to 2 per cent. This figure is even lower in other parts of the world, where only the wealthy can afford to 'spa'. The global wellness economy may be worth US\$3.7tr, but spa revenue makes up just US\$99bn of that figure – or a rather meagre 3.7 per cent of the total.

**DISRUPTIVE SPA DESIGN**

The urban hotel spa design is ripe for a disruption. The existing model is outdated and no longer serves the hotel nor its

guests. Spas in urban hotels are suffering from a “familiarity” disease. The guest capture rate has continued to decline as the novelty has worn off, and these days, most urban hotel spas find it challenging to compete with independent day spas, which often offer better access and lower prices for similar products and services just outside their doors.

Urban hotel spas now share the fate of gyms and pools of having become amenities rather than profit centres. In the

past five years, I have seen many hotel brands scrambling to evolve their spa design standards to improve performance and stay relevant. But the problem is that these design standards still adhere to the same stale template.

All spa designs are currently guided by a familiar guest flow – a sequence of services and facilities expertly formulated by spa consultants and wellness experts to enhance the guest experience. A typical spa guest flow (see diagram, p.92) ▶

## INDUSTRY INSIGHTS

generates the same floorplans and templates that have been around for decades, repeated so many times you'd be able to navigate most spas blindfolded.

The template also treats guests as passive participants of a process (so-called journeys or rituals), not individuals with different needs and preferences capable of creating their own dynamic wellness experience.

Almost all other hotel facilities – the guest rooms, restaurants and lobby – have gone through game-changing transformations, but the spa, gym and pool face a status quo bias – the preference of using the status quo as a reference point, as any change from that baseline is perceived as too big of a risk. In reality, keeping the status quo is the biggest risk of all.

### WELLNESS WITHOUT WALLS

How to design an urban hotel spa that appeals to the other 97 per cent of your

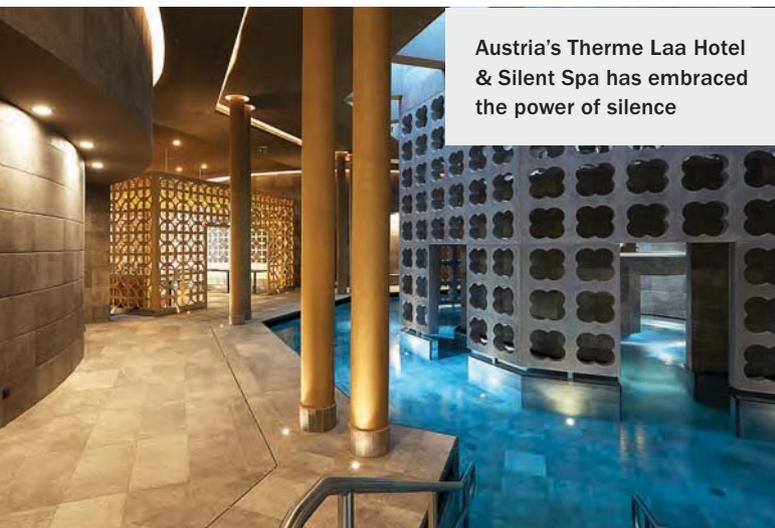
guests? Shrink your spa footprint and imagine “well” spaces designed to be intuitively useful and relevant to most guests, not just the spa-goers. Rather than offering ‘treatments’ from an extensive menu, the ‘Wellness without Walls’ model invites guests to actively participate in creating their own wellness experiences.

It intrigues rather than instructs, and allows for random, unexpected, unlikely encounters and magical moments of discovery, rather than highly choreographed and standardised ‘spa journeys’. The disruptive Wellness without Walls design features unexpected spaces dispersed throughout the hotel, where guests are encouraged to share experiences with friends, strike up conversations with complete strangers, learn a new meditation technique from a fellow traveller, arrange a morning run with a local marathoner, or catch up on work while getting a quick pedicure and a shot of turmeric ginger vodka.

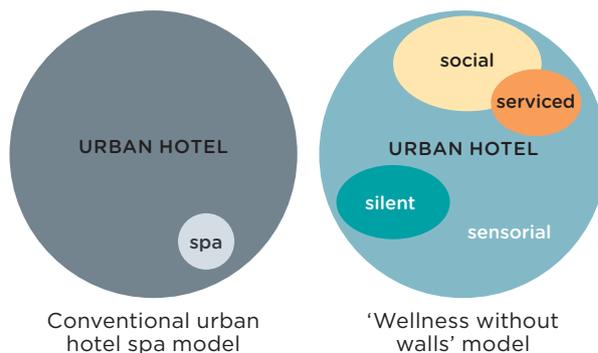
Let's consider four types of spaces (see diagram, below) that make up the disruptive “Wellness without Walls” design:

#### 1 Social spaces

Fun, engaging, brightly lit, open spaces that allow guests to meet, mingle or just be a part of the scene. Social spaces are currently the domain of the food and drink sector, like restaurants, cafés and bars. Although many urban hotels have also transformed their lobbies into trendy social gathering places by blurring the lines between function (checking in and out) and fun (meeting, entertaining, dining, drinking), urban hotel spas haven't quite figured out how to have fun and join the social scene. Most hotel spas are sombre, isolated and dimly lit. We forget we are social creatures who crave interaction and companionship, especially in new, unfamiliar places. Social interactions, making friends, learning by doing, or being



Graph 2: Conventional vs disruptive models



Conventional urban hotel spa model

'Wellness without walls' model

Source: A.W.Lake Wellness Design ©2018



Rooms, lobbies and restaurants have gone through transformations. Spas should too

part of something are as therapeutic, sustaining and gratifying as the best therapies – often more so as they are fun, surprising and spontaneous, rather than staged.

## 2 Silent spaces

Yes, silence still has a place in our ‘Wellness without Walls’ design – but not necessarily in places that you’d expect.

Urban hotel spas  
haven't quite  
figured out how to  
have fun and join  
the social scene

In fact, many people appreciate silence even more when they find it in the most unexpected places.

## 3 Sensorial spaces

Read any spa menu, and you’d think that spas have a monopoly on sensorial experiences. In reality, your spa sensorial experience usually entails choosing your massage oil, walking through

## INDUSTRY INSIGHTS

▶ candle-scented corridors and experiencing the soothing touch of your therapist's hands while listening to softly piped-in music. Our sensory nervous system is capable of so much more. Sensorial spaces not only awaken our senses, but spark creativity, calm the nervous system, heighten neurological functions, support and strengthen other biological systems and provide therapeutic effects.

### 4 Serviced spaces

Compact, multi-functional spaces designed to maximise guest offerings and experience can optimise the hotel's space utilisation and revenue, while minimising

operational costs and maintenance. While the previous three types of spaces provide guests with dynamic, spontaneous, DIY experiences, serviced spaces offer personalised experiences delivered by highly qualified, consumer-vetted local experts and providers. Serviced spaces are designed to reduce or do away with the high operational costs of servicing and maintaining treatment rooms, gyms, and other spa facilities that currently require full-time staff to operate.

### VIRTUAL COMMUNITIES

It's time to activate your under-used spa facilities by joining the virtual community

and digital economy. But what should you do with a functional and operational but unprofitable urban hotel spa? Many hotel operators justify non-performing spas by playing the "service trumps profitability" card. Nonsense. If a facility is not profitable, then there must not be adequate demand to justify its existence.

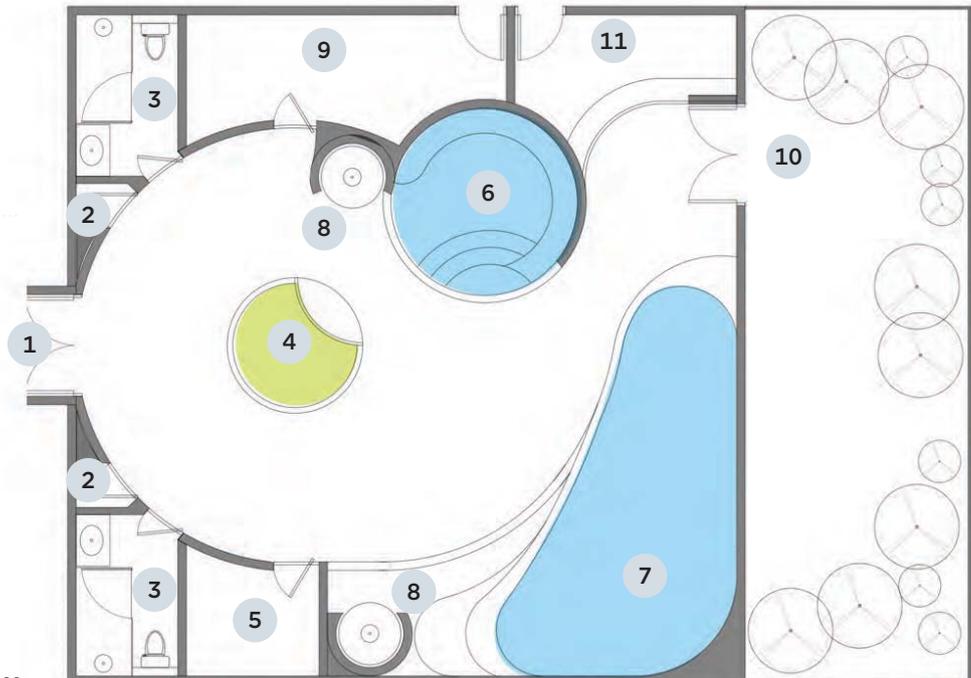
Guests are also drawn to successful establishments – that's why a great restaurant has a long line of customers, while the not-so-great restaurant is empty. An under-used spa is a disservice to both hotel and guests, so rather than shifting its operating costs to a third-party, get rid of it or join the digital economy.

Diagram 1: Disruptive gym and pool layout

- 1 Main entrance
- 2 Storage / janitor closet
- 3 Personal grooming pods (5m)
- 4 Sauna (4.5m<sup>2</sup>)
- 5 Steam room (4.8m<sup>2</sup>)
- 6 Therapeutic bath (10m<sup>2</sup>)
- 7 Hydro-circuit (26m<sup>2</sup>)
- 8 Rinsing showers
- 9 Multi-use studio (11m<sup>2</sup>)
- 10 Access to biophilic space
- 11 Healthy shot bar

**Total area 136m<sup>2</sup>**

Note: Plant room for hydro/thermal facilities are not shown in the illustrative diagram



Source: A.W.Lake Wellness Design ©2018

Sensorial spaces  
spark creativity, calm  
the nervous system,  
and heighten  
neurological function



How? Add a roster of highly qualified, certified local therapists, beauticians, stylists, personal trainers, life coaches, nutritionists and well-reputed masters to your hotel app and allow them to use your spa facilities to conduct their services and pay per use by sharing their revenue with you. Now, instead of a spa menu that reads like a thousand others, your guests will have access to the services of local experts, the chance to meet extraordinary individuals you can't afford to have on your payroll and "one-off" experiences that cannot be staged or choreographed.

Hotels are extremely protective of their brand standards, access to their facilities, and their guests – a mindset that is outdated if not obsolete. We forget



Resorts like Six Senses have unexpected 'well spaces' that can inspire urban hotel spas

customers have access to just about anything they want via their phones, and your guests' personal data is available and traded in the open market.

I imagine that in the near future the urban hotel spa could be replaced by an app that gives guests access to unlimited, pay-as-you-go services. Unthinkable? Exactly.

## EXPOSURE TO NEW EXPERIENCES

In her book, *How Emotions are Made – The Secret Life of the Brain*, Lisa Feldman Barrett, a neuroscientist and psychologist, argues that the more exposure we have to new and unfamiliar experiences, the richer, more subtle and layered our emotions will be, and the more granular and high-fidelity they will become. How is this relevant to the wellness of your hotel guests? Barret further explains that the way we experience our emotions shapes how we see the world. And how we see the world greatly affects how we feel, function, think, relate to others – and our overall

wellbeing. It's a continuous feedback loop.

Enriching your guests' emotional vocabulary is just one of the many ways that 'Wellness without Walls' boosts the wellbeing of 100 per cent of your hotel guests – instead of just 3 per cent.

To convert the unconverted and appeal to a much larger market by creating products and services that become indispensable and addictive – that is the goal of the disruptive 'Wellness without Walls' concept. ●

### ■ About the author:

Adria Lake is the founder of wellness and spa design company AW Lake Design. She has a background in hospitality having spent eight years overseeing the family portfolio of Asian hotel and real estate. Lake founded her spa concept and design firm in 1999 and it now has offices in Indonesia, Singapore, Hong Kong, China, the UK, the US and Dubai.



# ANTICIPATING FUTURE SHOCKS

Rohit Talwar - futurist, author and CEO of Fast Future  
- looks at global factors that could impact and  
disrupt the spa industry in the years to come

**T**he spa industry, like most other sectors, likes a stable outlook and a sense of normality as a basis on which to plan.

However, the reality is that there's no such thing as "normal" anymore, and shocks can bring opportunities alongside negative consequences.

Some say this near immunity to large-scale shocks started with the UK's decision to leave the European Union, Donald Trump's election as US President, and revelations about fake news on social media influencing voters and elections around the world.

More recently, we've seen regular announcements of the mind-blowing capabilities of artificial intelligence (AI), an escalating diplomatic conflict with Russia, and people creating and

losing multi-million dollar fortunes in days through trading cryptocurrencies and initial coin offerings – about which most people still know very little. Shocks have become an accepted part of the mix in the modern world and – in a sense – there's nothing that really shocks us anymore.

For those in the spa industry, understanding potential disruptions is critical in order to plan ahead and prepare for a range of possible scenarios. As futurists, our role is to undertake systematic reviews of the factors that might shape the future and to identify resulting opportunities and potential shocks. In this article, we highlight six shocks from our forthcoming book *500 Futures* that could directly impact the spa sector.

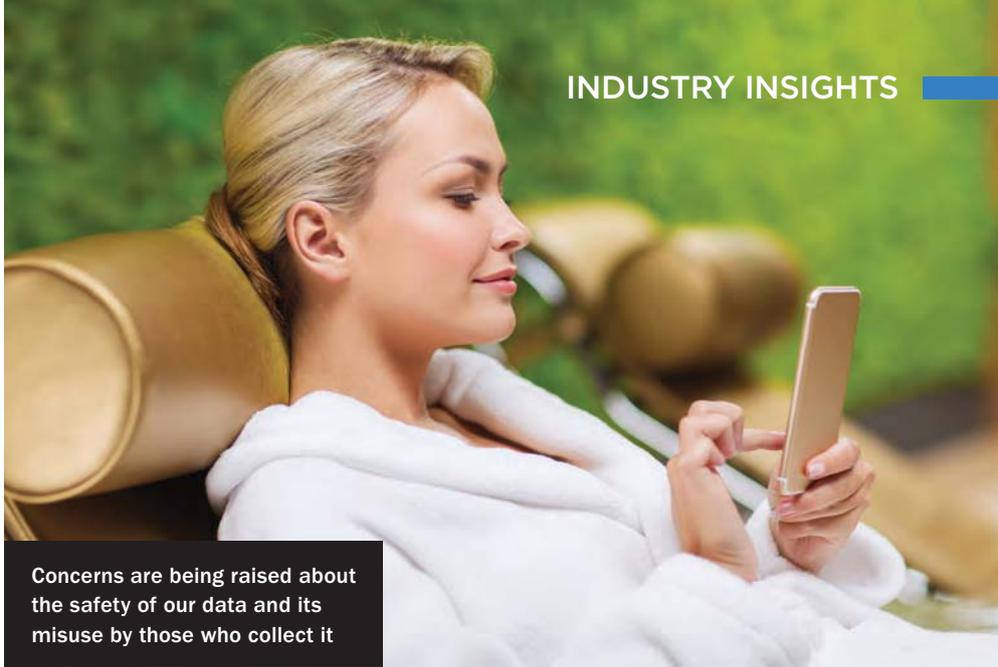


Brexit could drive a global recession

## 1 Brexit brings down the global economy?

Economic stability and growth are good for spas – people are more comfortable booking longer term and take more impromptu feel-good breaks. Brexit could put a spanner in the works. A badly managed and chaotic Brexit could drive a prolonged global recession. The immense costs of withdrawal, implementing new systems in areas such as customs, and recruiting new staff into government could lead to cuts in public services and welfare payments. Foreign company departures from the UK and an accelerated pace of automation as firms seek to reduce financial risk could both drive layoffs. Markets might be spooked by an uncertain transition period and protracted post-transition rebalancing of the UK economy, impacting share prices and exchange rates. Add in the prospects of declining spending, higher import costs, and a significant reduction in government tax

Shocks have become an accepted part of the mix in the modern world and – in a sense – there's nothing that really shocks us anymore



Concerns are being raised about the safety of our data and its misuse by those who collect it

revenues, and the UK economy could nosedive into a prolonged recession that lasts several years. The contagion effect could sweep across the planet and drive a global downturn.

Spa businesses should ensure they are prepared for multiple scenarios, including the prospect of a prolonged downturn. Regular horizon scanning would help spot early indicators of change. Having a “plan B” will be important; knowing in advance the types of discounts, cost-reduction measures, and smart marketing approaches you might use will help ensure a rapid response and even allow for pre-emptive moves if the downturn starts to take shape.

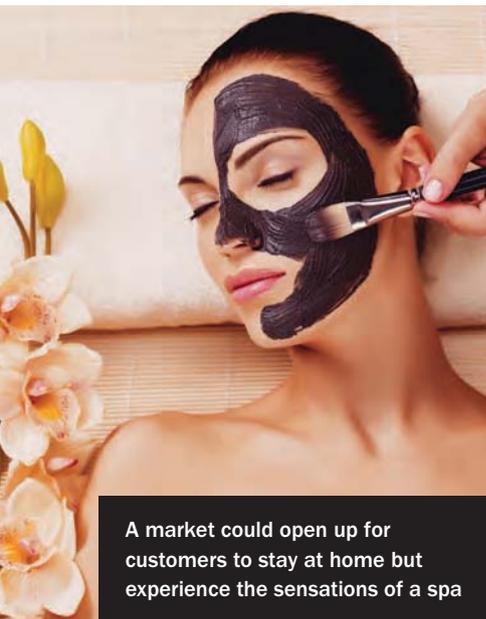
## 2 Techlash – society rebels against the machine?

We rely increasingly on technology – and social media in particular – to market and sell our products; a tech backlash could erode trust across the board. Concerns are being raised worldwide about the safety of our data and its misuse by those who collect it. Furthermore, the rapid pace of development and potential job losses from artificial intelligence (AI) and other disruptive technologies such as blockchain may drive a technological backlash, as those affected begin to rage against the machine.

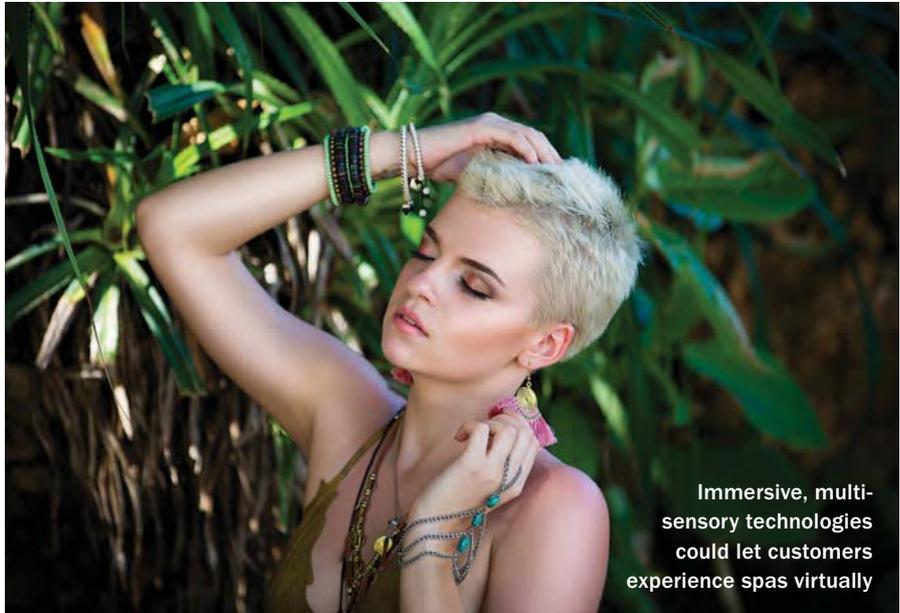
While a backlash may impact sales, it could also erode trust in what we say. This will place a greater emphasis on transparency of communications and providing the evidence to demonstrate the health and wellness benefits of our offerings.

### 3 A more caring society courtesy of the empathy internet?

Shock technological advances mean that spas may be able to extend the sensory benefits of treatments beyond those directly receiving them. By 2025, the internet could evolve into a multi-sensory environment. Futurist Michio Kaku predicts that by 2025 “we will see the gradual transition from an internet to a brain-net, in which thoughts, emotions, feelings, and memories might be transmitted instantly across the planet.” A whole market segment could open up for customers to stay at home but still experience the same sensations as the person physically receiving a massage, facial, or steam bath.



A market could open up for customers to stay at home but experience the sensations of a spa



Immersive, multi-sensory technologies could let customers experience spas virtually

### 4 Total recall lite – experience different worlds from the comfort of Main Street?

The virtual spa experience could be extended from the home to Main Street. With rapidly rising rates of retail closures around the world, shops could be replaced by technology-rich experience centres offering the promise of plugging in, zoning out of daily life, and tuning in to a range of spa experiences.

A new type of spa could start appearing in shopping districts and malls around the world. Equipped with a range of immersive,

multi-sensory technologies such as augmented and virtual reality, customers could experience the heat and humidity of an Amazonian body rub, or the deep tissue impact of a naked roll in Norwegian snow. Customers could even design their own customised range of treatments. For spas, this offers the potential to massively extend their offerings without consumable costs, adverse environmental impacts, or the need for guests to unrobe.

Shops could be replaced by technology-rich experience centres offering the promise of plugging in and tuning in to spa experiences

## 5 Unplugging: the off-grid holiday?

The rise in workplace stress and the pressures of 24/7 availability for the modern employee could see employers, doctors, and even the state mandating that people deliberately take an unplugged break. Governments might be forced to act to mandate such breaks because of the rising costs to society of poor mental health, and the potential loss of tax revenues from people who take long-term sick leave or quit their jobs due to stress. Today, some retreats promote themselves as a tech-free haven or offer 'digital detox' programmes. In the near future, off-the-grid, fully disconnected "sanctuary spas" may become the hottest vacation destination to escape the modern lifestyle.



**Governments might mandate unplugged breaks for mental health**

### About Fast Future

Fast Future is a professional foresight firm specialising in delivering keynote speeches, executive education, research, and consulting on the emerging future and the impacts of change for global clients. Fast Future publishes books from leading future thinkers around the world, exploring how developments such as AI, robotics, exponential technologies, and disruptive thinking could impact individuals, societies, businesses, and governments and create the trillion-dollar sectors of the future. For more information, see: [www.fastfuture.com](http://www.fastfuture.com)

## 6 Human enhancement and the end of ageing?

For spas, the desire to change our physiology and extend life expectancy could drive a massive extension to the kinds of treatments offered. A range of human augmentation procedures are starting to emerge using chemical, genetic, electronic, and physical augmentation techniques. These treatments could alter our genetic make-up and appearance, extend our cognitive powers, and give us new physical capabilities.

Manipulation of our cells at the genetic level using ingestible nanobots could help reverse or retard the ageing process quite dramatically. Nanobots are capable

of moving through our bodies and blood stream to perform specific tasks, such as removing or repositioning molecules from one place to another. Taking the goal one step further, many people are already paying for cryogenic freezing upon death, hoping they can be resurrected at some future point. Entrepreneurial spas might well see opportunity in what is expected to be a multi-trillion dollar augmentation and life-extension market.

While these developments suggest possible shocks for society, they also represent potential opportunities for forward-thinking spa owners. The key is a willingness to devote the time to research what's next, and the courage to experiment with new treatments, business models, and customer engagement approaches.

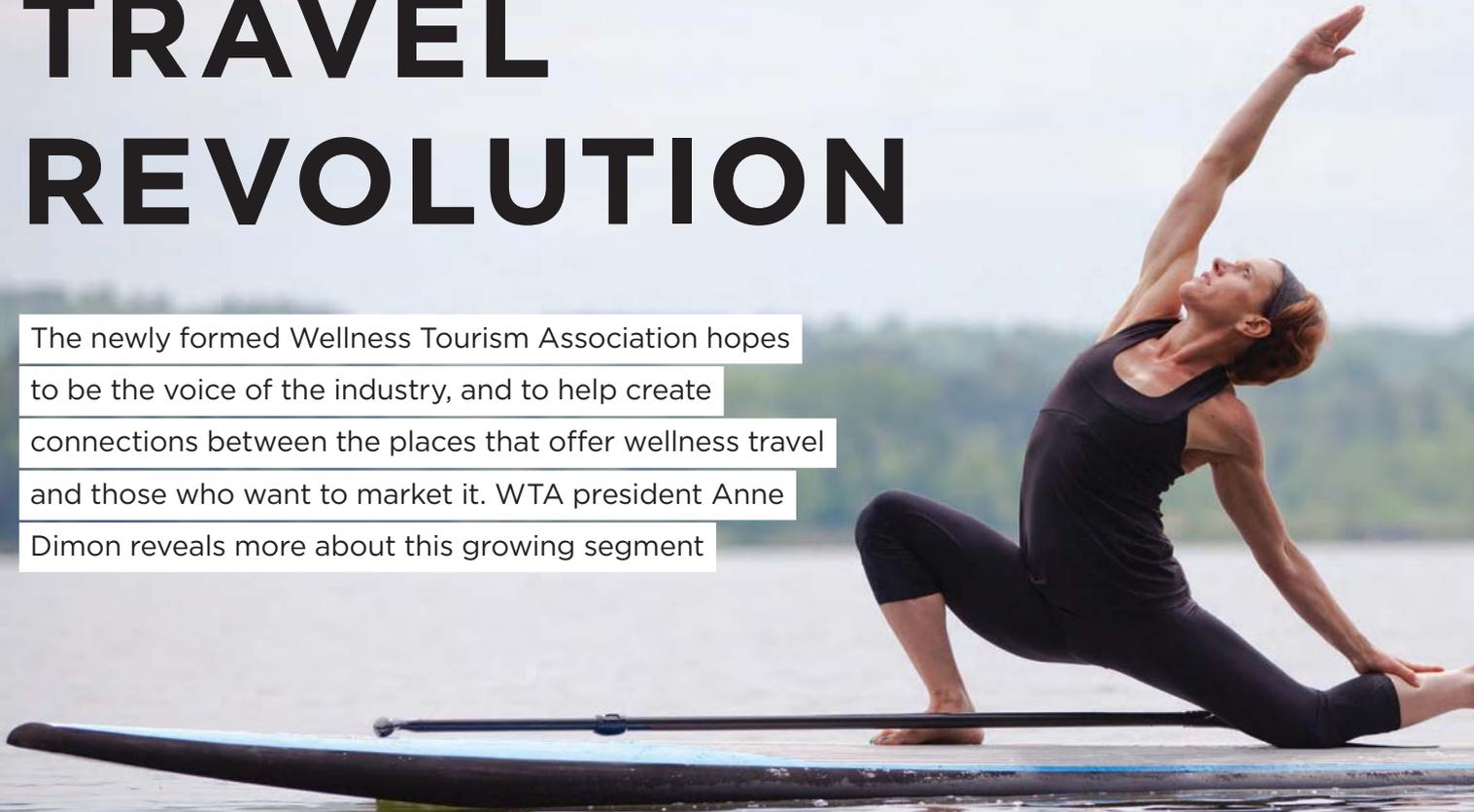
### ■ About the author:

Rohit Talwar is a global futurist, speaker, author, and the CEO of Fast Future. He helps clients understand and shape the emerging future and respond. Rohit is the co-author of *Designing Your Future*, lead editor and a contributing author for *The Future of Business*, and editor of *Technology vs. Humanity*. He is a co-editor and contributor for *Beyond Genuine Stupidity – Ensuring AI Serves Humanity* and *The Future Reinvented – Reimagining Life, Society, and Business*, and two forthcoming books: *Unleashing Human Potential – The Future of AI in Business*, and *50:50 – Scenarios for the Next 50 Years*.



# THE WELLNESS TRAVEL REVOLUTION

The newly formed Wellness Tourism Association hopes to be the voice of the industry, and to help create connections between the places that offer wellness travel and those who want to market it. WTA president Anne Dimon reveals more about this growing segment





Wellness travel is evolving beyond spa, and today, it's all about food, fitness and nature

**T**he facts and figures are widely accessible. Wellness tourism is a flourishing industry projected to skyrocket – according to the Global Wellness Institute (GWI) – to over US\$800bn globally by 2020. The numbers reveal that wellness tourism is growing at the same speed as the luxury travel sector, and somewhat faster than the global tourism industry as a whole.

As research continues to support evidence of booming global growth, it underscores the need for industry stakeholders to take note. This is no short-term trend soon to fizzle out for the next “flavour of the month.” As Jennifer Fox, then president of FRHI, so eloquently put it in a story I wrote in October, 2015 for *Travel Market Report*: “This is not simply a movement, but a paradigm shift in direction that will remain in place for a long time.”

## THE DRIVING FORCE

So what's behind this “paradigm shift” and who's driving it?

Yes, we have ageing Baby Boomers, rising health care costs and a stressed-out population living in an anxious world, but beyond that, it's human nature to want to be happy and healthy, and we are all predisposed to do what we can to make

this happen. Consequently, as we become more knowledgeable in the ways and means to achieve our goal, we're looking to adopt new lifestyle habits and practices that may allow us to find the level of health and happiness that we so seek.

Sometimes these habits and practices will be little things – small changes that we can implement ourselves – but for some, there may be a need for assistance from wellness professionals and practitioners to help find the tools needed to reach set objectives.

The above scenario is creating the two types of travellers fuelling the growth of the industry. At the Wellness Tourism Association, we are referring to them as the ‘wellness traveller’ and the ‘wellness visitor’ (see definitions below).

The bottom line is that the wellness travel sector will continue to grow and develop for two simple reasons:

1. As an increasing number of consumers adopt healthier lifestyles, they will try to work elements of wellness into their travels.
2. More consumers will use their vacation and holiday time for self-care, and that may mean learning more about themselves and the tools they need to meet their desired state of health and wellness.

Today, there is no shame or even selfishness associated with taking care of yourself, for it is universally accepted that if we do not care for ourselves, we will not be able to care for others. ▶

‘This is not simply a movement, but a paradigm shift in direction that will remain in place for a long time’

## INDUSTRY INSIGHTS

### ▸ THE EDUCATION FACTOR

Despite the fact that wellness tourism is a full-blown global industry, there continues to be some confusion about the terminology. The WTA found it prudent to make education one of its cornerstones, and one of the association's first initiatives was to establish a glossary of the various terms that have become part of the lexicon since the rise of the industry as we know it today. It becomes the foundation for our newly launched Education Focus Group.

The following WTA Glossary will be added to as the industry continues to develop and evolve:

#### ■ **Wellness tourism**

A specific division of the global tourism industry that is defined by the common goal of marketing natural assets and activities primarily focused on serving the wellness traveller and those who want to be one.

#### ■ **Wellness travel**

Travel that allows the traveller to maintain, enhance or kick-start a healthy lifestyle, and support or increase a sense of wellbeing.

#### ■ **Wellness traveller**

Often referred to as the "primary wellness traveller," an individual who makes wellness the primary purpose of their travels.

#### ■ **Wellness visitor**

Often referred to as the 'secondary wellness traveller', an individual who works elements of wellness into their travels for business or pleasure.

#### ■ **Wellness vacation/holiday**

Wellness vacation/holiday is wellness travel powered by a wellness-focused intention. They are typically self-directed, with the traveller setting his or her own timetable and schedule. They may also include a wellness retreat.

#### ■ **Wellness retreat**

A guided, intention-driven, multi-day programme with a set or semi-set schedule, and hosted by one or more facilitators. The programme may include learning and lifestyle workshops such as meditation and healthy eating, as well as fitness activities such as yoga, nature walks and hiking.

#### ■ **Wellness resort**

Any facility with accommodations and a range of hospitality services where the primary purpose is to provide programmes and experiences for the wellness traveller. The wellness resort is comprised of four primary elements: accommodations, a variety of wellness activities, healthy dining options and wellness-related facilities.

#### ■ **Wellness destination**

A geographical area that fosters and promotes wellness as an integral part of life within both the community and economics of the region.

It's human nature to want to be happy,  
and we are all predisposed to do what  
we can to make this happen.

Millennial-led influencer retreats  
are changing the face of  
wellness travel – and travellers

## THE EVOLUTION

Like it or not, the industry is also evolving. Mention the term ‘wellness travel’ to 10 people and six of those people will probably be thinking “spa”. While the sector has, in the minds of many, been long associated with spas, we tend to be moving away from that automatic response. A massage or other treatments can certainly enhance any wellness retreat or wellness vacation (and I speak from first-hand experience), but a spa treatment is not mandatory for wellness travel.

So if it is not just about the spa – then what? Today, the wellness travel big picture is more about food, fitness and nature. Plus, thanks to continuing advances in science and technology, we’re seeing wellness tourism and medical tourism edge closer together with offerings that fall under the banner of “preventative medical testing”. When it is deemed to be more proactive than reactive, medical testing can be considered to fall under both sectors of the industry.

We’re also seeing more tourism boards look to launch strategic wellness initiatives that will position them in the minds of the wellness-minded consumer.

One example in Europe is the Monaco Government Tourist Office, a founding member of the Wellness Tourism Association, now building on its sea-bathing history, which dates back to 1860, when people visited the principality to benefit from the curative powers of the Mediterranean.

The Greater Palm Springs CVB is leading the way for health and wellness tourism in the US by collaborating with nine cities in the Coachella Valley to offer holistic wellness experiences for visitors to the destination. This fall, the organisation



will debut its ‘Wellest Season’ campaign, which embraces wellness opportunities that are authentic to the destination.

New developments are also causing – in some cases – disruption. Case in point: the Millennial-focused, influencer-led wellness retreat. Depending on your particular perspective, this could be perceived as a positive or a negative development. Positive, because these influencer-led retreats have the power to become a new source of business for a hotel or resort. Negative, because if you happen to be a wellness resort (the term that has replaced destination spa for the purposes of the WTA) with your own existing staff-led retreats, these “influencer retreats” popping up at hotels and resorts, private villas and elsewhere could very possibly pose perceived or real competition.

While ‘wellness’ is most often considered to fall under the luxury category of travel, the industry sector is also evolving to rightfully embrace other

consumer segments. Wellness as a travel theme should be available to all, and we do see it moving in that direction.

For beyond the pure business aspect, wellness tourism has a far greater purpose. In the words of author and wellness visionary Madeleine Marentette, owner of Grail Springs in Ontario, Canada: “The significant interest and growth in wellness tourism worldwide is a profound indication of the need and demand for environments and experiences where individuals can be reminded how important it is to maintain a life in balance, and that our inner-connection to self and nature is needed now more than ever.” ●

### ■ About the author:

Anne Dimon is the founder and CEO of *Travel to Wellness* an online travel magazine. She is also co-founder and president of the Wellness Tourism Association, and the wellness travel columnist for *Travel Market Report*.



# TAKING INITIATIVE:

## Global Wellness Institute taskforces work for change

The GWI now has 24 initiatives, each directed by an industry chair with the support of a global team. We caught up with seven of those chairs to get an update on what's new

**A** central pillar of the non-profit Global Wellness Institute is to support a fast-growing number of global industry initiatives.

These taskforces have a collective mission to solve pressing problems and create new conversations and awareness – for a particular wellness market (whether wellness tourism, wellness architecture or workplace wellness) or a burning topic (like wellness for children or the issue of wellness in the digital age) or for a particular region (the Africa Wellness or Eastern European Initiatives).

The GWI now serves as the umbrella organisation for 24 diverse initiatives, each directed by an initiative chair who is a leader in that particular area of focus, and with a supporting global team of passionate members who donate their time and insight for the greater good of their industry and to drive more wellbeing in the world. The initiative model has been a great one for the GWI, because it lets experts from all over the world create



Introduction by Susie Ellis, Global Wellness Institute chair and CEO

their own mission and topic, set up their taskforce, and then lets them run with it.

I've watched them take on a life of their own, meeting regularly to move forward on their different projects – whether undertaking needed new research studies or campaigns to raise awareness

around an issue, or holding roundtables around the world. The GWI could never accomplish on our own what these Initiatives can do, because the world is a very big place and wellness is made up of so many sectors and sub-sectors.

Although all the GWI Initiatives are relevant to the spa industry, the following puts the spotlight on several that have some particularly strong connections to it. Some have just launched (like the Digital Wellness and Sound Healing Initiatives) and others have been going strong for years (like the Hydrothermal and Wellness for Cancer Initiatives). And more are being formed all the time.

In the following pages, each chair summarises in their own words what their overarching mission is, what they've accomplished recently, and what their plans are for the coming year. We encourage spa and wellness experts to explore the Initiatives and get involved – whether by creating a new initiative or joining an existing one.

## Beauty Meets Wellness

**Chair:** Mike Bruggeman  
CEO, Organic Male OM4 - US

The vision of the Beauty Meets Wellness Initiative is to scientifically connect beauty and wellness, and create a new vocabulary that positions beauty as an active contributor to the health and wellbeing of consumers worldwide. Its mission is to empower the development of expert knowledge and resources to accelerate the beauty industry's ability to create new "well" products and services and facilitate change in the industry narrative from anti-ageing to age-embracing, or promoting skin health and wellness at any age.

The Initiative conducted three global roundtables in 2017: in New York, London

and Hong Kong. Their purpose was to tap into multiple global stakeholders to hear their perspectives on the connection between beauty and wellness – or lack thereof. In total, 112 participants from all industry sectors – dermatology, spa, global brands, plastics, the FDA, spa consulting, architecture, medicine, fragrance, wellness practitioners, etc. – provided valuable insights that helped shape the vision of the initiative for 2018 and beyond.



**“It would appear that the current beauty narrative often promotes a ‘pathology of perfection’”**

In 2018, the major deliverable is to complete the Global Consumer Insights Study, which will capture the consumer's voice and check alignment between the industry and what consumers actually desire.

The study was prompted by a hot topic discussed at each recent roundtable: the connection between beauty and mental wellbeing, as it would appear that the current beauty narrative often promotes a “pathology of perfection.” Ironically, as we were discussing this in 2017, *Allure* magazine announced it will no longer use the term “anti-ageing” in future publications, signaling a sea change and a move to a more age-embracing narrative.

A fourth global roundtable is also slated for Miami, focusing on the Hispanic/Latino voice, which will set the stage for the initiative's future work. ▶

The Initiative hopes to facilitate changing the narrative from anti-ageing to age-embracing



## Mental Wellness

**Chair:** Prof. Gerry Bodeker, PhD

Green Templeton College, University of Oxford;  
Dept. of Epidemiology, Columbia University

The Mental Wellness Initiative was created in 2016 to identify, understand and promote evidence-based practices, lifestyle choices and psychological development as pathways to becoming and staying well. Here the overarching goal is thriving – enabling mental wellbeing, happiness and continued growth and fulfillment throughout the adult lifespan.

By coming to understand what it is we are capable of, meaningful goals and evidence-based roadmaps can be created for living a life of fulfillment and higher potential. Paths to fulfilling our higher potential can also be ways of reducing mental health concerns and mental illness.



The focus of the team so far has been to map out those pathways and create an evidence base to support their validity. This resulted in the Mental Wellness Evidence Base, and this in turn laid the foundations for a white paper on mental wellness. Set to be published in late 2018, the report, *Mental Wellness: Pathways, Evidence and Horizons*, will present new directions in self-guided mental wellbeing. It identifies how the brain correlates many of these pathways and the capacity of the brain, the body, the mind, and the emotions to work together in a synchronised journey to optimal human growth and fulfillment.

**“Evidence-based roadmaps can be created for living a life of fulfillment”**



A new white paper from the Mental Wellness Initiative is due out in late 2018



The Initiative is gathering research on the benefits of sound therapy

## Sound Healing

**Chair:** Suzannah Long  
CEO, So Sound

I'm honoured to chair the new Sound Healing Initiative, because as an active member of the sound healing community for more than 20 years, it brings me joy to bring the power of sound healing to the global stage. This Initiative's mission is to

amplify global awareness, research and education about the transformational experience of sound. Sound therapy empowers consumers in proactively becoming 'response-able' for their health and wellbeing. We're gathering existing research



and enrolling global market leaders in our committee who are actively working with sound, music and acoustic resonance/vibrational therapies in healthcare; corporate wellness; hospitality/spa; education; dentistry; chiropractic, physical and massage therapy; fitness and wellness centres; cancer; MS, Alzheimer's and assisted living centres; psychology; bedding; PTSD, autism and other special needs care facilities. This Initiative will broadcast

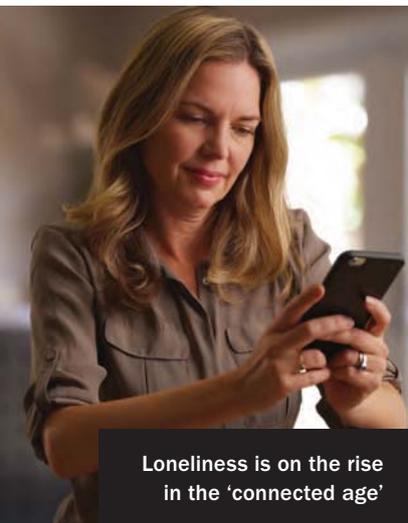
the research studies and efforts made by sound healers worldwide. Recently we've launched a ten-bed clinical hospital study using sound/acoustic resonance technology to support optimal patient wellness, rest and recovery. In addition to helping patients, our goal for creating sound sanctuaries is to support doctors, nurses, staff and the community in proactively reducing anxiety, pain and compassion fatigue. Sound sanctuaries are also extremely impactful in the corporate environment, helping employees become more centred, creative and productive. ▶

**“We want to amplify awareness about the transformational experience of sound”**

## Digital Wellness

**Chair:** Jeremy McCarthy

Group director of spa & wellness, Mandarin Oriental Hotel Group



Loneliness is on the rise in the 'connected age'

The focus of the Digital Wellness Initiative has been to identify the potential risks to human wellbeing from the rapid emergence of mobile technology. It has brought together experts from health-care, economics, technology and wellness to explore the intersection between technology and wellness in a recent report entitled '*Wellness in the Age of the Smartphone*'. The paper identifies areas where technology may be interfering with human wellbeing:

1. Sleep: Technologies designed to drive engagement

- often compete with sleep. Time spent on devices is correlated with lower quality and quantity of sleep.
2. Inactivity: Technology is leading us towards an increasingly sedentary lifestyle, with negative implications for our physiology.
3. Mental Health: Rising levels of anxiety and depression have links to technology usage.
4. Relationships: Technology changes the way we relate to one another. Despite living in the "connected age",



loneliness is on the rise.

5. Safety: Technology-induced distraction

is now a key factor in accidents. 6. Productivity: Ironically, the most technologically advanced countries seem to be becoming less productive, not more.

The report is already generating interesting discussions in industries such as technology and education, and they're helping us determine where to focus our efforts in the future.

## Wellness Architecture

**Chair:** Veronica Schreiber Smith

CEO & founding principal, Vera Iconica Design

The Wellness Architecture Initiative has three core objectives for 2018. The first is to build resources on the Initiative webpage to help inform the Architecture, Engineering and Construction (AEC) Industries on how the built environment impacts health and wellbeing. This resource will direct professionals to the key definitions, principles, guidelines and

evidence. Secondly, reports will be published this autumn that begin to answer the industry's biggest questions surrounding wellness architecture. The content has been generated by leading international thought-leaders who have gathered over the last twelve months at multiple think-tank and roundtable sessions. We also plan to host a roundtable at the AIA

Wyoming Design for Wellness Conference in September. Participants will include leading architects, design practitioners, scientists, doctors and planners. As the AEC Industry transitions from environmentalism to "well-ism," awareness and education



is one of the biggest needs.

Our long-term objective is to honour all building

and design practices that enhance health and wellbeing, to be the go-to platform to share ancient wisdoms and emerging sciences, and to provide education opportunities that have not yet been established in traditional academic curriculums. ▶

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## Hydrothermal

**Chair:** Don Genders managing director, Design for Leisure

As anyone in spa and wellness knows, hydrothermal areas are among the most expensive and intricate to develop – from creating a natural flow from experience to experience, to making sure the extensive amount of water required is obtained as sustainably as possible, to ensuring that water doesn't infiltrate and damage any other areas of a building, to simply understanding what hydrothermal experiences might be the best fit for the potential guests.



These and many other issues are what the Hydrothermal Initiative's 17 members are dedicated to solving for the industry. It was founded to arm anyone – whether architect, builder, spa designer or spa operator – with the tools and information they need to create an effective hydrothermal area. The result is the popular *Guide to Hydrothermal Spa & Wellness Development Standards*, a book first published by the Initiative in 2014.

**“Hydrothermal areas are among the most expensive and intricate to develop”**

In 2018, the Initiative will release its 3rd edition of the *Guide to Hydrothermal Spa & Wellness Development Standards*. And it promises to feature expanded content on hot springs and geothermal

mineral waters with the help of the Hot Springs Initiative, as well as new specifics on building residential spa areas and a look at the technology that has evolved to enhance the use of hydrothermal areas.

The initiative will have expanded content on hot springs

## Wellness for Cancer

**Chair:** Julie Bach

Executive director, Wellness for Cancer

This Initiative creates greater industry awareness, cancer-aware guidelines, and programmes and solutions about how to safely and ethically address the topic of cancer with the broader context of wellness and wellbeing. The goals for 2018/2019 are to: 1) Develop cancer-aware guidelines with the medical industry, and test

them through pilots within the wellness industry, to see if we're able to adapt what we do with greater safety and efficacy. 2) Address areas of opportunity or impedes that limit the industry's potential, and 3) Secure charitable donations to fund new research projects.



The Initiative held its second roundtable at the Mayo Clinic in May 2018, and participants included leading integrative doctors, wellness leaders, and cancer charities. The roundtable's theme was “Teachable moments, fostering healthy behavioral lifestyle choices through the cancer continuum” – and it built upon the initiative's leadership role in

bridging medical evidence with specifically adapted cancer-aware guidelines and programmes for the spa and wellness world.

People don't want to be defined by their cancer and they shouldn't be.

This is the overall focus of the initiative – to change the lens, to provide appropriate evidence-based guidelines and knowledge foundations, and to shepherd the spa and wellness industry in a new direction with safety and efficacy. ●

# spa business

2018 – 2019 HANDBOOK

## RESEARCH ROUND-UP

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# Strong and steady

Total spa industry revenue in the US has reached an all-time high of US\$16.8bn, according to the latest research from ISPA and PricewaterhouseCoopers.

Research author Colin McIlheney outlines the findings

It's been another year of steady growth for the US spa industry, according to the International Spa Association (ISPA)'s 2017 US Spa Industry Study, which was carried out in collaboration with PricewaterhouseCoopers (PwC).

The report is a nationwide overview of the spa industry and looks at data for 2016 through spring 2017. The findings are the result of a large-scale survey of

spa operators across the US. Criteria examined include financial performance, employment and growth, as well as the regional distribution of spas, ownership structures, number of visits, product and service offerings, compensation, and other topical areas of interest.

With continued growth in the US economy in 2016 seeing overall GDP continuing to rise and unemployment

falling further, this year's estimates show that the spa industry grew in tandem with the wider economy. Revenues, visits, employment and locations all increased, marking further progress for the industry and representing a seventh year of positive growth following the decline that resulted from the Great Recession in 2008-2009.

## The five key statistics

In this year's study, each of the 'Big Five' statistics increased on the previous year's figures, underscoring the industry's continued growth. Total spa industry revenue in the US is estimated to have reached US\$16.8bn in 2016 – an all-time record figure. Growth in the overall US economy slowed slightly in 2016, with GDP growth falling from 2.6 per cent in 2015 to 1.6 per cent in 2016, and this trend was matched in the spa industry, with revenue growth slowing from 5 per cent in 2015 to 3.1 per cent in 2016.

In addition to revenue, record-high figures for the industry were also recorded in relation to visits, locations and revenue per visit. With five million additional visits made to spas in 2016,

**Table 1: The Big Five Statistics: Out-turn and percentage change in 2016**

	2015 (year end)	2016 (year end)	% change
Revenue	\$16.3 billion	\$16.8 billion	3.1%
Spa visits	179 million	184 million	2.5%
Locations	21,020	21,260	1.1%
Revenue per visit	US\$91	US\$91	0.6%
	2016 (May)	2017 (May)	% change
Total employees	359,300	365,200	1.6%
Full-time	162,000	165,800	2.3%
Part-time	157,800	164,500	4.2%
Contract	39,500	35,000	-11.4%

\*Calculations of percentage change are based on unrounded figures. Source: ISPA 2017 US Spa Industry Study



KAMIL MACNIAK/SHUTTERSTOCK

Almost four in five spas in the US are day spas, which is largely unchanged since 2015

Revenues, visits, employment and locations all increased, marking further progress for the industry and representing a seventh year of positive growth following the decline in 2008-2009

the number of visits grew to 184 million in 2016, representing a 2.5 per cent increase on the previous year's figure. These increases in both revenues and visits helped revenue per visit to rise by 0.6 per cent to US\$91.30.

With employment in the wider US economy increasing by 1.8 per cent in 2016, the spa industry kept pace with a 1.6 per cent increase in employment, meaning that 365,200

people now work in US spas. There was steady growth in both the number of full-time (+2.3 per cent) and part-time (+4.1 per cent) employees, coupled with a further fall in the number of contractors (-11.4 per cent). In recent years the part-time workforce has seen a more rapid rate of growth than full-time employment, so the number of part-time employees in spas is now just shy of the number of full-time employees.

There was a net increase of 240 new spas in 2016, equating to more than four new spas opening each week, so there are now 21,260 spas in the US (+1.1 per cent). This is just shy of the record of 21,300 spas in 2008, just before the Great Recession. Almost four in five spas in the US are day spas (79.6 per cent), followed by resort/hotel spas (8.6 per cent) and medical spas (8.3 per cent) – this is largely unchanged on 2015. ▶

### Research findings in detail

SPA is a professional organisation, representing providers in more than 70 countries and encompassing all aspects of the spa experience, from facilities through to instructors, professional practitioners and product suppliers. Its role is to advance the industry by providing educational and networking opportunities, promoting spas and fostering professionalism and growth. To gain more in-depth industry understanding, ISPA commissioned the first US Study in 2000, followed by updates in 2002, 2004, 2006, 2007, and every year from 2010 onwards. Shorter tracking studies documented performance in 2003, 2005, 2008 and 2009.

**Topics covered in detail in the full *ISPA 2017 US Spa Industry Study* prepared by PwC include:**

- Overall industry size and growth.
  - Industry profile – size and type of spa by geography and year of start-up.
  - Services, facilities and products offered across the spectrum of spa types.
  - Compensation - differences by type of spa, type of employment and role.
- The full report, with technical appendix, is available at [experienceispa.com](http://experienceispa.com). ISPA members may download a complimentary copy of the ISPA 2017 US Spa Industry Study and non-members may purchase the report through this site.

The *2017 US Spa Industry Study* was released at ISPA's 2017 conference, which took place 16-18 October 2017 in Las Vegas.



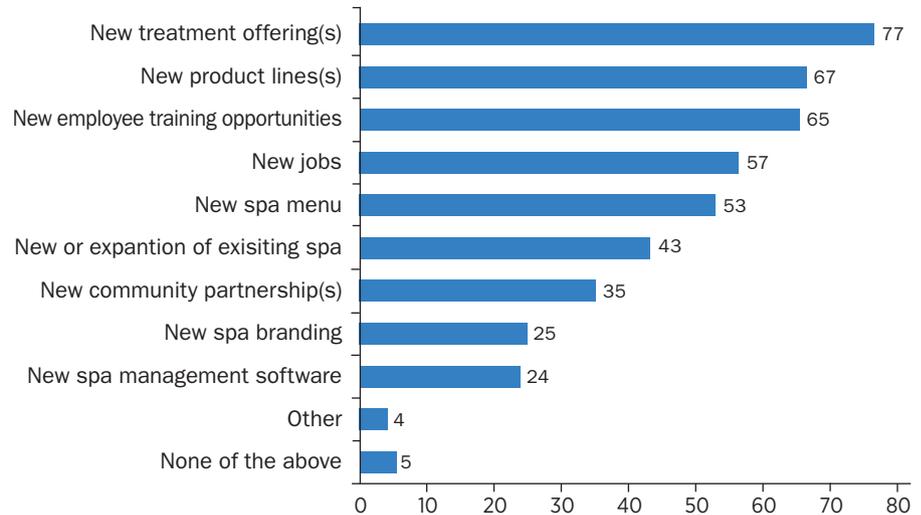
Record-high figures were recorded for spa visits, locations and revenue-per-visit



More than three quarters of spas plan to add new treatment offerings

ROB SIMONART/SHUTTERSTOCK

Graph 1: Planning to add or create in 2017



Source: ISPA 2017 US Spa Industry Study

### ► Demand for talent

Compensation remains a hot topic in the US spa industry. The number of unfilled vacancies still stands out, with more than three in five (61 per cent) spas reporting service-provider vacancies. The number of service provider vacancies in 2016 is estimated at 32,390, a 13 per cent fall on the previous year's figure, and perhaps a sign of progress in a key area for the industry's future growth. Nevertheless, the number of unfilled director and manager vacancies has remained static at 1,230 – the majority of these being vacancies for spa managers (1,030). This year's analysis shows, therefore, that as the industry's growth continues, so does the demand for talent across all job roles.

### Looking ahead

With the industry striving for further expansion, many spas reported actively

taking steps to keep up with emerging trends and ensure future growth.

Technology is unsurprisingly at the forefront, and more than four in five spas (83 per cent) said they offered social media promotions in 2016, with over three in five (62 per cent) offering online booking options. Looking to the future, the vast majority said they plan to add or create a range of enhancements to their business (95 per cent), with over three quarters (77 per cent) intending to add new treatment offerings and two thirds (67 per cent) planning to introduce new product lines.

Similarly, from a personnel perspective, almost two in three spas (65 per cent) said they plan to add or create new employee training opportunities, and over half (57 per cent) plan to create new job opportunities. Respondents were also asked what they believe

will be the next big thing to shape the industry. Wellness, health and fitness remains the most frequently cited trend, mentioned by almost one in three spas (32 per cent). Some distance behind, the second-most-popular choice was the use of organic/natural products (12 per cent), often linked to themes around sustainability and local sourcing. ●

### ■ About the author:

Colin McIlheney is the global research director at PricewaterhouseCoopers, and in his 33-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 2017 US Spa Industry Study.  
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# Living with Wellness

New research from the Global Wellness Institute values wellness real estate at US\$134bn in 2017 – and it's growing quickly. Research authors Katherine Johnston and Ophelia Yeung outline the findings of this first-ever study

**W**ellness is a US\$3.7tn industry, growing faster than the global economy. The Global Wellness Institute (GWI) sees residential real estate as the next frontier to transform the wellness movement. Our homes, communities and

surrounding environment directly affect our daily behaviours and lifestyles, which together determine between 80 and 90 per cent of our health outcomes, so it's only logical that consumers should increasingly want to invest in health and wellbeing there.

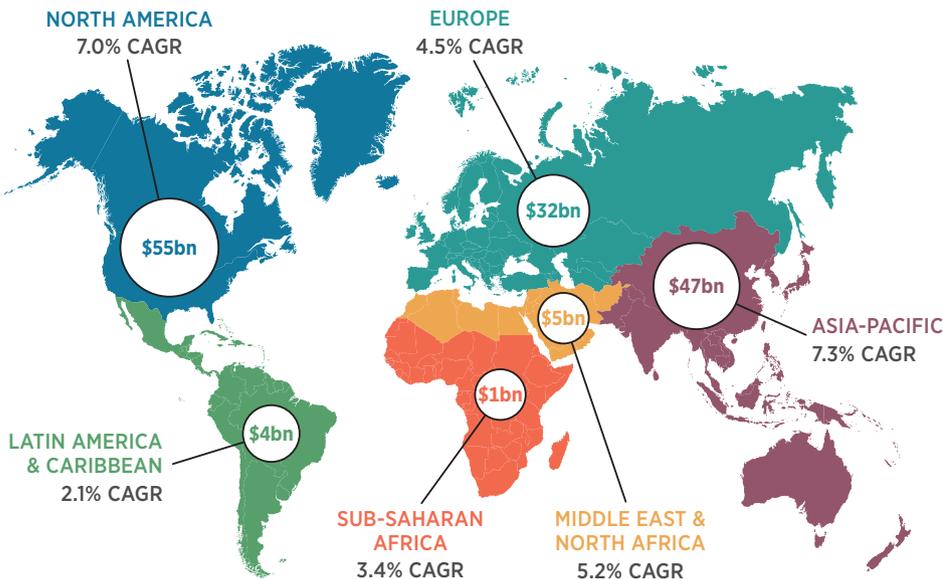
## Why now

The way our homes have been built in the last century is reinforcing lifestyles that make us sick, stressed, alienated and unhappy. Our modern environment has created new health risks – sedentary lifestyles, lack of physical activity, poor diet, stress, social isolation and environmental degradation. Our built environment favours driving over biking, sitting over walking, riding in elevators over using the stairs, texting over face-to-face conversations, and screen time over outdoor recreation. Even as we live longer, more of us are living lonely, unhealthy and unhappy lives. We cannot address the global crisis of rising chronic disease and unsustainable health costs without committing to a dramatic transformation in where and how we live.

## Defining wellness real estate

Wellness is not just about physical health; it is multi-dimensional, encompassing the physical, social, mental, emotional, spiritual and other dimensions of our selves. All aspects of a person – mind, body and spirit – need to work in harmony for that person to be truly well. Wellness lifestyle real estate includes homes

Map 1: Wellness real estate value and growth in 2017





ReGen Village in The Netherlands is one of more than 740 wellness communities being built

that are proactively designed and built to support the holistic health of their residents, while a wellness community is a group of people living in close proximity who share common goals, interests and experiences in proactively pursuing wellness. The power of wellness lifestyle real estate lies in its potential to foster wellness communities, but the connection between the two is not automatic, and requires a shift. This includes moving from not just preventing “sick buildings”,

but building homes that enhance health and wellbeing; shifting from passive to active wellness; complementing bricks and mortar with policies, management and programming that build social connections and nurture healthy behaviours; and creating awareness that our individual health and wellbeing is intrinsically linked to our

Wellness real estate is a **US\$134bn** global industry in 2017

broader environment and the people around us – a shift from “me” to “we”. Wellness lifestyle real estate is a nascent industry that recognises – and has the potential to meet – today’s immense health challenges. It represents a shift that explicitly puts people’s wellness at the centre of the conception, design, ▶

## Top 25 countries for wellness real estate 2017

Country	Market Size US\$ millions
United States	\$52,481
China	\$19,940
Australia	\$9,471
United Kingdom	\$9,016
Germany	\$6,440
India	\$6,088
France	\$5,815
South Korea	\$4,195
Canada	\$2,355
Japan	\$2,246
Netherlands	\$1,851
Switzerland	\$1,607
Norway	\$1,217
Sweden	\$1,140
Austria	\$1,099
Italy	\$1,001
Malaysia	\$917
Singapore	\$819
New Zealand	\$803
Taiwan	\$652
Finland	\$651
Denmark	\$640
Indonesia	\$571
Vietnam	\$482
United Arab Emirates	\$446

Source: Global Wellness Institute



People are looking for neighbourhoods that support a healthy lifestyle

Wellness real estate makes up about **1.5%** of the **total annual global construction market**

creation and redevelopment of our homes and neighbourhoods.

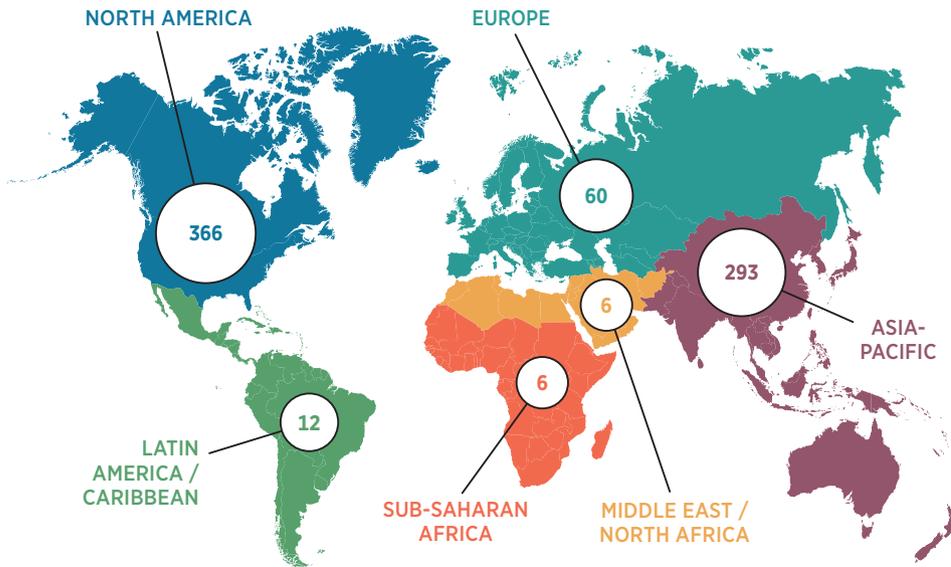
### A growing market

Wellness real estate was a US\$134bn industry in 2017, growing by 6.4 per cent annually since 2015, and making up about 1.5 per cent of the total annual global construction market. The GWI projects that the wellness real estate sector will expand by 6 per cent annually in the next several years, growing to US\$180bn by 2022. The GWI's wellness real estate figures capture the construction of residential and commercial or institutional (office, hospitality, mixed-use/multi-family, medical, leisure)

properties that incorporate intentional wellness elements in their design, materials and building, as well as their amenities, services and/or programming.

The US, along with China, Australia, India, the UK and Germany, accounts for three-quarters of the global wellness real estate market, with the biggest growth occurring in the US (7 per cent), Asia-Pacific (7.3 per cent) and Europe (4.5 per cent). As recently as the 1990s and early 2000s, a relatively small number of wellness lifestyle real estate or community projects were under construction or in development – we estimate fewer than 50

Map 1: Wellness real estate pipeline: Over 740 projects across 34 countries



Features such as bike paths and community gardens are key

projects globally. Contrast that with today, where more than 740 wellness lifestyle real estate and community developments are being built in the world, across 34 countries – and this number is growing.

These developments include masterplanned communities, multi-family housing, urban districts, mixed-use projects, and resort/spa-based real estate. Increasingly they are undertaken by larger, professional development companies with portfolios of multiple properties, some of which have codified a set of core principles focused on human health and wellbeing used to shape

Residences are commanding price premiums of **10-55%**

their community design and marketing approaches. Additionally, many destination spas and wellness resorts are adding a wellness component for customers looking for a second home or vacation properties – or even to live a full-time wellness lifestyle. We estimate that there are more than 1.5m units either already built or planned to be built out over the next several decades, which will house more than 4.1m people.

#### Increasing consumer demand

The demand for wellness lifestyle real estate and communities is rapidly accelerating, as consumers are seeking

out healthy places to live – and are ready to pay for them. Industry leaders are pioneering innovative ways to meet consumer lifestyle needs, and governments are beginning to support these efforts. Standards, guidelines and design principles are emerging to facilitate them. The confluence of these developments means that wellness lifestyle real estate is poised to go from niche to mainstream; eventually, building for wellness will become the norm.

Buyers have demonstrated that they're willing to pay more for healthier built environments; wellness lifestyle real estate developments positioned at the middle and upper ends of the market are achieving home sales price premiums averaging 10 to 25 per cent, and up to 55 ▶

► per cent. One reason is that there is not enough supply to meet demand; there are an estimated 1.3m potential buyers in the US alone for wellness-infused homes and communities. Projects with a greater level of differentiation, a more unique community environment, higher-quality residences and/or more extensive amenities and services typically earn higher sales price premiums. In the case of Serenbe, Georgia – one of the pioneers in wellness communities – residences are commanding price premiums of 30 to 55 per cent versus comparable homes in the Atlanta metro area.

Upscale residential properties around the world are adding wellness components to appeal to higher-income consumers, including enhanced indoor air, water and lighting; fitness centres and spas; health food restaurants; classes and other programming; and even on-site, full-time wellness professionals. Demand is also coming from middle-income consumers, who are looking for homes and neighbourhoods that support a healthy lifestyle, through features such as bike paths and dog parks, community gardens and farmers' markets, and walkability and mass-transit access. Even in the

affordable housing segment, builders are incorporating wellness design features to address the public health needs of these populations, and they are increasingly encouraged to do so through public policy initiatives. All these segments are expected to grow within the wellness lifestyle real estate sector going forward.

### Differentiation

There is enormous potential in wellness lifestyle real estate for differentiation based on market needs, target audiences and unique site characteristics. In global megacities, buyers may be most



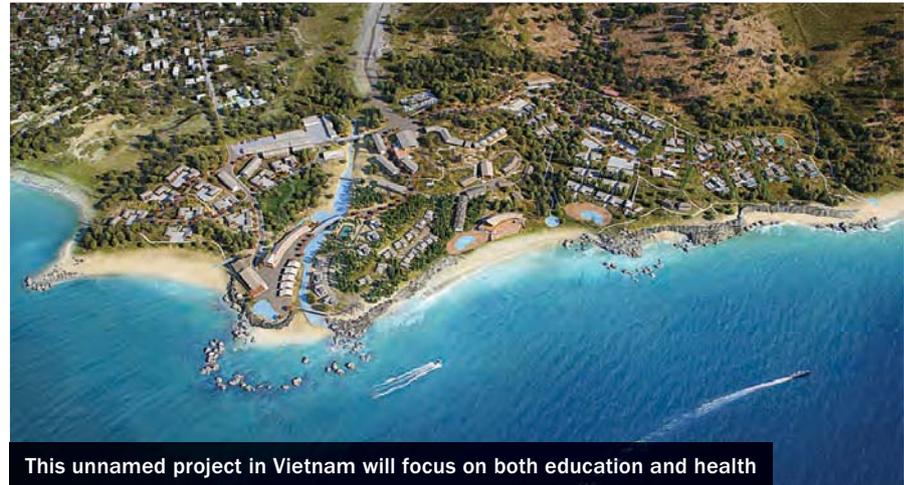
concerned about air and water quality, noise pollution, restful sleep and access to green space. In suburban US, UK or Australia, buyers may be seeking better walkability and mass transit options, bike paths, and more social interaction with neighbours. Other projects may prioritise environmental sustainability, wellness and fitness amenities and programming, the importance of the arts, or living in harmony with nature. Some aim to appeal to the specific needs of particular demographic groups, while developers also have opportunities to create unique wellness living concepts by leveraging local characteristics, such as mountains, woodlands, thermal and mineral springs, mud or salt caves, or farmland.

### Looking to the future

At the GWI, we've identified several emerging wellness living concepts that we predict will soon drive the future development and growth of wellness lifestyle real estate and will push the design of healthy living environments to the next level.

Blurring the lines between home, work and leisure means strategic colocation and integration of homes, coworking facilities and ample wellness amenities and programming in response to the rapid rise of remote work, the sharing economy and the travails of loneliness and attempts to find work-life balance. Bringing back multigenerational and diverse neighbourhoods will cater to people seeking communities with a greater mix of ages, life stages, backgrounds and social classes, recognising the growing evidence that social connections in the physical realm are essential

**Wellness real estate is projected to grow to US\$180bn by 2022**



This unnamed project in Vietnam will focus on both education and health

for our health and wellbeing, our society and our economy. Developers are also collaborating with governments to target lower-income and vulnerable populations, who are at the highest risk for many health conditions. Building wellness communities by combining medical industry companies, research organisations, hospitals, clinics and health services with holistically designed wellness-infused homes and neighbourhoods – such as in Lake Nona in Florida or the Destination Medical Center in Rochester, Minnesota – will also be key to growth.

We also see a move from green to regenerative living – where communities will produce their own healthy food and renewable energy, clean the air, recycle their own water and be net-positive for people and planet. Harnessing future technologies will also help bring on-demand wellness into the design of homes, neighbourhoods and

cities. And we see hot springs as a wellness living anchor as people rediscover the therapeutic properties and benefits of communal bathing, and historic spa towns around the world are redeveloped as holistic wellness living communities.

Perhaps most importantly, we expect new metrics that will capture Return on Wellness, or ROW, and a deeper exploration of the relationships between physical and virtual communities, and between our individual, personal wellness and the wellness of our community – and planet. ●

#### ■ About the authors:

Katherine Johnston and Ophelia Yeung are both senior research fellows with the Global Wellness



Institute. Johnston has extensive experience conducting economic studies worldwide, and Yeung has extensive experience leading research and strategy development. More at [www.globalwellnessinstitute.org](http://www.globalwellnessinstitute.org)

# Finding balance in wellness

Increasing numbers of consumers are booking longer, more expensive spa treatments as they look to offset daily stress, according to CBRE's latest 'Trends in the Hotel Spa Industry' research. Mark VanStekelenburg reports

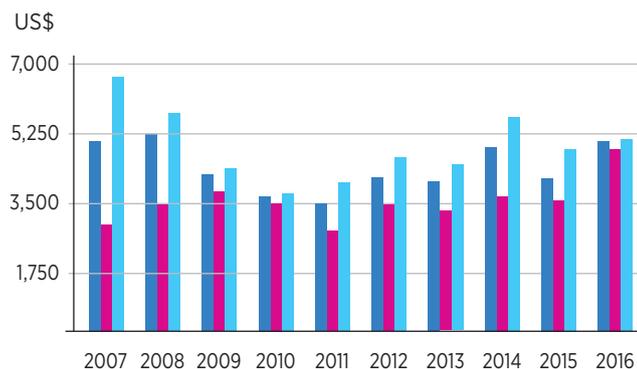
US hotel occupancies are at a record high, as more people are travelling than ever before. The national occupancy level has increased for eight consecutive years, from 2009 to 2017. And with more heads in beds, hotel spas are presented with a greater opportunity to capture more spa customers.

In November of 2017, CBRE Hotels released the 11th edition of its *Trends in the Hotel Spa Industry*® study, continuing its legacy of providing hotel spas with a valuable benchmarking resource. The data, compiled from 141 US hotels in 2016, shows that spa department revenues increased by 5.2 per cent, just below the growth of rooms department

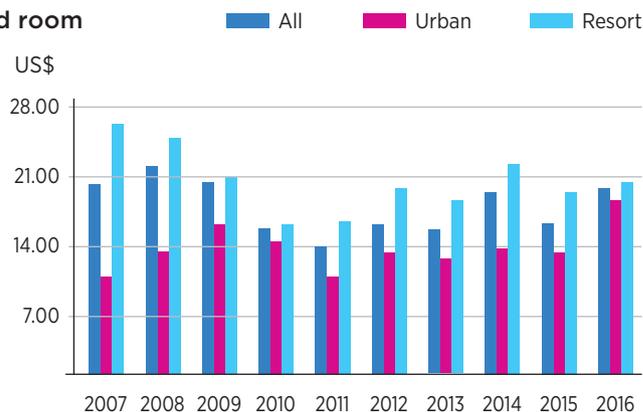
revenue at 5.3 per cent. Spa revenue is also slightly down from 2015 when, for the first time in the study, it grew at a faster pace than room's revenue, at 5.5 per cent versus 3.3 per cent.

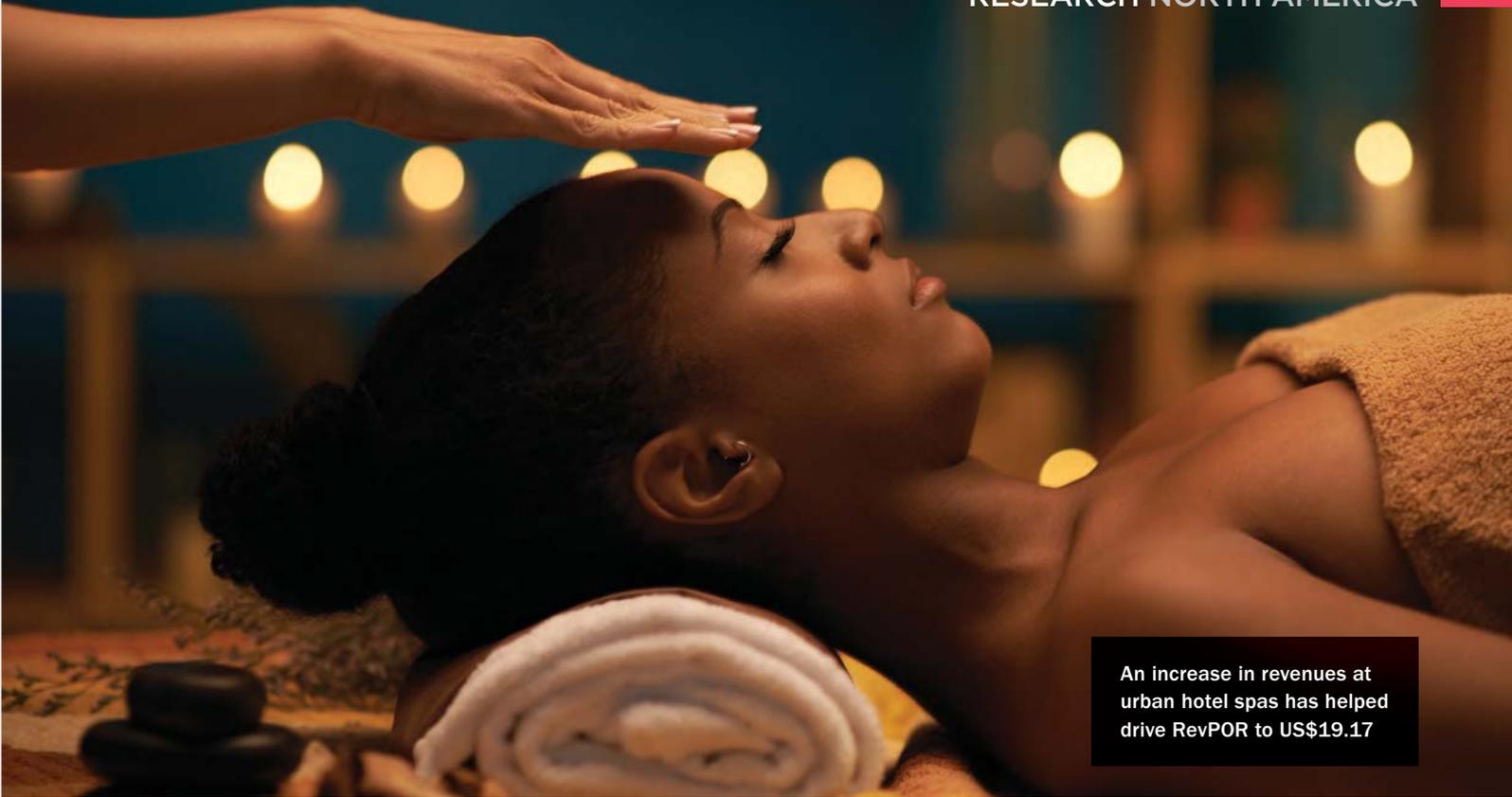
That said, further findings from the latest report show it's clear that hotel spas represent a key opportunity for hoteliers. With record occupancy levels

Graph 1: Revenue mix per available room and per occupied room



Source: CBRE Trends in the Hospitality Industry, 11th edition





An increase in revenues at urban hotel spas has helped drive RevPOR to US\$19.17

DRAGON IMAGES/SHUTTERSTOCK

and the heightened desire for personal wellness, people are looking at spas to help them reduce stress, relax and maintain their wellness routines throughout their stay.

#### Urban versus resort hotel spas

For hotel spas, spa revenue per occupied hotel room (RevPOR) peaked in 2009 at US\$21.82. As the financial crisis lingered, they decreased significantly, to a low of US\$14.12 per occupied room in 2012. Since then, RevPOR increased to US\$19.17 most recently in 2016. This growth is driven by the increase in spa department revenues at urban hotel spas. Their 2016 spa department

Hotel guests represented only 51% of revenues at hotel spas, while revenues from locals increased

revenue of US\$17.71 per occupied room (see Graph 1) is the highest ever recorded for this property type and is US\$6.76 above 2007 performance. On the other hand, resort hotels have seen a decrease in RevPOR during this same

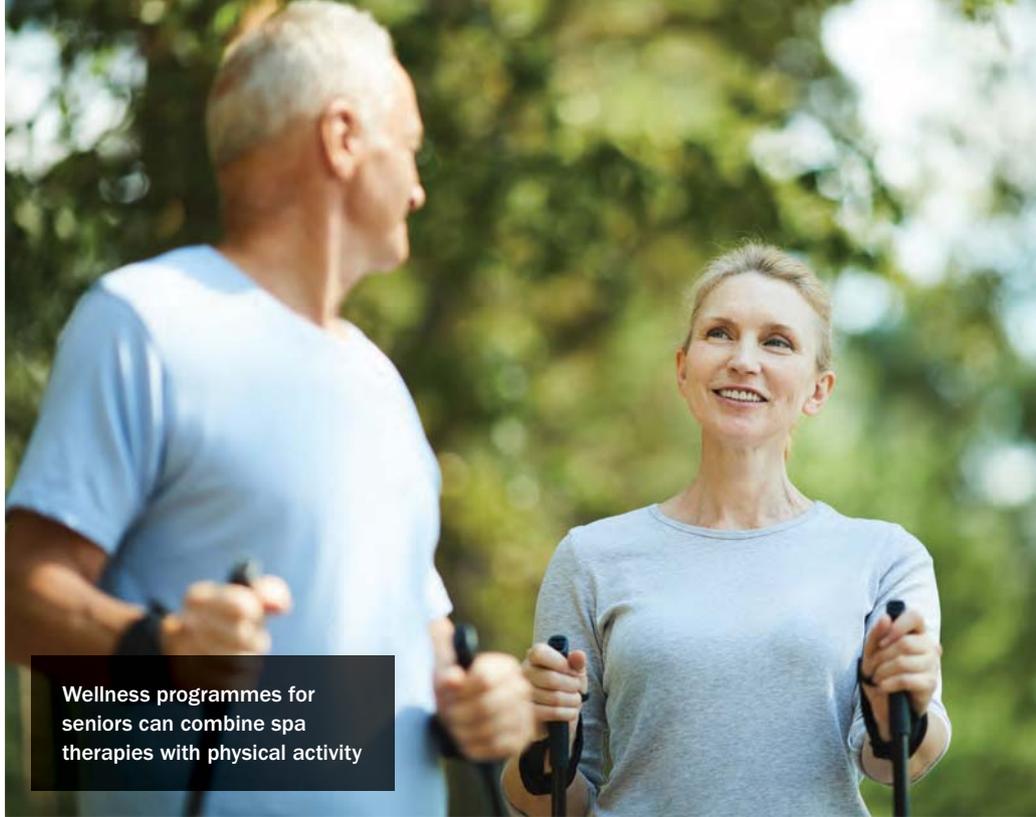
time period. (Survey size and sample vary each reporting year, and therefore do not reflect the same-store data.)

CBRE Hotels tracks customer mix for hotel spa samples, and in 2013, spa department revenue from hotel guests equaled 63 per cent (see Graph 2). Since then, this has decreased each year, and the latest report shows that in 2016, hotel guests represented only 51 per cent of revenues at hotel spas. During this same period, revenue from locals/others increased from 32 per cent in 2013 to 46 per cent in 2016. This segment is growing as an instrumental component of a spa's business mix and can help explain resort spas' decreasing revenue metrics. ▶

### ► Spa resurgence

Spas in US hotels are seeing a resurgence thanks to key national trends, like a swing towards older travellers. In 2011, Households 55 Years and Over overtook Households Between 35 Years and 54 Years as the highest share of lodging spending by age, at 45 per cent versus 41 per cent. Further, those Between 65 and 74 and Over 75 are spending 23 per cent and 24 per cent more, respectively, on lodging.

These groups largely represent retirees who have both the time and money to spend on travel. Key services for this demographic include anti-ageing skin treatments, therapies aimed at relieving pain and arthritis, and massages to reduce stiffness and joint/muscle pain. The healing attributes of spa are further enhanced when paired with a physical assessment. Cleveland Clinic's Wellness Institute in Ohio is an example of how medical centres are using patient history knowledge to create customised wellness programmes, integrating acupuncture, massage, reiki and even Chinese herbal therapy to relieve symptoms. As the elder



PRESSMASTER/SHUTTERSTOCK

Wellness programmes for seniors can combine spa therapies with physical activity

As the elder population is exposed to a myriad of age-related health issues, spas can serve as relief for common ailments



RUSLAN GIZOV/SHUTTERSTOCK

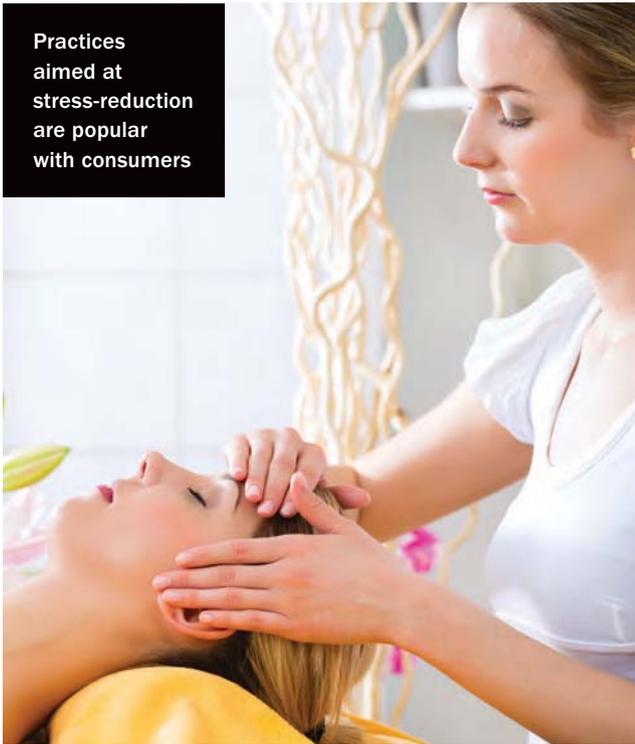
population is exposed to a myriad of age-related health issues, spas can serve as relief for common ailments.

Further, people are no longer viewing spas as an indulgence, but rather are realising the importance of self-care and how spas tie into everyday wellness. A growing self-care movement means practices aimed at stress reduction and wellness take a priority. At The Spa

Guests over 65 have the time and money to spend on travel and spa

at Equinox Resort in Vermont, people are booking longer and more expensive treatments that incorporate wellness and complementary modalities, such as reiki, with a key intention of reducing stress. In addition, spas are implementing add-ons to standard treatments, including guided meditations at the end of the service and even a nap session. These additional services provide customers with a non-labour-intensive de-stressing experience. Wellness is key in reducing stress, and no matter one's age, consumers are looking for various ways to relieve stress and maintain a balance in everyday life.

Practices aimed at stress-reduction are popular with consumers



KZENON/SHUTTERSTOCK

### Market differentiators

Spas continue to differentiate from one another and in today's social media-based world, it's important now more than ever to provide one-of-a-kind experiences to not only attract new demand, but to maintain loyal customers. Entire brands have been created to embody a mantra of 'Instagramable moments' and hotel spas are now tasked with providing these authentic, local and unique experiences. At Mohonk Mountain House in New York, a Mindfulness in Motion walk guides guests around wooded trails, cliff edges and a crystal-clear lake, while its Signature Elements of Nature facial incorporates witch hazel grown on-site.

Another way to for hotel spas to stand out is via food and beverage. Cornelia Spa at The Surrey in New York has partnered with a vegan restaurant for its

Botanical Bar, which provides guests with an additional sensory experience pre- and post-treatment. Further, each treatment starts off with honey to awaken the senses. It's unique practices like these that help attract new customers and pique the interest of loyal visitors.

### Staffing is key

Consumer expectations are increasing and, unsurprisingly, knowledgeable therapists and aestheticians are key to the successful implementation of unique and personalised services in spas.

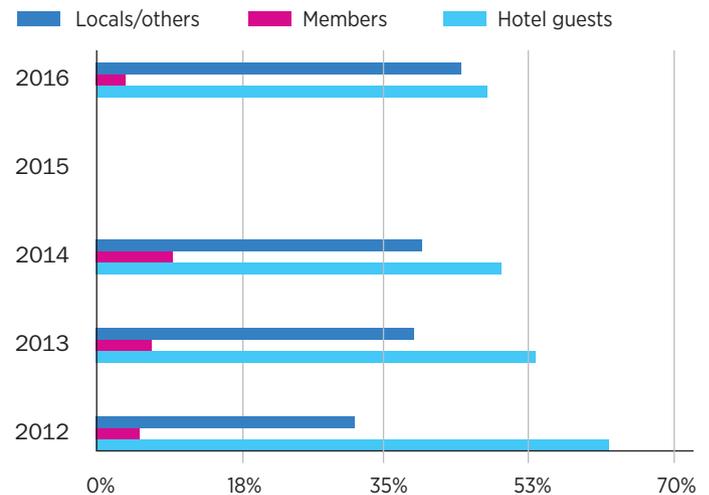
As digital technologies become ever-more prevalent, human interaction becomes even more valuable in the spa industry. People come to the spa to unplug and feel a sense of calmness and respite from the outside world. New trends in the hotel industry, such as

shorter lead times, can create difficulties in staffing and scheduling. Given this, it's important that spas are able to keep up with consumer demand without sacrificing service standards and individual guest attention. So while in 2018, the hotel industry is expected to see its first occupancy decline in 10 years, hotel spas that continue to provide unique and personalised services, embrace the various needs of customers of all ages, and emphasise a true balanced wellness experience at their facility will continue to see success. ●

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Graph 2: Revenue mix



Source: CBRE Trends in the Hospitality Industry, 11th edition

# Changing marketplace

Dubai and Abu Dhabi have both seen a decline in spa performance over the past year, according to new research from Colliers International.

Christopher Lund and Annie Fernandez outline the findings

**W**ellness is a dynamic process of making healthy choices in every aspect of life. With consumers understanding the importance of maintaining an optimal level of wellness to lead a higher quality of life, there has been an increasing willingness to spend money on wellness, making the wellness industry one of the fastest growing industries in the world. According to the Global Wellness Institute, the global spa market

is nearly US\$99bn, and it is expected to grow annually at 5.66 per cent between 2017 and 2021. Given the growing significance of spas in the region, Colliers International Hotels (MENA) launched the *Dubai Spa Benchmark Report* in 2015. The report features 14 key metrics designed to track spa operational performance, and is based on data received from a spa panel representing a stock of 272 and 92 treatment rooms from Dubai and Abu Dhabi, respectively.

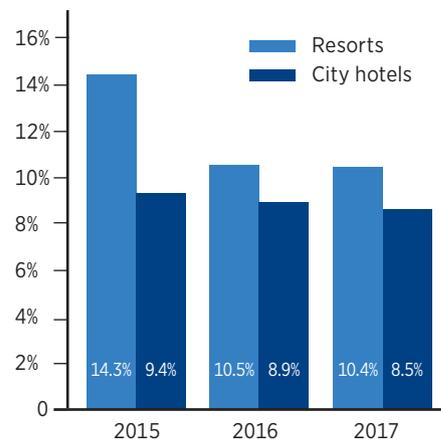
## Dubai spa market performance

### Overall market performance in 2017

2017 full-year figures reveal that the Dubai spa market has witnessed an overall decline in terms of performance. Dubai spas saw a marginal fall in the average treatment rates (by 1 per cent), owing to an increased number of price-sensitive customers and pressure from new entrants in the market. Moreover, with more promotions,

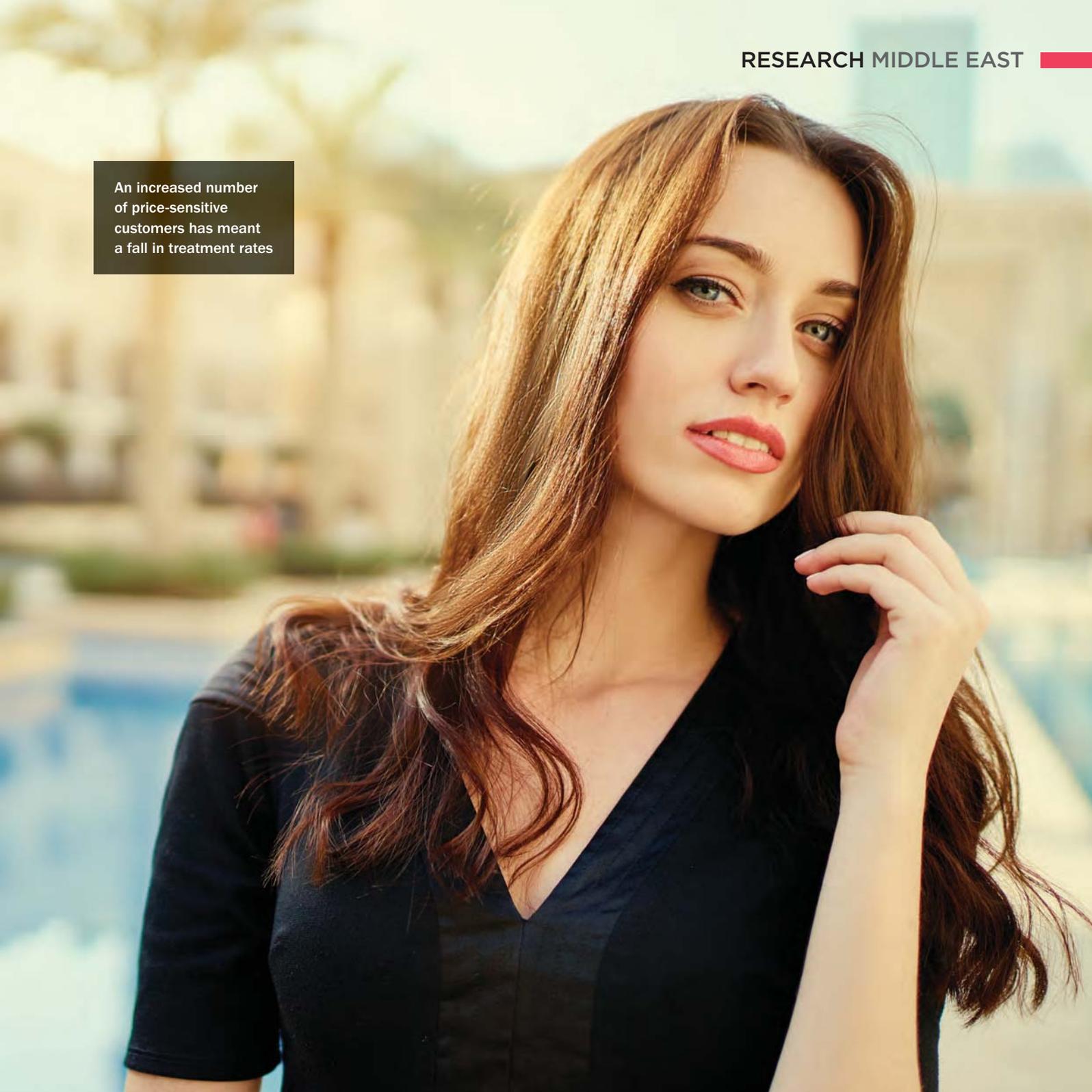


Graph 1: Retail revenue contribution\*

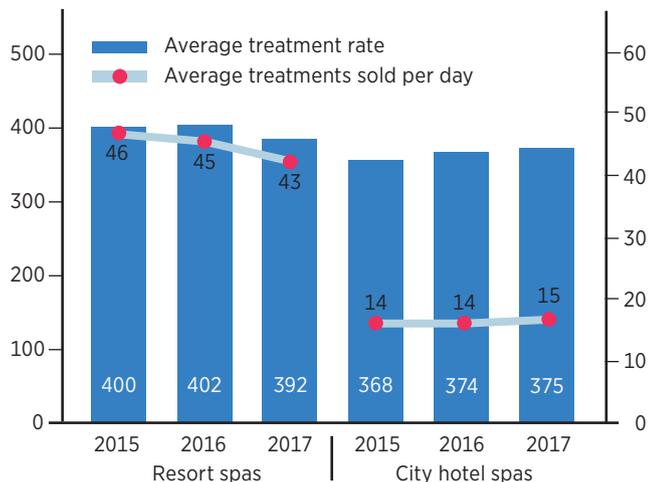


\* Source: Colliers International

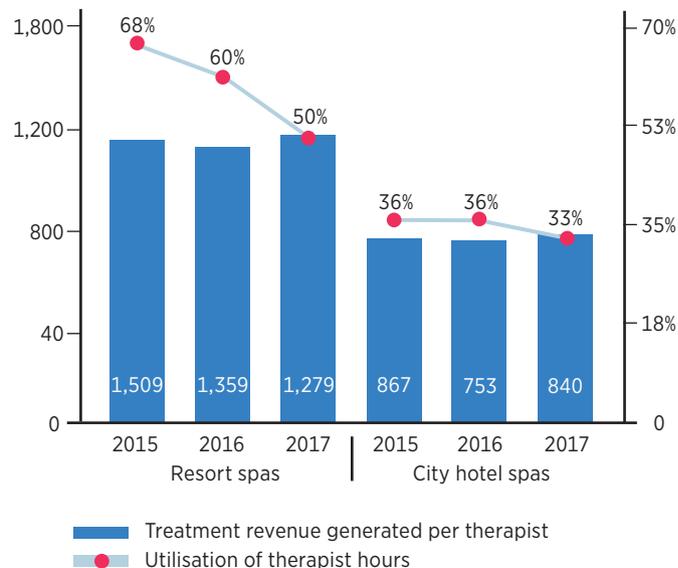
An increased number of price-sensitive customers has meant a fall in treatment rates



**Graph 2: Treatment Revenue Indicators\***



**Graph 3: Therapist utilisation\***



\* Source: Colliers International

► discounts and packages extended by spas, the competition has increased within the industry tremendously.

Average treatment rates fell by 1 per cent, from AED 387 in 2016 to AED 382 in 2017. Demand for spa treatments has also reduced slightly from an average of 29 treatments per day in 2016 to 28 per day in 2017. Moreover, RevPATH has fallen by 11 per cent, dropping the overall spa revenue among Dubai hotel spas.

A closer analysis of the data reveals that the spa revenue has dropped by 20 per cent among Dubai's resort spas, although the city hotel spas have grown by 5 per cent.

The demand for spas has also shown a slight dip (4 per cent) among Dubai's resort spas, while the city hotel spas increased by 5 per cent.

### Steady demand for city hotel spas

In 2017, resort spas in the sample demonstrated a fall in number of treatments sold. Resort spas have also experienced a 3 per cent drop in average treatment rates from AED 402 to AED 392. Spas on Palm Jumeirah have remained relatively resilient to the fall compared to the market. Additionally, the average number of treatments sold per day in resort spas fell from 45 to 43 treatments per day, resulting in a decrease in both therapist and treatment room utilisation by 17 per cent and 28 per cent, respectively.

On the other hand, city hotels have been able to maintain a steady customer base, as indicated by the slight increase in number of treatments sold per day, from 14 to 15 treatments per day.

Moreover, city hotels experienced a growth in average treatment rate marginally, increasing from AED 374 in 2016 to AED 375 in 2017, resulting in a RevPATH growth of 5 per cent from AED 51 to AED 53.

Resort spas have seen an increasingly important reliance on resident walk-in demand, increasing in share from 40 per cent to 46 per cent from 2016 to 2017. City hotel spas saw the reverse trend, with resident walk-in demand going from 51 per cent of total demand in 2016 to 45 per cent in 2017.

Overall capture ratio of hotel guests by Dubai spas increased by nearly 3 per cent, especially among the city hotel spas, which increased to 3.8 per cent. Retail revenue contribution showed a greater decline in city hotel



Resort spas have seen an increasingly important reliance on resident walk-in demand, increasing to 46 per cent

The utilisation of therapist hours has fallen in both city and resort spas in 2017

spas than in resort spas, dropping by 5 per cent in 2017.

The data indicates that city hotel spas still cater to a higher share of price-sensitive demand, despite the increase in average treatment rates observed in 2017.

### **Increasing female spa guests**

Dubai spas also witnessed a significant increase in the number of female spa guests over the last three years, especially among the city's resort spas. This momentum is in line with the global trend, as women have shown increased interest in health and wellness products in the recent years.

### **About Colliers International Hotels (MENA)**

Colliers International is a global leader in commercial real estate services, which includes a hotel division of specialist consultants in hotel, resort, marina, golf, leisure and spa sectors.

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. Details: <http://www.colliers.com/engb/unitedarabemirates/services/hotels>

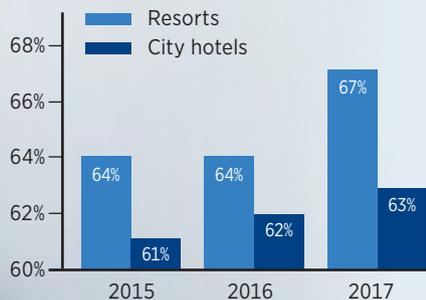
### **Decreasing therapist productivity**

Therapist utilisation is calculated by dividing the available therapist hours for the given period by the occupied therapist hours. 2017 data reveals that the utilisation of therapist hours has fallen in both city and resort spas.

Therapist utilisation in city hotel spas decreased from 36 per cent to 33 per cent in 2017, despite an increase in treatments sold, suggesting lesser efficiencies in staffing. Resort spas experienced a greater fall in therapist utilisation, from 60 per cent to 50 per cent, along with a 6 per cent decrease in treatment revenue generated per therapist.



Graph 4: Female spa guests\*



Graph 5: Capture ratio of hotel guests\*



Dubai spas have seen an increase in the number of female spa guests

► Resort and city hotel spas in the sample have an average therapist to treatment room ratio of 0.9 and 1.1 respectively. Therapist utilisation rates are higher in resort spas than in city hotel spas, partly due to the higher volume of treatments sold enabling higher efficiencies.

### New spa openings in Dubai

While Dubai experienced the opening of several new spas in 2017, including

Soul Wellness & Spa at Sheraton Grand Hotel and the Bvlgari Spa, it will witness the opening of the Cinq Mondes Spa at Emerald Palace Kempinski Hotel, the O2 spa at Radisson Blu Dubai Waterfront in Business Bay, the luxury spa at Stella Di Mare, Away spa at W the Palm, and the 2,800sq m spa at Mandarin Oriental Jumeirah Beach in 2018.

### New versus established spas

When analysing the data by age, established spas in Dubai (open more than five years) have a 13 per cent premium in rate over new spas (open less than five years) although they sold just 24 treatments per day compared to an average of 43 treatments sold per day by the new spas.

Therapist utilisation rates were 36 per cent in new spas versus 42 per cent in established spas, suggesting greater efficiencies in established spas. New spas have a lower capture rate (2 per cent vs. 3.6 per cent) of hotel guests compared to experienced spas, which may explain the premium in rate established spas are able to achieve.

### Abu Dhabi spa market performance

In 2017, Abu Dhabi hotel spas experienced a 2 per cent increase in average treatment rate compared to 2016. However, the treatment revenue per available treatment room dropped by nearly 16 per cent (from AED 927 to AED 781) as the number of treatments sold saw a 22 per cent drop. The figures also suggest that the efficiency of spas in Abu Dhabi has reduced as utilisation of therapist hours has fallen by almost 18 per cent.

On a positive note, Abu Dhabi hotel spas witnessed an increase in the number of walk-in guests by nearly five percentage points, suggesting an increased reliance on the resident population. The retail contribution to the revenue has also seen an increase by 22 per cent compared to 2016.

### New spa openings in Abu Dhabi

Several new spas are anticipated to open in 2018, including the Zen Spa at Saadiyat Rotana Resort & Villas, the spa at the Jumeirah Saadiyat Island Resort, and the spas at The Abu Dhabi Edition and Grand Hyatt Abu Dhabi Hotel.



The Cinq Mondes spa at the Emerald Palace Kempinski Hotel will open this year



Most city hotels in Dubai have been able to maintain a steady customer base

## MENA spa market outlook

In March 2018, Colliers International conducted a survey across the spa operators in the Middle East and North Africa (MENA) region to understand the sentiment of the market in terms of the top three challenges faced in 2017 and their outlook for the coming year. The below analysis is based on the 37 responses received from the survey.

Thirty-two per cent of city hotel spas responded that the biggest challenge in 2017 was the increase in price-sensitive customers. Twenty-four per cent also felt that new entrants into the market have increased the competition level, and therefore had trouble retaining their

customer base. Finding the right talent was the next-biggest challenge.

Twenty-eight per cent of resort hotel spas consider finding the right talent and increase in price-sensitive customers as the two biggest challenges that affected them in 2017. Increasing competition due to the new entrants was the next-biggest challenge for the resort spas.

The outlook for the spa market looks positive given that more than 40 per cent of the respondents consider that spa revenue will grow in 2018. However, there is a significant variance in 2018 outlook, which means that the market has become more volatile and less predictable. There is almost an equal distribution between respondents who

predict an increase in spa revenues (40 per cent) to those who do not expect any change (31 per cent) and those who expect a decline (23 per cent). ●

### About the authors:

Christopher Lund is the associate director of Colliers International Hotels (MENA) and



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# Asian traditions

The younger generations will fuel a change in the Asia-Pacific spa market, which has major implications for spa design and programming. Laszlo Puczko highlights the findings from the TOHWS's 5th benchmarking report on the region

**T**he Asia-Pacific spa market today is dominated by luxury and upscale facilities, but the growth in the market will come from young and first-time visitors who are interested in complementary and holistic services that reflect regional traditions.

The Tourism Observatory for Health, Wellness and Spa (TOHWS), in cooperation with Resources for Leisure Assets, published its 5th benchmarking report on the role of spa and wellness facilities in tourism, and this year took a close look at the Asia-Pacific region, with the help of the Asia Pacific Spa and Wellness Coalition.

The survey results reveal that the spa market is still dominated by luxury/upmarket facilities in the Asia-Pacific region, and 65 per cent of the market considers itself a luxury operator, compared to 55 per cent of spa and wellness facilities globally.

## Demographics

We can observe a different age distribution of guests when we look at the Asia-Pacific region compared to our global data, with Gen Y making up the

largest percentage of guests (29 per cent, vs 20 per cent globally), followed by Gen X (26 per cent, compared to 25 per cent globally). In the rest of the world, Baby Boomers may lead the charge when it comes to spas, but in Asia, they come in third – topping only those born before 1946 and Gen Z, born between 1996 - 2012. This has important implications for both spa design and programming.

Data also show that although the female segment is still the typically dominant one in Asia – women make up around 60-65 per cent of the share of

total guests – the importance of male guests is growing. Several spa and wellness centres report the number of male and female guests is equal, and a few reported more male than female guests.

The role of international guests is significant in the region, since more than 50 per cent of guests are registered as international visitors, with most of those (60 per cent) coming from Europe.

## What motivates guests?

The main motivation of foreign guests remains treatments and services,

**Table 1: Top 3 market segments for spas**

<p><b>Global data</b></p> <ol style="list-style-type: none"> <li>1. Couples</li> <li>2. Groups of friends</li> <li>3. Hotel guests looking for healthy services</li> </ol>	<p><b>German-speaking markets</b></p> <ol style="list-style-type: none"> <li>1. Couples</li> <li>2. Gen Y</li> <li>3. Single women</li> </ol>	<p><b>Asia-Pacific markets</b></p> <ol style="list-style-type: none"> <li>1. Groups of friends</li> <li>2. Single women</li> <li>3. Couples</li> </ol>
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*\* German-speaking market data for TOP3 target segments are from 2016.*

More than half of guests at Asian-Pacific spas are international visitors, with most coming from Europe

followed by the brand and reputation of the spa or wellness facility. We offered a long list of likely motivation triggers to choose from. The data we received both in the pilot and in the follow-up survey suggest that technology, design or price play little role in foreign guests' motivation in selecting a spa or wellness facility – important information, since investors tend to spend a significant amount on spa design and technology.

Operators also confirmed the growing trend of social consumption – when treatments and services are consumed in small groups, rather than individually. This suggests that single women should no longer be considered the number one segment for spa and wellness services, and has a direct impact not only on spa operations, but also on spa and wellness

space design, service zoning and allocations, as well as guest journeys.

It should be noted that demand appears to be more and more fragmented as we compare different regions around the world. Operators need to define relevant market segments differently,

depending on the country they are targeting. Global marketing and branding does not seem to be working anymore.

### What treatments do guests want?

In terms of popularity of services and treatments, we asked operators to

Table 2: Amount spent per day on spa services

	Global data	German-speaking countries	Spanish-speaking countries	Asia-Pacific Market
Foreign guests	€150-170	€132	€100	€160
Domestic guests	€80-100	€125	€70-80	€140
Walk-in guests	€60-80	€64	€40-60	€88

\*\* German-speaking market data are from 2016.

- ▶ identify such services by different guest groups, i.e. walk-in guests, domestic guests who are visiting and foreign guests. Whereas the global data show the importance of natural resources-based therapies and treatments as well as services based on local resources, the Asia-Pacific market shows a somewhat different path.

Not surprisingly, there is a high demand for complementary and alternative therapies and holistic treatments in Asia, which reflects the rich spiritual and holistic resources and traditions. This is actually not that different from the global data, however; holistic and traditional healing practices very much fall under the 'local resources' category. The only difference is how these are to be marketed – either as holistic, complementary services or local resources. The spending patterns do not

## There is a high demand for complementary therapies and holistic treatments in Asia

differ greatly from that of the global data. Foreign guests are estimated to spend approximately €160 per day on spa and wellness services.

In terms of market potential and growth prospects, developers and operators need to look at their respective markets in detail. We can observe rather diverging trends and forecasts depending on which market we look at. The only converging market data is that foreign travellers will look more and more for healthy services and options during their travels. This interest may not turn these guests into wellness tourists, but clearly shows the way in which market demand is moving.

Spas and wellness facilities must apply special marketing and management measures if they want to achieve a healthy mix of walk-in, domestic and foreign guests. The current and forecasted demand from these major groups shows limited overlap, and this provides challenges in operations and communication.

The operators in the Asia-Pacific region reported a mixed growth data for 2017.

- The number of walk-in guests grew by 10 per cent
- The amount of domestic visitors changed by less than 5 per cent, whereas
- The number of foreign tourists was stagnant.



Complementary treatments like cupping are particularly popular in Asia-Pacific spas

### About the survey

The Tourism Observatory for Health, Wellness and Spa (TOHWS), in cooperation with Resources for Leisure Assets, published its 5th benchmark data on the role of spa and wellness facilities in tourism. The research, which is built on operational benchmark data and forecasts, defines market intelligence on a global scale. TOHWS has been working together with the Asia-Pacific Spa & Wellness Coalition (APSWC) on the 2018 edition, which is a follow-up study of the pilot in 2012. The recurring survey's objective is to identify the key changes in the market learning from operators' experiences. TOHWS received data from 15 countries from the Asia-Pacific region.

Table 3: Projected year-on-year growth, 2017-2018

	Global	Asia-Pacific
Number of guests (total)	10%	8%
Number of first-time guests	12%	14%
Number of guests using spa/wellness services	9%	9%
Average length of stay	6%	6%
Number of treatments sold per visit	7%	7%
Average revenue per guest	9%	8%

The growth in Asia-Pacific spas will largely come from the younger generation and from first-time guests

It was interesting to observe that the number of first-time customers and number of treatments sold grew by 5-10 per cent from walk-ins and from domestic markets.

### Growth projections

In terms of forecasted market changes for 2018, the Asia-Pacific region shows somewhat lower than expected growth than what we can see in the global data. What is very exciting is the growth of first-time guests.

This means not only great opportunities for spa and wellness centres, but also service development challenges.

New guest segments, especially the younger generations, often have different expectations, and look for a different set of services and value propositions.

Owners, operators and developers would be advised to continually analyse both their current and future markets, which can often change rapidly, especially when it comes to international tourism markets. ●

### About the author:

Laszlo Puczko is the director of industry intelligence at RLA Resource for Leisure Assets. Puczko has worked as a travel and tourism expert in the health, wellness, medical services and spa arena for over 20 years, and founded The Tourism Observatory for Health, Wellness and Spa (2012), which serves as global intelligence for the wellness travel industry. He is the (co-)author of numerous specialised reports and studies, as well as books.

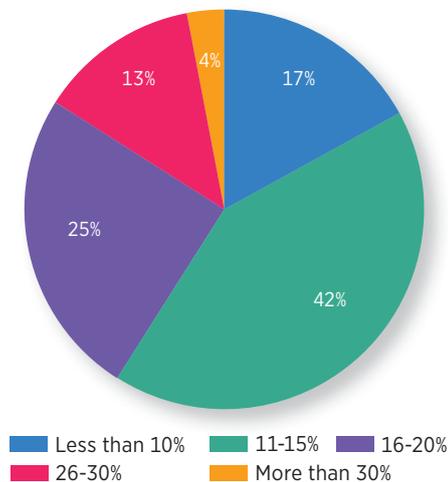


# Selling well

Nancy Griffin outlines findings from Contento Marketing's second study on spa retail

This year's retail therapy research continues on the insights gained from Contento Marketing's first retail study, published in the 2017/2018 *Spa Business Handbook*. This year's survey focused on both sides of the spa/supplier relationship, to uncover challenges and best practices while digging deeper into specific issues

**Graph 1: Percentage of annual gross revenues from retail sales**



\* Source: Contento Marketing 2018 Spa Retail Study

such as inventory, space utilisation and product mix. The candid dialogue underscored that there needs to be an open dialogue between buyer and seller. Sixty-five percent of suppliers said their accounts do not share their professional sell-through percentages. Yet suppliers need information to help spas improve service to retail sales ratios, which have remained flat for decades. The majority (67 per cent) of spa directors report retail revenues as a percentage of gross revenues of under 20 percent.

## Top 5 spa retail flaws

When analysing the responses to the question "What is the biggest flaw you see in a spa retail setting?", it was evident that most spas lack a cohesive plan for spa retail. Many spa directors find themselves without the proper resources, or work with corporate buyers who are not always on the same page. Spa retail often takes a backseat to services.

### The top 5 flaws cited were:

1. Merchandising & display
2. Staff training & incentives
3. Lack of space or prime real estate
4. Inventory control
5. Wrong product mix/saturation of products

## Merchandising & display

Merchandising — defined as the activity of promoting the sale of goods at retail — and display were cited as the number-one flaws. Respondents reported a range of merchandising and display flaws, from improper lighting and fixtures, to lack of sales support tools such as shelf-talkers, displays, samples and testers.

Lack of signage and collateral for consumer education was chosen as the biggest flaw by several suppliers. Yet surprisingly, more than half of buyers (54 per cent) responded that only a quarter of their guests engage with retail collateral. This suggests that current collateral is failing to reach the target market — either because of the wrong messaging or wrong delivery.

## Staff training & incentives

Staff training and incentives was a close second in this year's survey as the biggest flaw in spa retail. There are a number of staffing issues to manage, including selection, training and incentives. Spa operators and technical staff aren't hired for sales skills and are not properly trained. (Suppliers noted frustration in this area, as they spend a significant amount of time visiting accounts for product knowledge and treatment trainings.)

**STAFF & TRAINING TIPS**

- Hire designated sales people—products do not sell behind locked cabinets!
- Retail sales are 15 per cent higher per therapist if a professional license is displayed: the 'credible authority' syndrome
- Employees need to be able to buy at a deep discount.

Spas should hire people with strong sales skills, and give them effective incentives to sell

“Spas need to hire people with strong sales profiles, then develop their employees. Very often the least paid people are selling retail. This needs to shift,” says Ann Patton, principal of Savvy Spas and instructor at the University of California Irvine Spa & Hospitality Management programme.

Creating the right incentives for staff to sell is also paramount, regardless of how dedicated and talented your sales people are. Effective incentives develop the right amount of competitiveness while promoting teamwork. “To encourage our desk staff to sell retail, we let them

**MERCHANDISING TIPS**

- Shelf talkers are a must (especially when you do not have a retail associate present)
- Keep testers clean (86 per cent of spa retail shoppers would not buy anything in the store if the testers are dirty.)
- Present product at eye level whenever possible. 85 per cent of people see products at the eye marker of 5'6" from the ground.

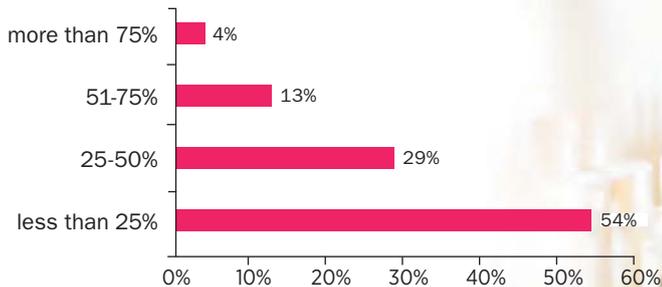
wear all of the products,” says Wendy Bosalavage, President of LIVunLTD. “Whoever sells the most gets to keep the item. Sales increased by 35 percent in the first week.”

**Lack of space or prime real estate**

Several of the spa directors responded that the biggest flaw in spa retail is either lack of space, or not having prime real estate for merchandising and display. As respondents are directors of spas within resort and hotels spas, it is not surprising that they have no control over allotted space for retail or back stock. This issue ▶

## RESEARCH RETAIL

**Graph 2: What percentage of your spa guests engage with retail collateral?**



Source: Contento Marketing 2018 Spa Retail Study



**Merchandising and display flaws were cited as the biggest problem for spa retail**

Inventory grows like a huge monster. If you are carrying more than three months worth of inventory, get rid of what you can't sell.

- is difficult to overcome without buy-in from the top. A proactive way to overcome this challenge is to rethink existing space. Consider limiting inventory and displaying a carefully curated group of products to free-up valuable space. Envision multiple retail touchpoints throughout the spa:
- Interactive-iPads in lounges for shopping
  - Impulse-buy stations at the cash-wrap area
  - Beauty bars for product demos and mini-services
  - Self-guided shopping experiences with digital interactive touch screens

### Inventory control

Several suppliers responded that the biggest flaw was that the spas do not have ample inventory on hand to adequately retail their products. Survey results indicate that only a quarter of spas are carrying excess back-stock levels over 20 per cent.

### 10 IDEAS FOR SPA RETAIL

1. Grab-and-go items such as travel sizes
2. Travel apparel and athleisure wear
3. Items that address common concerns (ex. patches to reduce puffy eyes)
4. Jewelry, hats, sunglasses (and of course sunscreen!)
5. Sandals, slippers, pajamas, sarongs, bathing suits, coverups
6. Locally made jewelry
7. Seasonal and holiday gifts
8. Artisan products that contribute to a charitable cause
9. Household items and fun novelty gifts
10. Wellness-focused products like acupressure mats and self-massage tools

In contrast to complaints about spas not carrying enough inventory, Michael Tompkins, partner at Hutchinson Consulting, noted excess back stock to be a burden in nearly all his consulting projects. "General managers and CFOs do not want to bring in new lines because the spa is carrying too much inventory," he says. "Inventory grows like a huge monster. If you are carrying more than three months of inventory, get rid of what you can't sell. Too much inventory will not allow for the level of personalisation necessary in the future."

### Product mix

Suppliers pointed to saturation of the same products in many of their accounts. This can be a handicap, as products that are not readily available cause a feeling of scarcity that encourages buying.

A possible explanation of why spas carry limited product line is because

Spa products should be able to be purchased over multiple platforms such as Apple Pay

many “out-of-the-spa-box” items are not carried by distributors and independent reps. Without representation, most manufacturers cannot afford to directly support the spa channel.

### The future of spa retail

In the future, spa retail will be interactive and experiential. Store environments and displays will be clean and minimal. Product will be easy to access. Combining the best of high-tech and high-touch, spa retail will evolve with the contemporary consumer shopping experience.

Successful spas will build on skincare sales, focusing on targeted, unique items indigenous to the local area, or that contribute to a healthy lifestyle. Knowledgeable sales consultants will evaluate each guest’s individual needs and goals, then suggest products that can be purchased seamlessly over multiple platforms (room charge/digital phone via Apple Pay). Products can be delivered to the guest’s home, dropping directly from the resource partner, if they don’t want to take it with them. Tomorrow’s spas will meet the customer wherever they are, and wow them! ●



#### ■ About the author:

Nancy Griffin is principal of Contento Marketing, a leading business development and PR firm for spas and wellness brands. She is also managing director of Bespoke – retail display solutions for spas and resorts. She has a master’s degree from Cornell University School of Hospitality Management, and 25 years of spa industry experience.



### METHODOLOGY

Contento conducted a survey emailed to attendees of the Global Beauty & Wellness Exchange – 55 US-based hotel and resort spa directors and 55 product suppliers. Nancy Griffin’s interview with Ann Patton and Michael Tompkins: *Spa Realities: A Spa Conversation*, provided useful takeaways for buyers and vendors.

# Working on it

The first-ever ISPA Spa Workforce Study challenges the myths surrounding employee recruitment and retention in the global spa industry. Research author Colin McIlheney explains how

**T**here are currently 32,930 vacant positions for therapists in the US spa industry and 1,030 for managers. Inspired by these findings from its annual Spa Industry Study, the International Spa Association (ISPA) Foundation commissioned PricewaterhouseCoopers (PwC) to conduct a global study to get underneath

the reasons for the high number of vacancies. This was accomplished by a research design which examines motivations for entering the industry and the reasons why employees then decide to either leave or stay and develop their careers in the spa industry.

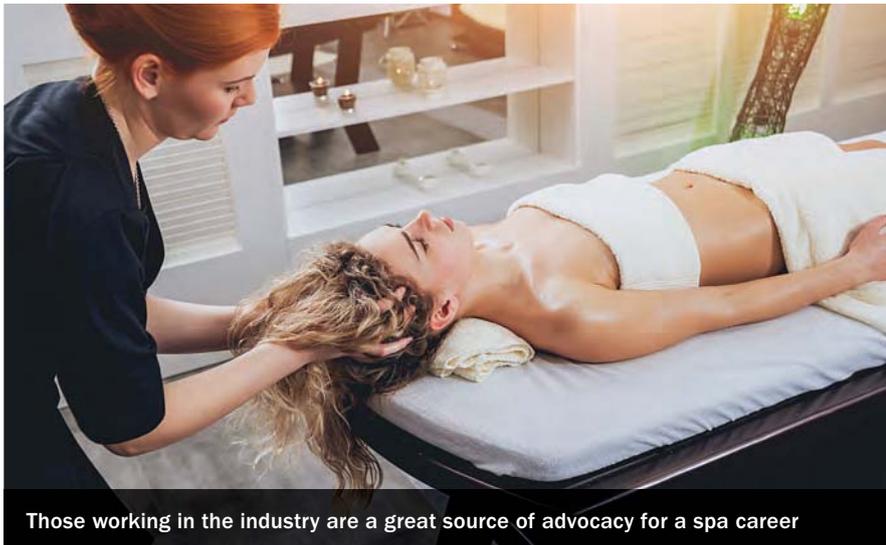
The inaugural *ISPA Spa Workforce Study* covers a variety of hot topics, starting

with general issues around recruitment and retention and then drilling down into the reasons behind these decisions. It also addresses employee opinions on compensation packages, their engagement in the workplace and their vision of the spa workforce of the future.

## Overarching workforce themes

The research focused on two job roles: spa managers (management) and therapists (service providers), with overarching themes emerging across the workforce, irrespective of role or grade as well as between the two segments.

Three key themes emerged from the data around the perceptions of both management and service provider. First, in terms of attracting talent, those already working in the industry are a great source of advocacy, debunking a common myth that spa professionals often fail to see the meaningfulness in their work. They are the core cheerleaders for a career in spas. Word of mouth and/or peer referral is the dominant method used when searching for a job. Almost half of service providers used word of mouth as the method of finding their current job.



Those working in the industry are a great source of advocacy for a spa career

ROMASEY/SHUTTERSTOCK

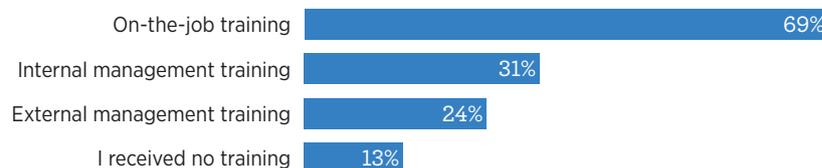


Poor management was cited by 62 per cent of service providers as a reason for leaving a job

The second overarching theme revolved around loyalty to their current employer. The research found that across all job roles, loyalty is high and that a positive culture and working environment is crucial for all job roles. Almost 80 per cent expect to be working in their current organisation 12 months from now. This challenges another traditional belief that many spa professionals are actively seeking a new job. The reasons for staying differ between the job roles, with close to 60 per cent of management citing a positive culture and work environment as their main reason. The top reason for service providers is that the pay or benefits are better than elsewhere, followed closely by culture and work environment and a good working relationship with colleagues.

The third theme focused on the other end of the spectrum – why employees left

### Graph 1: What training, if any, did you receive to prepare you for your first spa management role?\*



\*Source: ISPA Spa Workforce Study 2017. Data for managers only; selection of more than one response permitted

their previous job. Poor work environment came out at the top of the pile for both management and service providers. This is a key actionable finding. When looking deeper into the work environment issues, 62 per cent of service providers saw poor

management as their biggest issue while management cited a lack of opportunity to develop their careers (47 per cent) and poor management around and above them (47 per cent) as their biggest complaint.

Across all roles, loyalty is high... challenging the belief that many spa professionals are seeking a new job

► **Management issues**

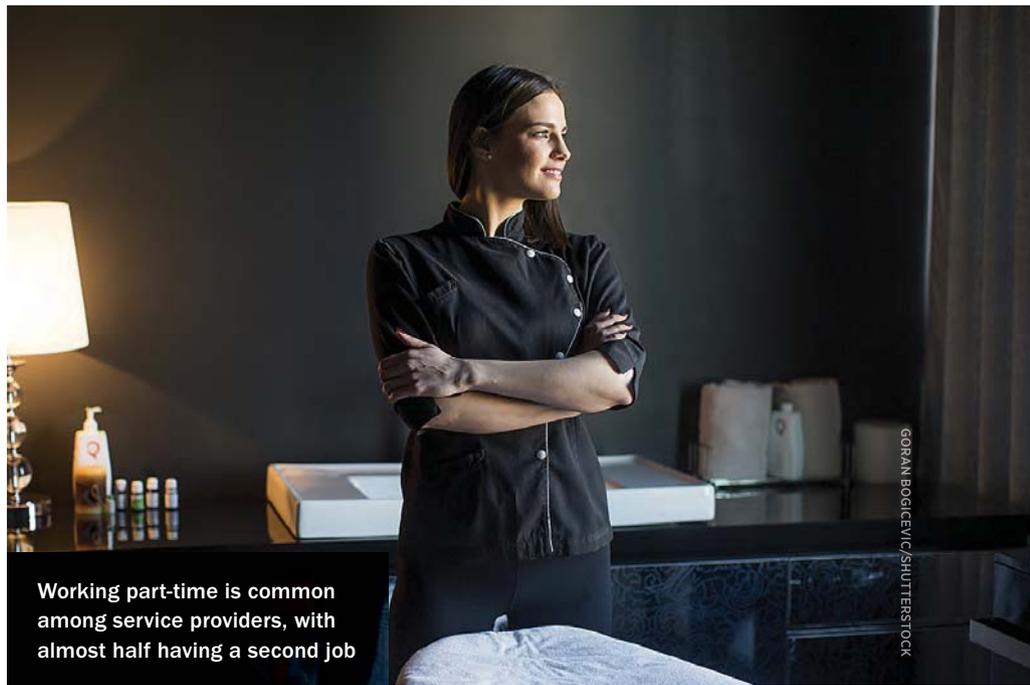
When examining the data in detail, it becomes apparent that one size does not fit all in terms of what the occupants of varying job roles perceive to be the key issues or indeed what attracted them to the industry in the first place.

The culture of long hours is often talked about in the spa industry. The research found that almost nine in 10 management responders to the survey worked over 40 hours a week, with the average work week being 44.5 hours.

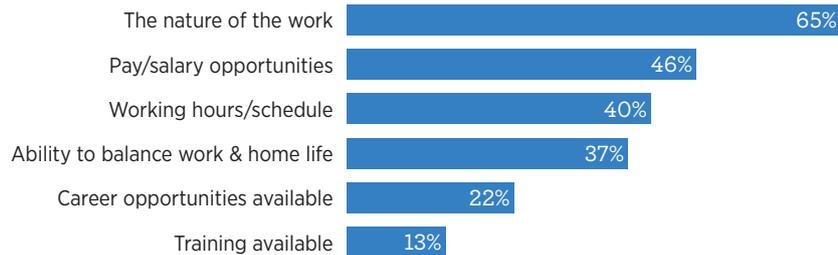
For service providers, this drops to 27 hours. However, this is perhaps not surprising as it's important to note that working part-time is common practice among service providers, with almost half saying they hold a second job.

Training among management, or indeed more pointedly, the lack of education in the spa industry, is a key insight emerging from the research.

Most management respondents received training on-the-job to prepare them for their first spa management role, with just 24 per cent having undertaken external training specifically geared to



**Graph 2: What attracted service providers to the spa industry?\***



\*Source: ISPA Spa Workforce Study 2017. Percentage ranked in top three options

a career in management (see Graph 1). The proportion among millennial spa managers falls to 16 per cent, suggesting – perhaps worryingly – that the trend for external management training is declining.

Interestingly, only a quarter of management strongly agreed that they had access to the training needed to develop their career. This is a stark finding for the industry but one which can be addressed by clear action plans.



**Beata Aleksandrowicz provides training, which is a top priority for spas**

### Therapist perspective

The overwhelming majority of service providers are passionate about providing exceptional client service and they would like to have a long-term career in the industry. Flexible scheduling and the ability to balance work and home life are important to these employees (see Graph 2). However, they do perceive issues surrounding their compensation package. Less than half agreed that their total compensation fairly reflected their contributions. Pay/salary ranked high (46 per cent) among the factors attracting service providers to the industry and this research may suggest a gap between expectations going in and the actual real-life experience.

The sometimes thorny topic of retail upselling was also explored in the research. A key finding was that 46 per cent of service providers do not

Less than half  
[of therapists]  
agree that their  
total compensation  
fairly reflects their  
contributions

believe that upselling retail products is actually their responsibility. This compares to almost 90 per cent of management believing that service providers should have this responsibility. There is a clear disconnect. When focusing on millennial service providers, they were more willing to accept upselling as part of their role, so the message appears to be potentially changing across the generations.

### Future view

When asked to think about the ‘spa of the future’ and identify the biggest challenge the spa workforce will face going forward, respondents view education and training as the top priority. This resonates with all the other research findings. Competition for jobs as well as the drive to retain clients were highlighted as further challenges for the future spa workforce.

To paraphrase Conrad Hilton’s famous quote about the key factor for any hotel being ‘location, location and location’, for the spa industry going forward it’s ‘training, training and more training.’ ●

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# Time for a consultation

What is a spa consultant? How do you become one? What kinds of jobs do they do? Lisa Starr shares insights from the Global Wellness Institute's Consulting Initiative, which recently conducted a survey of its members

**W**ith over 121,000 spas in the world, you can rest assured that many of them benefited from the guidance of a spa consultant at some point in their development and operations process. But the spa consultant is a bit of an invisible guiding force; spa consultants don't get their name over the door of the business, and once a property is up-and-running, consultants are all but gone and forgotten, on to the next project.

Spa consulting is a highly specialised profession, and while there are several hundred full-time spa consultants in the world, they all have different capabilities and experience. Spa consultants don't share a specific college degree or certification, or have their own association, but many of the global spa consultants have come together under the Global Wellness Institute's Consulting Initiative. The Initiative aims to showcase the skills and abilities of spa consultants, and to give the consultants themselves a forum to share ideas and resources. While in general they are all competitors, they also tend to work alone or in very small groups, and many have appreciated

the opportunity that the Initiative has provided to band together as a community. One goal of the Initiative has been to define the work that consultants do, and to provide some basic framework for these activities for those who may benefit, such as real estate developers and owners, hoteliers, and entrepreneurs.

Toward that end, the Initiative recently conducted a survey of its members in order to learn more about the size and

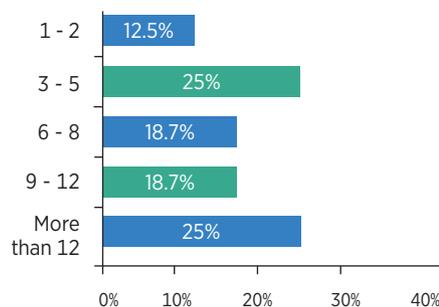
scope of spa consulting globally, and to gain some insight into the career path that can be shared with those who are interested in the field. What are the competencies of a spa consultant to work to the best of their ability and reap the rewards? What are these rewards? How do they attain this knowledge and enjoy the process? The answers to these and other questions are among the insights that were gathered in the survey, excerpts of which follow.

## Getting started

How did our consultants acquire the necessary skills to do their work? Over 70 per cent have four-year university and/or graduate degrees. Some have hospitality training with large brands, while others are licensed in massage, aesthetics or other modalities. About 60 per cent worked as therapists or in fitness, 75 per cent had spa management experience, and 44 per cent had hospitality management experience.

Was this path formalised or unstructured? Many said both; structured, in the case of large hospitality brands, and the opportunity to gain years

**Graph 1: How many spa projects, both start-ups and ongoing, do you typically work on per year?**

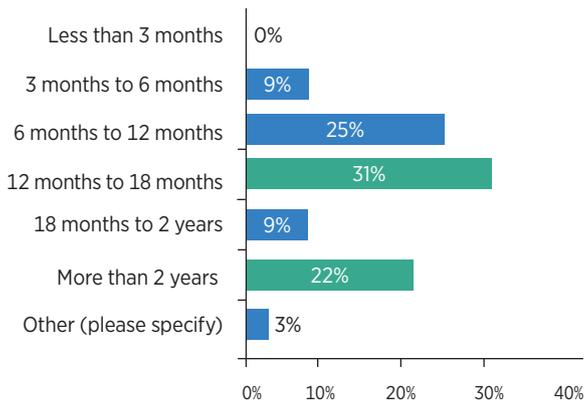


\*Source: Consulting Initiative's 2017 survey

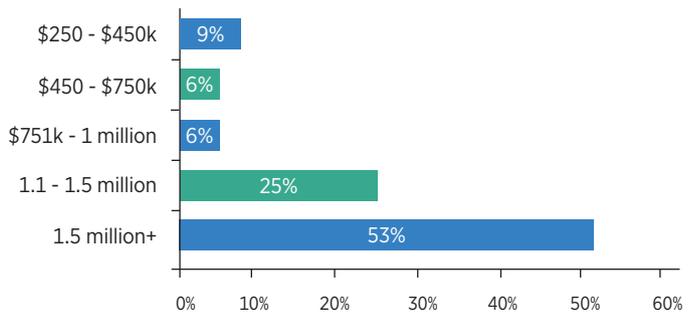


About 75 per cent of spa consultants surveyed had previously worked in spa management

**Graph 2: What is the average duration of your projects?\***



**Graph 3: What is the average capital spend per development project?\***



\*Source: Consulting Initiative's 2017 survey

► of experience in spa operations at multiple properties. Others learned in the trenches, mentored by others, having started in the industry back when there was no formal education for spa management. Some have owned their own spa at some point before branching out to help others.

**Developing skills**

When asked about resources such as books or articles that helped to develop their skills, many recommended combing a broad array of news and information, not just in the topics of spa and wellness. Topics included design, art, music, drawing, hospitality, restaurant and retail publications, blogs and websites. *Harvard Business Review*, *Forbes* magazine, the Global Wellness Institute website, ISPA resources, and Malcolm Gladwell books also received mentions.

Spa consultants develop an acumen for management practices by learning on the job, corporate training programmes in hospitality, mentors, and – as one consultant put it, having “sharp

eyes, open ears, reading, exchanging and being super-interested.”

Those who completed our survey recommended that others who want to take their consulting to the next level spend time gaining international exposure, attending industry events, and participating in education opportunities wherever possible. Getting an MBA was recommended for writing feasibility studies and audits, and for those currently in spa management, managing multiple types and sizes of spas is important. As one respondent said: “Understand what consultancy really is – not just a title – and you must understand spa management from owner perspective.”

Opinion on the necessary characteristics of a successful consultant were broad and varied, and included deep understanding of the industry and organisational/project management skills; multidimensional knowledge; strong communications/interpersonal skills;



**Learning about design can help a consultant's career**



Earning the trust and support of owners and staff is an important measure of success

organisation and self-confidence; superior level of specialist knowledge; leadership and people skills; patience; the ability to listen and communicate clearly; empathy; passion; honesty; the ability to tailor clients' dreams into an end product that is operationally practical; time management; flexibility as the process goes through lots of changes; ability to disseminate information; ethical and moral fiber; vision and continuous search for innovation;

The ability to tell a story and also create a solid business model is the mark of success for many spa consultants

being a collaborative, creative problem solver; having strong financial acumen; and the ability to delegate. Maybe the best comment; "Have fun and don't take it too seriously – we are solving first-world problems."

Most importantly, it was noted that earning the trust and support of owners and staff was an important measure. The ability to tell a beautiful story and also create a solid business model is the ▶

**Most spa consultants get new projects based on happy clients and word-of-mouth recommendations**

► mark of success for many. Other positive outcomes included achieving objectives, happy clients, referrals/recommendations from clients, delivering projects on-schedule and on-budget, better revenue and profit margins, and walking away with the feeling that “I finished the project, thankful that I was involved.”

### On the job

Twenty-five per cent of our consultants reported working on between three and five projects per year, and 25 per cent work on more than 12. These projects are mostly hotels and resorts, followed by day spas, wellness centres, and lastly, destination spas. Over 90 per cent of consultants do project-based pricing, or a combination of project and hourly, and most payments are made on a schedule of set points throughout the project (75 per cent). Twenty-eight per cent have four or more employees.

Over 70 per cent of consultants carry professional liability insurance, although many work in markets or on smaller projects where it is not required. For hotels and other projects, it is often required by the brand or developer. Even among those who carry it, many said clients never ask about it.

### Getting the job done

Almost all consultants are aware of the importance of their reputations and networks; 96 per cent noted that projects find them through client recommendations and word of mouth,



and about 60 per cent said through a website. About 30 per cent of projects last between 12-18 months, which is also the average. The average capital spend on projects was US\$1.5m, and 25 per cent of consultants said they are seeing annual growth rates in their businesses of 13 per cent and more.

In summary, this observation was shared: “Spa consulting is a business plain and simple. There are professionals who are ready to begin a consulting career and have knowledge and skills that will provide great value and benefits, but many people haven’t thought it through as a business and should spend more time analysing the opportunity before making such a big decision. Be optimistic but realistic, especially when it comes to your income, financial security, career goals and enjoying the work that you do.” ●

### More information

More information on the spa consulting competencies, such as concept development, financial forecasting, staff recruitment and marketing plans, and additional useful tools and information can be found at [global-spaandwellnessconsultants.com](http://global-spaandwellnessconsultants.com).

#### ■ About the author:

Lisa Starr is a senior consultant at spa management training company Wynne Business, and the chair of the Global Wellness Institute’s Consulting Initiative. email: [lstarr@wynnebusiness.com](mailto:lstarr@wynnebusiness.com) Twitter: @StarrTalk



# spa business

2018 – 2019 HANDBOOK



## SPA CONSULTANCIES AND FRANCHISES

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Régis Boudon-Doris,  
cofounder and CEO



## Background

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

## Main products and services

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

active spas or to develop completely new entrepreneurial activities.

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

## USPs

bbspa's eight values and objectives include:

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

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

## Where in the world?

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

## Future plans

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

## Who's who?

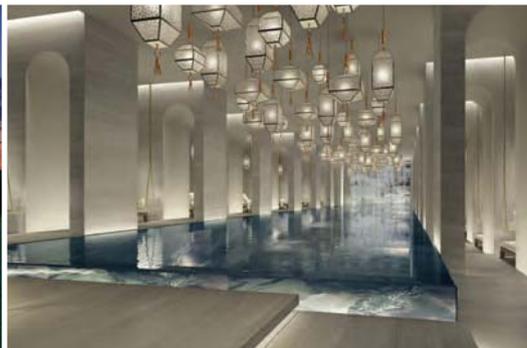
With his 30 years of experience in the wellness, cosmetics, aesthetics and spa, Régis Boudon-Doris is the cofounder of bbspa&partners. He is also the beating heart of this innovative entrepreneurial activity and the orchestra chief of an international and multicultural team.





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Cary Collier and Doug Chambers,  
principals & co-founders

## Background

Since the 1998 launch of spa and wellness design and planning company Blu Spas, Cary Collier, Doug Chambers and their international team have provided solutions for a wide variety of projects, including hotels, resorts, clubs, mixed-use and residential properties.

## Main products and services

Blu is a full-service firm offering consulting, advisory and operating solutions. Blu has extensive experience in the wellness, spa, salon and fitness industries, masterplanning and concept development, business analysis and modeling, design and project planning, FF&E and product designation, pre/post-opening support and creation of experiences, branding and wellness partnering.

## USPs

Blu Spas' long-standing commitment is to create extraordinary experiences and adventures for people of all ages. How 'living well' is created and delivered is at the core of what Blu does. Blu has been recognised for its innovative concepts; for capturing authentic and marketable qualities from local



Blu Spas worked on the Four Seasons Hotel in Kyoto, Japan

cultures; for delivering memorable facilities and guest experiences; for its market-based approach to planning; for its detailed technical services and for its pre-and post-opening business advisory services.

Features that today's spa goers consider de rigueur – spa suites with private pools, baths and/or showers; orchestrated indoor and outdoor spa experiences; and incorporating indigenous healing traditions and local culture – were all pioneered by Blu Spas' visionary, creative team. Their mantra: create "sensory sanctuaries" that honour and celebrate a sense of place, culture, heritage and sustainable practices.

## Top clients

Four Seasons;  
Marriott | Ritz-Carlton, Luxury and Autograph Collection, St. Regis, W Hotels, Bulgari, Le Meridien, Tribute Portfolio;  
Hilton | Waldorf-Astoria; Two Roads Hospitality; Kimpton;  
Nobu; Hard Rock; Howard Hughes and Blackstone.

## Where in the world?

Blu Spas is an international firm and has worked on over 400 projects, including hotels, resorts, clubs and residential properties, in more than 39 countries.

## Future plans

New thinking and partnering for wellness development, proprietary concepts, and alliances.

## Who's who?

Cary Collier & Doug Chambers, principals and co-founders; Brian Lombardi, design and technical services; Kim Collier, educator and experience planner.

Blu Spas collaborates with extraordinary talent around the world.

# Is your spa alive?



graphic design: pixtyo

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Patrick Saussay, CEO

## Background briefing

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

## Main services

The wellness market is moving from an exclusive leisure activity to a global lifestyle concern generating business opportunities, concept enhancements and profitability challenges. To support our partners on this path, GPSA services are mainly:

- Business strategy & planning
- Brand & concept development
- Spa consulting
- Project management
- Spa management support

We focus as much on profitability as we do on customer experience, in the definition of global wellness services beyond the spa. Daily wellness is a trend we support. We define personalised services, integrating health prevention and all experiences that enhance the sustainability of one's wellbeing.

From strategy and concept definition to go-live support, we deliver project services, including business plans, treatment menus and protocols, product brand selection and team training. To provide a memorable wellness experience, we consider all senses, with a constant focus on the balance between atmosphere, offering and resources.

Our experience of project development, spa management and investors' focus helps us to create compelling and differentiating concepts aligned with a business strategy, not 'nice-but-empty' places.

## Additional services

GPSA gets involved with the definition of a spa or product concept before giving international development support. We enhance brands, define the roll-out strategy and represent exclusive brands in prospecting and new projects assessment. We also realise financial, operating and positioning reviews of existing spas, and support the transition from traditional spas to global wellness services.

## USPs

International spa projects have equipped the company with a wide knowledge of what wellness means in different cultures. Saussay has 23 years' experience in consulting, mainly with the 'big-five consulting firms', and has been involved in the change process of large organisations like the French Healthcare Ministry, where he advised on the balance between quality and finance, before transferring this expertise to the wellness industry. Christine Masson's 25 years of experience in the wellness industry and the company's international network

enable GPSA to provide expertise in strategy, economics, wellness and development to reach sustainable solutions.

## How many spas do you supply?

With more than 21 projects and five in progress, GPSA is a global company, with current projects in France, Tokyo, Seoul, Doha, and Belgium. We work on evianSPA development worldwide, and are currently transforming a ski station into a wellness destination.

## What the clients say

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

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



## *WELLNESS MEETS WANDERLUST*

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GOCO Hospitality is an international consulting, management and development company offering a turnkey solution to the spa and wellness sector.

**Market Research & Feasibility • Concept Development • Design & Technical Services  
Pre-opening Services & Training • Management**

# GOCO Hospitality

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Facebook: [www.facebook.com/gocohospitality/](http://www.facebook.com/gocohospitality/)

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**GOCO**  
HOSPITALITY

**Horwath HTL**  
Health and Wellness



Ingo Schweder,  
founder & CEO

## Background

Founded in 2009 by Ingo Schweder, a hospitality and wellness expert with more than 30 years of experience, GOCO Hospitality is an international wellness consulting and management firm specialising in designing, developing and operating spas, wellness retreats and wellness communities. GOCO Hospitality has worked in more than 20 countries.

## Main products and services

Specialists in designing, developing and operating spa and wellness spaces. GOCO Hospitality delivers a turnkey solution covering all phases of development – from market research and feasibility through to concept development, technical design consultancy, pre-opening services and management. GOCO Hospitality specialises in creating wellness spaces informed by an in-depth understanding of local culture, consumer needs and operational requirements. Our skilled team crafts unique concepts that deliver an unforgettable experience for guests and support achievement of the project's business plan.

## USPs

GOCO Hospitality is a specialist design, development and management consultant



The GOCO Spa at the JW Marriott Venice has won numerous awards for its design

in wellness hospitality, bringing together top talents in finance, design, operations, sales and marketing – all dedicated to wellness. Together with sister company Horwath HTL Health and Wellness, GOCO Hospitality offers a complete solution for wellness-focused projects. Our projects cover health & fitness, hotels & hospitality, spa & wellness,

mixed-use projects, urban regeneration, wellness communities, sports & recreation and retail.

## Top clients

We are proud to work with leading hospitality providers, including Four Seasons Hotels & Resorts, The Ritz-Carlton Hotel Company, Bulgari Hotels & Resorts, Viceroy Hotels & Resorts, Emaar Hospitality and Starwood Hotels & Resorts in creating successful spas for their international portfolios.

## Where in the world?

GOCO Hospitality is currently working on five continents, with active projects in Africa, Asia, Europe, the Americas, the Middle East and Australasia.

## Future plans

The expansion of Glen Ivy Hot Springs, the opening of GOCO Spa Koh Chang, the spas at the Capella Bangkok and Four Seasons Bangkok along with Bulgari Shanghai and Moscow.

## Who's who?

Ingo Schweder, CEO and founder;  
Josephine Leung, group director of design & development; Fabricio Muzzio, finance director;  
Jamie Waring, group director of operations.

# hepburn

WELLNESS



## Bring the expertise of Hepburn Wellness Group to your spa and wellness destination.

Hepburn Wellness Group offers spa and wellness feasibility studies, operational design, consultancy and full management of spa and wellness properties.

Current spa and wellness properties managed by the company include thermal springs, thalasso bathing and destination wellness retreats and spas - including boutique accommodation properties.

## Our approach includes:

- Feasibility, spa and wellness design
- Successful integration of spa and wellness into boutique accommodation
- Operational and performance reviews
- Creating efficiencies, revenue forecasts and budget preparation
- Financial performance objectives
- Brand development and management
- Destination brand marketing, promotion and advertising planning
- Recruitment and training
- Integrating cultural authenticity, nature, unique experiences and connections
- Spa product development and retail strategies
- Fostering local employment and career development opportunities



Learn more at:  
[hepburnwellness.com](http://hepburnwellness.com)



or call:  
(03) 5321 6000



email:  
[admin@hepburnbathhouse.com](mailto:admin@hepburnbathhouse.com)



PO Box 572,  
Daylesford, VIC, 3460

SPA , TOURISM & WELLNESS MANAGEMENT SERVICES

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 Proud division of  
belgraveleisure

# Hepburn Wellness Group

PO Box 572, Daylesford, VIC, 3460

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www.hepburnwellness.com



Karen Golden, general manager

## Background

Hepburn Wellness Group is a division of Belgravia Leisure, an Australian leisure management company partnering with government sectors, public companies, indigenous trusts and private operators. We manage over 200 swim, sports, health, spa, wellness resort, tourist parks and boutique accommodation facilities across Australia and internationally.

## Main products and services

Hepburn Wellness Group offers spa and wellness feasibility studies, operational design, consultancy and full management of spa and wellness properties.

Current spa and wellness properties fully managed by the company include thermal springs, thalasso bathing and destination wellness retreats and spas – including boutique accommodation properties.

Our approach includes:

- Spa, wellness, accommodation, food & beverage and event & tourism management
- feasibility and spa design
- successful integration of spa and wellness into boutique accommodation
- operational and performance reviews
- creating efficiencies, revenue forecasts and budget preparation
- financial performance objectives
- brand development and management

- destination brand marketing, promotion and advertising planning
- recruitment and training – supply of teams
- integrating cultural authenticity, nature, unique experiences and connections
- spa product development and retail strategies
- fostering local employment and career development opportunities

## USPs

Our professional approach to spa management ensures that all aspects of your business are managed for successful outcomes, providing uncompromising efficiencies of operation, excellence in service quality and the continuous development of consumer/guest awareness, as well as recruitment and training. Transparency in reporting and communications enable you to have visibility of the performance, progress and activities of your sites while providing a unique guest experience.

## Top clients

- Hepburn Bathhouse & Spa - Hepburn Springs, Victoria, Australia
- Hepburn Spa Retreat - Hepburn Springs, Victoria, Australia
- Onsen Retreat and Spa - Mount Hotham, Victoria, Australia (Mt Hotham Skiing Company / Merlin Entertainments)

- White Spa - Mount Hotham, Victoria, Australia (Mt Hotham Skiing Company / Merlin Entertainments)
- Lorne Sea Baths - Lorne, Victoria, Australia (Landcorp) (in development)
- Wai Ariki Hot Springs & Spa - Rotorua, New Zealand (Pukeroa Oruawhata Group) (in development)
- Lake Bellagio Wellness Resort - Daylesford

## Where in the world?

Belgravia Leisure currently manages sites across Australia and New Zealand, specialising in unique destination spa, wellness, accommodation, mineral and hot springs.

## Future plans

- Hepburn at Lorne Sea Baths. Australia's first saltwater bathhouse and wellness site. Opening 2018.
- Wai Ariki Hot Springs and Spa, New Zealand. Traditional Maori culture and geothermal wellness experience.
- Lake Bellagio. 200-room mineral wellness Retreat with 400-seat conference centre
- Other projects yet to be announced

## Who's who?

Karen Golden, general manager, Hepburn Wellness Group, Destination Wellness & Spa - Belgravia Leisure.



# HVS Spa & Wellness

## Consulting Services

- Market and Financial Feasibility Studies
- Portfolio Inspection and Valuation
- Highest and Best Use Analysis
- Development Consulting and Project Management
- Long Range Strategic Planning and Business Plan Development
- Operational Analysis and Benchmarking
- Distressed Asset Repositioning

## Properties & Projects

- Spa and Wellness for Hotels, Resorts and Clubs
- Spa and Wellness for Mixed-Use Facilities and Real Estate
- Wellness and Recreational Program Development
- Special Occasion, Meeting and Group Operations
- Private and Public Stand-Alone Spas
- Global Spa Equipment, Supplier Discounts and Resources

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**[hvs.com](http://hvs.com)**

# HVS Spa & Wellness Consulting

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**www.hvs.com**



**Mia A. Mackman,**  
Managing Director

## Background

HVS is a leading global consulting firm focused exclusively on the hospitality industry, providing expertise for every phase of hospitality development and ownership, including planning, acquisition and development, ownership and operation and disposition. HVS offers a wealth of hospitality intelligence across a wide range of assets, including hotels, resorts, spa and wellness, residential, mixed-use developments, casinos and golf clubs, as well as conventions, sports, and entertainment facilities.

## Main products and services

From a market or feasibility study when building or buying a property, to advice on an exit strategy – and anything in between – HVS is comprehensive in its solutions, but single-minded in its focus: helping you succeed in the complex and evolving hospitality arena.

## Spa & wellness consulting

HVS provides end-to-end expert spa and wellness consulting, including operational and programme analysis. We can help ensure your spa and wellness projects enhance the value of your property, optimise hotel engagement, ADR and RevPAR performance.



**HVS provides comprehensive hospitality consulting**

## USPs

Our data-driven analyses of complex issues, together with access to the latest information and trends for virtually every major hotel market in the world, ensure you receive independent and objective guidance to assist in your investment and development decision-making process.

HVS can determine how specific services will affect your property and provide strategies to develop a thriving spa and wellness programme. We deliver insights into the important interactions between spa and wellness with other hotel components to deliver holistic, integrated offerings that increase value in multiple areas of your hospitality business.

## Top clients

HVS works with some of the world's leading hotel groups and resorts, investment groups, developers and financial institutions. Whether you're a private developer, an EB5 investor, a government or economic agency, or a local or multinational lender, we can review the full spectrum of spa, wellness and lifestyle components and assess their impact on your specific hospitality business model.

## Where in the world?

HVS has over 50 offices worldwide in the Americas, Europe, Middle East, Africa, Asia Pacific

## Who's who?

Rod Clough, President, HVS Americas  
Mia A. Mackman, Managing Director, Spa & Wellness Consulting

## What the clients say

"HVS has played a critical role in our growth and success. Their market intelligence and comprehensive insights truly help us create or preserve value at each of our properties. The exceptional level of quality, their attention to detail and highly professional approach really differentiate them from their competitors." – Neil H. Shah, President & COO, Hersha Hospitality Trust



# NEAUMORINC

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NEUMORINC



Shawna Morneau, founder and managing director

## Background

Neumorinc is a leading beauty, spa and lifestyle brand development consultancy. We formulate, position, register and import the world's finest skincare, fragrance and cosmetic brands to the global retail and luxury spa, focusing on the UAE and Gulf region.

## Main products and services

Neumorinc has unique insight into the industry, the strategic know-how and strong, established relationships required to jumpstart your brand in the region. With an unmatched level of service, we offer a customised approach and tailored advice every step of the way to transform your brand into tomorrow's market leader.

**Formulation:** Our expertise with rarefied ingredients helps us create effective formulas. When a formulation meets our standards of excellence, we deliver the product in exclusively designed packaging that will reflect your bespoke line.

Our end-to-end services include:

- Production & manufacturing of skincare, cosmetics and lifestyle goods; we oversee all aspects of production using our on-site production facility
- Concept development: We create unique formulations for our clients, producing both niche and small-batch skincare products.

■ **Packaging:** Our in-house design team specialises in packaging engineering, along with creating brand procedures, MSDS sheets, lab reports and technical guidelines

■ **Branding:** We strive to create a brand experience that surpasses your competition. As constant innovators, we develop treatments for some of the best hotels and spas in the region. And we don't stop there. We also teach and train the staff about the brand, develop manuals and supporting materials that enhances your brand's industry reputation.

Steps along this journey include:

- **Product development:** Creating products for you that are in line with your brand goals
- **Brand identity & creative direction:** Developing innovative strategies for global brand expansion by immersing ourselves into your brand's culture and investing time researching your market and competitors
- **Sales/marketing/benchmarking:** Increasing the value of your business by establishing and increasing your global market share
- **Protocol/training manuals/collaterals:** Generating all the support materials necessary for success

### Regional Product Registration:

Policies and regulations are constantly evolving in the modern and fast-growing Gulf market, and trying to wrap your head around

all the changes can be daunting. Neumorinc is the only Dubai-based agency in the UAE that understands the complex process of navigating through the rigorous registration regulations. By regularly communicating with the assessment laboratory and various relevant government authorities, we ensure that we are up-to-date about all reforms, easing the process in registering or establishing your brand and products in the region.

By working with us to forge a future for your brand, you will receive access to:

- Cosmetics and consumer goods registration with Dubai Municipality (DM) and Emirates Standardization & Metrology Authority (ESMA)
- Advice on UAE and GCC regulations and trademarking
- Increased global reach and further success within the luxury cosmetic, skincare and spa lifestyle industry

### Distribution:

Our partnerships with numerous leading retail and spa partners will serve to increase your brand's global visibility. We can help you place your products with our spa partners in the most coveted and prestigious locations both regionally and globally, and manage everything from pitching your brand, to negotiating terms and managing logistics.



## Spa Bureau

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**Facebook:** Spa Bureau, SPA Development Group

**www.spabureau.com www.spadevelopment.ru**



Inna Sidorova, CEO

### Background

We are the team of multi-disciplinary professionals in wellness architecture, engineering and design. Spa Bureau was established in 2009 by Inna Sidorova. The team has over 10 years' experience in spa and wellness.

### Main products and services

United by a common philosophy, vision, and values, we provide practical business solutions for the spa and wellness industries. We are able to service customers worldwide.

#### Our core competencies include:

- business-modelling
- strategic concept planning
- design development
- interior detailed planning
- M&E concept planning
- project management
- budgeting

### USPs

We create unique spas as profit centres and unique, memorable destination places for



Spa Bureau has more than ten years' experience designing spas

end-users. We believe that the real alchemy results from achieving a balance between creativity and practicality: of outstanding design, efficient operational management, and financial acumen.

We share the view that strategy, in a nutshell, is all about design: the ability of a company to purposefully and creatively blend multidisciplinary competencies into a unique value proposition for its numerous stakeholders.

#### Our core values:

- Deliver 'wow' through competence and service
- Be open-minded and creative
- Build long-lasting relationships via a "win-win" approach to business
- Do more with less
- Leave a positive footprint wherever we go and a positive handprint on whatever we do.

#### Top clients

We launched projects during the Russian Winter Olympics, including Hyatt Regency Sochi, Swiss Hotel Sochi Kamelia, Polyana 1389 Hotel&SPA

#### Where in the world?

Russia, Kazakhstan, Georgia, Uzbekistan, Azerbaijan, Europe, Asia, Middle East

#### Future plans

We're working on spas at the Hilton Garden Inn Ufa Riverside, Russia and the Hilton Tbilisi.

#### Who's who?

Inna Sidorova, founder and CEO  
Irina Pakhol, partner and design director

**SPA STRATEGY** is a global spa and wellness company specialising in:

- market research & feasibility
- concept development
- design & technical service
- pre-opening support
- business analysis & growth
- brand development
- management support.

The Phoenician Spa, The Phoenician, A Luxury Collection Resort, Scottsdale, USA



# Spa Strategy

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**www.spastrategy.net**



Claire Way,  
managing director.

## Background

Spa Strategy was founded in 2002. Our success was built on sound principles: develop a deep understanding of client/guest, and involve 'the right people'. Nurtured by industry visionaries Richard Dusseau and Elaine Fenard, the core team they assembled works together to this day under the leadership of Claire Way.

## Main products and services

Spa Strategy is a global spa and wellness company specialising in:

- market research & feasibility
- concept development
- design & technical service
- pre-opening support
- business analysis & growth
- brand development
- ongoing management support.

We create wellness spas that realise your vision. Combining innovative concepts with a sustainable, operationally sound model and beautiful design, we ensure that your project delivers on profitability and guest satisfaction. With over 250 projects spanning five continents, Spa Strategy has built up an enviable track record: bringing a fresh perspective to the global spa and wellness industry and delivering innovative and profitable facilities.



Spa Strategy worked on The Phoenician's spa

## USPs

Our objective is to build value in your brand. We bring together our cross-functional teams – comprising experts in the fields of feasibility, design and operations – and work collaboratively through each phase of project development, drawing on our respective skillsets as appropriate. We are co-workers and friends with a broad range of interests, talents and expertise. Our singular strengths combine to create a truly exceptional synergy, honed over more than a decade of working together. Influenced and inspired by each other, we are strong as individuals, but strongest as a team. Our clients select the combination of services that suits their needs – large-scale or small, short-term or long. With no equipment or product-line affiliation, we can assure clients of our impartiality.

## Top clients

We work with hotel groups and independent properties. Most recently we were part of the team renovating the Phoenician Spa in Arizona, US. Our brand development projects include, Talise Spa for Jumeriah, Explore Spa for Le Meridien, Spa by JW for JW Marriott.

## Where in the world?

Our teams are based in North America and Europe and have experience working on projects across the globe.

## Future plans

We're working on exciting projects in the US, Republic of Georgia and the Maldives. Concepts and locations vary from ski hills to beaches and resorts to integrative wellness resorts.

## Who's who?

Claire Way, managing director.

## What the clients say

"With their in-depth knowledge, the team at Spa Strategy was able to quickly grasp our vision and had some great ideas on how to achieve our goals. Needless to say, they have become our partner of choice for our next project."

– Tinatin Kalandarishvili, deputy CEO, Red-Co

# What We Do

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# The Wellness

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**Facebook:** The Wellness (@TheWellnessDubai)

**www.thewellness.ae**



Mohammed Ibrahim, CEO

thewellness

## Background

The Wellness was founded in 2007. Based in Dubai, The Wellness are the next generation of spa consultants, spa equipment and pool specialists within the M.E.A region and globally. We test the boundaries when creating and developing innovative and experiential spa projects.

## Main products and services

Spa consultancy: full interior design, spa concepts, operations, pre- and post-opening. Spa equipment: thermal and cold wet areas and experiences. Swimming pools: all varieties and types of installation of indoor and outdoor pools. Site management: spa equipment, training and maintenance.

## USPs

Split between consultancy, realisation and after-sales, we provide a unique package of services, distinguished by our thinking-outside-of-the-box attitude, creativity and expertise. Guaranteeing economic success for our hoteliers and spa operators – as well as the ultimate spa experience for their guests – we have tailored our divisions to fulfill every ideal and precondition needed. We closely integrate everything through an organic work flow, combining strategic alignment and profitability calculation with spa planning, design and



The Wellness provides interior design, spa concepts and operations along with equipment and training

engineering. This culminates in true turnkey implementations and convenient after-sales services. We provide everything from one source, and promise first-class quality and efficiency in everything we deliver.

## Top clients

St Regis Hotel Cairo, Egypt, Six Senses Seychelles, Six Senses Elite Shores Istanbul, Mandarin Oriental Jumeirah Dubai, Caesars Palace Blue Waters Dubai, Tropicana Day Spa, Germany, Mediterana Day Spa, Germany.

## Where in the world?

We work all over the world, with projects in Asia-Pacific, Europe, The Middle East, The Americas and Africa.

## Future plans

Expansion in more ways than one...

## Who's who?

Mohammed Ibrahim, CEO;  
Martin Roehle, CTO;  
Louise Molloy, head of consultancy

# 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](mailto:businessdevelopmentgroup@1life.co.uk)  
[www.1life.co.uk](http://www.1life.co.uk)

## Aspen Spa Management

Tel: +1 805 259 5732  
[www.aspenspamanagement.com](http://www.aspenspamanagement.com)

## Atelier LaPaz

Tel: +33 633 54 2104  
[www.atelierlapaz.com](http://www.atelierlapaz.com)

## BSpa Consulting & Management

Tel: +34 650 528 747  
Email: [bspaconsulting@icloud.com](mailto:bspaconsulting@icloud.com)  
[www.bspaconsulting.com](http://www.bspaconsulting.com)

## Deep Nature

Tel: +33 7 89 22 13 84  
Email: [gwaeyaert@deepnature.fr](mailto:gwaeyaert@deepnature.fr)  
[www.deepnature.fr](http://www.deepnature.fr)

## Destination Spa Management (DSM)

Tel: +66 81 753 5154  
Email: [joy.menzies@dsmgurus.com](mailto:joy.menzies@dsmgurus.com)  
[www.destination-spa-management.com](http://www.destination-spa-management.com)

## Duniye Spas

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[www.duniyespas.com](http://www.duniyespas.com)

## EF Consulting

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[efmedispa.consulting](http://efmedispa.consulting)

## Enchantment Group

Tel: +1 480 264 3015  
Email: [info@enchantmentgroup.com](mailto:info@enchantmentgroup.com)  
[www.enchantmentgroup.com](http://www.enchantmentgroup.com)

## ESPA

Tel: +44 1252 742 800  
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[www.espa-consulting.com](http://www.espa-consulting.com)

## Essense Wellness

Tel: +1 860 388 1002  
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[www.essensewellness.com](http://www.essensewellness.com)

## ExclusivelySpa

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Email: [info@exclusivelyspa.com](mailto:info@exclusivelyspa.com)  
[www.exclusivelyspa.com](http://www.exclusivelyspa.com)

## General Hotel Management (GHM)

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## GOCO Hospitality

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## Hepburn Wellness Group

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[www.ismspa.com](http://www.ismspa.com)

## Inbalans Group

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[www.inbalansgroup.com](http://www.inbalansgroup.com)

## International Leisure Consultants (ILC)

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[www.ilc-world.com](http://www.ilc-world.com)

## Jon'Ric International

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[www.jonricfranchise.com](http://www.jonricfranchise.com)

## Karma Spa

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[www.karmagroup.com](http://www.karmagroup.com)

## LIVUnLtd

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## Mosaic Group

Tel: +44 1603 812 727  
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[www.mosaicgroup.co.uk](http://www.mosaicgroup.co.uk)

### **MSpa International**

Tel: +66 2 3656000  
[www.mspa-international.com](http://www.mspa-international.com)

### **Premedion**

Tel: +49 40 300322 310  
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### **Raison d'Être**

Tel: +46 8 756 00 56  
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[www.raisondetrespas.com](http://www.raisondetrespas.com)

### **Relax Massage**

Tel: +33 1 53 01 01 53  
[www.relax-massage.com](http://www.relax-massage.com)

### **Resense Spa**

Tel: +41 22 316 03 80  
Email: info@resensespas.com  
[www.resensespas.com](http://www.resensespas.com)

### **Resources for Leisure Assets**

Email: contactus@resourcesforleisureassets.com  
[www.resourcesforleisureassets.com](http://www.resourcesforleisureassets.com)

### **Sanguine Hospitality**

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### **Sedona Resorts**

Tel: +1 678 974 7270  
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### **Serena Spa Pvt Ltd**

Tel: +960 3313866  
[www.serenaspaspa.com](http://www.serenaspaspa.com)

### **Shenkha**

Tel: +971 52 849 0686  
Email: mseferian@me.com  
[www.shenkha.com](http://www.shenkha.com)

### **Softouch International**

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### **Soul Spa Concepts**

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Email: info@spaorigins.com  
[www.spaorigins.com](http://www.spaorigins.com)

### **Spa Project**

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Email: info@spa-project.eu  
[www.spa-project.eu](http://www.spa-project.eu)

### **Spa Remedies**

Tel: +1 619 313 7544  
[www.sparemedies.com](http://www.sparemedies.com)

### **Spa Sessions**

Tel: +61 4 2358 8001  
[www.spasessions.com](http://www.spasessions.com)

### **Spa Success Consultants**

Tel: +1 561 866 9601  
[www.spasuccess.com](http://www.spasuccess.com)

### **Star Wellness**

Tel: +33 4 97 06 51 07  
[www.starwellness.com](http://www.starwellness.com)

### **Steiner Leisure Ltd**

[www.steinerleisure.com](http://www.steinerleisure.com)

### **Steiner Spa Consulting**

Tel: +603 7880 6588  
Email: info@steinerspaconsulting.com  
[www.stainerspaconsulting.com](http://www.stainerspaconsulting.com)

### **Thalgo Spa Management**

Tel: +33 4 94 19 91 40  
[www.thalgospa.com](http://www.thalgospa.com)

### **Trilogy Spa Holdings**

Tel: +1 602 759 6260  
[www.trilogyspaholdings.com](http://www.trilogyspaholdings.com)

### **WellConsult**

Tel: +49 89 741 60 778  
Email: info@well-consult.de  
[www.well-consult.de](http://www.well-consult.de)

### **Wellness&SPA Solutions**

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Email: info@spa-solutions.me  
[www.spa-solutions.me](http://www.spa-solutions.me)

### **Wheway Lifestyle International**

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### **WTS International**

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Email: svpdevelopment@wtsinternational.com  
[www.wtsinternational.com](http://www.wtsinternational.com)

# Consultants

A wide selection of consultancies worldwide which specialise in spa and wellness feasibility, design, development and operational advice

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Email: [businessdevelopmentgroup@1life.co.uk](mailto:businessdevelopmentgroup@1life.co.uk)  
[www.1life.co.uk](http://www.1life.co.uk)

## **3d Leisure**

Tel: +44 1252 732 220  
Email: [info@3dleisure.com](mailto:info@3dleisure.com)  
[www.3dleisure.com](http://www.3dleisure.com)

## **5 Spa Consulting LLC**

Email: [info@5spaconsulting.com](mailto:info@5spaconsulting.com)  
[www.5spaconsulting.com](http://www.5spaconsulting.com)

## **Abbajay & Associates**

Tel: +1 202 607 4575  
Email: [sabbajay@hotmail.com](mailto:sabbajay@hotmail.com)

## **Acara Partners**

Tel: +1 203 488 0028  
Email: [info@acarapartners.com](mailto:info@acarapartners.com)  
[www.acaramedspas.com](http://www.acaramedspas.com)

## **Anderson & Associates**

Email: [peter@anderspa.com](mailto:peter@anderspa.com)  
[www.anderspa.com](http://www.anderspa.com)

## **ASPA**

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Email: [info@a-spa.com](mailto:info@a-spa.com)  
[www.a-spa.com](http://www.a-spa.com)

## **Aspen Spa Management**

Tel: +1 954 229 8353  
Email: [info@aspenspamanagement.com](mailto:info@aspenspamanagement.com)  
[www.aspenspamanagement.com](http://www.aspenspamanagement.com)

## **Atelier LaPaz**

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## **Atlam Design Worldwide**

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## **A.W. Lake Wellness USA, LLC**

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Email: [info@awlakedesign.com](mailto:info@awlakedesign.com)  
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## **Barbara Morrow Spas International**

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## **Barden Spa Limited**

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Email: [lisa.barden@bardenspa.com](mailto:lisa.barden@bardenspa.com)

## **Be a Business Spa – bbspa**

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Email: [info@beabusinessspa.com](mailto:info@beabusinessspa.com)  
[www.beabusinessspa.com](http://www.beabusinessspa.com)

## **Beautiful Forever Consulting**

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[www.beautifulforever.com](http://www.beautifulforever.com)

## **Beauty Leaders LLC**

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## **Benessere Wellness Company**

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## **Blu Spas Inc**

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## **Blue Spa & Leisure Consultants Ltd**

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## **BSpa Consulting & Management**

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## **Camelot Spa & Consultancy**

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## **Cent Degres**

[www.centdegres.com](http://www.centdegres.com)

## **Chantara Spa**

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### **The Club Synergy Group Consultants**

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### **Commercial Spa Strategies**

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### **Concept Saphyr**

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### **Core Essence**

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### **C-Spa Consulting**

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### **ESPA**

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### **FisioSphere**

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**www.ginkgospa.com/spa-consulting**

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### **GOCO Hospitality**

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### Hepburn Wellness Group

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[www.hepburnwellness.com](http://www.hepburnwellness.com)

### HFD Spa (Health Fitness Dynamics)

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### Horwath HTL Health & Wellness

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### Innovative Spa Management

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### Innovative Spa Productions

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### InSPAration Management

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### Institute of Management Consultants

Tel: +1 202 367 1134

[www.imcusa.org](http://www.imcusa.org)

### Intelligent Spas Pte Ltd

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[www.intelligentspas.com](http://www.intelligentspas.com)

### Interim Wellness

Email: ryan@interimwellness.com

[www.interimwellness.com](http://www.interimwellness.com)

### International Leisure Consultants (ILC)

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### Itanda

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### Jean Oliver Spa Consultancy

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### JGA Spa Consultancy

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### JM Pankey Partners

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Email: julie@jmpankey.com

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### Jon'Ric International

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**Karma Spa**

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[www.karmagroup.com](http://www.karmagroup.com)

**Kurland/Haslauer GmbH**

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**Leonor Stanton Hospitality and Spa Consulting Worldwide**

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**Lexi Design**

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**Linser Hospitality GmbH**

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**The Litt Group**

[www.littgrp.com](http://www.littgrp.com)

**LIVUnLtd**

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**Mackman|ES**

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**McCall & Wilson**

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**Medi Spa Solutions**

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**Milk Leisure Ltd**

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[www.milkleisure.co.uk](http://www.milkleisure.co.uk)

**Moontide Consulting**

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**Mosaic Group**

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**Nika Consulting**

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**Niki Bryan Spas**

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**Nine Degrees**

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**PA Wellness Consultancy**

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**Premedion**

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[www.premedion.de](http://www.premedion.de)

**Promet Spa Design & Build**

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**Raison d'Etre**

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[www.raisondetrespas.com](http://www.raisondetrespas.com)

**Red Cashew**

Tel: +1 818 284 7455  
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**Relax Massage**

Tel: +33 1 53 01 01 53  
[www.relax-massage.com](http://www.relax-massage.com)

## SPA CONSULTANCIES

### Resense Spa

Tel: +41 22 316 0380  
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[www.resensespas.com](http://www.resensespas.com)

### Reservoir

Tel: +1 212 229 9142  
Email: info@reservoirspa.com  
[www.reservoirspa.com](http://www.reservoirspa.com)

### Resources & Development

Tel: +1 702 436 0371  
[www.resourcesanddevelopment.com](http://www.resourcesanddevelopment.com)

### Resources for Leisure Assets

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Email: contactus@resourcesforleisureassets.com  
[www.resourcesforleisureassets.com](http://www.resourcesforleisureassets.com)

### Rizzato Spa Consulting

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[www.spa-consulting.com](http://www.spa-consulting.com)

### Robert D Henry Architects

Tel: +1 212 533 4145  
Email: info@rdh-architects.com  
[www.rdh-architects.com](http://www.rdh-architects.com)

### Sacred Currents

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### Saga Spa Consulting & Management

Tel: +1 954 474 9475  
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### Salamander Lifestyle Pte Ltd

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### Sanguine Hospitality

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### Sanitas Spa & Wellness

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### Satteva

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### Sedona Resorts

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### Segeberg Spa Consulting

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### Serena Spa

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### Smart Spa Solutions

Tel: +441 331 2906  
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### Smith Club & Spa Specialists

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### Spa Advocates

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### Spa & Club Ideations, LLC

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### Spa Balance Consulting

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### Spa Concepts International

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### Spa Consultants

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### **Spa Creators Ltd**

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### **Spa Genesis Business Consultancy**

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### **Spa Guide-n-Light**

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### **Spa Innovations**

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### **Spa Management Solutions**

Tel: +1 702 524 4505  
[www.spamanagement-solutions.com](http://www.spamanagement-solutions.com)

### **Spa Origins Co Ltd**

Tel: +66 2665 7180  
Email: [info@spaorigins.com](mailto:info@spaorigins.com)  
[www.spaorigins.com](http://www.spaorigins.com)

### **Spa Profits Consulting Inc**

Tel: +1 604 921 6245  
Email: [contact@spaprofits.com](mailto:contact@spaprofits.com)  
[www.spaprofits.com](http://www.spaprofits.com)

### **Spa Project**

Tel: +49 2156 109400  
Email: [info@spa-project.eu](mailto:info@spa-project.eu)  
[www.spa-project.eu](http://www.spa-project.eu)

### **Spa Remedies**

Tel: +1 619 313 7544  
[www.sparemedies.com](http://www.sparemedies.com)

### **Spa Resources International**

Tel: +971 4 336 7100  
Email: [info@spa-resources-international.com](mailto:info@spa-resources-international.com)  
[www.spa-resources-international.com](http://www.spa-resources-international.com)

### **Spa Sessions**

Tel: +61 4 2358 8001  
Email: [naomi@spasessions.com](mailto:naomi@spasessions.com)  
[www.spasessions.com](http://www.spasessions.com)

### **The Spa Set**

Tel: +44 7956 578 608  
Email: [lisa@thespaset.com](mailto:lisa@thespaset.com)  
[www.thespaset.com](http://www.thespaset.com)

### **Spa Solutions Training & Management Consultancy Ltd**

Tel: +86 21 346 12353  
Email: [johnnychang@spatm.netstrategy.net](mailto:johnnychang@spatm.netstrategy.net)  
[www.spatm.net](http://www.spatm.net)

### **Spa Strategy**

Tel: +44 7969 686644  
Email: [info@spastrategy.net](mailto:info@spastrategy.net)  
[www.spastrategy.net](http://www.spastrategy.net)

### **Spa Success Consultants**

Tel: +1 561 866 9601  
[www.spasuccess.com](http://www.spasuccess.com)

### **Spa Vision**

Tel: +44 1225 744450  
Email: [info@spavision.com](mailto:info@spavision.com)  
[www.spavision.com](http://www.spavision.com)

### **SPAd**

Tel: +1 928 204 2338  
Email: [sylvia@sylviaspa.com](mailto:sylvia@sylviaspa.com)  
[www.sylviaiplanninganddesign.com](http://www.sylviaiplanninganddesign.com)

### **Spabulous**

Tel: +961 (0) 3 255 444  
Email: [nathalie@spabulous.com](mailto:nathalie@spabulous.com)  
[www.spabulous.com](http://www.spabulous.com)

### **SpALIGN Concepts**

Tel: +1 970 456 6594  
[www.spalign.com](http://www.spalign.com)

### **SpaLution**

Tel: +971 50 443 8812  
Email: [info@spalution.com](mailto:info@spalution.com)  
[www.spalution.com](http://www.spalution.com)

### **Sparcstudio**

Tel: +44 203 637 5997  
Email: [beverley@sparcstudio.co.uk](mailto:beverley@sparcstudio.co.uk)  
[www.sparcstudio.co.uk](http://www.sparcstudio.co.uk)

### **Spa Wellness Consulting**

Tel: +61 (0)407 333 980  
Email: [consulting@spawellness.com](mailto:consulting@spawellness.com)  
[www.spawellness.com](http://www.spawellness.com)

### **Star Wellness**

Tel: +33 4 97 06 51 07  
[www.starwellness.com](http://www.starwellness.com)

### **Steiner Leisure Ltd**

[www.steinerleisure.com](http://www.steinerleisure.com)

### **Steiner Spa Consulting**

Tel: +603 7880 6588  
Email: [info@steinerspaconsulting.com](mailto:info@steinerspaconsulting.com)  
[www.steinerspaconsulting.com](http://www.steinerspaconsulting.com)

### **Stephanie Crosby Holistic Spa Consultancy**

Tel: +44 7855474967  
Email: [steph.crosby@me.com](mailto:steph.crosby@me.com)

## SPA CONSULTANCIES

### Stevens & Associates

Tel: +44 1792 229 090  
Email: enquiries@stevensassoc.co.uk  
[www.stevensassoc.co.uk](http://www.stevensassoc.co.uk)

### Stolle Service Ltd

Tel: +1 250 370 2727  
Email: info@stolle.com  
[www.stolle.com](http://www.stolle.com)

### Synspa Consulting

Tel: +1 619 500 4772  
[www.synspaconsulting.com](http://www.synspaconsulting.com)

### Thalgo Spa Management

Tel: +33 4 94 19 91 40  
Email: tsm@thalgo.com  
[www.thalgospa.com](http://www.thalgospa.com)

### Thermarium SPA – Anlagenbau GmbH

Tel: +43 5244 656 60  
Email: office@thermarium.com  
[www.thermarium.com](http://www.thermarium.com)

### Tip Touch International

Tel: +32 26 44 27 44  
Email: jean-guy@tiptouch.com  
[www.tiptouch.com](http://www.tiptouch.com)

### TLee Spas

[www.tleespas.com](http://www.tleespas.com)

### Toskanaworld

Tel: +49 3 64 61 / 91826  
Email: sekretariat@toskanaworld.net  
[www.toskanaworld.net](http://www.toskanaworld.net)

### Trilogy Spa Holdings

Tel: +1 602 759 6260  
[www.trilogyspaholdings.com](http://www.trilogyspaholdings.com)

### Under a Tree Health & Wellness Consulting

Tel: +1 520 400 5799  
Email: amy@underatree.com  
[www.underatree.com](http://www.underatree.com)

### Vichy Spa International

Tel: +33 4 67 410 420  
[www.vichyspahotel.com/en/](http://www.vichyspahotel.com/en/)

### Vios Spa Group

Tel: +1 541 840 9474  
Email: lotz.shelley@gmail.com  
[www.viosspagroup.com](http://www.viosspagroup.com)

### Voelker Gray Design

Tel: +1 949 651 0300  
Email: john@voelkergraydesign.com  
[www.voelkergraydesign.com](http://www.voelkergraydesign.com)

### Well World Group

Tel: +1 859 806 0644  
Email: debrak@wellworldinc.com  
[www.wellworldgroup.com](http://www.wellworldgroup.com)

### Wellness Business Consultancy UK

Tel: +44 788 525 5887  
[www.kislifestyle.co.uk](http://www.kislifestyle.co.uk)

### Wellness & Beauty Consulting

Tel: +39 0471 798 375  
Email: info@wellness-consulting.it  
[www.wellness-consulting.it](http://www.wellness-consulting.it)

### The Wellness

Tel: +971 4362 9625  
Email: office@thewellness.ae  
[www.thewellness.ae](http://www.thewellness.ae)

### Wellness&SPA Solutions

Tel: +39 0462 502170  
Email: info@spa-solutions.me  
[www.spa-solutions.me](http://www.spa-solutions.me)

### WellWorld Consulting LLC

Tel: +1 908 202 8887  
Email: info@wellworldconsulting.com  
[www.wellworldconsulting.com](http://www.wellworldconsulting.com)

### Wheway Lifestyle International

Tel: +44 1494 758 058  
Email: info@whewaylifestyle.com  
[www.whewaylifestyle.com](http://www.whewaylifestyle.com)

### WHITE Ltd.

Tel: +852 6018 7364  
Email: barry@whiteliving.org  
[www.wswf.co](http://www.wswf.co)

### WTS International

Tel: +1 301 761 5803  
Email: svpdevelopment@wtsinternational.com  
[www.wtsinternational.com](http://www.wtsinternational.com)

### Wuttke Group LLC

Tel: +1 404 441 4962  
[www.wuttkegroup.com](http://www.wuttkegroup.com)

### Wynne Business

Tel: +1 610 368 6660  
Email: consultants@wynnebusiness.com  
[www.wynnebusiness.com](http://www.wynnebusiness.com)

### Xellum

Tel: +36 1 269 1920  
Email: lpuczko@xellum.hu  
[www.xellum.hu](http://www.xellum.hu)

# Spa Franchises

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

## Body'Minute

Tel: +33 1 53 30 71 18  
Email: developpement@bodyminute.fr  
<http://bodyminute.com>

## Buddha Spa

Tel: +55 11 97548-5555  
Email: franquias@buddhaspa.com.br  
[www.buddhaspa.com.br](http://www.buddhaspa.com.br)

## Camelot Spa

Tel: +27 11 880 3850 ext 2017  
Email: carmenitap@camelotspa.co.za  
[www.camelotspa.co.za](http://www.camelotspa.co.za)

## Cinq Mondes

Tel: +33 1 42 66 00 60  
Email: contact@cinqmondes.com  
[www.cinqmondes.com](http://www.cinqmondes.com)

## Dragonfly Therapeutic Retreat

Tel: +86 21 6132 5068  
Email: relax@dragonfly.net.cn  
[www.dragonfly.net.cn](http://www.dragonfly.net.cn)

## EF Medispa

Tel: +44 207 1224918  
<http://efmedispa.com>

## Elements Massage

Tel: +1 877 663 0880  
<http://elementsfranchise.com>

## Endota Spa

Tel: +61 3 5971 8700  
Email: info@endota.com.au  
[www.endotaspas.com.au/franchise](http://www.endotaspas.com.au/franchise)

## Four Fountains De-Stress Spa

Tel: +91 996 739 7771  
Email: ninad.mundhe@thefourfountains.in  
[www.thefourfountainsspa.in](http://www.thefourfountainsspa.in)

## Hand & Stone Massage and Facial Spa

Tel: +1 855 368 0158  
[www.handandstonefranchise.com](http://www.handandstonefranchise.com)

## HerbaLine Facial Spa

Tel: +60 3 5121 5055  
[www.herbaline.com.my](http://www.herbaline.com.my)

## Jon'Ric International

Tel: +1 866 4 4556631  
<https://jonricfranchise.com>

## LivNordic

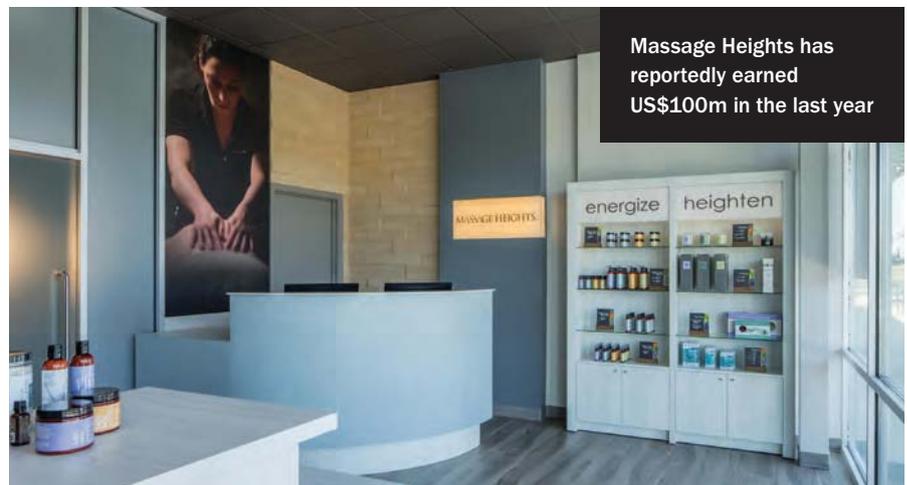
Tel: +46 8 756 00 56  
Email: info@rdespas.com  
[www.raisondetrespas.com/livnordic](http://www.raisondetrespas.com/livnordic)

## Marilyn Monroe Spas

Tel: +1 407 370 9343  
Email: franchise@marilynmonroespas.com  
[www.marilynmonroespas.com/franchise](http://www.marilynmonroespas.com/franchise)

## The Massage Company

Tel: +44 1276 819588  
Email: charlie@massagecompany.co.uk  
[www.massagecompany.co.uk](http://www.massagecompany.co.uk)



## ► SPA FRANCHISES

### Massage Envy

Tel: +1 480 568 4938  
Email: lknowlton@massageenvy.com  
[www.massageenvyfranchise.com](http://www.massageenvyfranchise.com)

### Massage Green Spa

[www.massagegreenfranchise.net](http://www.massagegreenfranchise.net)

### Massage Heights

Tel: +1 888 909 0974  
Email: mhfranchising@massageheights.com  
[www.massageheightsfranchise.com](http://www.massageheightsfranchise.com)

### MassageLuXe

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

### NStyle International

Tel: +971 4 431 8935 Ext 135  
[www.nstyleintl.com](http://www.nstyleintl.com)

### O2 Spas

Tel: +91 924 702 0202  
Email: info@o2spa.org  
[www.o2spa.org](http://www.o2spa.org)

### Planet Beach

Tel: +1 888 290 8266  
[www.myplanetbeachfranchise.com](http://www.myplanetbeachfranchise.com)

### Salt Spa Planet

Tel: +38 050 561 09 79  
[www.saltspaplanet.com](http://www.saltspaplanet.com)

### Sense of Touch

Tel: + 852 2201 4545  
Email: enquiries@asiasw.com  
[www.senseoftouch.com.hk](http://www.senseoftouch.com.hk)

### Sirius Day Spa Franchising

Tel: +1 888 778 6747  
Email: info@siriusdayspa.com  
[www.siriusfranchise.com](http://www.siriusfranchise.com)



### Siam Wellness Group

Tel: +66 2 641 6619 20  
Email: info@siamwellnessgroup.com  
[www.siamwellnessgroup.com](http://www.siamwellnessgroup.com)

### Spa by L'Occitane

Email: spacontact@loccitane.com.hk  
[www.spa.loccitane.com](http://www.spa.loccitane.com)

### Spa Creators Ltd

Tel: +44 1189 471 857  
Email: enquiry@spacreators.co.uk  
[www.spacreators.co.uk](http://www.spacreators.co.uk)

### Spavia

[franchise.spaviadayspa.com](http://franchise.spaviadayspa.com)

### Taylor & Colt Barber Spa

Tel: +1 888 264 744  
Email: franchising@gsbeautygroup.com  
[www.franchising.taylorandcolt.ca](http://www.franchising.taylorandcolt.ca)

The YeloSpa model includes a strong retail area, as well as a bold colour palette of deep reds and golds inspired by robes and scarves of Tibetan monks

### Woodhouse Day Spa

Tel: +1 877 570 7772  
Email: derrick@woodhousespas.com  
[www.ownawoodhouse.com](http://www.ownawoodhouse.com)

### Yan Spa

Tel: +66 2 168 5733  
Email: info@bhmasia.com  
[www.yan-spa.com](http://www.yan-spa.com)

### YeloSpa

Tel: +1 646 630 8570  
Email: franchise@yelospa.com  
[www.yelospafranchise.com](http://www.yelospafranchise.com)

# spa business

2018 – 2019 HANDBOOK



## PRODUCTS & SERVICES

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# BARR + WRAY

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E: sales@barrandwray.com



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Barr + Wray Hong Kong  
T: + 852 2214 9990  
E: sales@barrandwray.com

[www.barrandwray.com](http://www.barrandwray.com)

## Barr + Wray Ltd

1 Buccleuch Avenue, Hillington Park,  
Glasgow, G52 4NR, UK

**Tel:** +44 (0)141 882 9991

**Fax:** +44 (0)141 882 3690

**Email:** sales@barrandwray.com

**barrandwray.com**



Alister MacDonald,  
B+W chair & CEO

## BARR + WRAY

### Background

Founded in 1959, Barr + Wray is recognised as a world-leading provider of spa design, engineering and pool & spa equipment.

### Main products and services

Our worldwide services include the following:

- **Engineering consultancy:** for wet area items such as pool water filtration systems and bespoke thermal experiences – saunas, steamrooms, ice fountains, hammam, heated loungers and snow cabins.
- **Interior design:** a highly innovative design team offering a fully coordinated and integrated spa interior design solution.
- **Supply & install:** Installation of all wet area equipment by our own in-house team of fitters.
- **Aftersales:** offering a quality aftersales and maintenance service for all projects.

### Additional products

Pools: vitality/hydrotherapy, lap/exercise, cold plunge, onsen and mineral. Thermal cabins: saunas, steamrooms, hammams, snow cabins, rasuls; experience showers, ice machines, and heated loungers/benches. FF&E: massage tables.

### USPs

Being able to create award-winning spas, offering a full interior design package

and a technical ability to supply spa wet area solutions, offering flexible and cost-effective services unrestricted by geography or size.

### How many spas do you supply?

More than 300 spas worldwide.

### Top clients

Four Seasons, Le Meridien, Jumeirah Group, Mandarin Oriental, Ritz Carlton, IHG, Fairmont Raffles, Shangri-La, One & Only, St Regis, Grand Hyatt and Leela.

### Where in the world?

Headquartered in the UK with subsidiary offices in Dubai and Hong Kong.

### Future plans

To continue to remain a key driver in the design and engineering aspects of spa resorts worldwide, supplying both new and existing customers. Barr + Wray hopes to increase its presence across new international



ESPA Rock Sauna at Resorts World™ Sentosa, Singapore

territories and markets, helping to expand our client-based portfolio.

### Trade shows

Spatec Europe; Global Wellness Summit

### Who's who?

Alister MacDonald, chair and CEO  
Lorne Kennedy, operations director  
Derek Barton, MD, Hong Kong  
Corrine Sunter, sales director, Dubai  
Graeme Banks, design director, Dubai  
Cheryl Hanna, spa sales manager, UK & Europe

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For all enquiries in Europe please call BC Software France  
**Contact:** Corrine Fejoz **Email:** [c.fejoz@orange.fr](mailto:c.fejoz@orange.fr) **Mobile:** +33 626 570166

# BC Softwear Ltd

Wycombe 3, Boundary Road, High Wycombe,  
Buckinghamshire, HP10 9PN UK

**Tel:** +44 (0)845 210 4000 **Fax:** +44 (0)1628 520 841

**Email:** enquiries@bcsoftwear.co.uk

**Skype:** bcsoftwear

**Twitter:** @BCSoftwear

**Facebook:** www.facebook.com/BcSoftwear

**www.bcsoftwear.co.uk**



Barbara Cooke, founder  
and managing director



## Background

BC Softwear supplies luxury bathrobes and spa linen for exclusive hotel and spa clients in the UK, Europe and internationally. 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 provides expertise in the manufacture of exceptional quality luxury bathrobes, spa linen, and slippers. The company is renowned for its unique understanding of the spa and hotel markets, and has been providing expertise to 5- and 6-star, luxury boutique hotels and spas for more than 15 years. With an enviable reputation for supreme quality towels and robes that stay softer and fluffier for longer, we guarantee clients will receive reliable supply and exceptional customer service.

## Additional products

BC Softwear has launched a new 5-Star collection of spa linen, aimed at the most luxurious spas. The range comprises bespoke sized super soft 100 per cent cotton sheets and duvet covers to fit the treatment couch. New 'SupremeSoft' jumbo



BC Softwear has a reputation for luxury

sheets and couch covers provide exceptional luxury and softness. Pure Spa Linen offers your client the sensation of total pampering during their luxury spa treatment. We believe an exceptional treatment begins with the touch of the bathrobe and the smooth feel of the spa linen on your skin. Your luxury spa experience begins with BC Softwear, before the therapist's hands touch your client's body.

## USPs

BC Softwear's Spa Linen has an exclusive weave designed to absorb less oil, repel odours and stay fresh for longer. We manufacture exceptionally large-sized spa towels to reduce the number of towels required during a treatment, accelerate the treatment turnaround, reduce drying times and decrease laundry costs. Our bathrobes provide superior luxury with exceptional quality. More importantly, all products are available from stock with next-day delivery.

## Where in the world?

The UK and Ireland, Europe, and worldwide as far out as Polynesia and New Zealand.

## Top clients

Champneys, Center Parcs Aqua Sana, Hoar Cross Hall, Penny Hill Park, Galgorm Resort and Spa, The Deep Nature Group, Relais Châteaux and many luxury hotels and spas.

## Future plans

Products are continuously updated, and new colours are introduced based on customer requirements. Our bathrobes have been extended into multiple sizes in recognition of the importance of the guest's comfort.

## Who's who?

Barbara Cooke, managing director; Sam Cooke, business development manager south; Karen Tidswell, business development manager north and 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



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# BESPOKE Artful Retail Display Solutions

1403 S Third St Extension, Mebane, NC 27302 USA

**Tel:** +1 415 987 0012

**Email:** [nancy@bespokesparetail.com](mailto:nancy@bespokesparetail.com)

**Twitter:** @contentomktg

**LinkedIn:** <https://www.linkedin.com/in/nancygriffin>

**Facebook:** <https://www.facebook.com/bespokesparetail>

**www.bespokesparetail.com**



Nancy Griffin, managing director

## Background

Bespoke was born when Stewart Griffith, co-founder and CEO of TouchAmerica, and Nancy Griffin, principal of Contento Marketing, identified an unfulfilled need for spa retail displays. Nancy had been working with TouchAmerica as a marketing consultant for several years, and was impressed with their custom-manufactured retail displays.

## Main products and services

Bespoke manufactures artful retail display solutions for spas and salons. Healthy spa retail is crucial to the success of the industry, and we are proud to do our part to showcase brands in the best possible light. We design and manufacture sign holders, trays, countertop displays and portable units for use in and out of the spa. Choose from acrylic, wood and metals, or any combination of materials. Our client list include top skincare and wellness companies, luxury resorts and spas.



Bespoke manufactures artful retail display solutions for spas in a range of materials

## USPs

Our wide range of affordable retail displays in your choice of materials — custom made in low minimums — is unique in the marketplace. Our ability to design whatever our clients envision, combined with our expertise

in the spa industry, are our greatest points of differentiation. There are no design fees for our custom displays.

## Where in the world?

We distribute globally

## Future plans

We are passionate about desinging portable, rolling, lockable displays to monetise wellness outside of the spa.

## Who's who?

Nancy Griffin, managing director; Stewart Griffith, lead designer  
Alec Lent-Bews, designer

## What the clients say

“When Pure Inventions was looking for an overhaul to our messaging and signage, we reached out to Nancy Griffin. She guided us through the process of developing beautiful displays that connected our luxury brand to spa guests. Our business has doubled in six months as a result.” —

*Jerry Cionci, CEO Pure Inventions*



PEDI-MANI-CURE STUDIO  
by Bastien Gonzalez

“EXPERIENCE A NEW MOMENT, GET ENLIGHTENED FEELINGS THROUGH EDUCATION AND ... EMOTION”

BASTIEN GONZALEZ

ALL EXPERTISE FROM FRENCH CHIROPODISTS TO GO BEYOND FOOT, HAND AND NAIL TREATMENTS

PEDI-MANI-CURE STUDIO  
by Bastien Gonzalez

*Révérence de Bastien*

BGAInSoles®

BGA  
CORP

## BGA CORP

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**Email:** [contact@bastiengonzalez.com](mailto:contact@bastiengonzalez.com)

**LinkedIn:** <https://www.linkedin.com/company/bga>

**Facebook:** <https://www.facebook.com/pedimanicurestudio>

**[www.bastiengonzalez.com](http://www.bastiengonzalez.com)**



Bastien Gonzalez, founder & CEO and Maeliss Thebault, director of development & global operations

BGA  
CORP

### Background

BGA Corp was founded by Bastien Gonzalez, internationally known for his unique approach to foot treatments. Through his professional expertise and experience as a French chiropodist, he designed and developed exclusive treatments for the feet, nails and hands.

### Main products and services

BGA Corp has developed the Pedi:Mani:Cure Studio by Bastien Gonzalez, which are specific areas integrated into the spa where a French chiropodist recruited and trained by Bastien Gonzalez supervises the treatments dedicated to the feet, hands and nails.

The uniqueness of the concept lies in the fusion of wellbeing and beauty, highlighting the medical knowledge of French chiropody. BGA selects and trains every member of the team to the protocols, ensuring the excellence of the treatments under the Bastien Gonzalez name all over the world.

The Reverence de Bastien cosmetic range has been developed and designed to provide guests a totally new experience. BGA Insoles is the new technical service and product offered within the Pedi:Mani:Cure Studio by Bastien Gonzalez, which are custom-made insoles to relieve foot pain, reduce skin build-up and prevent overall discomfort.



The Reverence de Bastien cosmetic range has been developed and designed in France

### USPs

The Pedi:Mani:Cure Studio allows hoteliers and spas to expand and differentiate the services they offer to demanding travellers, as well as maximise their offering to deliver a competitive edge that will drive hotel choice and increase the bottom line.

BGA selects every team member to provide the best quality and service to the guests, going beyond a “basic” treatment and providing a unique experience that adds emotion and education. BGA works with experts in France to develop all the product ranges: from the technical range with BGA Insoles to Reverence de Bastien.

### Top clients

The Landmark Mandarin Oriental, Hong Kong; Royal Mansour, Marrakech; Emirates Palace, Abu Dhabi; One&Only, Maldives; St-Regis, Singapore, Metropole Hotel, Monte Carlo.

### Where in the world?

Worldwide in exclusive luxury locations.

### Future plans

Opening a new Pedi:Mani:Cure Studio by Bastien Gonzalez at the Mandarin Oriental London with the launching of BGAInsoles Concept. We are also opening our first location in Malaysia at The Datai Hotel.

### Who's who?

Bastien Gonzalez, founder & CEO; Maeliss Thebault, director of development & global operations

### What the clients say

“To collaborate with BGA Corp has always been, for me, a great business endeavour: utmost professionalism, unique protocols providing immediate results, excellence in training and a great clientèle coming back time and time again. Bastien’s long standing commitment to quality is evident in the way he personally gets involved in his studios.” - *Gérard Sintès, general manager, area vice president, Hotel Ritz Madrid*

An Italian family company that supports Skin Therapists' daily work with a unique working Method, a diagnosis system, safe and effective skincare products, professional treatments, unique application protocols and functional massage techniques, for a result-driven wellness experience.

Developed from a school for aestheticians.

Since 1979 in the best SPAs only.



# Bioline Jatò

Viale Bolognini, 78 - 38122 Trento, Italy

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**[www.bioline-jato.com](http://www.bioline-jato.com)**



**Tommaso Corradini,**  
general manager

## Background

Bioline Jatò is an Italian family company that has been working in the professional skincare industry since 1979. Founded in the 1970s as a school for aestheticians, it evolved as an international brand, with education and innovation as its pillars, and is recognised worldwide for its effective and safe formulas and for outstanding customer experience.

## Main products and services

Bioline Jatò's Method, developed to support skin therapists' daily work and to satisfy the needs of every skin type, combines a diagnosis system and professional results-oriented treatments with exclusive application protocols, functional massage techniques and a range of face and body skincare, both professional and retail.

Bioline Jatò is the spin-off of a school for aestheticians, so knowledge and education have always been the core of its philosophy. An international training staff is constantly working to teach Bioline Jatò's Method to spas all around the world and to prove how the perfect match of skilled aestheticians and innovative products can enhance a treatment's results.

The company's training programme offers detailed guidance and support for

professionals, leading them to success.

Over the years, the company has built solid relationships and an organised network with its distributors, gathering professionals from more than 40 countries.

## USPs

Safe and effective formulas combined with precious textures and scents: these are the results of Bioline Jatò laboratories' advanced research and of 40 years of innovation.

Exclusive manual application protocols enhance the effectiveness of the products with clinically proven treatments, which are the base of the company's cutting-edge beauty strategy.

Face and body beauty projects are structured in customised seasonal treatments that stimulate the skin functionality all year round, taking into account different climates and skin types, providing long-lasting customer satisfaction.

Born from a school for aestheticians, Bioline Jatò naturally puts training and education at the heart of its strategy, supporting spas' professional growth with a deep understanding of the market trends and strategic know-how that helps them to enhance their reputation and build a loyal customer base.

## Top clients

Day spas where aestheticians need to keep promises to consumers, offering visible results and wellness experiences; and spas and spa chains, including Shangri-La Hotels-Resorts.

## Where in the world?

Products are distributed in the best spas in more than 40 countries worldwide.

## Future plans

Bioline Jatò is launching a line dedicated to the skin's hypersensitiveness, and is working to build an extremely innovative and targeted line for demanding markets.

## Who's who?

Tommaso Corradini, general manager  
Clara Corradini, founder  
Roberta Fiorentini, export manager

## What the clients say

"I've had the pleasure of working with Bioline in a few of our spas in Asia. The products are well-received by our Asian clientele because they are results-driven. Bioline's training and customer support are outstanding. We'll continue to use them at more of our spas worldwide." *Todd Hewitt, head of spas, Shangri-La Hotels-Resorts*



## **High-end personalized beauty care**

For 40 years, the Biologique Recherche Methodology has had a reputation for astounding effectiveness based on clinical approach to beauty care using pure, concentrated ingredients as well as innovative protocols like Seconde Peau. The Seconde Peau treatment accelerates cell renewal and optimizes healing for a visible and immediate regenerating effect.

Biologique Recherche - 32 avenue des Champs Elysées - 75008 Paris  
[www.biologique-recherche.com](http://www.biologique-recherche.com) - [info@biologique-recherche.com](mailto:info@biologique-recherche.com)

# Biologique Recherche

32 Avenue des Champs-Élysées, Paris, 75008, France

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Left to right, Pierre-Louis Delapalme, Rupert Schmid and Dr Philippe Allouche

## Background

Biologique Recherche was founded by a French family of passionate skincare experts. Today, it is owned by Rupert Schmid, Pierre-Louis Delapalme and Dr Philippe Allouche, son of the founders. They remain loyal to the brand's founding principles, ensuring the transmission of its unique methodology and results-driven personalised approach.

## Main products and services

The company's R&D team is driven by bringing the latest unique products to market. The most recent innovation to be introduced by Biologique Recherche is La Grande Crème, inspired by the latest discoveries in epigenetics. La Grande Crème is a world first in professional skincare. Biologique Recherche also provides spas with communication and marketing tools that help them develop their businesses.

## USPs

Biologique Recherche's best asset is its personalised methodology, which combines powerful products and effective treatment procedures with respect for the skin's structure and physiology, in order 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 highly customised solutions target

a client's individual needs, making Biologique Recherche the brand of choice for the most discerning clientele. The unique manufacturing process is one of the main reasons for the effectiveness of the formulations; there is no mass production and every batch receives great attention. Biologique Recherche's products contain a high concentration of botanical, marine and biological active ingredients – over 20 per cent in most products. The company chooses the highest quality active ingredients available and coldprocessed formulations to preserve their structure. Finally, to preserve the integrity of our products and decrease the chance of allergic reactions, fragrances are not used.

## Top clients

Ambassade de la Beauté, Paris and worldwide. Four Seasons; Barrière Group; Grand Hyatt; Mandarin Oriental; Peninsula; Ritz Carlton; Shangri-La; St. Regis; One & Only; Sofitel.

## Where in the world?

Biologique Recherche is available in 3,000 locations in more than 75 countries worldwide.

## 2018-19 trade shows

Cosmoprof Asia; Spatec USA, Europe & Middle East; ISPA, Phoenix; Art de Vivre Shanghai; GWS, Italy.

## What the clients say

"Dahlia Spa is a proud partner of Biologique Recherche at the Four Seasons Hotel Abu Dhabi at Al Maryah Island. Our skilled therapists have received in-depth training thanks to the Biologique Recherche's brand experts, which has enabled them to bring the skin of our guests to its optimal state."  
*Robert Chinman, director of public relations, Four Seasons Hotel Abu Dhabi at Al Maryah Island*

"Our partnership with Biologique Recherche enables us to provide guests with a customised facial and body treatment that is luxurious, yet still clinical and results-oriented. The affinity between our aestheticians and Biologique Recherche's techniques and products showcases a spa experience that has proven extremely popular with spa guests."  
*Jonathan Crook, general manager, The Peninsula New York*

"The perfect blend of our specialised spa counselors and Biologique Recherche's methodology have elevated our spa to an essential wellbeing retreat for our guests. We knew it was a perfect match from a company who shares the same values as ours."  
*Charles de Foucault, general manager, One&Only Le Saint Géran, Mauritius*



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# Book4Time Inc.

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Roger Sholanki,  
founder and CEO

## Background

Book4Time is an innovative and comprehensive cloud-based spa management software operating in more than 65 countries with over 30,000 users. Our commitment to innovation and client satisfaction has been a key driver in our success as the platform of choice for top spa brands around the world.

## Main products and services

We provide all-in-one spa software to run your business. **Features include:**

### ■ Appointment Booking

Accept appointments online, via mobile, in-spa, individual or group appointments, spa treatments or classes with our centralised reservation system, which keeps real-time record of all appointments.

### ■ Marketing & Retention

Promote, attract and retain new customers and increase your brand's visibility with our powerful marketing tools.

### ■ Payments

Manage and track revenues, ensure PCI compliance with a comprehensive point-of-sale and integrated payment processing system.

### ■ Guest Experience

Centralised guest profiles, alerts and history to help improve your guest experience from initial booking to check out.

### ■ BI & Reporting

Centrally manage your business and track KPIs with live dashboards. Forecast revenues and discover trends with over 200 reports on sales performance and financial reporting.

### ■ Integrations

We integrate with 20+ partners, from payment to gift card and loyalty system providers. We also offer APIs for customer applications and integrations.

## USPs

Book4Time has over a decade of experience working with top luxury hotel/resort, casino and day spas around the globe.

We're constantly innovating; thanks to our cloud-based infrastructure, our customers experience new product releases and enhancements every eight weeks and enjoy 99.5 per cent uptime.

Our solution integrates with almost all major hotel PMS systems, gift card/loyalty vendors, payment processor and accounting/inventory management solutions, and our online booking feature supports 11 languages. We offer deep functionality to meet the complex operational, administrative, reporting and inventory management needs of multi-location spa and wellness businesses.

We also offer live 24/7 phone and email

support through strategically located global customer support centres.

## Where in the world?

Deployed in over 65 countries; major markets include North America, Europe, Middle East, Asia-Pacific, India, Latin America and the Caribbean.

## Top clients

Leading day spas chains such as Clarins, Cowshed and top global hotel brands – Fairmont Hotels & Resorts, Marriott, Four Seasons, Hyatt, Hilton and Shangri-La.

## Future plans

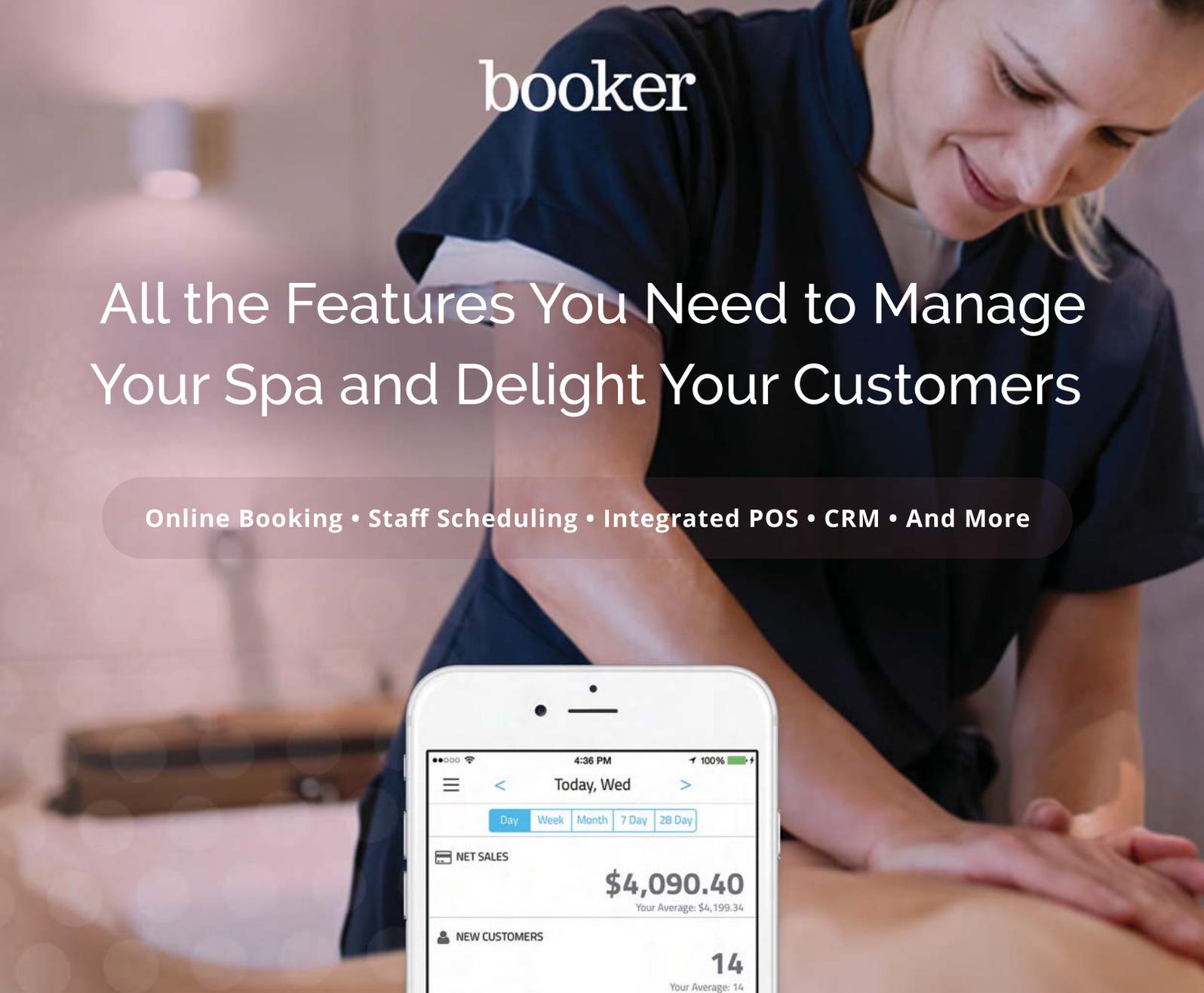
We are launching a new mobile app for both therapists and front desk management, as well as an innovative self-checkout feature.

## Who's who?

Roger Sholanki, founder and CEO;  
Sean Anderson, vice president, global sales;  
Yeniffer Padrino, marketing manager.

## What the clients say

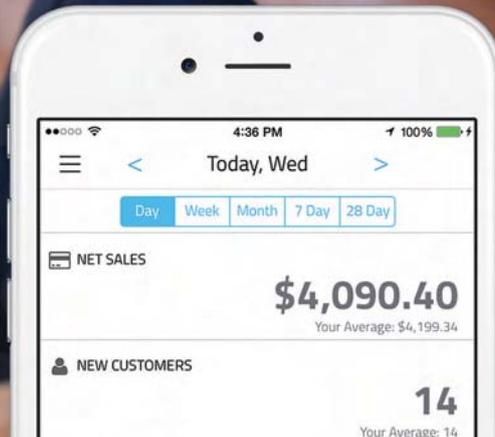
"Book4Time has been a lifesaver for our spa! The speed and ease of use have made our guest experience more efficient and enjoyable! Thank you!" *Cristina Cascio, Spa Director, Hyatt Regency Indian Wells*



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# Booker by MINDBODY

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**www.booker.com**



Rick Stollmeyer, CEO

## Background

Booker by Mindbody is the leading cloud-based salon and spa management platform. Developed to meet the needs of spa and salon owners, the platform retains this focus on offering the features that health, wellness, and beauty businesses need to run efficiently and grow.

## Main products and services

Booker by Mindbody is an all-in-one management solution to run and grow your spa. Booker gives you access to a powerful tool that will help you promote your business and retain customers.

The platform includes features to delight customers, staff, and owners, including:

- Online booking from Yelp and Facebook, as well as a custom booking site
- Staff scheduling and reminders
- CRM and marketing features
- Integrated point-of-sale and reporting
- Ability to sell memberships and gift cards
- Inventory management.

## USPs

Booker by Mindbody gives spa owners and managers back-office access from anywhere via our cloud-based platform. Staff can track their schedule via notifications and our mobile app. Spa clients love the freedom



### Spas can take payments anytime, anywhere with the Booker Mobile App

to book their appointments online and via Facebook and Yelp. Booker by Mindbody tracks customer history and empowers spa owners and managers to better serve clients based on a central record of their preferences and purchase history.

Booker by Mindbody also offers training and implementation help to get new customers up and running seamlessly. We offer PMS integration and APIs that enable the platform to integrate with third-party apps.

## Where in the world?

128,000+ professionals at more than 10,000 locations use Booker to run and grow their businesses.

## Top clients

Bannatyne, Skin Laundry, Sofitel SoSpa

## Who's who?

Rick Stollmeyer, CEO;  
Josh McCarter, CSO;  
Dan Chandre, VP of strategic development.

## What the clients say

“We selected Booker by Mindbody because it is robust, forward-thinking and innovative. We now offer booking through our in-room concierge using its web-based system. With five releases a year, the platform is constantly evolving, with a focus on revenue-driving marketing tools.”

– Jose Antonio Abud  
director of tourism services  
Hard Rock Hotels & Resorts

“Booker by Mindbody has significantly impacted how we run our spa, and has been an asset to the company, especially in terms of organisation and scheduling.”

Reneé Maya, founder of Spa Kingston



## The Excellence of Steam Bath



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# Laboratoires Camylle

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Marc Massing, CEO  
Laboratoires Camylle

## Background

Bernard Massing founded the company as Madislor in 1976, developing innovative products for the hygiene market in the workshop next to his family house.

In the 1990s, a customer from Paris asked whether it was possible for him to create sauna scents and the company began to develop expertise in essential oils and aromas.

## Main products and services

Laboratoires Camylle has developed a range of products based on essential oils and natural plant extracts for use in spas.

They are designed for use in saunas, steamrooms, hydrotherapy tubs, whirlpools, experience showers, crushed ice fountains and traditional bathtubs, as well as being ideal for use in essential oils diffusers.

Camylle also produces a range of precious oils for use in massage treatments and for perfume diffusion. They contribute a new, olfactory dimension to the wellness area.

Fragrances include eucalyptus, orange blossom, pine, lavender, rosemary, mint and lemon, as well as Asian, Polynesian, Mediterranean and Oriental blends.

## USPs

We recognise that wet zones in spas are often underexploited, despite the fact they



Camylle products for sauna, hammam and massage

represent the biggest area of investment. Enlivening and revitalising wet areas by introducing aroma makes them a draw for customers, thanks to aromatherapy.

It is possible to organise special 'aroma' events which are delivered on a daily, weekly or seasonal basis. These events can highlight to customers the special properties of the oils, which can be slimming, soothing or uplifting.

When these events are marketed effectively, they put the spa's wet areas at the heart of the operation and bring them to life to create more customer engagement and interest in visiting the spa. They can also help to boost the spa's retail offer.

## Where in the world?

Laboratoires Camylle has clients in Europe, Switzerland, Russia, Japan, Singapore, the US, Morocco and Turkey.

## Top clients

Hôtel Carl Gustaf, Saint Barthelemy; Grand Hôtel Kempinski, Geneva; Le Royal Monceau, Paris; The Peninsula, Paris; The Plaza Athénée, Paris.

## Future plans

Laboratoires Camylle will launch a revolutionary new concept which will enable the creation of an "olfactory identity" for spa treatment rooms.

## Who's who?

Marc Massing, chief executive officer;  
Anne Lambert, sales manager.

## What the clients say

"For over a year now, all our centres use Camylle products in their Turkish baths. We welcome customers for a stay of 6 days and being able to offer a different fragrance in our hammams every day is a real plus.

"We can enliven the bathing areas with the scents, so our clients can discover the benefits of these complementary aromas to their treatment. We have a very high client satisfaction rating since the introduction of these excellent professional quality products from Camylle."

*Jean-Luc Pleuvry, director of operations, Groupe Thalazur*

# The Microbiome, Probiotics, and Skin Renewal. A New Paradigm.

An entire industry has claimed the term “anti-aging”, suggesting there are products which can stunt the aging of skin.

We at Columbia SkinCare believe this premise to be unobtainable. Instead, we have focused our science on how we can restore full functionality to the desquamation process in an aging population. Our science helps skin reactivate its own endogenous resurfacing qualities organically.

Columbia Probiotic SkinCare products support the epidermal renewal process by means of a “complex” of a lysate of the probiotic bacterium *Lactococcus lactis* along with the extract of certain plant stem cells that creates a compound which stimulates the epidermal renewal process.

In addition, these products support the quality of cell cohesion with the lower part of the stratum corneum and the stratum compactum, giving aging consumers what they want most: skin that behaves like it used to, providing luminosity and elasticity.

We are happy to provide additional information to anyone interested in our science, technology, and products, or our exclusive brand partnerships.

Columbia Probiotic SkinCare: Blending science and nature to help make skin healthy. And that is a beautiful thing.

**Contact Steven Rosenfeld, President**  
**[srosenfeld@columbiaprobiotics.com](mailto:srosenfeld@columbiaprobiotics.com)**  
**+1.914.337.5131 | [columbiaprobiotics.com](http://columbiaprobiotics.com)**



**COLUMBIA**  
SKINCARE

# Columbia SkinCare (Sturtevant Company)

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Steven I. Rosenfeld,  
president

**COLUMBIA**  
1871  
SKINCARE

## Background

Founded in 1871 by Francis Crayton Sturtevant in Hartford, Connecticut, our company has been developing products that treat conditions of the skin since then. Our products are generally engineered to offer broad-spectrum benefits, while providing both restorative and protective results. Our present chairman is Geoff Sturtevant.

## Main products and services

We offer topical treatments which, when used as recommended, will augment the body's natural healing capabilities as well as improve the skin-renewal process. We offer training and certification in the science behind our products as well the proper use of them in treatment areas. All Columbia brand products are thoroughly tested for efficacy and safety for years before they ever become available commercially.

## USPs

Our leadership position both in research and development and our 148-year history of providing premium skincare sets us apart from other brands. In addition, we strive to offer our trading partners the ultimate in product support and customer service. The attention to detail in our product idea, development and execution are unparalleled.



Columbia Skincare's Probiotic Complex line is designed to accelerate the skin renewal process

Our goal is to provide the most efficacious as well as the safest products, which may be used daily on all skin types.

## Top clients

Skincare professionals including physicians, aestheticians and other trained practitioners whose focus is on promoting the health and wellness of the body's largest organ. Our current partnerships include medical practices, medi-spas, destination spas, day spas and clinics.

## Where in the world?

Our products are available globally.

## Future plans

To continue our leadership position in the technology of skincare and to offer "best-in-class" skincare products.

## Who's who?

Steven I. Rosenfeld, president; Dr James B. Ryan, VP product research; Melanie Edwards, director, spa division; Gunnar P. Wilmot, CMO



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[ **comfort zone** ]

SKIN SCIENCE SOUL

## Comfort Zone

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**www.comfortzone.it / www.skinregimen.com**

## [ comfort zone ]

SKIN SCIENCE SOUL

/skin  
regimen/

modern plant chemistry™



Brian Brazeau,  
general manager

### Background

Made in Italy since 1996 with competence and care, [ comfort zone ] is a professional lifestyle brand offering results-oriented skincare solutions, developed following a science-based, sustainable, holistic approach. In 2017 we launched /skin regimen/, a new brand with a modern plant chemistry™ approach to counteract the effects of stress and pollution and ensure an effective empowerment of skin and mind. The advanced research of the in-house R&D laboratories is guided by Dr Davide Bollati, pharmacist and founder of the brand, and is supported by a multidisciplinary scientific committee.

### Main products and services

Comfort zone's comprehensive face and body range allows clients to experience memorable



[comfort zone]  
Sublime Skin Hormon-aging™

facials and rituals at day and destination spas. /skin regimen/, focused on the face, ensures an effective detoxification, correction and protection from stress and pollution.

### USPs

- Our Davines Group is a certified B Corporation, attesting to the company's rigorous commitment to respecting and creating value for the people and the environment.
- "Made in Italy" design and manufacturing.
- All our formulas are rich in naturally derived ingredients combined with effective high-tech molecules and delivery systems. Our products are free from silicones, parabens, colorants, and animal derivatives.
- All our packaging is CO2 compensated.

### How many spas do you supply?

Destination and day spas on five continents.

### Future plans

Constant improvement in terms of sustainability, performance and educational support to ensure our partner's distinctiveness and business success.



### Who's who?

Davide Bollati – founder and president  
Brian Brazeau – general manager  
Luisa Poisa - marketing director  
Barbara Gavazzoli - communication and education director.

### What the clients say

"Our guests are excited by a brand that promotes sustainable skincare, with a focus on their whole wellbeing – skin and soul!"

*Andrea Fisher, Relais & Chateau, Wickaninnish Inn*

"The new /skin regimen/ helps our skin cope with the negative factors of life in the megalopolis, heals the skin and prolongs its youth" 365detox.com



/skin regimen/  
modern plant chemistry™

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**www.crownsportslockers.co.uk**



Sam Palmer,  
project manager

## Background

Founded in 1990, Crown Sports Lockers specialise in the manufacture of bespoke timber changing room lockers and furniture.

A dedicated project manager will oversee the project from the initial meeting, producing CAD layout drawings, providing quotations and processing the order, and overseeing the installation and handover. This personal touch is what sets us apart from our competitors.

## Main products and services

We design, manufacture and install bespoke timber furniture, including lockers, freestanding benches, vanity stations, treatment room furniture, washrooms, cubicles and reception desks.

We also provide a wide range of digital, electronic and traditional locking systems to suit all demands.

## USPs

- Over 25 years' experience
- Made in Britain
- Dedicated project managers
- In house CAD design
- High-quality installations
- ISO: 9001 & 14001 accreditations



Crown Sports Lockers specialise in bespoke timber changing room lockers and furniture

## Top clients

We collaborate with major hotel groups, independent hotels, health clubs, spas and spinning studios including Village Hotels, Macdonald Hotels, Psycle, Places for People and Fitness Space.

## Trade shows

We will be exhibiting for the 7th year at Independent Hotel Show 2018 - Olympia London.

## Who's who?

Spencer Grimwood, project manager;  
Sam Palmer, project manager;

## What the clients say

"We would like to say a huge thank you to Sam and his team at Crown Sports Lockers. From our initial hand drawn designs to the beautifully crafted lockers and vanity units we now have, Crown Sports Lockers were able to create and breathe life into the vision we had for our changing rooms. Sam is a pleasure to deal with and nothing was too much trouble, we are so grateful for his expertise and patience. We would also like to thank Mike who installed all of the units for working so tirelessly and ensuring a perfect finish.  
*From The Spa at Brightlife*"



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**www.cryoaction.com**



Ian Saunders, CEO; David Morris, CRO

## Background

CryoAction Limited is a privately owned UK company, founded in 2015 by a team with a strong background in technology and business. CryoAction specialises in whole-body cryotherapy technology and nothing else. In addition to offices in Covent Garden, London, the company has a dedicated manufacturing facility in Wroclaw, Poland.

## Main products and services

Cryotherapy is the use of extreme cold temperatures (-130°C) to invigorate and enhance the wellbeing of a user, offer pain relief and treat certain medical disorders.

Our product range includes: **single-person cryochamber** – a self-contained unit that can be integrated or stand alone within a spa. **Cryotherapy chambers:** integrated walk-in units used to treat from 2-10 people. Often bespoke, the units combine aesthetic design with function. **Mobile cryotherapy chambers:** purpose-built containers or vans containing a full-size cryotherapy chamber. **Local cryotherapy units:** devices to apply cryotherapy to a specific body area for health or aesthetic treatments.

Our company is uniquely placed to serve the spa and wellness sector, as we design, manufacture, install and maintain our equipment. We work with leading spa



CryoAction offers a range of bespoke designs that offer treatments for between 1 and 10 people

designers to incorporate cryotherapy into a spa environment. Post-installation, we offer full training, remote and onsite support by our dedicated service teams.

## USPs

CryoAction is a unique company with a strong portfolio of clients from across elite sports, spas, gyms and health clubs. Our clients range from Premiership football clubs such as Arsenal, Everton & Southampton, to spas such as Cloud 12 and others. Our product range is unsurpassed, offering a choice of bespoke designs to treat up to 10 people.

Our range of support services is a key differentiator, as few companies globally have the level of experience in cryotherapy of the



CryoAction team. As specialists in this area, we are already working with a range of spa owners and designers who see cryotherapy as the next major trend for spas. Talk to us about the new wave of "cryo-culture."

## Where in the world?

Worldwide.

## Future plans

Late 2018 will see an entire new portfolio of CryoAction products, including an exciting range that has been designed from the ground up with spas and wellness in mind.

## Who's who?

Ian Saunders, CEO; David Morris, CRO



DORN  
BRACHT

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Culturing Life

LifeSpa

# Aloys F. Dornbracht GmbH & Co. KG

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Matthias Dornbracht (CTO), Andreas Dornbracht (CEO)

## Background

Aloys F. Dornbracht GmbH & Co. KG, with headquarters in Iserlohn, Germany, is a globally active manufacturer of high-quality fittings and accessories for bathrooms, kitchens, shower and spa systems. The family-run company (in its third generation) was founded in 1950 and is managed by brothers Andreas and Matthias Dornbracht.

## Main products and services

Dornbracht is turning the bathroom into a LifeSpa: its vision has taken the idea of health-oriented bathroom design to a new level. The LifeSpa concept epitomises the holistic approach to bathroom planning and furnishing in the sense of a healthy and illness-preventive lifestyle.

The spa innovation, Rainmoon, is a subtle, architectural gesture that fits harmoniously into LifeSpa. The attention focuses on the exceptional water experience: water is directed to create the feeling of enveloping the body in a cocoon, surrounding it in a cascade, or swirling around it in weightless, soft drops.

As a partner in both the design community and the international spa industry, Dornbracht builds on the ideas and needs of professionals involved in designing spas. The results are premium products in terms

of function and finishes. Dornbracht provides installation, support and guidance. All products come with a worldwide aftersales service to guarantee trouble-free operation.

## USPs

Dornbracht is a family-owned manufacturer of high-end faucets and spa systems. It is one of the few companies where production is entirely 'Made in Germany': 90 per cent of Dornbracht's suppliers are from Germany. Dornbracht sustains the highest standards, delivering manufacturing quality at the highest level while paying particular attention to its innovation in production.

The Dornbracht brand represents knowledge, ideas and inspiration related to water. Architecture, lifestyle, design, technology and culture together form the foundations of the brand.

The brand claim – "Culturing Life" – emphasises the cultivation and enrichment of bathroom and kitchen habitats, not just on a solely aesthetic level, but on a holistic level as well.

## Top clients

Ceresio 7 | Gym & Spa in Milan, Italy  
Aigai Spa in São Paulo, Brazil  
Traube Tonbach in Baiersbronn, Germany  
Kneippianum in Bad Wörishofen, Germany

## Where in the world?

Dornbracht products are distributed worldwide: The company has 16 branches and various commercial agencies all over the world.

## Future plans

Rainmoon is a highly individual showering experience in a whole new dimension. It represents the next level of LifeSpa, and it provides a totally new way to experience the element of water.

## Who's who?

Andreas Dornbracht, CEO/CFO – strategy, finance, communications & marketing  
Matthias Dornbracht, CTO/COO – systems & technology, operations  
Matthias Voit, senior business developer for maritime, aviation, spa

## What the clients say

"Dornbracht is pretty much a default specification for us in the studio; we're secure in the knowledge that their pieces look great and will work perfectly. 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*  
*Bannenberg & Rowell Design*



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## Dröm UK Ltd

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Barry Smith, CEO & co-Founder; Kicki Carlsson, ambassador & co-founder

### Background

Dröm UK was launched in 2002 by Kicki Carlsson and Barry Smith. The company specialises in the design and installation of luxury, bespoke spa and thermal wellbeing areas and is looking forward to celebrating 15 years of bringing exceptional, innovative wellness products to the industry.

### Main services

■ **Consultancy:** Dröm UK provides expert consultation and coordination at all levels, from architects to builders. The company can offer advice on all technical aspects and design elements of your projects.

■ **Design:** Dröm UK's design team takes pride in meeting clients personally, to fully understand their dreams and requirements, before conceiving and constructing a bespoke sanctuary to suit each individual hotel, spa or health club.

■ **Project management:** Once the concept and specification is approved, the planning can be a multi-disciplined project requiring a high level of coordination of different works.

A construction schedule is agreed and adhered to and any disturbance is guaranteed to be kept to a minimum, bringing the project to a satisfactory completion on time and to budget.

■ **Build:** All Dröm UK installations are built



Dröm UK Showroom

to the highest specification and quality by the company's fully trained in-house team of professional specialist fitters.

### USPs

Dröm UK's beautiful Showroom, the only one of its kind in the UK, displays around 20 innovative, bespoke room designs. These showcase how Dröm's attention to detail and creative approach sets it apart from its competitors. The Showroom is constantly evolving and will see the addition of stunning, new, fully working rooms throughout the course of 2018. It will continue to play host to groups of architects, designers and clients who look for inspiration within the many

roomsets and in the variety of finishes and accessories on show.

### Top clients

Pennyhill Park Hotel & Spa; Coworth Park Spa, The Lansdowne Club, Stoke Park Country Club, Galgorm Resort & Spa, Four Seasons, Chelsea Barracks, Equinox Gym, The Glebe.

### Where in the world?

We currently design, supply and install projects throughout the UK, Europe and the Middle East.

### Who's who?

Kicki Carlsson, ambassador and co-founder; Barry Smith, CEO and co-Founder; Erin Lee, managing director; Lewis Hallett, sales & operations manager.

### What the clients say

'We approached Dröm UK because of their impeccable reputation in the wellbeing industry. Their open, professional, friendly approach has assisted throughout our journey together. Dröm worked to our tight schedules and the installation team were professional and efficient. We're looking forward to collaborating with them on other projects. We wouldn't hesitate to recommend them to others.'

*Darren Dixon, spa manager, Pennyhill Park*

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Noella Gabriel, president & co-founder;  
Harrison Gregory, sales director, UK

## Background

Elemis is a luxury British skincare brand. Every ground-breaking formula is an innovative blend of science with the chemistry of nature, crafted by a team of explorers, scientists and skincare experts. Encompassing the most powerful biological actives available, Elemis' meticulous attention to detail, pioneering formulas and remarkably transformative results are what sets our skincare apart.

## Main products and services

Alongside our clinically proven treatments and award-winning product range, Elemis provides a personalised educational and training programme to support our accounts' professional development, with outstanding marketing and PR support. Elemis is committed to working with you, to help grow your revenue and client base from day one.

## USPs

The successful combination of powerful, natural ingredients, cutting-edge formulation technology and proven clinical trials makes



The new Pro-Collagen Overnight Matrix uses Smart Peptide Technology

Elemis unique and able to offer your customer a point of difference.

## Top clients

Hilton Worldwide Holdings, W Hotels & Resorts, Marriot Hotels & Resorts, Anantara, Mandara, Starwood Hotels and Resorts Worldwide and JA Resorts.

## Where in the world?

Elemis distributes to more than 90 countries, including the Americas and Asia Pacific. More than 6.5 million customers every year benefit from our range of face and body treatments.

## Future plans

With innovation at our heart, Elemis is constantly evolving. We are proud to have launched many new ground-breaking products including our new vegan-friendly Superfood range, and Pro-Collagen Overnight Matrix, the first-ever formulation with Elemis' Smart Peptide Technology and the most exciting and powerful formulation in the history of the brand. This formulation will be the first in a revolutionary new line of Elemis'

patented 'Smart' skincare. With a dedicated team in the US, we will continue to expand our reach globally.

## Who's who?

Sean Harrington, CEO & co-founder;  
Noella Gabriel, president & co-founder;  
Oriele Frank, CMO & co-founder;  
Harrison Gregory, sales director, UK.

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– STEPHANIE S., Éminence User

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# Eminence Organic Skin Care

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**www.eminenceorganics.com**



**Boldijarre Koronczay, president;**  
**Attila Koronczay, general manager**

## Background

A pioneer of the organic skin care movement, Eminence Organic Skin Care, a family-owned company, combines more than 60 years of herbal craftsmanship with Hungarian-inspired healing to offer results-oriented treatments.

## Main products and services

Eminence uses natural, organic and Biodynamic® skin care to enhance wellbeing naturally through extraordinary products and extraordinary service. At Eminence, we are committed to creating the best skin care possible with natural, organic and Biodynamic® ingredients, and we offer more than 200 products in our portfolio.

With every launch, Eminence provides spa partners with training on the new products, as well as marketing collateral including newsletters, shelf talkers, tent cards and spa treatment menu descriptions to help promote the new items to the spa team and guests.

During the year, we host trainings at least once every three months with all of our spa partners.



**Eminence creates natural, organic and Biodynamic® skincare**

## USPs

Eminence has been voted as “Favorite Skin Care Line” and “Favorite for Product Education” for nine years in a row by spa professionals! The Eminence Kids Foundation provides organic meals to seriously ill children worldwide, and our Forests for the Future Initiative plants a tree for every retail product sold. As a Certified B Corporation®, Eminence is amongst the leaders of the global movement using the power of business

to solve social and environmental problems.

## Top clients

Resort spas, day spas, destination spas and medical spas around the world. Over 20 per cent of Forbes-rated Four and Five-Star Spas choose Eminence as their skin care line.

## Where in the world?

In over 50 countries throughout North & South America, Europe, Asia and Australia.

## Future plans

Eminence launches new products several times a year to set the trends within the spa industry.

## Who's who?

Boldijarre Koronczay, president;  
Attila Koronczay, general manager

## What the clients say

“Over 16 years, we continually grow with Eminence. It's the best training I've ever experienced from a vendor. Eminence sets the standard for us.”

– Doreen Young, spa director, Mii amo



MANAGEMENT SOFTWARE

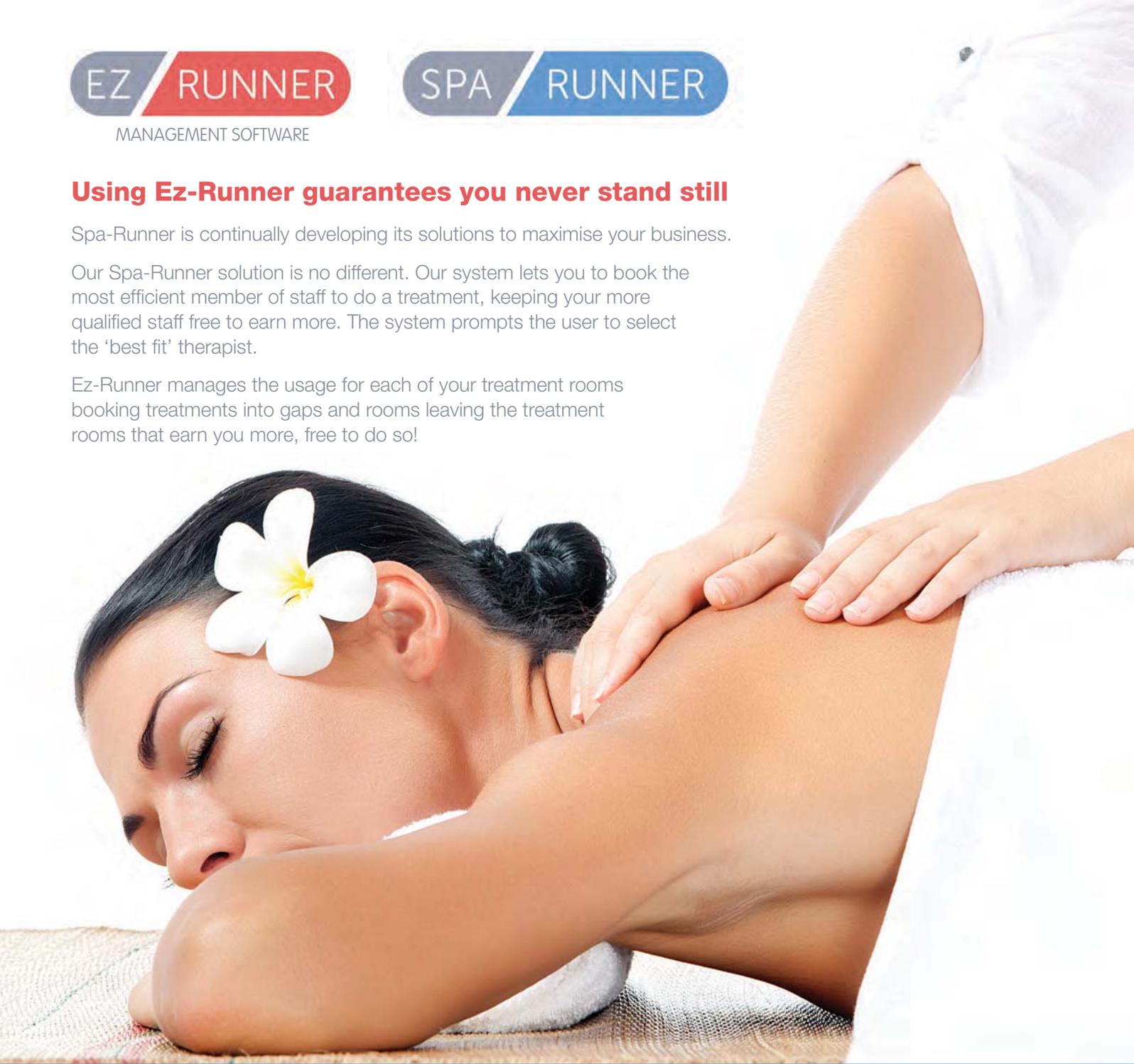


## Using Ez-Runner guarantees you never stand still

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.

## How many spas do you supply?

More than 120 spas.

## Top clients

Nirvana SPA; Shire Hotels; Handpicked Hotels; Akkeron Hotels; Amida SPA; Hilton Hotels; sk:n; Dermalogica; Lion's Quay and Bristol Lido

## Where in the world?

Mainly Europe and the Middle East, but we have sites worldwide from the Falkland Islands to Ethiopia.

## Trade shows

Spa Life.

## Future plans

This year we plan to expand into other territories with new and existing clients. We'll also work with existing spa and wellness clients to expand their use of online and mobile functionality for packages, payments and voucher management.

## Who's who?

Stefan Drummond, Managing Director; Shez Namooya, Business Development Manager; Matt Larkins, business development/projects:

## 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*



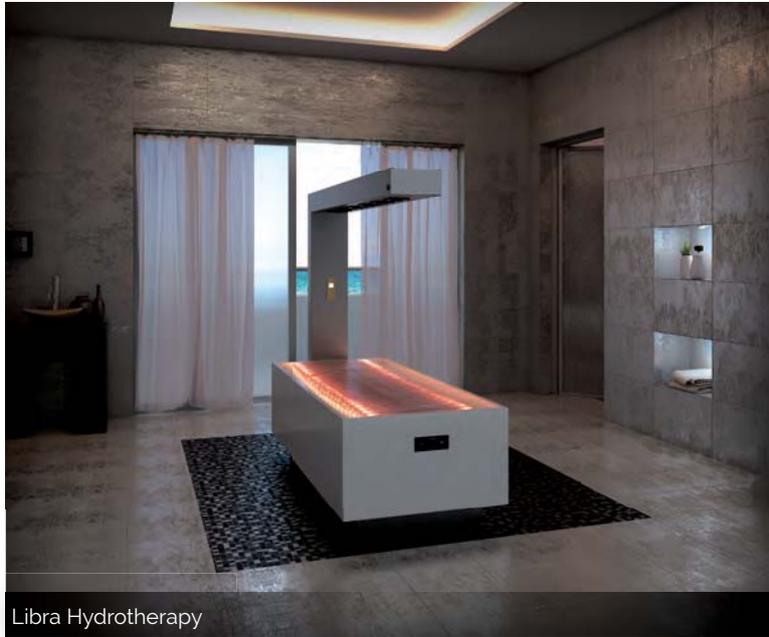
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# Gharieni Group Germany

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Sammy Gharieni,  
founder and CEO



## Background

The Gharieni Group, based in Germany, is a leading European manufacturer of high-end spa and medical equipment with over 25 years of experience. Our products are made in Germany and designed with the utmost attention to quality and detail.

## Main products

Taking wellness to the next level, we want to create a unique and distinctive guest journey that fully integrates the mechanics of superior equipment with the practiced touch of the provider and truly reflects the authenticity and messaging of each and every client's brand identity.

Our company has two distinct divisions servicing both the wellness/spa and medical sectors. Drawing upon the requirements for both, our offerings integrate technology and expertise from each field to provide the best experience for guest or patient.

Our spa division offers a full range of equipment as well as protocols, trainings and accessories to offer a complete wellness concept for not only the treatment rooms, but also front-of-the-house and relaxation areas.

Our medical division manufactures sophisticated examination beds to allow for comfortable and optimal positioning for patients during medical procedures.

## USPs

Innovation is our passion. We allow for transformation of flexible spaces within the treatment rooms while retaining efficiency, functionality, and design aesthetic. Our HydroSpa collection for wet treatments has revolutionised a dormant treatment category and elevated it to a transformative experience. Our partnerships outside the industry have led to the creation of binaural and augmented technologies built into our treatment beds, thereby incorporating equipment into treatment protocols.

## Top clients

Experience matters and our portfolio of clients can attest to that.

**Germany:** Ritz Carlton Berlin; Roomers Hotel Munich; Jumeirah Frankfurt; TUI Cruises.

**The UK:** Galgorm Resort & Spa - Northern Ireland; Ridding Park Hotel; Mandarin Oriental Hyde Park, London; The Lanesborough, London.

**France:** Hôtel de Crillon, Paris; Hermitage Barrière; Four Seasons Georg V, Paris.

**Spain:** Six Senses Ibiza; Kempinski Marbella Alàbriga Hotel, Spain.

**Morocco:** Four Seasons Resort Marrakech

**Russia:** Ararat Park Hyatt, Moscow

**UAE:** Yas Viceroy Abu Dhabi; Five Palm Jumeirah, Dubai; Burj El Arab;

Palazzo Versace, Dubai.

**China:** BVLGARI Hotel, Shanghai

**USA:** Âme Spa at Turnberry Isle, Miami;

Four Seasons Resort Orlando;

The Seagate Hotel & Spa;

Seahill Spa @ the Cavalier, Virginia Beach;

Kohler Waters Spa;

Trump National Doral, Miami.

**Canada:** Hôtel William Gray, Toronto.

**Mexico:** Four Seasons Punta Mita, Punta Mita.

**India:** The Oberoi Hotel New Delhi.

## Where in the world?

With offices/showrooms in Dubai, the US, France, the Netherlands, Belgium and Germany, we provide luxury equipment to resort hotels, spas and hospitality groups in over 70 countries.

## Trade shows

Cosmetica Frankfurt, Beautyworld Middle East, The Hotel Show Dubai, Estetika Belgium; ISPA Phoenix, Beauty Munich.

## Future plans

Keep your eyes open for new and innovative products including the new MLX Limber Podo, the brand-new MLR Select series, or new features like the first table with electrical adjustable and swiveling armrests on the Gharieni M01.

A uniquely authentic Hammam experience.



TRADITION. LUXURY. PURIFICATION

HAMMAMii

# Hammamii

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TRADITION. LUXURY. PURIFICATION



Shawna Morneau, founder and managing director

## Background

Driven by her passion for raw ingredients and cosmetic chemistry, Shawna Morneau founded the luxurious skincare brand Hammamii in 2017. Hammamii offers an exclusive Arabian skincare collection as well as a unique range of hammam treatments, produced from natural and quality ingredients sourced within the United Arab Emirates. Each product combines the benefits of fresh regional ingredients, forgotten desert herbs, and age-old family remedies. Hammamii honours the traditional ingredients and blends them with modern-day industry expertise to deliver a luxurious and memorable experience.

## Main products and services

Hammamii offers a range of luxurious, natural and halal skincare products. We currently have five collections that have been hand-crafted for the face and body. Our products include an array of locally sourced cleansing and nourishing solutions to suit every skin type. Hammamii has also developed indigenous luxury spa treatments to invoke a lasting Arabian sensory and olfactory



Hammamii uses natural ingredients sourced within the UAE

experience. These hammam-inspired rituals can be used in the hammam, as well as for signature journeys in the treatment room.

## USPs

Inspired by the authentic regional Bedouine beauty traditions and locally sourced ingredients, Hammamii brings together a unique blend of natural and highly effective solutions for the skin.

## Where in the world?

Hammamii is currently distributed globally

through Dubai-based company Neamorinc International.

## Future plans

We have exciting plans in the pipeline. Over the coming months, Hammamii will be introducing a new product collection, as well as launching with several new spa partners across the GCC.

## Who's who?

Shawna Morneau, founder and managing director; Dara de Guzman, communications manager.

## What the clients say

"Working with Hammamii has been a blissful experience. Their dedication and passion, along with the authentic, unique and fresh elements used in the brand gives me confidence that they will make a significant impact in the beauty industry. Hammamii works on a different level with their spa partners, as they fully understand the daily requirements of operations and provide continuous support and quality service."  
*Vanessa Alegre, senior service manager – Chi, The Spa at Shangri-La Hotel, Qaryat Al Beri, Abu Dhabi*

# Sustainability Innovation Satisfaction Quality



**Aromee®**

Fragrances for steam baths, saunas, whirlpool, hot tubs and experience showers



**Technico®**

Sauna, spa and wellness technology:  
Technology for experience showers, saunas, hammam, steam baths and rhassoul, dosage systems, inhalation systems, light technology



**Pure®**

Cleaner/conditioner for sauna, spa and wellness facilities. Disinfectant and cleaner for whirlpools and Jacuzzis

**Kemitron, is manufacturer of high-quality products for the spa-, sauna-, and wellness market** (technology, fragrances, cleaners, cosmetic). The company's focus is on best quality and workmanship. All items are "made in Germany". Kemitron's products are sold on the international spa and wellness market and can be purchased via our webshop on our homepage. [www.kemitron.com](http://www.kemitron.com)

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**www.kemitron.com**



Stephan Mayer-Klenk,  
managing director

## Background

Kemitron has grown in one of the world's most innovative and economically strong regions - innovation is practically in our blood. We are constantly expanding and modernising our product portfolio. In addition, we always adapt our products to global and local trends and the different conditions in the respective countries. We are also guided by the wishes and needs of our customers, always with the idea of offering the best individual solution for each specific situation.

## Main products and services

### Fragrances (Aromée)

Our high-quality fragrances for the upmarket private and commercial sauna, spa, and wellness market are designed for use in steam baths, saunas, whirlpools, hot-tubs and experience showers.

### Technology (Technico)

We have 30 years of experience in the development and manufacturing of sauna, spa, and wellness technology. Our innovative technology is all made in Germany, and includes:

Dosing systems (for steam baths, saunas, whirlpools) steam bath controller, salt inhalation systems, room fragrancing, experience showers, hammam soap systems, light effects, sound systems and foot baths.

### Disinfectant and Cleaners (Pure)

Spa and pool disinfection and cleaning: We professionally and effectively fulfill the different cleaning and disinfecting requirements of commercial, municipal and private swimming pools, saunas, steam baths, whirlpools and tubs.

### Cosmetics (Cultura)

After a sauna, steam bath, hammam or rhasoul, the skin is extremely receptive. Our range of products consists of creams, massaging soaps, and peelings, which work on balancing stressed or irritated skin.

## USPs

Both we and our customers expect the highest-quality standards in our products. All our premium-quality products are made in Germany and developed exclusively in-house. Kemitron's significant experience and extensive know-how are combined with years of innovation to create the latest products. Owing our production facilities gives us the flexibility to react quickly to trends and keep current with products, developments and innovations, such as:

- the automatic infusion system in saunas
- adventure/experience showers
- fragrance dosing pumps for steam baths, experience showers and whirlpools

- salt steam system
- rhasoul system
- Our hammam soap system was the first of its kind in the spa and wellness market.

## Top clients

Kemitron supplies many reputable spa facilities and fitness centres across the world, but we're committed to maintaining their privacy. Please feel free to contact us!

## Where in the world?

Kemitron operates internationally in Europe, America and Latin America, Asia and Arab countries. In many countries the company is represented by partners.

## Future plans

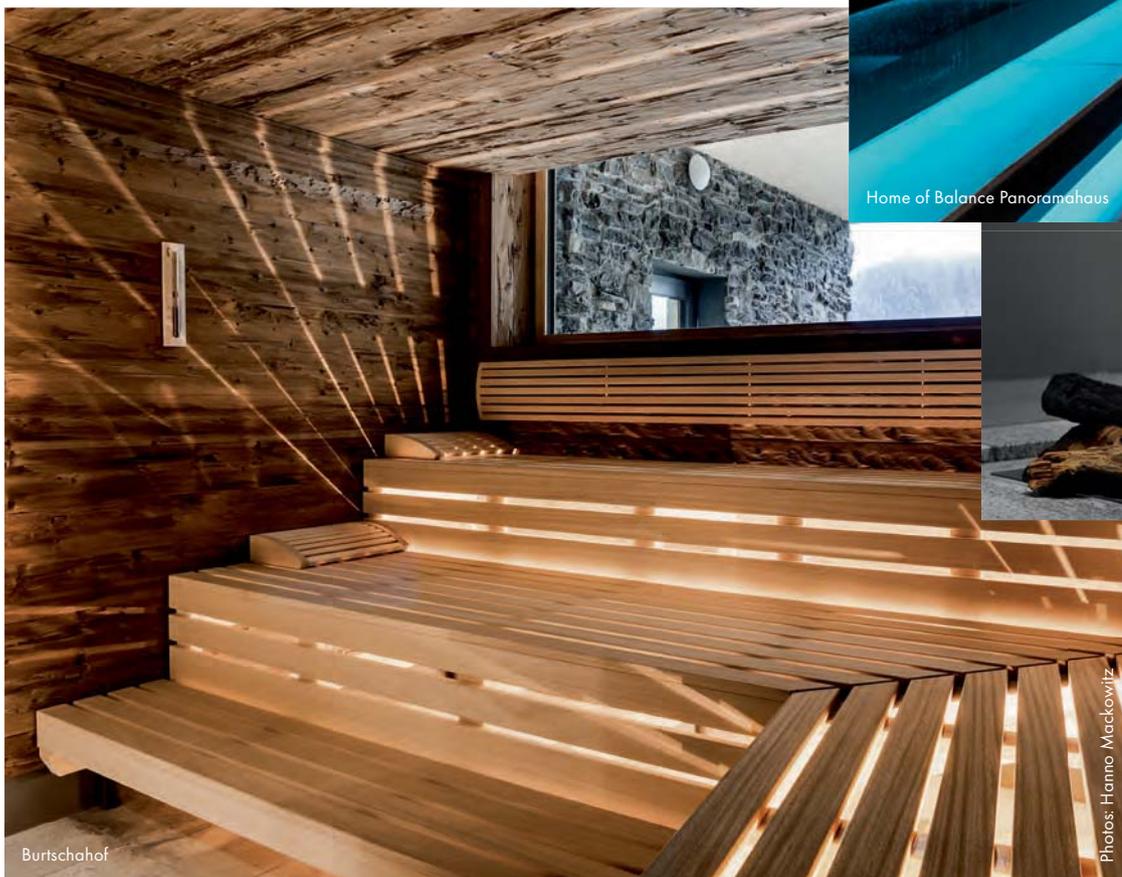
Kemitron is permanently expanding and modernising its product portfolio. We also constantly adapt the products to global and local trends as well as different conditions in the respective countries.

## Who's who?

Managing director, Stephan Mayer-Klenk; English speaking clients  
Managing director, Ingeborg Mayer-Klenk; English and German speaking clients  
Sales manager, Susanne Keilich; German speaking clients.

# WORDS CANNOT EXPRESS THE KLAFS SPA EXPERIENCE.

BUT THAT WON'T STOP  
YOUR GUESTS FROM TRYING.



Burtschahof

Photos: Hanno Mackowitz

**KLAFS**  
MY SAUNA AND SPA

As a global manufacturer of premium saunas and spa solutions, we know what it takes to become a hot topic: outstanding comfort and uncompromising quality. We select only the finest materials, and craft them with passion and painstaking care. To bring each customer's unique vision to life. Let us inspire you and help you offer your guests a one-of-a-kind spa experience. Find out more at [www.klafs.com](http://www.klafs.com)

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**www.klafs.com**

**KLAFS**  
MY SAUNA AND SPA



Thorsten Bichler, director international sales

## Background

KLAFS was founded in 1928.

## Main products and services

The KLAFS group is the world market leader in the field of sauna, pool and spa. Besides saunas, its wide product range includes: steamrooms, hamams, infrared heat cabins and relaxing areas, as well as treatment rooms, including massage tubs and treatment tables.

As a full-service general contractor for the professional sauna and spa industry, KLAFS also offers technical planning and consulting.

KLAFS has clients in a wide range of industry sectors, including hotels and resorts, health clubs, thermal spas and cruise ships. In addition, the company supplies private customers who are equipping their homes and vacation retreats.

A large team of experienced interior designers, technicians and project managers work together to implement even the most exclusive and ambitious spa projects. With the highest quality standards in the market, KLAFS offers its own development and production facilities for a complete range of innovative and individually designed spa equipment.

The manner in which KLAFS takes responsibility for the environment while interpreting market developments sensitively for the individual situation can be seen in numerous



PHOTO: MARCEL WANDERS/MONDRIAN HOTEL DOHA

## ESPA Spa Mondrian Hotel Doha, Qatar

innovative developments which make efficient use of natural resources. Intelligent control and energy-saving packages such as Green Sauna or the new Green Steam represent a concept of ecological sustainability, to which KLAFS is committed.

## Additional services

KLAFS offers after-sales services and maintenance of equipment after project completion worldwide with on-site service in many countries around the world, as well as offering the technical training of in-house spa staff. And with its own development department and production facilities for the complete product range, even the most extraordinary customer request can be fulfilled, ranging from single sauna cabins to turnkey jobs.

## USPs

KLAFS keeps a close eye on the market to spot and set trends. Innovation is a key part of the company's corporate philosophy: KLAFS introduces surprising new concepts for the spa and health markets with pleasing regularity.

Working with renowned designers, the company develops innovative and beautifully formed products. This is proven by the numerous prestigious awards it has won, such as its gold iF Product Design Award, the Red Dot Design Award and the Interior Innovation Award.

## Top clients

The Tschuggen Grand and the Dolder Grand Hotels Switzerland; Corinthia Hotel London; Faena Hotel Miami Beach, USA; Fairmont Peace Hotel, Shanghai, China; Mondrian Hotel Doha, Qatar.

## Where in the world?

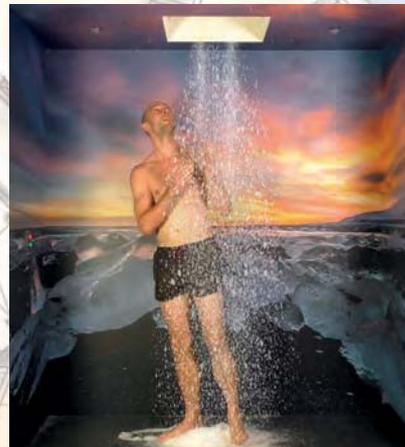
With its headquarters in Germany, KLAFS has subsidiaries in Austria, Switzerland, Poland, Hong Kong and the Netherlands as well as 65 partners worldwide.

## Who's who?

Thorsten Bichler, director international sales

# SPAWORLDS . PRODUCTS . TRAINING

Complete solutions for spa and wellness



# Kurland / Haslauer GmbH

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**Email:** info@kurland.de

**www.kurland.de**



Esa Ranta, CEO, Owner

## Background

The company's success story begins in the 1960s when it was known as Haslauer GmbH. The highly therapeutic quality of the healing moor mud from Salzburg Leopoldskron laid the foundation for the Company's success. In early 2018, the brand name Kurland replaced the company's former name and it became known as Kurland GmbH.

## Main products and services

Today, Kurland GmbH, with its innovative Kurland® brand, stands for incomparable systems and equipment that constantly revolutionise the spa and wellness sector.

SnowBliss, Soft-Pack® System, Permanent Contour®, Rasul® and Salve-in-terra® are just some of the famous Kurland® inventions. Kurland® complements the hardware with an extensive range of natural products – from traditional moor mud and precious oils to cosmetic lines and care products of the highest quality. Rounding out the services is the Kurland® Training Centre, which includes special seminars for the therapy, spa and wellness industry. Alongside traditional seminars, Kurland® offers a multitude of special seminars that detail how to handle the



SnowBliss is one of the famous Kurland® inventions

company's systems and equipment in order to help our customers understand the most effective use of the products.

## USPs

Kurland is a full-service supplier of equipment, facilities, treatment products and signature treatments. Our three-tiered, interlinked system means our experts can design, plan and implement innovative spa concepts, systems and equipment – all tailor-made to our customers' requirements. Additionally, Kurland provides high-quality treatment products. The Kurland® Training Centre offers a wide range of trainings in medical wellness, balneology and special Kurland signature massage techniques.

With more than 50 years of experience, Kurland is a trusted one-stop shop for spa operators, where all of their wellness requirements can be met from a single source. Since the company's inception, Kurland has been striving for higher ideals, and to create new spa products and systems that go beyond what has been traditionally available.

## Top clients

Ye Olde Bell Spa in Barnby Moor; Flamingo Spa in Helsinki; Mondorf Domäne Thermal in Mondorf-les-Bains; Joseph Anthony Retreat Spa & Salon in Glenn Mills/ Philadelphia; Hotel Splendid Conference and SPA Resort 5\* in Budva Montenegro.

## Where in the world?

Europe, USA, Russia, Middle East, Far East

## Who's who?

Esa Ranta, CEO, owner; Christoph Kinz, product management, logistics, marketing; Roman Lindner, spa equipment business unit management, business development, export management; Gertraud Kumpf-Stöger, general sales management, human resources.



# Lemi®

ITALIAN WELLNESS EQUIPMENT

[www.lemigroup.it](http://www.lemigroup.it)

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# Lemi Group

Via M Maretti Soldi, 13, Casalbuttano Ed Uniti (CR), 26011, Italy

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**www.lemi.it**



**Matteo Brusaferri,**  
general manager

**Lemi**  
ITALIAN WELLNESS EQUIPMENT

## Background

The company was founded under the name of Brusaferri & Co 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 and continuous improvement – even with well-established products.



**Lemi's innovative new Capri Pedita Spa**

## 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 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. Lemi is also known for its excellent craftsmanship, attention to detail, exceptional product quality, and comprehensive service.

## Top clients

Sofitel the Palm, Dubai UAE; Four Seasons Hotel, Riyadh, Saudi Arabia; Forte Village, Sardinia, Italy; The Westin Al Habtoor City, Dubai UAE; W Hotel Barcelona, Spain; Lefay Resort & Spa, Italy; Coquillade Provence Village Gargas, France.

## Where in the world?

In over 100 countries around the world.

## Future plans

Our R&D department is always searching for innovative solutions to offer our spa clients a unique experience involving all the senses, anticipating trends and offering high-tech equipment.

## Who's who?

Matteo Brusaferri, general manager;  
Simona Carrara, export manager;  
Elena Bazzocchi, global hospitality manager

## What the clients say

"Our spa clients love the Lemi beds which we use in our treatment rooms. The upholstery is so thick and relaxing, it perfectly complements our luxurious signature treatments. I couldn't recommend Lemi furniture highly enough."  
*Stephen McCafferty, spa manager at Portavadie Spa, Loch Fyne, Scotland*



LEIC®  
LIVING EARTH CRAFTS

CLUB LE™  
COMPACT MANI/PEDI CHAIR  
WITH RETRACTABLE PEDI TUB



The Club Chair LE™ is a luxurious mani/pedi combo chair with a retractable, motorized, fully plumbed pedicure bowl with a small footprint. Its versatility maximizes revenue through flexible scheduling for either manicures or express combo treatments. The luxurious, bespoke chair is hand upholstered from a broad array of fabric selections and finishes.



Favorite Company for Manufacturer Support



Favorite Nailcare Furniture Manufacturer



# Living Earth Crafts

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**LinkedIn:** [www.linkedin.com/company-beta/1192669/](http://www.linkedin.com/company-beta/1192669/)

**Facebook:** [www.facebook.com/livingearthcrafts/](http://www.facebook.com/livingearthcrafts/)

**www.livingearthcrafts.com**



Jim Chenevey and Brian Paris

## Background

Since 1973, Living Earth Crafts (LEC) has been manufacturing premium spa equipment and supplies for many of the world's finest spas and resorts.

LEC has won numerous awards, including Innovative Product of the Year - Equipment 2014, 2015, 2017, 2018 (ISPA), Sustainable Manufacturer of the Year 2016 (GSN), Favorite Treatment Table Manufacturer 2010-2017 (*American Spa*), and Favorite Company for Manufacturer Support 2010 - 2017 (*American Spa*).

## Main products and services

LEC has been innovating in spa equipment for more than 40 years. For example, the first pedicure chairs created by Living Earth Crafts allowed for individual and simultaneous manicure/pedicure services. Through building for major brands, the team realised the need for economising space.

The Club LE holds true to the standards of the LEC brand, luxurious and intelligent design with superior quality and comfort. The model name follows along the lines of our lounge-chair-inspired pedicure models. Just like that, LEC has brought innovation to the pedicure space again. Its footprint is no larger than a living room lounge chair, while features like an electronically retractable

bowl, and electronic footrest all help elevate the spa experience.

## USPs

### *Award Winning Designs and Innovation*

For three of the past four years, LEC has won's ISPA's coveted "Innovative Product of the Year" award. We believe that LEC has more patents and proprietary technologies than any other equipment company in our industry, including: Strata GT™ (Gel Tech) Mattresses, Quietech™ sound-dampened lift systems, Caress™ Self-Adjusting Facecradles, Integrated warming drawers and Thermasoft™ dual-zone warmers.

*Built-to-order craftsmanship* – Each Living Earth Crafts table and chair is built to order, by our master craftsmen, in our state-of-of-the-art manufacturing facility in the USA.

We cut no corners, using the finest materials, best electronics, and sturdiest designs to ensure exceptional comfort, design and years of trouble-free commercial use.

*Unsurpassed Client Comfort* - Our patented and proprietary Caress™ self-adjusting facecradles, Strata GT™ mattresses, and embedded table warmers ensure that clients remember the exceptional comfort of their treatment experience.

## Top clients

Peninsula Hotel Group, Mandarin Oriental, Ritz Carlton, Four Seasons, Rosewood, Fairmont, Miraval, Kempinski, JW Marriott, Auberge Resorts, Montage, Canyon Ranch, Como Hotels, and W Hotels.

## Where in the world?

Worldwide distribution with strategic warehouses in US, Europe, and Asia.

## Future plans

We're extending our new line of mani/pedi combo chairs with new products, featuring a retractable, motorized, fully plumbed pedicure bowl for space-saving luxury and perfect client/technician ergonomics.

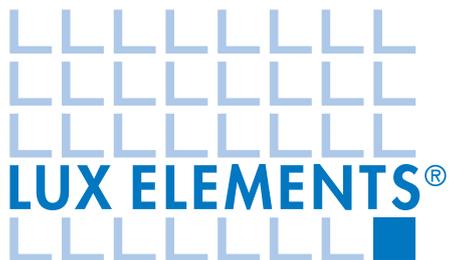
## Who's who?

Jim Chenevey, CEO;  
Brian Paris, EVP sales;  
Blake Feeny, VP business development;  
Erica Coble, director of corporate accounts.

## What the clients say

"LEC has always been at the forefront of pushing design and technology forward to meet the goals for guest and user. They provide consistently reliable equipment and excellent support to their clients."

– Andrew Gibson, VP wellbeing, Accor Hotels



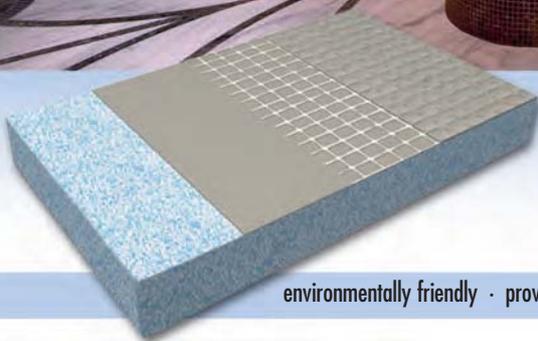
[www.luxelements.com](http://www.luxelements.com)

# LUX ELEMENTS®-CONCEPT

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.



Picture: Barr - Wray



**LUX ELEMENTS GmbH & Co. KG**

An der Schusterinsel 7 · D - 51379 Leverkusen-Opladen

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environmentally friendly · proven quality · pressure-stable and rigid · fire-retarding · design variety · waterproof · insulating · economical

# Lux Elements GmbH & Co. KG

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**www.luxelements.com**



Left to right: Rolf Longrée, managing director, and Marco Lutz, export director

## Background

The company was founded in Radebeul, Germany in 1945. Thomas Lux is the son of 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 other attributes, one important material



The manufacturing methods allow the production of round walls for curved or round showers

property that makes it ideal for use in spas and wellness centres: due to the alkaline properties, the elements are mold resistant.

A further strength of Lux Elements is the individual production according to customer

requirements. There are no limits in designing. The modern and flexible manufacturing methods make it possible to produce large objects and diverse forms. On request, the company can supply the static calculation, especially for very large objects.

## Where in the world?

Lux Elements distributes its products all over Europe, Asia, North America, Russia and Ukraine.

## Future plans

Focus on the most important wellness and spa markets in Europe: France, Benelux, England, Germany and Switzerland.

Another important focus will be training and presentations, which are held in our local training centre in Leverkusen, as well as at our clients' headquarters.

In October 2018, Lux Elements will once again be one of the organising companies of the Hydrothermal Spa Forum (HTSF), which will take place one day before the Interbad fair in Stuttgart. This event has established itself as one international meeting place of the whole wellness and spa sector.

## Who's who?

Rolf Longrée, managing director  
Marco Lutz, export director



# Luzern®

Clean Luxury Beauty



Luzern has redefined luxury beauty by delivering pure, clean, extraordinary skincare.

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PROCESSED

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## Luzern

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[www.luzernlabs.com](http://www.luzernlabs.com)

**Luzern**<sup>®</sup>  
Clean Luxury Beauty



Co-Founders Jennifer Herbert-Coste and Ralph Hebert

### Background

In 2000 Luzern launched its first three products into the spa channel. The launch was small, but reflected our commitment to quality, innovation and integrity. Since then, We have grown to a full line of professional and retail products and to redefine luxury beauty with clean, pure, extraordinary skincare.

### Main products and services

Luzern Serum Layering System is a unique approach that sets us apart in the industry. Luzern's highly concentrated serums allow the spa professional to focus in on guests specific skin concerns. TARGET | BUILD | HYDRATE layers mean endless combinations can be achieved. The Luzern Serum Layering System is a high-touch method and was designed to deliver the results clients expect and incentivise the guest's returns. Spa operators will be confident knowing they are creating a customised and unique Luzern treatment for each guest without the use of chemical-laden products that can undermine their treatment benefits.

### USPs

Luzern is a luxurious, clean beauty brand. We deliver exceptional in-spa treatments that get significant results without sacrificing purity. High-altitude Swiss organics, "the gold

standard of organic actives", are combined with cutting-edge cosmeceuticals for optimal results. Total elimination of the toxic 12, small-batch and low-temperature production ensures ingredient vitality and potency. Luzern is the ideal choice for the clean-conscious spa client and the modern luxury spa.

### Top clients

Canyon Ranch Resorts, Peninsula Beverly Hills, Grace Mayflower, The Inn at Rancho Santa Fe, St Julian Hotel & Spa

### Where in the world?

Distributed throughout the US, Europe, Canada and Australia.

Luzern combines high-altitude Swiss organics with cutting-edge cosmeceuticals



### Future plans

In 2018, we're excited to launch two Bio-Cellulose Treatment Masks to Sculpt & Firm and Calm & Heal, and to expand our Nuit Collection in professional and retail.

### Who's who?

Jennifer Herbert-Coste, co-founder and CEO; Ralph Herbert, co-founder and president; Lisamarie Gargulio, VP sales and education

### What the clients say

"Like any seasoned skincare professional, I've surveyed the market wondering if there might be something even better out there. There is not." – Beth Forgosh. Soho Health Center, NYC



The Madison Collection would like  
to wrap your guests in luxury.

The Madison Collection

Designers of fine quality terry linen

[www.themadisoncollection.com](http://www.themadisoncollection.com)

# The Madison Collection

The Madison Collection, 1620 NW 28th St, Miami, Florida 33142 USA

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**Facebook:** [www.facebook.com/madisoncollection](http://www.facebook.com/madisoncollection)

**www.themadisoncollection.com**



Charmaine Lang,  
President & CEO

## The Madison Collection

### Background

The Madison Collection was launched in 1999 by industry expert Charmaine Lang to provide quality, reliable and innovative products. From its headquarters in Miami, Florida, USA, the company works with leading hotels and spas around the world and is renowned for providing impeccable linens with an emphasis on operational use.

### Main products and services

The Madison Collection creates superior towels and robes, as well as bath and spa accessories that provide comfort, absorbency and durability for operator and client.

By combining quality, lightweight terry and luxurious weaves, The Madison Collection offers innovative products to a global clientele.

The company's collections are well thought out to provide ease of use on-site. Towels and robes to be used at the pool and beach, sauna, spa and in-room each feature a different pattern, so laundry staff may easily identify delivery zones. This also allows for the simple separation of operating revenues for various areas on property.

The Madison Collection's products are washed and dried four times after dyeing, before cutting and sewing to ensure fibres are chemical-free, thus resulting in minimal shrinkage – under four per cent, compared

to the industry standard of 10 per cent. Because of the company's superior cotton and sophisticated dyeing process, its products last more than 300 washes – and have been tested up to 527 washes.

### USPs

The Madison Collection goes to great lengths to provide partners with the finest products. Customers reap the benefits of the company's environmental safety efforts.

Created at the same factory since the company's inception, all products utilise the best cotton (grade 5.5 - 6.5) and dyes.

The Madison Collection takes its place in the industry – and the world – seriously. Its factory is one of the few where spinning, weaving, dyeing, cutting and sewing takes place in one location, therefore ensuring supreme quality as well as little to no environmental impact.

The Madison Collection is also celebrated for its exceptional service and likes customers to help tell its story. One of The Madison Collection's favorite accolades is that clients liken working with the company to the VIP attention received with private banking.

### How many spas do you supply?

The company distributes across the globe – to North, Central and South America, Africa,

Asia, Australia, Caribbean, as well as Richard Branson's Necker Island and Moskito Island.

### Top clients

Ritz Carlton (most locales); One & Only Palmilla; Diamante; Cabo; Wynn Resorts (including Encore), Las Vegas and Macau; Condado Vanderbilt, Puerto Rico; Lizard Island, Australia; Cape Grace, South Africa.

### Future plans

The new Bordado towel will be introduced. It has been four years in the making and is set to revolutionise and set new standards in the industry.

### Who's who?

Charmaine Lang, president and CEO; Mandy Meyerowitz - Australasia distributor; Gayle Meyers - Africa distributor; Queenie Keung - Hong Kong distributor.

### What the clients say

"The Madison Collection has provided 14 years of exceptional service. Charmaine's word is her bond.

"We've had towels remain in service through hundreds of washings. Their longevity amazes our commercial laundry service."

*Susie Milus Marquez, director spa operations, Grand Hotel Marriott Resort, Golf Club & Spa*

**MATRIX**  
Strong • Smart • Beautiful

# AN ENLIGHTENED EXPERIENCE

Outstanding performance. Stunning design. Immersive entertainment.  
Simplified management. High return on investment. Delighted guests.

No matter how you measure satisfaction, Matrix delivers.

It takes experience and expertise to create an exceptional fitness facility that captivates your guests. Fortunately, you don't have to figure it out on your own. You just have to find the right partner.

Preferred by some of the world's finest hotels and resorts, Matrix offers a comprehensive portfolio of premier cardio, strength and integrated technology solutions. We can enrich the exercise experiences for your guests and we can simplify the ownership experience for you.

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DRILL FOR PLEASURE

**Jupiterhotels**

  
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HOTELS

**WYNDHAM**  
HOTEL GROUP

Call us for more information 01782 644900

 MatrixFitnessUK  MatrixFitnessUK  MatrixFitnessUK

[matrixfitness.co.uk](http://matrixfitness.co.uk)

# Matrix

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James Blower, sales  
director hospitality &  
wellness EMEA & APAC

# MATRIX

## Background

Matrix Fitness – one of the world's leading commercial fitness brands – is a division of Johnson Health Tech, founded in 1975. Preferred by some of the world's finest hotels and resorts, Matrix offers an array of premium cardio, strength, and integrated technology solutions, which support the demands of boutique hotels and spas and enable customers to create an inspirational fitness experience for their guests with minimal effort – regardless of size or budget. With more than four decades of experience in the fitness industry and an extensive understanding of user behaviour, Matrix knows what guests expect from their workouts, and the company's goal is to help the customer to deliver that and more.

## Main products and services

Matrix strives to offer innovative and aspirational equipment that will captivate users, is easy to maintain, facilitates wellness programming, and delivers the best return on investment.

■ **CARDIO:** Intuitive operations on the company's full range of stylish, durable cardio equipment make it easy for guests to get on and go, while its consoles provide the most cutting-edge, fully integrated entertainment options, from regular television programming to Internet connectivity and virtual workouts.

■ **STRENGTH:** Matrix offers an extensive strength range to enable the customer to address all end-user needs and craft a fitness experience tailored to each individual guest profile. Durable finishes keep products looking new, and simple operation makes them easy for guests to navigate.

## USPs

The Matrix ethos spurs innovation and values creative problem-solving. As a result, the company has set the standards for which others strive to, and its drive for excellence ensures the needs of customers are always met.

## Top clients

Hyatt, Four Seasons Hotels & Resorts, Marriott Hotels, Accor, Carlson Rezidor Hotel Group, InterContinental Hotels Group, Wyndham Hotels & Resorts, Starwood Hotels & Resorts, Club Med.

## Where in the world?

27 wholly-owned subsidiaries, and a distributor and service network in 60+ countries.

## Future plans

2018 has seen Matrix launch the latest in indoor cycling with Target Training Cycles, focussing on the metrics that matter to the gym user. Along with the launch of the S-Force Performance Trainer – the latest in HIIT training

Matrix has also focussed on the successes of 2017, driving forward MX4, the S-Drive Performance Trainer and our innovative and aspirational technology solutions including the 7xi and 7xe Generations and the new 3xe console. All connected solutions with the Workout Tracking Network and our intuitive Personal Trainer Portal. As a total solutions partner, Matrix continues to deliver a range of services in 2018, working in collaboration with selected and talented partners to provide our customers in the hospitality sector with bespoke packages to suit all needs.

## Who's who?

Matthew Pengelly, UK Managing Director; James Blower, Sales Director Hospitality & Wellness EMEA & APAC; Nigel Tapping, Head of Sector Hospitality.

## What the clients say

"As a company that is continually anticipating and addressing customers' changing needs, we are delighted to be working with a supplier for whom innovation is a key business driver. The original solutions offered by Matrix help us deliver exceptional guest experiences, and, coupled with its exceptional customer service, make Matrix an ideal preferred supplier for Marriott Hotels." – Alison Ainsworth, senior director of golf, leisure & spa operations Europe, Marriott Hotels



## the spirit of beauty

MCCM MEDICAL SPA HAS DEVELOPED A WHOLE LINE OF PRODUCTS AND TREATMENTS FOR THE ULTIMATE FACIAL AND BODY CARE RANGE

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# MCCM Medical Spa

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**www.mccmmedicalspa.com**



**Francisco Magalhães,**  
general manager

## Background

The passion of creating a concept to achieve the best results lead Mesosystem to create the international brand MCCM in 2006. We now hold a long record in the field of aesthetic medicine and medical cosmetics, filling the requirements to stand side by side with the major global brands.

## Main products and services

MCCM develops a highly competitive range of quality products and equipment, with the highest standards of care and accuracy. We are specialised manufacturers in the fields of skin rejuvenation / whitening and body slimming / detoxification, and our products are not tested on animals and contain no genetically modified ingredients. MCCM Medical Spa provide a full line of indulging and advanced treatments, along with customised homecare recommendations. Our line of high-tech equipment offers different ways to get effective and unique treatments, incorporating the latest technologies. The equipment ensures maximum quality and efficiency translated into highly satisfactory results.

## USPs

The Spirit of Beauty. MCCM Medical Spa evaluates all aspects of the skin, from



**WA Arbutin Cream minimises the appearance of skin blemishes, ensuring a lighter skin tone**

the inside out, developing procedures with demanding standards. We combine highly concentrated active ingredients, pure liquid solutions, and pioneering technology, creating visible results. Although our products have been created for medical spas, our concept goes far beyond that. We aim to recreate the spa experience, providing unique treatments, customised for individual skin and body needs, in a serene and peaceful atmosphere. Because we want our treatments to be performed with outstanding standards, we provide specialised training, ensuring a professional level of practice for every spa therapist. Each one of our clients will have a training package tailored to meet their specific needs and specificities.

## Top clients

Four Seasons, Six Senses, Sha Wellness Clinic, Epic Sana, Bulgari, Pestana Hotels, Ten Spa.

## Where in the world?

MCCM is growing as a reputed brand, present in more than 50 countries. We are seeking for new solid and ambitious partners throughout the world.

## Future plans

We are building our new lab and remodeling our training centre.

## Who's who?

Ana Casas, CEO; Francisco Magalhães, general manager; Nuno Amorim, international medical spa trainer.

## What the clients say

"We are thrilled to introduce new treatments in partnership with the renowned MCCM, which provide truly pampering experiences. MCCM's treatments provide the same luxurious sensations of a holistic spa facial, while at the same time conducting a radio wave frequency that penetrates the deepest layers of the skin."

– Chandarella Luzon  
spa director, Four Seasons Hotel Bahrain Bay

**NILO**  
SPA DESIGN



# NILO SPA DESIGN

*L'eccellenza del benessere*

**MADE IN ITALY**

Nilo è leader mondiale nella progettazione, produzione e vendita di arredi e attrezzature per istituti dedicati alla cura del corpo, al benessere e alla bellezza.

Nuovi livelli sensoriali per il massimo risultato di comfort e prestazioni:  
un archetipo del Beauty Design.

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## Nilo

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**www.nilo-beauty.com**



Elena Maletti, CEO

### Background

Established in 1986, Nilo Spa Design is the wellness and beauty division of the family owned Maletti Group, which has been producing salon equipment and furniture for more than 80 years in northern Italy. For over 30 years, Nilo has been at the forefront of the design and production of wellness and spa furniture, and today has a state-of-the-art 4,000sq m showroom at our 60,000sq m head office in Scandiano, near Milan.

### Main products and services

Our 80 year-experience means we truly understand the needs of the customer, and we work to meet their needs in an ecological and environmentally conscientious way.

**Experience:** We've worked with everyone from major contractors to independent spa owners. Our aim is always to help you to realise your project to the best of its possibilities as easily as possible. To this end we offer a full range of products and services, all created to enhance the spa and beauty treatment experience.

**Services:** The Nilo team offers a full range of support services; we can advise you on finance, help you build a business plan and help you best utilise your space and options with a dedicated interior planning service. Plus as a global supplier, we have experience



Nilo offers a full range of spa equipment

in import/export procedures, shipping logistics and customs clearance.

**Products:** Our full range of beauty salon and spa equipment includes multifunctional chairs and beds with motorised features, thermic and memory foams, water and light features. We also have an extensive range of stools, trolleys, cabinets, as well as electrical equipment, sterilisers, accessories and decorative items. Our upholsteries are fire retardant and oil resistant, and our furniture is always sturdy, safe and practical.

### USPs

Nilo combines practical and aesthetic design with quality materials, and allows you to customise your products with personalised colour and finishes. We create spa furniture

collections that are designed to reflect a mood that will work in harmony with various wellbeing concepts, so you can equip fully themed rooms that mirror individual zones or the entire interior concept. We even offer the services of qualified architects and spa consultants to create custom-made products.

### Top clients

JW Marriot, India; MSC Crociere Cruise Ships; Bristol Hotel, Paris; George V, Paris; Kempinski Hotel, Dubai; Sofitel Hanoi; Four Season Maldives; Mandarin Oriental Bangkok; The Connaught Hotel, London.

### Where in the world?

We supply to practically every country.

### Future plans

We'll continue to create more environmentally friendly products using eco-conscious production methods. We'll carry on exploring new and sustainable materials and develop furniture that enhances the spa experience. We'll use technology, scientific research and collaborations with designers to stay focused on global trends.

### Who's who?

Elena Maletti - CEO

Roberto Vingelli - commercial director

# OAKWORKS® Spa



## THE TALISE

The most ergonomic and comfortable table on the market  
Starting height of 20.5" with a 14" height range  
Discretely store your supplies by using the in-table cabinet

The MASTERS' Collection gives you the freedom to select unique finishes, materials, colors, and designs – while staying within your budget. Virtually unlimited combinations to create your masterpiece. Design your table in STUDIO™ today!

## THE ULTIMATE CHOICE IN LUXURY TABLES



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LEGACY



innovating  
health and  
wellness  
since 1978

Our continued growth and prosperity can be attributed to our loyal customers, strong vendor relationships, and our dedicated employees. We are thrilled to celebrate this 40 year anniversary milestone and wish to acknowledge and thank all who have made these past 40 years a true success.

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[www.studio.spatables.com](http://www.studio.spatables.com)



# Oakworks Inc

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**www.oakworks.com**



Dafne Berlanga and Jessica Wadley

## Background

Oakworks is a US-based FSC Certified manufacturer of spa, massage, and medical equipment. With 40 years' design and manufacturing experience in a state-of-the-art facility in Pennsylvania, Oakworks is known for design innovation and sophisticated engineering, and continues to pursue a zero-carbon footprint.

## Main services and products

Oakworks offers world-class spa and massage solutions.

- **Masters' Collection:** Designed by You, Built by Us allows the customer to choose from thousands of finish combinations. New features such as warming drawers, breast comfort system (ABC) and heated tops are now available.
- Customers can design their own tables using our Studio online tool – a real-time table configurator
- **Signature Collection:** These award-winning, innovative designs have a traditional look and feel. A variety of wood finishes are available using water-based lacquers and stains. From manual to fully electric, we offer stationary tables for the most luxurious spa or the most cost-conscious facilities that want to offer the best experience, and we partner with world-renowned designers like Clodagh.

- **Massage Collection:** Portable massage tables and accessories that compliment any spa and wellness facility, fully manufactured in our USA factory.

## USPs

We don't think of ourselves as simply a table or furniture manufacturer – we provide solutions to all key players.

Our value statement:

- **Style** – largest array of styles in the market with the inclusion of the new Masters' Collection
- **Ease** – design with the most innovative configuration tools
- **Warranty** – most comprehensive and best warranty in the market.
- **Peace of mind** – new plug-and-play service approach and full table UL/ETL Standard
- **Manufacture to order** – Manufactured in the USA. 15-day turn-around time. We can rush orders at any given time.

## Where in the world?

Americas, Europe, Asia, Middle East, Africa and Australia.

## Top clients

Aman, Hyatt, Four Season, L'Occitane, St Regis, ESPA, Hilton, Clarins, Mikimoto Cosmetics, Ritz Carlton, Yelo SPA, Massage Envy, Marriot,

Bayantree, private spas in numerous airplanes, private islands and estates.

## Trade shows

IECSC NYC; Spatec US Spring; Premier; HOTEK; IECSC Vegas; Spatec US Fall; ISPA Conference; Spatec Europe, World Spa and Wellness, Medica

## Future plans

We will release new tables into the Masters' Collection throughout 2018 and into 2019. These tables will all be available on our interactive table configurator, Studio. [www.studio.spatables.com](http://www.studio.spatables.com).

## Who's who?

International: Dafne Berlanga, vice president  
USA: Jessica Wadley, vice president

## What the clients say

"As a massage therapist for 27 years, I recently enjoyed a visit to the Oakworks factory. Meeting the team, I was so impressed by the genuine care and love everyone had for the products. Folks there have been working at Oakworks for 20+ years. We need more companies like this who proudly have 'Made in America' on their products."  
*Christine Ann Clinton, CEO of Christine Clinton Cancer Care*



SIX SENSES KAPLANKAYA

**ARCHITECTURE :: ENGINEERING :: CONSULTING :: POOL SOLUTIONS :: SPA FIT OUT**



Leading international SPA Design & Build Company **PROMET** has successfully delivered most innovative and profitable solutions to clients across the world with its twenty five years' experience.



# Promet Spa Wellness

Cemil Topuzlu Cad.Tibas Vakfi Dalyan Konut Sit.E Blok No:17,  
Fenerbahçe-Kadikoy, Istanbul, Turkey 34726

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**www.promet.com.tr**



Mehmet Kabas, president and Aysegül Sungur, member of board and GM.

## Background

Mehmet Kabas established Promet in 1993, and Aysegül Sungur joined the company the same year. Promet has grown to become a major company in complete design and implementation of spa and wellness centres worldwide. Promet has wide experience with hundreds of projects completed in both domestic and international markets.

## Main products and services

Promet offers a comprehensive package of services for spa projects, including technical consultancy, architectural and engineering solutions, production, implementation, turnkey construction and after-sales services.

With its expertise and experience in high-quality installations, Promet brings an innovative approach to the planning and realisation of hot/wet and hydro thermal areas. We also produce and supply a custom-made high-end range of spa equipment and fixtures. Promet is committed to improving its clients' businesses with innovative, sustainable solutions with its team of experienced architects, interior and industrial designers, technicians and project managers.

We specialise in identifying spa design trends and directions and then uses these ideas to design, engineer, manufacture and construct whole spa and wellness areas.

## Additional products and services

Promet develops special solutions for pools, including swimming pools, thermal pools, hydrotherapy pools, vitality pools, and Kneipp foot pools.

## USPs

By offering space planning, interior and technical designs and MEP engineering solutions for spas, wellness areas, pools and water features, Promet creates functional and attractive concepts that meet individual requirements. Following the latest technological advancements and trends in the world, Promet provides its customers with innovative and unique solutions.

This makes Promet the most preferred business partner in design & consultancy and implementation of well-known five-star international hotel chains, major thermal hotel & wellness centres, significant day spas as well as luxury home spas.

## Top clients

Mandarin Oriental Bodrum; Six Senses Kaplankaya Bodrum, Nikki Beach Bodrum, Raffles Istanbul; Fairmont Baku by ESPA; Fairmont Quasar Istanbul; Villa Magna, Madrid Spain; Rixos Saadiyat Island, Abu Dhabi; Joali Maldives Hotel; Aven Royal Spa of Maxx Royal Kemer; Amritta Spa

of Swissotel Izmir; Sheraton Adana; Four Seasons Istanbul; Four Seasons St.Petersburg, Kempinski Barbaros Bay Bodrum; Hilton Baku; Jumeirah Baku, Les Ottomans Caudalie Vithotherapie 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.

## Future plans

Promet will press forward in being a global power in the spa & wellness sector and aims to be the preferred supplier for technical consultancy and design & build for high-end international hotel chains and major well-known brands in its territory. Moreover, it intends to continue to develop Turkish hamams, specialised pools and water features for thermal projects and for the global spa & wellness industry.

## Who's who?

Mehmet Kabas, president; Melis Kabas, member of board; Aysegül Sungur, member of board and GM.

# PURE MASSAGE

SPA TRAINING METHOD®



## Setting new standards in massage

Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, delivering a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

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## Pure Massage Spa Training Method®

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PURE MASSAGE  
SPA TRAINING METHOD®



Beata Aleksandrowicz,  
co-founder

### Background

Since 2002, Pure Massage has been dedicated solely to research and training in massage, its techniques and benefits. Responding to clients increasing demand for massage, Pure Massage has become an expert in this field, providing a concept of modern massage in spas, continuously developing and fine-tuning a unique education platform with its Pure Massage Spa Training Method®.

### Main products and services

Pure Massage offers a thorough and revolutionary approach in training the most effective massage techniques and giving massage therapists an understanding of their role as health practitioners. Pure Massage Spa Training Method® is a guarantee of consistency offered by a team of therapists who are not only highly skilled in massage, but are also dedicated professionals, empowered towards what they do on an everyday basis.

### Additional products

A complete massage menu for the spa. Specific massage oils for treatments. A unique training method including injury-free techniques, life-coaching and



Pure Massage Spa Training Method® training in injury free techniques

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; Gaia Spa at Boringdon Hall; Hufaven, Maldives.

### Where in the world?

Maldives, UK, accepting contracts worldwide.

### Future plans

Responding to industry demand, Beata has created a unique two-day Pure Massage Spa Training Method® Masterclass to provide teams with the essential tools required to deliver exceptional treatments. Therapists will learn how to take care of their health, physical strength and emotional wellness as well as how to avoid burnout, communicate effectively, personalise each treatment and provide clients with appropriate advice.

### Who's who?

Beata Aleksandrowicz, co-founder;  
Jean-Marc Delacourt, CEO

### What the clients say

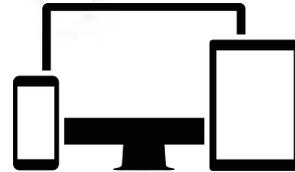
"Beata Aleksandrowicz's holistic approach to massage has elevated our touch therapies to a point of true excellence. Hotel guests, spa members and international journalists praise the standard of every massage we offer."

Andrew C. Grahame, CEO,  
Dormy House Hotel & Spa

# Guest

# Experience

# Management



## ResortSuite

Know your Guest

Integrated Hospitality Management Software. Learn more at [resortsuite.com](https://resortsuite.com)

PMS SPA F&B CATERING CLUB GOLF SKI RETAIL OPS GUESTEX

# ResortSuite

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**Facebook:** www.facebook.com/ResortSuite

**Blog:** www.resortsuite.com/blog/

**www.resortsuite.com**

**ResortSuite**  
Know your Guest



Frank Pitsikalas, CEO

## Background

Founded in 2000 by Frank Pitsikalas, ResortSuite is a cutting-edge software company specialising in integrated hospitality management systems.

## Main products and services

- ResortSuite SPA: software to manage and operate the most complex spa operations.
- ResortSuite PMS: software to manage operations and room reservations.
- ResortSuite CLUB: software to manage membership dues, renewals, access privileges and billing.
- ResortSuite GOLF: software to manage tee times, group bookings and courses.
- ResortSuite F&B: software to manage dining areas and venues.
- ResortSuite Sales & Catering: software to manage prospects, leads, events and groups.
- ResortSuite WEB: online booking engine which allows guests to book spa services, classes, room reservations, view member statements, book tee times and purchase ski lift tickets and gift cards.
- ResortSuite CONNECT: email automation and e-marketing tool.
- ResortSuite MOBILE: branded mobile app allowing guests to book spa services, classes, activities, golf tee times, check member statements, purchase gift cards and ski lift tickets.

- ResortSuite SOCIAL: Facebook app allowing your guests to book all amenities.
- ResortSuite DASHBOARD: monitor KPIs across all operations to drive business decisions.
- ResortSuite OPS: Tablet-based applications for spa/activity check-in, a staff portal, food and beverage ordering and PMS check-in.

## USPs

ResortSuite offers a uniquely integrated solution. Destination spas running multiple solutions across various amenities (spa, dining, activities, golf, etc.) are common. However, these silos of guest information scattered across your various operations fragments your offer. With ResortSuite's integrated design, you have a full, clear picture of every guest across the property. Whether a property is looking to replace all systems, or already has standard systems in place like Opera or HMS for Property Management, ResortSuite can still provide seamless integration across the property's operation by offering robust interfaces between systems. Extended architecture including WEB and MOBILE allows guests to book their entire experience online in real-time.

## Top clients

Omni Hotels & Resorts, Montage Hotels & Resorts, The Breakers, Glen Ivy Spa, US; Champneys, The Savoy, Fairmont, UK; Jumeirah,

worldwide; Rancho la Puerta, Mexico; Niagara Fallsview Casino Resort, Aveda, Canada.

## Where in the world?

United States, Canada, Mexico, UK, Europe, Middle East, Central America, India.

## Future plans

With the advancement of guest-facing technologies including new features in WEB and MOBILE applications, ResortSuite continues to help spas, clubs and resorts to provide their guests with the most cohesive wellness experience across all channels.

## Who's who?

Frank Pitsikalas, founder & CEO; Fauzi Zamir, CFO/COO; Stephan Karayannopoulos, VP product development.

## What the clients say

"With a combination of our destination resorts and day spas operating under the Champneys luxury brand, we chose ResortSuite to provide a single, central system for our entire operation.

"We can now ensure a personalised guest experience at every interaction, be that in person, on the phone or online."

*Alan Whiteley, group managing director, Champneys Resorts*



**RKF**<sup>®</sup>  
LUXURY LINEN

the Art of fine linen - *l'Art du linge raffiné*

[www.rkf.fr](http://www.rkf.fr)



Your partner to create your custom-made linen

# RKF Luxury Linen

Techn'Hom 2, 5 rue Jacqueline Auriol, 90000, Belfort, France

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**Facebook:** www.facebook.com/RKFLuxurylinen

**www.rkf.fr**



Riadh Bouaziz, CEO

## Background

RKF was born 18 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



RKF presented its designs at Paris Fashion Week

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)

## Future plans

With the development of Signature collection, a delicate line

that embodies the Parisian sophisticated silhouette, RKF is associating modern elegance to optimal comfort. Each model is unique and made with luxurious materials such as pearls or fine Calais lace.

After a successful participation to Paris Fashion Week and Tunis Fashion Week to present this innovative collection, RKF is planning another tremendous fashion show at the Equip'hotel Fair in Paris.

## Who's who?

Riadh Bouaziz, CEO

Fadhel Bouaziz, project coordinator

Mohamed Belkhodja, development director

Christophe Dijoux, creative director

## What the clients say

"I chose RKF because my products are the best, and I believe in the best quality. We can't have anything more than the best quality linen of RKF. In the treatments that my clients receive, RKF linen improves their experience."

*Deborah Mitchell, CEO, Heaven*



## A brand with strong added value

The values of a Family Business

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An ability to innovate

Quality standard (ISO 14001, ISO 9001, OHSAS 18001)

International presence

A tailor-made partnership with professionals:  
training, media plan,  
marketing and sales tools.



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means choosing impeccable technology  
combined with an outstanding  
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Compagnie du Ponant



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EXCLUSIVELY IN BEAUTY INSTITUTES & SPAS

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**Christian Mas,**  
chief executive

## Background

Founded in 1946, Sothys is owned by the Mas family. Chief executive Christian Mas oversees the company internationally.

For more than 70 years, the brand has remained passionate about sharing global beauty concepts with both women and men by combining wellbeing and efficiency.

## Main products and services

As the world's leading skincare solution specialists, Sothys aims to provide solutions to every skin problem, using methods that are effective, yet pleasurable for the customer, and in harmony with nature.

Sothys employs a dedicated team of professionals who have made many cosmetic breakthroughs. As a result, the company has become the market leader and industry innovator in producing synergistic beauty treatments, techniques and world-class high performance homecare products.

## Additional products

Sothys' formulations stand the test of time by employing stringent pharmaceutical production teamed with sensorial pleasures.

The brand uses an exclusive method – Digi-Esthétique – which is an original technique specially developed to heighten the effectiveness of treatments and the assimilation of



**Sothys supplies over 15,000 spas worldwide**

active ingredients. By combining Eastern and Western acupressure methods and massage procedures, Sothys is able to achieve absolute wellbeing for the customer.

As well as our cosmeceutical formulas, we've focused on body and wellbeing with three new signature treatments and personalised massages – leading Sothys to become a complete service offering facials, body treatments, beauty and male products.

## USPs

The brand complies with the strictest international regulations and adheres to the highest standards of production to create

formulas with minimum preservatives, and maximum tolerance and safety.

Sothys' international reputation and presence in prestigious spas around the world is testament to its legendary formulations, excellence in treatments and the quality of its products.

## How many spas do you supply?

Sothys supplies over 15,000 spa and beauty locations worldwide.

## Top clients

The Milestone, London; The Six Senses, Paris; Marriott Renaissance in Paris; Sofitel Hanoi; St Regis Osaka.

## Where in the world?

Sothys is distributed worldwide and is currently available in 115 countries.

## Who's who?

Christian Mas, chief executive.

## What the clients say

"We've worked with Sothys for almost two years. The professionalism of the team is the strength of the company. They give advice and the customer service is reassuring." Justine Boquet, spa manager of The Burgundy Spa by Sothys



SPRINGER-MILLER  
SYSTEMS

## MOBILE SPA MANAGEMENT WITH SPASOFT INTELLIGENCE

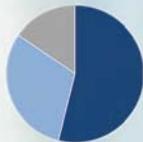
Do you dream of having all your key spa metrics right at your fingertips? SpaSoft provides this capability with our newest module, SpaSoft

Get a comprehensive overview of your spa business on a single dashboard. The cloud-based module allows you to drill down into the data and filter to refine the information

- ◇ Reporting capability at the site, brand, or chain level
- ◇ Cloud-based app gives you access anytime, from any web-enabled device
- ◇ Define monthly budgets per site and reports on performance



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to request a demo now!

# SpaSoft Springer-Miller Systems

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**Facebook:** [www.facebook.com/SpaSoft](http://www.facebook.com/SpaSoft)

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**Blog:** [www.springermiller.com/category/spa-blog](http://www.springermiller.com/category/spa-blog)

**www.spasoft.com**



**Penka Sevova, general manager of SpaSoft**

## Background

SpaSoft has been a spa technology leader for more than 15 years. The company is part of Springer-Miller Systems, which has been providing guest-centric hospitality technology solutions to luxury spas, hotels and resorts for more than 25 years.

## Main products

The SpaSoft Spa and Activity Management System allows spa operators to comprehensively manage spas and provide staff with a user-friendly system backed by the industry's best technology and operational knowledge. SpaSoft streamlines resource management, an online booking engine, activity scheduling, group bookings, financial reporting and much more. Use the SpaSoft Mobile and Guest Wellness applications for mobile spa management, in addition to our Business Intelligence module to take your Spa to the next level. The software is built on a highly secure PA-DSS-validation platform.

## USPs

SpaSoft interfaces with various systems, including hotel property management systems, credit card and gift card processors, back-office systems, membership billing, and other hospitality technologies. This creates a seamless flow of guest-centric information.



**The SpaSoft Spa and Activity Management System allows you to comprehensively manage your spa**

Flexible and customisable, SpaSoft spa management software can streamline: mobile solutions for guests and staff; resource management; activity scheduling; online booking engine; waitlist management and turnaway tracking; group booking; yield management, revenue management and forecasting; reporting across your spa enterprise and secure point-of-sale transactions.

## Top clients

SpaSoft is the leading provider of spa technology to luxury spas around the world. Installed in over 65% in the Forbes™ five star spas.

## Where in the world?

SpaSoft is installed in more than 800 spas across 64 countries worldwide.

## Future plans

SpaSoft proudly announces SpaSoft 2020, which will be introduced to the spa industry in the near future. The refreshed system will have full functionality with support for cloud-based or premise-based operations, and will be database agnostic to accommodate the best option for your organisation.

## Who's who?

Penka Sevova, general manager; Michelle Young, VP sales & marketing. Sales team: Theresa Hamberger, Nicole Stanaway, Sherry Cuti & Robyn Fieghen.

## What the clients say

"The process flows better with SpaSoft Wellness Forms. Before, for guests with packages of multiple treatments, it was difficult to filter the paperwork to each provider. Now, all the providers can jump on the computer to check the personal information and away they go. It just makes things easier."  
*Nikki Severson, corporate spa director, Kalahari Resorts*

# SpaVision

The fusion of innovation and spa tradition

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# Spa Vision

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Susan Auld, Colin Cameron and Neil Owen – directors

## Background

Spa Vision was founded by Susan Auld and Neil Owen in 2006, with Colin Cameron joining as director in 2016 with the acquisition of Spa Developments Consultancy. In 2016, we opened our Asia Pacific office – in addition to an existing UK office – in response to increased global demand for our products and services.

## Main products and services

We supply, procure and consult for the spa, health, beauty and wellness industries.

- **SUPPLY** Spa Vision is a leading supplier of equipment and furniture to the spa, health, beauty and wellness industries. Spa Vision's portfolio includes treatment tables, relaxation furniture, specialist thermal rooms, hydrotherapy, manicure and pedicure collections plus hair, barber and makeup kit.
- **PROCURE** Working alongside operators, contractors, interior designers and architects, our procurement service delivers professional, comprehensive and efficient solutions for clients worldwide.
- **CONSULT** Spa Vision has extensive global experience in delivering specialist spa operational and interior design consultancy services. Our consultancy team has a wide range of skills allowing us to work within both large international corporate frameworks or

privately owned properties, providing bespoke spa design and operational concepts.

## USPs

We offer a full service offering specifically catering for the luxury spa and wellness market. We thoroughly understand the market, with all directors having been industry operators in the past. Each client is dealt with on a personal level by the directors, and developing long-term business relationships is at the core of our company values.

## Where in the world?

Globally, with our main focus in the UK, Europe, Middle East and Asia Pacific.

## Top clients

- **UK:** Bulgari Hotel, London; The Lanesborough, London; The Merchant Hotel, Belfast, Northern Ireland; ESPA Life at Corinthia, London; Gleneagles Hotel, Auchterarder; The Gainsborough, Bath.
- **Europe:** 132 Hotel, Vals, Switzerland; The Peninsula Paris Hotel, France; Radisson Blu Hotel, Latvia; Bliss Spa, W Barcelona, Spain; Cowshed Spa, Soho House, Barcelona, Spain
- **Rest of the world:** Leela Hotels, India; The Cosmopolitan, Las Vegas, US; ESPA at Fairmont Baku, Azerbaijan; Kanuhura Resort, Maldives; Sheraton Butami Hotel, Georgia

## Future plans

As always, our focus is to ensure we offer our clients the widest selection of high-end equipment ranges, and that we continue to offer a bespoke service that delivers solutions for all levels with the spa & beauty industry. Having established the business within APAC region, we now see our services being utilised directly from corporate level within hotel groups and international procurement companies. In Europe and the UK, we continue to see growth in the thermal experience design, supply and installation services that we offer.

## Who's who?

Susan Auld, director, UK, Europe & Middle East; Colin Cameron, director, UK, Europe & Middle East; Neil Owen, director – Asia Pacific

## What the clients say

“Spa Vision has been incredibly passionate, professional and nothing has been too much trouble. We have made numerous changes, listened to their valuable advice and as a result we believe we will have one of the best spas in the country. Our fit out is exactly as we had imagined and Spa Vision has helped us bring our vision to life. We couldn't have done it without them.”

*Sadie Ardron-Levack, director, Ye Olde Bell*

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# Subtle Energies

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**www.subtleenergies.com.au**

Subtle Energies®  
AYURVEDA AROMATHERAPY



Founder Farida Irani

## Background

Founded in 1993 by Farida Irani as a clinic of natural therapies, this background underpins the cutting-edge clinical research and development of the Subtle Energies brand.

## Main products and services

Subtle Energies creates results-based aromatherapy, natural skincare and wellness solutions founded on authentic ayurveda principles. The range addresses multiple skin and body concerns, while delivering high-performance results, empowering one's physical, mental and emotional wellbeing.

Subtle Energies' spa concept provides treatment programmes that combine ancient sciences with holistic, modern techniques. All products are made in Australia following European standards of natural skincare, to create safe, ethical and effective products. The range has been certified by Cruelty Free International and does not contain parabens, mineral oils, silicones or artificial fragrances.

## Additional products and services

The company offers an in-room amenities programme and offers creations with specific intent and profound impact. Subtle Energies' brand expertise is built on its education and practitioner-based origins, and treatments are created using the protocols of the

Australian government-accredited Diploma in Ayurveda Aromatherapy.

Subtle Energies offers a bespoke service to its partners, encompassing primary, complimentary and retail-only offerings. It collaborates closely to provide intensive treatment and retail training programmes, in addition to marketing support.

## USPs

Farida Irani is regarded as a pioneer in ayurveda aromatherapy with 25 years' of clinical experience. Subtle Energies has a history as a master blender in creating formulations that are different from traditional ayurveda oil decoctions and unlike western aromatherapy. This background, coupled with the company's education and practitioner qualifications, equips Subtle Energies with the ability to create powerful blends and forward-thinking treatments, delivering authentic results-based holistic experiences.

## How many spas do you supply?

85 spas, including private-label partners.

## Top clients

Jiva Spas by Taj Hotels, Resorts and Palaces; Six Senses; Gwinganna Lifestyle Retreat; and The Peninsula Hotels; The Peninsula Hotels; Kamalaya, Lanserhof; Mandarin

Oriental Tokyo; Four Seasons Hong Kong, Four Seasons Hotel Des Bergues Geneva

## Future plans

Complete lifestyle programmes, which will include therapeutic-grade supplements and prescription services.

## Who's who?

Farida Irani, founder; Nick Irani, director of operations and brand development; Khursheed Irani, global training and development director; Sheriar Irani, managing director, manufacturing and logistics

## What the clients say

"In 2003, after reading Farida's book on ayurveda aromatherapy, I was so impressed, we collaborated to design signature spa blends. These are the best oils I've ever worked with and we're proud to have Subtle Energies across our spas."

*Anna Bjurstam, vice president, spas, Six Senses*

"Subtle Energies has worked with us to create a bespoke range of essential oil massage blends. Each has been perfectly blended to create a sense of wellbeing for guests." *Bina Patel, former vice president, spa operations, Taj Hotels, Resorts and Palaces*

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# RS-28

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# Swiss Perfection

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SWISS  
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Monika Kolakowska, CEO

## Background

In 1978, a Swiss philanthropist and his team of scientists revolutionised cellular therapy by developing the first cellular cosmetic line based on animal cells. Thirty years later, his son took on this heritage, and his passion led him to the discovery of the perfect vegetal cells. Swiss Perfection with Cellular Active IRISA® was born.

## Main products and services

Swiss Perfection is a results-oriented high-tech niche cosmetic brand that stands out because of its unique savoir-faire and technology, offering the most advanced anti-ageing solutions. All Swiss Perfection products include Cellular Active IRISA®, an exclusive compound obtained from the root of Iris Germanica by a unique extraction process, which accelerates the regeneration of skin cells, increases tissue-oxygenation, provides optimal hydration, stimulates cell metabolism and enhances the skin's natural renewal process. Our principal focus is to offer targeted treatments by proposing a complete cellular experience combining intensive formulas, high technology and specific manual methods for a truly luxurious indulgence.

## Cellular Active IRISA®

An exclusive compound to intensely stimulate  
the skin's metabolism



## USPs

Based on cellular therapy, Swiss Perfection is the first 100 per cent cellular brand. A synergy exists between our products, which are enhanced by our cellular signature ingredient, ensuring immediately visible and long-lasting results. A close collaboration in sales and operational activities, as well as results-oriented training solutions, ensures ongoing success and high profitability. Our partners are continually satisfied, as are their clientele, who are well-travelled, multi-cultural, and demanding – and looking for innovative, anti-ageing and rejuvenating solutions.

## Top clients

Five-star hotels, private clinics, luxurious yachts, private jets and niche perfumeries.

## Where in the world?

Swiss Perfection is present in 20 countries, mainly in Asia, Europe and the Middle East. More than 50 per cent of our private clientele are from the US and UK.

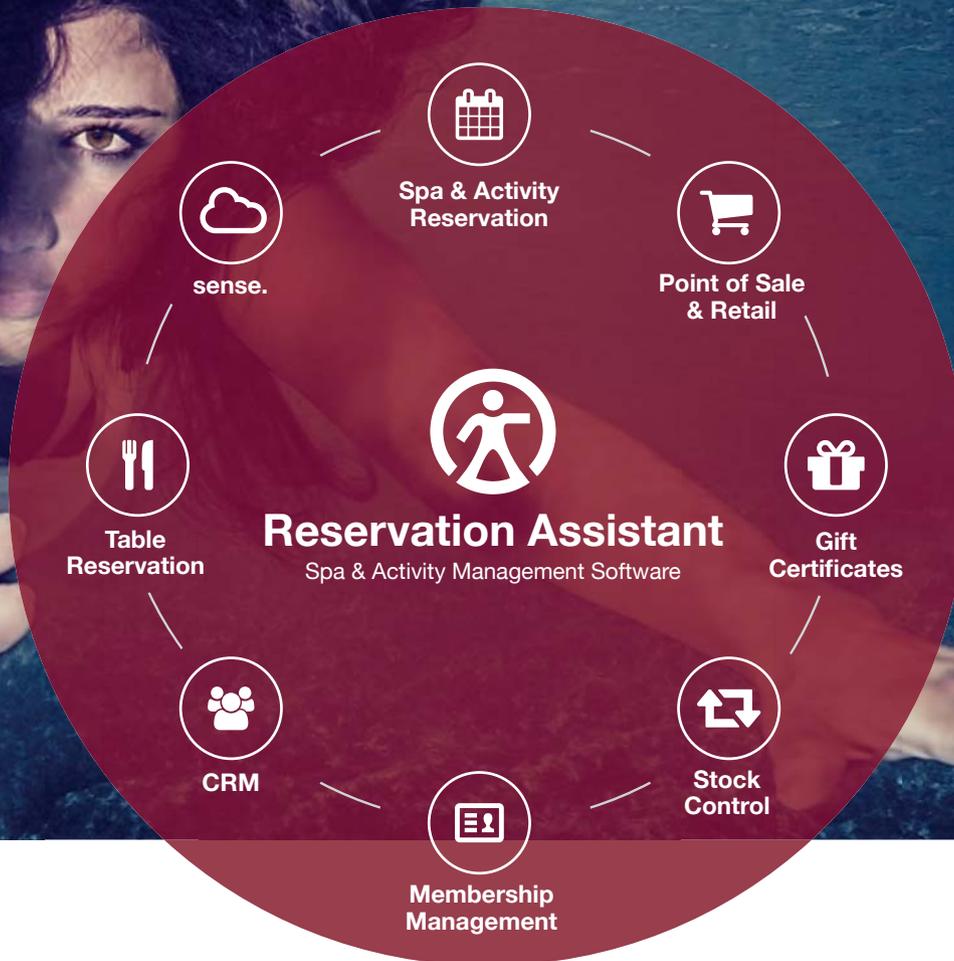
## Future plans

We aim to continue developing new and innovative products in anti-ageing skincare, and to provide outstanding services to our partners. We also plan to continue creating new collaborations worldwide with select luxury locations in hotels, clinics, yachts, niche perfumeries and more.

## Who's who?

Monika Kolakowska, CEO  
Sari Pinguet, sales manager

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# TAC | The Assistant Company

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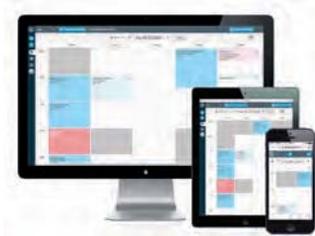
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**www.tac.eu.com**



Thomas Roessler, MD

## Background

Founded in 2001, TAC is an owner-managed company with more than 80 employees and four locations in Hartberg and Vienna, Austria; Hanover, Germany and Chicago, US.

In 2017, TAC was awarded the first place in the category “nationally operating company” in the course of the business competition for “Austria’s Leading Companies”.

## Main services

“Reservation Assistant - Spa & Activity Software” by TAC optimises and simplifies all processes of modern spa management, such as reservations, membership management, employee scheduling, table reservations, stock control, CRM and billing.

Reservation Assistant offers more than 200 interfaces to external systems such as PMS and access control, as well as reports and statistics for measuring performance and a dashboard providing a quick overview of a spa’s economic performance.

## Additional services

TAC’s add-ons are innovative tools for maximising sales revenue and strengthening customer satisfaction.

In 2016, the all-new TAC Webshop won the international World Experience Award for the most user-friendly web design. It integrates

sales, appointment bookings, lounge or table reservations and much more. A uniform design and intuitive interfaces guarantee quick transactions via all channels. Digital signage screens 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.

TAC’s self-service kiosk machines save employees time and increase visitor comfort, as guests can book spa treatments or loungers on their own and pay by chip.

sense. – TAC’s touch-optimised software solution in responsive design – can be used from every available device, including smartphone, tablet, laptop or PC. It offers an advanced solution to manage reservations, and runs on all operating systems without local installation.

## USPs

TAC’s credo “designed to simplify” is reflected in all products. TAC offers one platform for all activities.

The software is suitable for all areas of a modern spa, and customers build their individual solution including those functions that best suit their business needs. A skilled support team is at customers’ disposal 24/7 via phone, e-mail or Skype.

## How many spas do you supply?

TAC has 1,200 customers in 54 countries.

## Top clients

La Mamounia; Como Hotels; Rocco Forte Hotels; Swissotel; Kempinski Hotels & Resorts; Grand Resort Bad Ragaz; Nivea Spa; Radisson; Palace Gstaad; The Dolder Grand; Aspria; and Richmond Nua Wellness-Spa Sapanca.

## Where in the world?

54 countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

## Trade shows

Meet The Top, Spain; ITB Berlin, Germany; FIBO, Germany; SpaCamp, Germany; Interbad, Germany.

## Who’s who?

Thomas Roessler, managing director; Guenther Poellabauer, managing director; Gernot Tobisch, director operations; Bernhard Rappold, director software development.

## What the clients say

“Reservation Assistant helps us manage our resources efficiently and react flexibly to the needs of our guests.” *Hakan Balcan, general manager, Richmond Nua Wellness-Spa Sapanca*

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The Wellness Company

# Technogym

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**Blog:** <https://www.technogym.com/gb/newsroom>

**www.technogym.com**



**The Wellness Company**



Nerio Alessandri, founder

## Background

Founded in 1983 by Nerio Alessandri in Cesena, Italy, Technogym is a leading international supplier of technology and design-driven products and services in the wellness and fitness industry.

## Main products and services

The company's offer is represented by the Technogym Ecosystem, which includes a wide range of cardio, strength and functional training equipment. All the products are connected to a cloud digital platform, mobile apps, training programmes and contents. The offer also includes services such as interior design, consultation and training, post-sales assistance and marketing support.

## USPs

For over 30 years, Technogym has been committed to promoting wellness, a lifestyle based on regular physical activity, a balanced diet and a positive mental attitude – a typically Italian lifestyle whose roots are to be found in the ancient Roman saying '*mens sana in corpore sano*' ('a healthy mind in a healthy body'), and which is able to blend business with social responsibility. Alongside quality and reliability, Italian



The new Kinesis, designed by Antonio Citterio, offers more than 200 exercise possibilities in less than one square metre of space

design is the key ingredient that has enabled Technogym to make its mark and obtain several international prizes, such as the prestigious Red Dot Design Award, for the ability to merge form and function. Technogym has also been the official supplier to the last seven Olympic Games.

## Top clients

Technogym has equipped over 80,000 wellness centers worldwide and is the reference brand for luxury hotels and spas with 16,000 installations globally.

## Where in the world?

Technogym is present in 100 countries with 14 branches in Europe, the US, Asia, the Middle East, Australia and South America, plus a network of 72 distributors

## Future plans

Innovation is Technogym's key priority both in terms of new design equipment and digital ecosystem development

## Who's who?

Mauro Nava, sales segment director, hospitality & residential  
mnava@technogym.com



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# Terres d' Afrique International

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**www.terres-dafrique.com**



Stephan Helary, chief executive and co-founder

## Background

Madagascan-born Dr Stephan Helary is architect-in-chief of the Terres d'Afrique brand. He is a traveller, an intuitive, a scientist, a man of nature, and a full-hearted explorer of African culture, traditions and stories. The brand was officially launched in 2013.

## Main products and services

Our offering is luxurious, natural skincare, paired with curated, customised, sensorial experiences that offer guests a glimpse of another world.

What they get to see, feel and experience is the world of nature and the mystique of ancient African tribal lore – knowing also that their sense of wellbeing involves a fair recompense on the other side: the upliftment of rural African producers. While our brand spirit is adventurous, earthy and soulful, our products and experiences are about holistic wellness: the belief in restoring equilibrium via the healing power of nature and science, and a gathering of all the senses involved.

We provide consulting services, creating customized concepts and menus that understand the goals and challenges of each property. We supply a full range of products from face to body, massage, aromatherapy, amenities and even a collection of unique African health teas.

## USPs

Authenticity – a word that perfectly describes the essence of our brand. Authenticity and credibility are at the heart of everything we do, forming the golden thread that runs through all our stories. We create authentic experiences and products for aspirational consumers, working with integrity, transparency and honesty.

Uncompromisingly committed to biodiversity, we exist to foster a healthy, meaningful exchange for the wellbeing and livelihood of our farmers, for the customers and patrons who are nourished by our brand, and for our partners who invest and grow with us.

## Top clients

Four Seasons Resort Mauritius at Anahita; Four Seasons The Westcliff Johannesburg; Four Seasons Desroches Seychelles; Four Seasons Safari Lodge Serengeti Tanzania; Four Season Dubai International Financial Centre; Six Senses Zil Pasyon in the Seychelles; Singita and Luxury Collection.

## Where in the world

Africa & Indian Ocean; Middle East & Europe.

## Future plans

We will be focusing on entering the North African market and expanding in the Middle

East, while preparing our entry into the EU market in 2020.

## Trade shows

SpaTec Middle East and Europe.

## Who's who

Dr Stephan Helary, CEO;  
Greg Cameron Creative Director;  
Thandeka Madela, Training Director.

## What the clients say

"From the creative genuineness to the hand-crafted products, to the training and support dimension that Stephan and his team offer, Terres D'Afrique is a product line that is one to watch. The philosophy of this brand and the genuine love for each product, each client and each guest is energetically special."

*Elizabeth Regan*  
director of spa & recreation  
Viceroy Palm Jumeirah Dubai

"Discovering Terres d'Afrique products and its unique ingredients is a journey on its own. Attractive unisex packaging and travel-friendly sizes made them instant bestsellers at Six Senses Spa."

*Gabriela Zoltakova*  
Spa & wellness manager  
Six Senses Zil Pasyon, Seychelles

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**www.thalion.com**



André Prigent, CEO

## Background

Thalion has developed its unique expertise of being a harvester-producer. The family-owned company is managed by CEO André Prigent, known for his knowledge in the beauty and professional cosmetics sector.

## Main products and services

Thalion offers face, body, men and thalasso products and protocols, together with a full range of spa and retail products, including Thalisans, 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. Thalion controls the whole process, from the harvesting of the raw materials to the production of the finished products. We select the richest seaweeds and preserve their original qualities to develop highly efficient treatments, which offer some of the best price/quality ratios on the market. As a pioneer in marine cosmetics field, we commit to create new concepts, constantly look for new active ingredients and create all new treatment experiences.

Dealing with Thalion means having a partner that provides a complete solution with excellent results for the client – and optimum revenue for the spa.



Thalion's Mineral  
Booster

## Additional services

Thalion is committed to its partners' success. The company's sales managers and trainers work closely with the partners and also organise meetings during the year to explore and implement new ways of growing business. The company also offers guaranteed training on protocols

and products and sales-oriented sessions to boost development.

Thalion also 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 that include a range of tailor-made rituals.

## How many spas do you supply?

Products are distributed in 51 countries worldwide; the strongest markets are France, Russia, Japan, Saudi Arabia and Europe.

## Top clients

Radisson Blu Thermes Marins de Cannes, France; Aldemar Hotels & Spa, Greece; Emirates Palace, Abu Dhabi; Movenpick Hotel Riyadh, Saudi Arabia; Sheraton Tunis Hotel, Tunisia; Kempinski Hotel Adriatic, Croatia and Boscolo Exedra Roma, Italy.

## Future plans

For almost 25 years, Thalion has integrated bio-compatibility at the core of each of its formulas, which is the secret of the marine ingredients' efficacy.

The skin is actually a living organ; it recognises marine-active ingredients since they are natural, just like the skin itself. Skin cells recognise seaweed molecules; this is why a marine-based molecule can, by nature, be perfectly assimilated by the skin.

Thalion is rooted in naturalness and offers modern and natural cosmetics. We offer life-glorifying cosmetics, to make all women feel beautiful in a more natural, safe and responsible way. Our revolutionary new liquid care, Mineral Booster, offers a genuine biomimetic mineral recharge. This powerful shot of energy and hydration is what we call "thalassotherapy for the face", and is a well-designed beauty product that actually makes you feel better.

## Trade shows

Major trade fairs all over the world such as Beauty World (Middle East), Spatec (Europe), and Cosmoprof (Hong Kong).

## Who's who?

Ulla-Pia Dyrlund-Lagadec, sales director  
Rodolphe Gagnepain, export manager

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THE | TIDES  
Pure Dutch Nature Inside



**Annemarie L. Wortman and Kimmo Jacobs, co-founders and co-owners.**

### Background

As two industry insiders with 25 years of experience and expertise in integrative health-, spa- and wellness care, Annemarie Wortman and Kimmo Jacobs established The|Tides Wellness in January 2018. As a truly Dutch wellness care brand, we provide a new class of functional products and treatments with unique Dutch ingredients that balance the excesses of living modern life.

### Main products and services

The|Tides Wellness retail and professional body care products contain pure, raw and locally sourced ingredients known for their purifying, re-mineralizing, strengthening and revitalising properties. Key ingredients are 100 per cent pure magnesium – which has remained untouched for 250 million years and never been exposed to modern day pollution – seaweed and algae that are sustainably cultivated in the Oosterschelde and the WaddenSea one of the cleanest bodies of water in the world; together with organic Dutch plants and herbs endemic to the region, as well as clay and sea salt.

The|Tides Wellness provides a variety of signature spa and wellness treatments for travellers and wellness consumers who are actively looking to regain their inner balance and strength, detoxify, increase energy,



There's a wide range of products, including a Natural Sleep Aid bath soak and Liquid Chill Pill body oil

boost vitality and immunity, de-stress from fast-paced life and improve the quality of their sleep. Every signature treatment has a detailed treatment protocol.

We offer customised training programmes, including the innovative BrainBody™ concept designed to deepen the relaxation of the body and the brain through a unique combination of massage and mobilisation techniques, breathing, meditation and exercise.

### USPs

Modern living is tough on our minds and bodies. Today's 24/7 connectivity, stress, sensory overload, chemical exposures, lack of sleep, poor nutrition, too much alcohol and sugar, can easily drain our vitality and leach minerals out of our system.

The|Tides Wellness offers the antidote with functional products and therapeutic spa and wellness care treatments that help health &

wellness consumers to offset these stresses and strains to regain (or maintain) their balance, strength and vitality.

### Top clients

We are a new kid on the block! Shortly after our launch in 2018, we started working with Akasha Holistic Wellbeing Center in the five-star Conservatorium Hotel in Amsterdam, and have added distribution for the Gulf Region.

### Where in the world?

Globally with currently a focus on Europe and Gulf region, but ready to explore Asia and the US.

### Future plans

We just launched our first line of products with magnesium, seaweed, sea salt and essential plant oils. In October 2018, we will launch an organic massage and body oil, and we are in the research & development stage of more product lines and treatments that strengthen the system and restore the body's buffer system, using other natural Dutch ingredients, such as algae, clay, and oils of plants and herbs.

### Who's who?

Annemarie L. Wortman, co-founder and co-owner; Kimmo Jacobs, co-founder and co-owner



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**Halotherapy** is rapidly growing in popularity, and the TouchAmerica team is highly experienced in its application, from a simple wall frame to entire Himalayan salt environments.

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# TouchAmerica, inc

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Stewart Griffith, founder



The ingenious Masquerade Daybed/Spa Table converts from a day bed into an ultra-comfortable spa treatment table, to the ideal height, at the push of a button.

## Background

For more than 34 years, TouchAmerica has been developing and manufacturing innovative spa and salon equipment solutions at our North Carolina headquarters. Robin Zill and Stewart Griffith founded TouchAmerica. Originally manufacturing portable massage tables, TouchAmerica would grow into an internationally known spa equipment company.

## Main products and services

Fixtures & furniture, treatment tables, Himalayan salt decor, pedicure chairs, treatment room accessories, hydrotherapy equipment, service carts, stools and portable massage equipment.

## USPs

TouchAmerica operates under a simple

mantra: "Quality and elegance are never an accident. They are the result of sincere effort, intelligent direction and purposeful execution." We believe that our high-quality products reflect our professional beliefs, and also help add a touch of class and elegance to our customers' workplaces. When a potential client enters a spa or salon, their expectation is to be impressed by the atmosphere. Not only do clients anticipate a relaxing escape from their daily routine, they also hope to be pampered by luxury and comforted by soothing surroundings.

## Top clients

Top international spas around the world.

## Where in the world?

All across the globe.

## Future plans

We are expecting to provide an increasing amount of salt decor for halotherapy environments. We'll be providing some new relaxation loungers that incorporate sound-healing technologies.

## Who's who?

Stewart Griffith, president  
Hart Griffith, business development  
Laurie MacMillan, brand manager  
Sabrina Williamson, sales manager

## What the clients say

"My experience with TouchAmerica was nothing short of amazing. This is a company who truly believes in customer service which is so refreshing in today's day and age."

– Kristin Petrelluzzi, Hotel L'Esplanade

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# Universal Companies

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Universal  Companies™

THE ULTIMATE SPA & WELLNESS RESOURCE



Karen Short, CEO and Marti Morenings, founder and chair



## Background

Universal Companies has served the spa industry since Marti Morenings and her father, Dr. G.H. Morenings, founded it in 1982 as Universal Health Products. In 1999, the company expanded its offerings and became Universal Companies, providing spa professionals with a one-source spa solution. The company acquired SpaEquip in 2015, expanding its spa development services and FF&E options with a robust equipment partner.

## Main products and services

The ultimate spa and wellness resource, Universal Companies is an international distributor of products, equipment, retail, and supplies to spas, skincare professionals, and resort and destination properties. In addition, training and education are core components of our service offering.

## USPs

With more than 36 years of success, we help clients build their business and grow revenue. Our business is good when their businesses are better. Universal Companies' mission has always been to deliver innovative spa solutions and excellent customer service to maximise our customers' success. Our product selection is continually evolving to help spas meet the needs of the growing



Universal Companies releases a refreshed corporate brand, both internally and externally

wellness movement. We have a passion for helping spas lead the way in the green movement, showing them how to implement green practices and encouraging vendors to apply high environmental standards to their own products and processes.

## Future plans

Universal Companies will continue to provide an excellent customer experience by growing our proprietary brands, supplies, business accounts, and training and education. We will keep bringing clients the latest trends and ideas to help their business grow.

We are also excited to unveil a new mobile friendly website that will allow customers to track orders in multiple ways, more easily access education while shopping, research equipment specifications and order online, and manage their accounts more efficiently.

## How many spas do you supply?

Universal Companies is the leading single-source supplier to more than 30,000 spa professionals in 47 countries.

## Top clients

Hard Rock, Veria Wellness Center, Marriott Spa at the Grand, and Marriott Marco Island

## Who's who?

Marti Morening, founder & chair; Karen Short, CEO; Joe McKenna, acting COO; Polly Johnson, SVP sales; Barrett Cooke, VP finance; David Lovelace, VP sales; Philippe Therene, VP sales; Kelly Wilson, VP strategic vendor alliances; Luanne Ayer, VP human resources

## What the clients say

"Universal is a wonderful company that will go the extra mile to help with your business in any way possible."

*Tina Mays, Universal Companies customer*

"Our Universal Companies representative not only helped us choose the perfect sheet set and quilt to match our decor, but went above and beyond to make sure we received the order by next day. Universal Companies made it all happen with a commitment to great customer service!"

*Betty Roman, Roman Skin and Body Care*



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# VOYA

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**Twitter:** @VOYAbeauty

**LinkedIn:** voya-organic-beauty

**Facebook:** VOYAorganicbeauty

**www.voya.ie**



Kira and Mark Walton

# VOYA

## Background

The VOYA story dates back over a century. Inspired by the 300-year-old tradition of Irish seaweed bathing, VOYA is now a global leader in the organic spa market. VOYA organic beauty was the brainchild of founders Mark and Kira Walton back in 2006. In the past 12 years, the Waltons have created a range of effective and luxurious organic seaweed treatments and products, all of which encapsulate the spirit and refreshing energy of the Wild Atlantic Way in Ireland.

## Main products and services

VOYA offers a portfolio of over 25 wellbeing rituals, all of which can be tailored to suit each individual spa and its needs. Our luxury treatments are inspired by the ocean's movements; they are designed to encapsulate a sense of calm and tranquility.

VOYA provides a bespoke training programme for each of its clients. Knowledge is power, and instilling passion into our therapists is the key to VOYA's success.

We support our accounts with personalised retail coaching and business management courses, along with marketing and PR support.

Partnership is paramount for us; our spas thrive through close working relationships that build into long-term and trusting ones.



VOYA is a seaweed-based certified organic brand

## USPs

VOYA is the world's first seaweed-based certified organic brand. Certified organic by the Soil Association/COSMOS, everything VOYA does as a company is based on authenticity, integrity, respect for the planet, and for each other. The VOYA team love what we do, and we do it with passion, consistently every day. We create spa treatments with the therapist's wellness in mind, fully supporting them to execute the highest standard. We provide our clients with all the necessary support systems to achieve success.

## How many spas do you supply?

VOYA has more than 450 accounts and distributes to 39 countries across Europe, the US, the Middle East and the Far East.

## Top clients

Jumeirah (Burj Al-Arab); Ritz Carlton; Mandarin Oriental; Woodhouse Day Spas; Queen Mary II; Canyon Ranch; Ashford Castle; The Ice House: The Well; Galgorm Resort & Spa and Emirates Airlines.

## Future plans

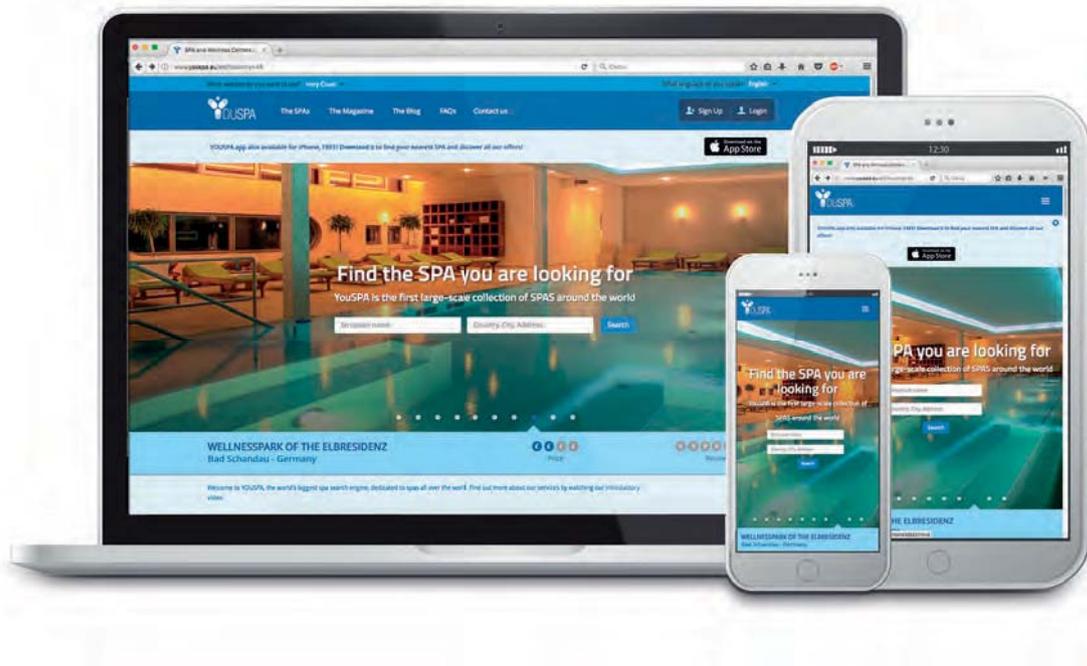
In 2018, VOYA launched VOYA Man, a facial range targeting male spa guests. VOYA'S Mum to Be bodycare range added two treatment rituals and products to support guests through pregnancy and beyond. We're working closely with our biochemists and dermatologists to constantly challenge the boundaries in organic skincare. We're launching a Cancer Care training programme and a new Aroma Bath and Shower oil.

## Who's who?

Mark Walton, MD and co-founder; Kira Walton, co-founder; Emma Roberts, head of sales and business development.

## What the clients say

"Unrivalled training expertise, deeply therapeutic seaweed treatments and certified organic products combined makes working with this brand an unparalleled trustworthy and pleasurable experience." – Louise Nicholl, spa revenue manager, Galgorm Resort and Spa



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**Email** for Spa Costumers: info@youspa.eu

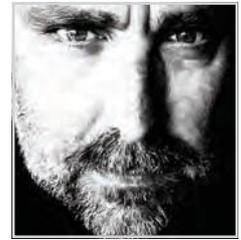
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Régis Boudon-Doris,  
founder & CEO

## Background

YouSPA was conceived by spa industry specialist Régis Boudon-Doris to create the worldwide leader in spa marketing and communication.

## Main products and services

YouSPA is a web platform that allows consumers to search, view the portfolio, choose and book their spa breaks anywhere in the world. The YouSPA platform offers the opportunity for spas worldwide to gain visibility and be seen by all potential customers. The only commitment needed from the spa is to sign up and complete its spa profile, a small commitment for a great opportunity.

## USPs

The mission of YouSPA is to become the web reference point for users and spas around the world, developing alongside spas and their services to create a unique network.

**YouSPA's platform is built on 5 key pillars:**

- A. YouSPA Profiles**, which give spas full autonomy over management functions;
- B. YouSPA Search Engine** to give potential customers all the information they would need to choose the spa;
- C. YouSPA Magazine**, which gives users all the key details and information needed to



YouSPA's platform is built on  
five key pillars

fully understand the services offered by spas around the world;

**D. YouSPA Review**, a worldwide spa social network and review platform;

**E. YouSPA App**, which greatly improves the customer experience and enables spas to fill their available slots and promote last-minute treatment offers.

Now we're work hard to launch the sixth key pillar: **YouSPA Booking**, an online spa reservation service connected in real time with your spa booking calendar.

## Where in the world?

YouSPA continues to extend its distribution within the market, to be available worldwide with the creation of YouSPA USA with our American partners and our launch in this strategic market.

## Future plans

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 YouSPA 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 2018 and 2019, YouSPA will launch new services and new features to continue our tech revolution worldwide for spas and spa users.

## Who's who?

Europe: Alessia Sirangelo, support@youspa.eu; Asia: Rita Bonucchi bonucchi@youspa.eu; America: Crystal Prescuiatti, crystal@youspa.eu. All of them are a perfect point of reference for all spa, leisure and hotel group web marketing managers.

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For full company and contact details of any of the products, equipment and services featured here, please visit [www.spa-kit.net](http://www.spa-kit.net)



### Tudelü to space issues with innovative room divider

Tudelü, a New York-based creator of bespoke room partitions, has developed the Double Wall System, an innovative electronic room separator.

Recently installed at The Solace Spa in Tewksbury, Massachusetts, the Double Wall System features two retractable walls that disappear into the ceiling to enable operators to optimise and adapt the space they have at just the touch of a button.

The walls are designed to be indistinguishable from other walls in the setting and can be customised.

**KEYWORD:** TUDELÜ

### Sothys Athletics combines beauty and exercise

Sothys has named professional tennis player Caroline Garcia as a brand ambassador for its new Athletics range.

The range offers two treatments – Smoothing & Warming and Nutri-relaxing – which are designed to prepare the skin for exercise and aid its reparation afterwards.

In addition, the company has released a two-piece complementary product line.

**KEYWORD:** SOTHYS



### SpaTree brings nature into the spa experience

Spa consultancy firm SpaTree has developed a luxury outdoor spa solution.

Spa Lodge, a professional-grade tent, is designed to incorporate nature into the spa experience, and can be used in all weather conditions, including snow. It is large enough to accommodate a sink and/or woodstove in addition to the treatment bed.

**KEYWORD:** SPATREE



### Thalion debuts colour-change mask

Marine skincare brand Thalion has launched a new face mask that features patented technology to signify when it needs to be removed.

A professional peel-off mask, the Chrono-Colour Youth Mask contains active marine ingredients, including Sea Age 3A, Vitamin C and Palmaria Palmate algae to hydrate the skin and smooth fine

wrinkles, as well as reduce inflammation and encourage collagen production.

It uses natural colour-change technology, a Thalion exclusive, to change the mask to a light pink colour, serving as a time indicator for the therapist, letting them know that the ingredients have absorbed and the treatment is over.

**KEYWORD: THALION**

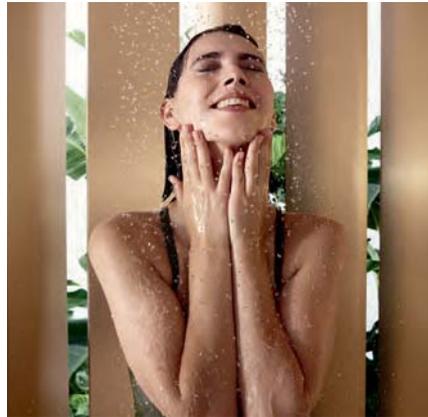
### Dornbracht elevates showers with Rainmoon concept

Dornbracht is taking experiential showers to the next level with its multi-sensory Rainmoon concept.

"Rainmoon is a culmination of bliss achieved through the combination of water and light," says managing director Andreas Dornbracht.

Water falls from a built-in dome, while integrated mood lighting creates a soft moonlit ambience.

**KEYWORD: DORNBRACHT**



### Guests can receive multiple treatments at once with Lemi Capri chair

Designed to unite form and function, Lemi's Capri Pedi Spa chair enables facilities to offer clients three treatments – facials, manicures and pedicures – simultaneously.

It features a foot spa equipped with Lemi's Saniject Hydromassage system, a unique pipeless system that is designed to ensure hygiene standards and easy cleaning, and is available in over 35 different upholstery options.

**KEYWORD: LEMI**

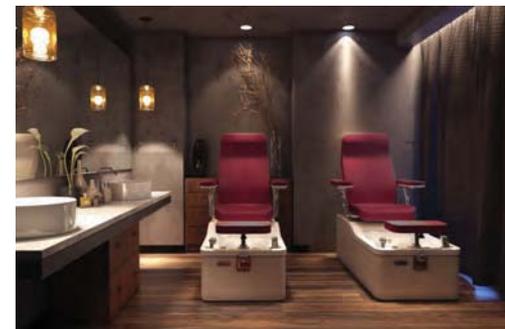
### Thalgo blends hot and cold therapy in new ritual



Thalgo has launched Merveille Arctique, a new spa ritual incorporating Scandinavian heat therapy with Swedish and deep tissue massage techniques.

The ritual is designed to aid relaxation and promote 'a deep sense of wellness' by alternating between hot and cold treatments, and includes a three-piece complementary product line.

**KEYWORD: THALGO**





### Guests breathe easy with O2Chair

The O2Chair is a zero-gravity chair with a twist. It gently rocks clients as headphones play meditative instructions, while a stream of pure oxygen is dispersed near the face.

The tilt of the chair is said to improve blood circulation and promote the 'relaxation response', a state where the mind is calm, yet present.

The result creates a sensation similar to a 'natural high'.

**KEYWORD:** O2 CHAIR

### Van De Sant launches eco-friendly furniture into spa market

Van De Sant has launched its range of environmentally friendly outdoor furniture into the spa and hospitality markets.

The company uses recycled materials, including plastic waste reclaimed from the ocean, to create sturdy furniture frames. These frames are covered with foam and upholstered in weather-resistant fabrics to create a range of furniture with a conscience, which is functional and stylish.

**KEYWORD:** VAN DE SANT



### Terres d'Afrique creates sustainable packaging for amenities range



Terres d'Afrique has developed a range of sustainable ceramic packaging, inspired by Bogolan, a traditional African mud cloth, for its amenities line.

The brand collaborated with Karen Kotze from Wove Ceramics, a ceramics studio based in Cape Town, to design and manufacture the range. The collection will be available in-room and as a retail line.

**KEYWORD:** TERRES D'AFRIQUE

### Caudalie partners with Harvard Medical School for new serum

French skincare brand Caudalie has partnered with Harvard Medical School to launch Premier Cru the Serum, a new addition to its Premier Cru range.

The serum was developed over a five-year period by Dr David Sinclair, an anti-ageing specialist and genetics professor at Harvard Medical School.

It contains three patented Caudalie ingredients: Vine Resveratrol, to plump

and firm the skin; Viniferine, to even skin tone; and antioxidant-rich Polyphenols, derived from grape seeds. It also has a high concentration of hyaluronic acid to help the skin maintain hydration levels.

In addition, the serum contains Vinergy, a new patent developed with Dr Sinclair to target ageing cells, which produce less energy as the metabolism slows.

**KEYWORD:** CAUDALIE





### High hopes for Allegrini's new Hemp range

Allegrini has launched a new range of cosmetics that features organic hemp oil as their primary ingredient. Hemp Care, known as Hemp Code in the US, consists of a range of skin and hair care products, as well as a lifestyle line and a collection of hotel amenities. The company chose hemp oil, as it is rich in both nutrients and antioxidants.

**KEYWORD:** ALLEGRINI



### Moss Trend launches into spa market

With a long history in creating decorative materials for interior designers, Italian company Moss Trend has now ventured into public spaces, including spas. The family-run business creates preserved green walls designed to be maintenance-free, with vertical gardens created with moss that lives on the humidity naturally present in the air.

**KEYWORD:** MOSS TREND



### Soul Medicine debuts vibrational therapy tracks

Ila founder Denise Leicester has collaborated with composer Tom Simenauer to create Soul Medicine, a series of vibrational therapy music tracks designed to promote wellbeing and cellular balance, as well as decrease stress levels and boost resilience. It consists of four tracks: Being Held, Being Present, Being Loved and Being Lifted.

**KEYWORD:** SOUL MEDICINE



### Voya men's range a 'necessary progression'

Voya has launched an anti-ageing skin care range for men. Voya Man is a performance-based, three-step skin-care system that is designed to treat a range of skincare concerns including dryness, inflammation, enlarged pores and fine lines and wrinkles.

Designed specifically for male skin, which is thicker and more acidic, with higher collagen levels than female skin, the range features a facial wash, shave gel and moisturiser.

The products are formulated with Speci'Men and Definsil-Plus, naturally derived active ingredients that are scientifically proven to repair the skin's natural protective barrier and reduce signs of fatigue.

"Launching an organic facial men's range was a necessary and natural progression for us," says Mark Walton, managing director at Voya.

**KEYWORD:** VOYA



### Thin Waters Design debuts visual relaxation experience

Thin Waters Design has launched the Wave Dream Multicolour (WDM); a visual relaxation experience that displays calming images of water onto a spa's walls and ceiling.

Designed for relaxation rooms, the WDM consists of a projection lamp positioned beneath a water basin. Using a high-powered LED bulb, the projector illuminates the surface of the water from beneath and projects it around the room, while a system of coloured LEDs located on the border of the water basin provide a soft ambient light that continuously changes colour.

The experience is powered by a projector using LED technology.

**KEYWORD:** THIN WATERS DESIGN

### Aromatherapy Associates creates 'next-generation' sheet mask

Aromatherapy Associates has expanded its skincare range with a new sheet mask.

Billed as a next-generation sheet mask, the Hydrasol Sheet Mask combines an innovative 'hydro-formula system' with powerful active ingredients and hand-blended essential oils to leave the skin firm, radiant and intensely hydrated.

The mask can be used as an addition to a professional treatment.

**KEYWORD:** AROMATHERAPY ASSOCIATES



### Griffin and Griffith partner to form Bespoke signage company

Nancy Griffin, principal of Contento Marketing, has partnered with TouchAmerica CEO Stewart Griffith, to create Bespoke, a new company specialising in signage for spas. The company offers a wide range of materials, finishes and lighting, while Griffin and Griffith work with clients to guide them towards the right designs.

**KEYWORD:** BESPOKE

### New Biologique Recherche cream targets epigenetic ageing

Biologique Recherche has launched La Grande Crème, a new face cream designed to target ageing caused by non-genetic factors, including lifestyle.

It is formulated with EpigenActiv, a unique peptide that counteracts the effects of ageing and reverses DNA damage, as well as aids the reparation of damaged tissues.

**KEYWORD:** BIOLOGIQUE RECHERCHE





### LEC launches space-saving treatment chair

The Club Chair LE is a compact treatment chair from Living Earth Crafts.

Billed as the industry's most compact luxury mani/pedi chair, the Club Chair features a retractable pedicure bowl.

The chair is fully adjustable and features a small footprint, which when retracted is similar to that of a standard armchair.

**KEYWORD:** LIVING EARTH CRAFTS

### Comfort Zone introduces new skincare line for urban dwellers

Italian company Comfort Zone has launched a new skincare line designed to meet the needs of modern multitaskers living in today's fast-paced world.

Skin Regimen consists of 10 products designed to address the most common stress-related skin complaints, including dehydration, dullness, imperfections, fine lines and wrinkles. Ingredients include highly concentrated botanical extracts.

**KEYWORD:** COMFORT ZONE



### Elemis launched Pro-Collagen Overnight Matrix



Elemis has expanded its Pro-Collagen range with the launch of its new Pro-Collagen Overnight Matrix.

An overnight treatment, the Overnight Matrix uses Elemis' ground-breaking Smart Drone Peptide Technology, which acts as a targeted delivery system, giving the skin a much-needed boost of hydration and anti-ageing actives.

**KEYWORD:** ELEMIS



Health & Beauty Technologies

[www.wellness-uk.com](http://www.wellness-uk.com)



### Deep Nature launches exclusive skincare range

Spa consultancy firm Deep Nature has developed a range of skincare using proven active ingredients to target different skincare concerns.

Exclusive to Deep Nature Spas, the four-piece collection consists of DIY face masks, with a copper mixing bowl and whisk, and a body scrub.

The masks were developed using Brazilian clay, Japanese Bincho-Tan charcoal, and seaweed sourced from the Iroise Sea, to detoxify, clarify and soften the skin, while the body scrub is formulated with Icelandic volcanic powders to naturally exfoliate and cleanse the skin.

The mixing bowl and whisk were designed to encourage users to mix and match the products in order to create their own bespoke skincare routines.

"We wanted to control the quality of the products we were selling in our spas, so we developed our own. We chose a DIY concept to appeal to a new generation of spa goers," says Ghislain Waeyaert, vice president of development at Deep Nature.

**KEYWORD: DEEP NATURE**



### Natura Bisse combines beauty and virtual reality in new treatment

Natura Bissé has launched Mindful Touch, a treatment that combines a virtual reality experience with a luxurious facial that aims to help clients achieve balance.

The 60-minute treatment begins with an immersive virtual reality video that is designed to relax the guest into a state

of mindfulness. Guests are then given a 3D Collagen Shock facial, a treatment designed to hydrate and firm the skin and improve elasticity using three different types of collagen and Natura Bissé's Active Facial Contouring technique.

**KEYWORD: NATURA BISSE**



### Enki scent range inspired by French perfumeries

Inspired by the tradition of French perfumeries, Enki Laboratory, a French cosmetic company, has created Kikao, a line of fragrances to transform traditional water-based spa activities, such as saunas, steam rooms or hammams, into luxurious sensory experiences.

The fragrances utilise the olfactory senses to evoke memories, and are available in a wide variety of scents.

**KEYWORD: ENKI**

## SPA-KIT.NET PRODUCT ROUND-UP

### BC Softwear debuts Pure Spa Linen collection

Luxury towelling specialist BC Softwear has partnered with spa consultant Peigin Crowley to create a new range of bespoke linen designed specifically for the treatment room.

Pure Spa Linen is an eight-piece collection, consisting of pillowcases, sheets, duvets and duvet covers specially sized for treatment couches, as well as towels and jumbo sheets for bigger treatment beds and custom valances.

**KEYWORD:** BC SOFTWEAR



### Elemental Herbology's new scrub leaves guests glowing

Elemental Herbology has expanded its treatment offering with the launch of a new full-body exfoliating treatment.

Combining aromatherapy with deep exfoliation and intense nourishment, the Coconut Shell Cream Body Scrub treatment is designed to gently buff and polish the skin, leaving behind a healthy and glowing complexion.

**KEYWORD:** ELEMENTAL HERBOLOGY

### Guests create bespoke treatments with Yon-Ka Aroma-Fusion

Parisian skincare brand Yon-Ka has developed a range of aromatherapy treatments and products inspired by France.

Designed to deliver a sensory experience, Aroma-Fusion is a customisable therapy that allows guests to create their own bespoke treatment by choosing the aromatic concentrate, body scrub and massage techniques used.

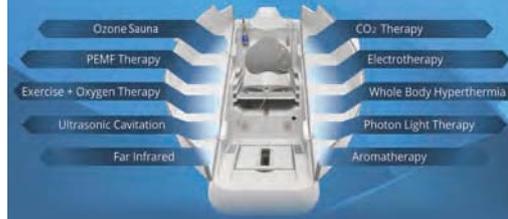
**KEYWORD:** YON-KA



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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](http://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 p335. The Product Selector outlines products and services by types and categories

## 1Life

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Email: [info@academiescientifique.com](mailto:info@academiescientifique.com)  
[www.skinacademie.com](http://www.skinacademie.com)

## Acutonics

Tel: +1 575 587 2689  
Email: [info@acutonics.com](mailto:info@acutonics.com)  
[www.acutonics.com](http://www.acutonics.com)

## Adache Group Architects Inc

Tel: +1 954 525 8133  
Email: [info@adache.com](mailto:info@adache.com)  
[www.adache.com](http://www.adache.com)

## Adidas Ag

Tel: +49 9132 840  
[www.adidas-group.com](http://www.adidas-group.com)

## ADM Leisure Wear

Tel: +44 1942 498 120  
Email: [matt@admdirect.co.uk](mailto:matt@admdirect.co.uk)  
[www.admdirect.co.uk](http://www.admdirect.co.uk)

## ADN Informatique

Tel: +33 4 79 72 96 26  
[www.adn-informatique.com](http://www.adn-informatique.com)

## Advanced Esthetics Solutions

Tel: +44 29 2023 1228  
Email: [info@advancedestheticsolutions.co.uk](mailto:info@advancedestheticsolutions.co.uk)  
[www.advancedestheticsolutions.co.uk](http://www.advancedestheticsolutions.co.uk)

## Aedas Architects

Tel: +44 20 7837 9789  
Email: [london@aedas.com](mailto:london@aedas.com)  
[www.aedas.com](http://www.aedas.com)

For a breakdown of products and services by type, turn to our Product Selector on p335

### **Aegean Master Spas**

Tel: +44 20 8959 1529  
Email: sales@masterspas.com  
**www.aegeanspas.co.uk**

### **Aequum**

Tel: +44 1522 532 220  
**www.aequum.com**

### **Africology**

Tel: +27 11 791 6890  
Email: info@africology-sa.com  
**www.africology-sa.com**

### **Agadir International LLC**

Tel: +1 201 261 3757  
Email: info@agadirint.com  
**www.agadirint.com**

### **Agilysys (Europe) Limited**

Tel: +44 7967 338 810  
Email: info@agilysys.com  
**www.agilysys.com/hospitality**

### **Agnes Bourgeon**

**www.agnesbourgeon.com**

### **Agoy Ltd**

Tel: +44 845 345 7335  
Email: hello@agoy.com  
**www.agoy.co.uk**

### **Ahava**

Tel: +972 3557 1111  
Email: gmail@ahava.co.il  
**www.ahava.com**

### **Airdri Ltd**

Tel: +44 1865 882 330  
Email: sales@airdri.com  
**www.airdri.com**

### **Airex Ag**

Tel: +41 41 789 66 00  
**www.bebalanced.net**

### **Airnergy AG**

Tel: +49 22 42 93 30 0  
Email: export@airnergy.com  
**www.airnergy.com**

### **Akhassa**

Tel: +1 323 462 8927  
Email: info@akhassausa.com  
**www.akhassausa.com**

### **AKRON**

Tel: +44 1473 461 042  
Email: sales@akronproducts.co.uk  
**www.akronproducts.co.uk**

### **Alacer**

Tel: +44 1354 692 677  
Email: info@alacer.co.uk  
**www.alacer.co.uk**

### **Alban Muller International**

Tel: +33 1 48 08 81 00  
**www.albanmuller.com**

### **Alchimie Forever LLC**

Tel: +1 202 530 3930  
Email: customerservice@alchimie-forever.com  
**www.alchimie-forever.com**

### **Allure Africa**

Tel: +233 302 782 651  
Email: info@allureafrica.com  
**www.allureafrica.com**

### **Alma Lasers Ltd**

Tel: +972 4 627 5357  
Email: info@almalasers.com  
**www.almalasers.com**

### **Alpha-H**

Tel: +61 7 55 294 866  
**www.alpha-h.com**

### **Alpienne**

Tel: +43 5412 64 128  
Email: info@alpienne.at  
**www.alpienne.at**

### **Alqvimia SL**

Tel: +34 972 287 003  
Email: mail@alqvimia.com  
**www.alqvimia.com**

### **Altaeco**

Tel: +390 29025 1844  
**www.altaeco.com**

### **Altern**

Tel: +1 888 425 8376  
Email: admin@alternahaircare.com  
**www.alternahaircare.com**

### **Altro Ltd**

Tel: +44 1462 707 600  
Email: info@altro.com  
**www.altro.com**

### **Amala Inc**

Email: info@amalabeauty.com  
Tel: +1 877 262 5208  
**www.amalabeauty.com**

### **Amber Products Co**

Tel: +1 724 695 1882  
Email: education@amberproducts.com  
**www.amberproducts.com**

### **Amer Sports UK & Ireland Ltd**

Tel: +44 1294 316 200  
**www.amersports.com**

### **Amra Skincare**

Tel: +44 1438 941133  
Email: sue@amraskincare.com  
[www.amraskincare.com](http://www.amraskincare.com)

### **Amrit Organic**

Tel: +1 847 823 1727  
Email: info@redcherrygroup.com  
[www.redcherrygroup.com](http://www.redcherrygroup.com)

### **Anakiri BioEnergetic Skin Care**

Tel: +1 800 545 7302  
Email: info@anakiri.com  
[www.anakiri.com](http://www.anakiri.com)

### **Anapos**

Tel: +44 1942 226 539  
Email: info@anapos.co.uk  
[www.steamroomsuk.co.uk](http://www.steamroomsuk.co.uk)

### **Andrew Morgan Collection**

Tel: +1 914 668 9400  
Email: cs@morgancollection.com  
[www.morgancollection.com](http://www.morgancollection.com)

### **The Angel of Water**

Tel: +1 512 707 8383  
[www.angelofwater.com](http://www.angelofwater.com)

### **Anhui Saunaking Co Ltd**

Tel: +86 551 6235 5467  
Email: sales@chinasauna.com  
[www.chinasauna.com](http://www.chinasauna.com)

### **Anna Lotan Ltd**

Tel: +972 4 626 4243  
Email: info@annalotan.com  
[www.annalotan.com](http://www.annalotan.com)

### **Anne Semonin**

Tel: +33 1 47 05 09 50  
Email: info@annesemonin.com  
[www.annesemonin.com](http://www.annesemonin.com)

### **Apavisa Porcelanico SL**

Tel: +34 964 701 120  
[www.apavisa.com](http://www.apavisa.com)

### **Apot.Care**

[www.apotcare.com](http://www.apotcare.com)

### **Aquademy**

Tel: +390 30 891 3738  
Email: info@aquademy.eu  
[www.aquademy.eu](http://www.aquademy.eu)

### **Aqualike**

Tel: +33 6 20 03 02 98  
Email: info@spa-aqualike.fr  
[www.spa-aqualike.fr](http://www.spa-aqualike.fr)

### **Aqualisa**

Tel: +44 1959 560 010  
Email: enquiries@aqualisa.co.uk  
[www.aqualisa.co.uk](http://www.aqualisa.co.uk)

### **Aquamental Spa**

Tel: +49 211 456001  
Email: info@aquamentalspa.com  
[www.aquamentalspa.com](http://www.aquamentalspa.com)

### **AR457**

Tel: +33 5 56 43 56 43  
Email: contact@ar457.com  
[www.ar457.com](http://www.ar457.com)

### **Architrave Design & Planning Co Ltd**

Tel: +66 7632 4366  
[www.banyantree.com](http://www.banyantree.com)

### **ARK**

Tel: +44 20 8788 7080  
[www.arkskincare.com](http://www.arkskincare.com)

### **Armacell UK Ltd**

Tel: +44 161 287 7100  
Email: armasport@armacell.com  
[www.armacell.com](http://www.armacell.com)

### **Armitage Shanks**

Tel: +44 1543 490 253  
Email: arm-idealinfo@aseur.com  
[www.armitage-shanks.co.uk](http://www.armitage-shanks.co.uk)

### **Aroma Naturals**

Tel: +1 949 263 1400  
Email: jeffrey@aromanaturals.com  
[www.aromanaturals.com](http://www.aromanaturals.com)

### **AromaJet**

Email: info@aromajet.com  
[www.aromajet.com](http://www.aromajet.com)

### **Aromapothecary**

Tel: +1 570 270 2534  
Email: info@aromapothecary.com  
[www.aromapothecary.com](http://www.aromapothecary.com)

### **Aromatherapy Associates Ltd**

Tel: +44 20 8569 7030  
Email: info@aromatherapyassociates.com  
[www.aromatherapyassociates.com](http://www.aromatherapyassociates.com)

### **Aromatica**

Tel: +358 10 548 3400  
Email: info@aromatica.fi  
[www.aromatica.fi](http://www.aromatica.fi)

### **AromaWorks**

Tel: +44 118 948 7071  
Email: stacey@aroma-works.com  
[www.aroma-works.com](http://www.aroma-works.com)

### **Artdeco**

Tel: +44 151 421 1234  
Email: info@artdeco.org.uk  
[www.artdeco.or.uk](http://www.artdeco.or.uk)

### **Asfour Guzy Architects**

Tel: +1 212 334 9350  
Email: info@asfourguzy.com  
[www.asfourguzy.com](http://www.asfourguzy.com)

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### **Asia Spa & Leisure Consulting ASLC**

Tel: +44 7501 962 087  
Email: rohun@aslc-leisure.com  
[www.aslc-leisure.com](http://www.aslc-leisure.com)

### **ASPA**

Tel: +351 219 498 215  
Email: info@a-spa.com  
[www.a-spa.com](http://www.a-spa.com)

### **Aspen Spa Management**

Tel: +1 954 229 8353  
Email: info@aspenspamanagement.com  
[www.aspenspamanagement.com](http://www.aspenspamanagement.com)

### **Atlam Design Worldwide**

Tel: +44 1926 400 068  
Email: info@atlamdesignworldwide.com  
[www.atlamdesignworldwide.com](http://www.atlamdesignworldwide.com)

### **Atmosphère Diffusion**

Tel: +33 1 42 12 77 01  
Email: contacts@atmospherediffusion.fr  
[www.atmospherediffusion.fr](http://www.atmospherediffusion.fr)

### **Atmosphere Spa Design**

Tel: +1 514 332 8941  
Email: sam@atmospheredesign.com  
[www.atmospherespadesign.com](http://www.atmospherespadesign.com)

### **Asquith London**

Tel: +44 20 7792 9414  
Email: alic@asquithlondon.com  
[www.asquithlondon.com](http://www.asquithlondon.com)

### **AtarNaive SRL**

Tel: +390 10 772 9038  
Email: info@atarnaive.com  
[www.atarnaive.com](http://www.atarnaive.com)

### **Atelier Landauer Ltd**

Tel: +43 5243 5423  
Email: office@atelier-landauer.com  
[www.atelier-landauer.com](http://www.atelier-landauer.com)

### **Athlegen Pty Ltd**

Tel: +61 2 9561 0111  
Email: info@athlegen.com  
[www.athlegen.com.au](http://www.athlegen.com.au)

### **Attirance**

Tel: +371 6768 6933  
Email: diana.silaraja@attirance.com  
[www.attirance.com](http://www.attirance.com)

### **Australian Conservation Foundation**

Tel: +61 3 9345 1111  
Email: membership@acfonline.org.au  
[www.acfonline.org.au](http://www.acfonline.org.au)

### **Avalon Couches**

Tel: +44 1264 364 646  
Email: enquiries@avaloncouches.co.uk  
[www.avalon-couches.co.uk](http://www.avalon-couches.co.uk)

### **Aveda**

Tel: +1 763 783 4000  
[www.aveda.com](http://www.aveda.com)

### **A.W. Lake Wellness USA, LLC**

Tel: +1 424 345 4688  
Email: info@awlakedesign.com  
[www.awlakedesign.com](http://www.awlakedesign.com)

### **Azurra Mosaics**

Tel: +44 845 090 8110  
Email: info@mosaics.co.uk  
[www.mosaics.co.uk](http://www.mosaics.co.uk)

### **B2Beauty Products Ltd**

Email: email@b2beautyproducts.com  
[www.b2beautyproducts.com](http://www.b2beautyproducts.com)

### **Babor GmbH & Co Kg**

Tel: +49 241 5296 0  
Email: service@babor.de  
[www.babor.com](http://www.babor.com)

### **Balance Master UK Ltd**

Tel: +44 1293 787 075  
Email: info@balancemaster.co.uk  
[www.balancemaster.co.uk](http://www.balancemaster.co.uk)

### **Balanced Body®**

Tel: +1 916 388 2838  
Email: info@pilates.com  
[www.balancedbody.com](http://www.balancedbody.com)

### **Balaton Spa**

Tel: +44 845 643 1065  
Email: balatonspa@btinternet.com  
[www.balaton-spa.co.uk](http://www.balaton-spa.co.uk)

### **Balineum**

Tel: +44 20 7431 9364  
Email: orders@balineum.co.uk  
[www.balineum.co.uk](http://www.balineum.co.uk)

### **Balnea GmbH & Co Kg**

Tel: +49 86 64 98 45 0  
Email: info@balnea.de  
[www.balnea.de](http://www.balnea.de)

### **Bamford Ltd**

Tel: +44 20 7259 4900  
Email: info@bamford.co.uk  
[www.bamford.co.uk](http://www.bamford.co.uk)

### **Baranova Monaco**

Tel: +377 97 98 04 66  
[www.baranovamonaco.com](http://www.baranovamonaco.com)

### **Barco Uniforms**

Tel: +1 310 323 7315  
[www.barcouniforms.com](http://www.barcouniforms.com)

### **Barielle**

Tel: +44 20 7363 0234  
Email: orders@barielle.co.uk  
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### **Barr + Wray**

Tel: +44 141 882 9991  
Email: sales@barrandwray.com  
[www.barrandwray.com](http://www.barrandwray.com)

### **BC Software**

Tel: +44 845 210 4000  
Email: enquiries@bcsoftware.co.uk  
[www.bcsoftware.co.uk](http://www.bcsoftware.co.uk)

### **BD Barcelona Design**

Tel: +34 93 458 6909  
Email: comercial@bdbarcelona.com  
[www.bdbarcelona.com](http://www.bdbarcelona.com)

### **Be a Business Spa – bbspa**

Tel: +39 348 71 51 876  
Email: info@beabusinessspa.com  
[www.beabusinessspa.com](http://www.beabusinessspa.com)

### **Be Bronze**

Tel: +1 707 546 6240  
Email: ksuzr@sbcglobal.net  
[www.shopbebronze.com](http://www.shopbebronze.com)

### **Beau Bronz**

Tel: +44 20 8788 7770  
Email: info@beaubronz.co.uk  
[www.beaubronz.co.uk](http://www.beaubronz.co.uk)

### **Beutelle Therapy Equipment Ltd**

Tel: +44 121 322 0920  
Email: enquiry@beutelle.co.uk  
[www.beutelle.co.uk](http://www.beutelle.co.uk)

### **Beauty Business Experts**

Tel: +44 7743 482 776  
Email: hello@beautybusinessexperts.com  
[www.beautybusinessexperts.com](http://www.beautybusinessexperts.com)

### **Beauty Express**

Tel: +44 141 620 2805  
Email: keyaccounts@beautyexpress.co.uk  
[www.beautyexpress.co.uk](http://www.beautyexpress.co.uk)

### **Beauty Leaders LLC**

Tel: +971 2 676 4600  
Email: info@beautyleaders.com  
[www.beautyleaders.com](http://www.beautyleaders.com)

### **Beauty of Life**

Tel: +44 20 7195 1992  
Email: jacob787@btinternet.com  
[www.beautyoflife.net](http://www.beautyoflife.net)

### **BeautyLab**

Tel: +44 844 247 1240  
Email: info@beautylab.co.uk  
[www.beautylab.co.uk](http://www.beautylab.co.uk)

### **BeautyPro Ltd**

Tel: +44 1273 323 232  
[www.beautypro.com](http://www.beautypro.com)

### **Becca (London) Ltd**

Tel: +44 20 7352 4007  
[www.beccacosmetics.com](http://www.beccacosmetics.com)

### **Bellitas Ltd**

Tel: +44 1543 416 611  
Email: sales@bellitas.co.uk  
[www.bellitas.co.uk](http://www.bellitas.co.uk)

### **Bespoke Retail**

Tel: +1 415 987 0012  
Email: nancy@bespokesparetail.com  
[www.bespokesparetail.com](http://www.bespokesparetail.com)

### **BGA Corp**

Tel: +33 977 837 207  
Email: contact@bastiengonzalez.com  
[www.bastiengonzalez.com](http://www.bastiengonzalez.com)

### **BHC International Ltd**

Tel: +44 1733 201 075  
Email: sales@bhc-international.com  
[www.bhc-international.com](http://www.bhc-international.com)

### **Bio Water Technology**

Tel: +44 7970 094 175  
Email: jeremy@biowatertech.co.uk  
[www.biowatertech.co.uk](http://www.biowatertech.co.uk)

### **Biodroga Cosmetic GmbH**

Tel: +49 7221 68803  
[www.biodroga.com](http://www.biodroga.com)

### **Biola Organic Cosmetics Ltd**

Tel: +36 20 211 9978  
Email: info@biola-organics.com  
[www.biola-organics.com](http://www.biola-organics.com)

### **Bioline Jatò**

Tel: +39 0461 933 209  
Email: bioline@bioline-jato.com  
[www.bioline-jato.com](http://www.bioline-jato.com)

### **Biologique Recherche**

Tel: +33 1 80 0483 40  
Email: info@biologique-recherche.com  
[www.biologique-recherche.com](http://www.biologique-recherche.com)

### **Biossentials Ltd**

Tel: +603 2300 2909  
Email: info@biossentials.com  
[www.biossentials.com](http://www.biossentials.com)

### **Biosysco Inc**

Email: b.martindale@biosysco.com  
[www.biosysco.com](http://www.biosysco.com)

### **Biotone**

Tel: +1 619 582 0027  
Email: sales@biotone.com  
[www.biotone.com](http://www.biotone.com)

### **Biotropica LLC**

Tel: +1 724 312 2441  
Email: info@biotropicabody.com  
[www.biotropicabody.com](http://www.biotropicabody.com)

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### **Blenheim Carpet Company Ltd**

Tel: +44 20 7823 6333  
Email: info@blenheim-carpets.com  
[www.blenheim-carpets.com](http://www.blenheim-carpets.com)

### **BLINK Design Group**

Email: newbusiness@blinkdg.com  
[www.blinkdg.com](http://www.blinkdg.com)

### **Bliss**

Tel: +1 888 243 8825  
[www.blissworld.com](http://www.blissworld.com)

### **Blu Leisure Limited**

Tel: +44 1908 582 525  
Email: info@bluleisure.co.uk  
[www.bluleisure.co.uk](http://www.bluleisure.co.uk)

### **Blu Spas Inc**

Tel: +1 406 862 2200  
Email: info@bluspasinc.com  
[www.bluspasinc.com](http://www.bluspasinc.com)

### **Blue Spa & Leisure Consultants Ltd**

Tel: +44 1225 334 544  
Email: info@bsandl.com  
[www.bluespaandleisure.co.uk](http://www.bluespaandleisure.co.uk)

### **Boa Skin Care**

Tel: +1 908 832 2871  
Email: infous@boaskincare.com  
[www.boaskincare.com](http://www.boaskincare.com)

### **Bobile**

Tel: +972 3 644 8683  
Email: support@bobile.support  
[www.bobile.com](http://www.bobile.com)

### **Boca Terry**

Tel: +1 877 421 6001  
Email: info@bocaterry.com  
[www.bocaterry.com](http://www.bocaterry.com)

### **Body Bistro**

Tel: +1 310 859 8788  
Email: customerservice@bodybistro.com  
[www.bodybistro.com](http://www.bodybistro.com)

### **Body Coach**

Tel: +32 9 333 9000  
Email: info@bodycoach.net  
[www.bodycoach.net](http://www.bodycoach.net)

### **Body Control Pilates**

Tel: +44 20 7636 8900  
Email: info@bodycontrol.co.uk  
[www.bodycontrol.co.uk](http://www.bodycontrol.co.uk)

### **Body Health**

Tel: +54 11 4740 9444  
Email: info@bodyhealthgroup.com  
[www.bodyhealthgroup.com](http://www.bodyhealthgroup.com)

### **Bonacina Vittorio design s.r.l.**

Tel: +390 31 699 800  
Email: bonacina@bonacinavittorio.it  
[www.bonacinavittorio.it](http://www.bonacinavittorio.it)

### **Bonasystems Europe Ltd**

Tel: +44 1442 927 100  
Email: info@bonasystems.com  
[www.bonasystems.com](http://www.bonasystems.com)

### **Bond Recruitment**

Tel: +44 121 702 0827  
Email: jtregus@bondrecruitment.com  
[www.bondrecruitment.com](http://www.bondrecruitment.com)

### **Book4time**

Tel: +1 905 752 2588  
Email: info@book4time.com  
[www.book4time.com](http://www.book4time.com)

### **Booker by MINDBODY**

Tel: +1 866 966 9798  
Email: sales@booker.com  
[www.booker.com](http://www.booker.com)

### **Boombang inc**

Tel: +1 310 558 5550  
Email: comeandgetit@boombang.com  
[www.boombang.com](http://www.boombang.com)

### **Borghese Inc**

Tel: +1 212 659 5318  
[www.borghesecosmetics.com](http://www.borghesecosmetics.com)

### **Bose Ltd**

Tel: +44 870 741 4500  
Email: uk\_pro@bose.com  
[www.bose.co.uk/business\\_solutions](http://www.bose.co.uk/business_solutions)

### **Bossini SpA**

Tel: +390 30 213 4211  
[www.bossini.it](http://www.bossini.it)

### **Botanicals Ltd**

Tel: +44 1664 464 005  
Email: info@botanicals.co.uk  
[www.botanicals.co.uk](http://www.botanicals.co.uk)

### **Bradford Products LLC**

Tel: +1 910 791 2202  
Email: info@bradfordproducts.com  
[www.bradfordproducts.com](http://www.bradfordproducts.com)

### **Brennard Textiles Ltd**

Tel: +44 161 761 5656  
Email: info@brennardtextiles.co.uk  
[www.brennardtextiles.co.uk](http://www.brennardtextiles.co.uk)

### **Bretherton Therapy Products**

Tel: +44 1767 680 041  
Email: info@bremed.co.uk  
[www.bremed.co.uk](http://www.bremed.co.uk)

### **Bristan Group**

Tel: +44 844 701 6273  
[www.specifybristan.com](http://www.specifybristan.com)

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### **BSweden**

Tel: +46 474 23040  
Email: info@bsweden.com  
[www.bsweden.com](http://www.bsweden.com)

### **BuDhaGirl**

Tel: +1 888 682-5242  
Email: sales@budhagirl.com  
[www.budhagirl.com](http://www.budhagirl.com)

### **Buddha-bar**

Tel: +33 1 44 77 95 95  
[www.buddha-bar.com](http://www.buddha-bar.com)

### **Bursali Towels (UK) Ltd**

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[www.bursali.co.uk](http://www.bursali.co.uk)

### **Burt's Bees**

Tel: +1 919 998 5200  
[www.burtsbees.com](http://www.burtsbees.com)

### **Buttercups Collection**

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Email: info@buttercupsuniforms.com  
[www.buttercupsuniforms.com](http://www.buttercupsuniforms.com)

### **BUZ Design Consultants Ltd**

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### **Caldera**

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Email: contact@caldera-products.com  
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### **California Tan**

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[www.californiatan.com](http://www.californiatan.com)

### **Callegari Spa**

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### **Camellia's Tea House**

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### **Laboratoires Camylle**

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[www.camylle.com](http://www.camylle.com)

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[www.spa.candleimpressions.net](http://www.spa.candleimpressions.net)

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### **The Carbon Trust**

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### **Cardio Infrared Technologies**

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### **Carlton Beauty & Spa Ltd**

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### **Catalina Spas**

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### **Cent Degres**

[www.centdegres.com](http://www.centdegres.com)

### **Centre for Alternative Technology**

Tel: +44 1654 705 950  
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[www.comfortzone.it](http://www.comfortzone.it)

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Email: helpdesk@comphy.com  
**www.comphy.com**

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Email: sales@cpc-chemicals.co.uk  
**www.cpc-chemicals.co.uk**

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**www.coyuchi.com**

### **Craftsman Lockers**

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### **Crossfit Inc**

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### **Crown Sports Lockers**

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### **CSHE Australia Pty Ltd**

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### Deep Nature

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### **Dermasilk**

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[www.dermasilk.co.uk](http://www.dermasilk.co.uk)

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### **Deserving Thyme Inc**

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### **Design Time Limited**

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Email: [ecru@ecrunewyork.com](mailto:ecru@ecrunewyork.com)  
[www.ecrunewyork.com](http://www.ecrunewyork.com)

### EF Consulting

Tel: +44 20 7122 4910  
[www.efmedispa.consulting](http://www.efmedispa.consulting)

### Effegibi

Tel: +390 547 372 881  
[www.affegibi.it/en](http://www.affegibi.it/en)

### Eldmakaren Ab

Tel: +46 171 21450  
[www.eldmakaren.se](http://www.eldmakaren.se)

### Electric Body Europe

Tel: +44 1444 235 475  
Email: [info@electricbody.co.uk](mailto:info@electricbody.co.uk)  
[www.electricbody.eu](http://www.electricbody.eu)

### Eleiko Sport Ab

Tel: +46 35 177 070  
Email: [info@eleikosport.se](mailto:info@eleikosport.se)  
[www.eleikosport.se](http://www.eleikosport.se)

### Elemental Herbology

Tel: +44 20 8968 4477  
Email: [sales@elementalherbology.com](mailto:sales@elementalherbology.com)  
[www.elementalherbology.com](http://www.elementalherbology.com)

### Elemis

Tel: +44 20 7907 2724  
Email: [newbusiness@elemis.com](mailto:newbusiness@elemis.com)  
[www.elemis.com](http://www.elemis.com)

### Eleusian Skin Care

Tel: +61 3 9509 9384  
Email: [eleusian@iprimus.com.au](mailto:eleusian@iprimus.com.au)  
[www.eleusian.com.au](http://www.eleusian.com.au)

### Ella Baché

Tel: +33 1 48 18 16 16  
Email: [contact@ellabache.fr](mailto:contact@ellabache.fr)  
[www.ellabache.fr](http://www.ellabache.fr)

### Ellisons

Tel: +44 845 130 6126  
Email: [sales@ellisons.co.uk](mailto:sales@ellisons.co.uk)  
[www.ellisons.co.uk](http://www.ellisons.co.uk)

### EMAS

Tel: +33 1 53 90 11 75  
[www.ec.europa.eu/environment/emas](http://www.ec.europa.eu/environment/emas)

### Embedded Fitness BV

Email: [info@embeddedfitness.nl](mailto:info@embeddedfitness.nl)  
[www.embeddedfitness.nl/en/](http://www.embeddedfitness.nl/en/)

### EmerginC

Tel: +1 212 254 3322  
Email: [info@emerginc.com](mailto:info@emerginc.com)  
[www.emerginc.com](http://www.emerginc.com)

### Emeyu

Tel: +44 7809 565 284  
Email: [info@emeyu.com](mailto:info@emeyu.com)  
[www.emeyu.com](http://www.emeyu.com)

### Éminence Organic Skin Care

Tel: +1 888 747 6342  
Email: [info@eminenceorganics.com](mailto:info@eminenceorganics.com)  
[www.eminenceorganics.com](http://www.eminenceorganics.com)

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### **Emirates Environmental Group**

Tel: +971 4 344 8622  
Email: eeg@emirates.net.ae  
[www.eeg-uae.org](http://www.eeg-uae.org)

### **Electro Medical Systems (EMS)**

Tel: +41 22 99 44 700  
[www.ems-company.com](http://www.ems-company.com)

### **Energist Medical Group**

Tel: +44 1792 798 768  
Email: info@energistgroup.com  
[www.energistgroup.com](http://www.energistgroup.com)

### **Energy Star**

Tel: +1 888 782 7937  
[www.energystar.gov](http://www.energystar.gov)

### **Environ Skin Care Pty Ltd**

Tel: +27 21 671 1467  
[www.environ.co.za](http://www.environ.co.za)

### **Epicuren Discovery**

Tel: +1 800 235 1217  
[www.epicuren.com](http://www.epicuren.com)

### **Erchonia Corporation**

Tel: +1 214 544 2227  
[www.erschonia.com](http://www.erschonia.com)

### **Er'go Candle**

Tel: +1 214 905 9050  
[www.ergocandle.com](http://www.ergocandle.com)

### **Ergo-Fit GmbH & Co Kg**

Tel: +49 6331 2461 0  
Email: info@ergo-fit.de  
[www.ergo-fit.de](http://www.ergo-fit.de)

### **Ergomotion Inc**

Tel: +1 805 979 9400  
Email: info@ergomotion.us  
[www.ergomotion.us](http://www.ergomotion.us)

### **Ericson Laboratoire**

Tel: +33 1 48 96 17 50  
Email: export@ericson-laboratoire.com  
[www.ericson-laboratoire.com](http://www.ericson-laboratoire.com)

### **ES Skincare**

Email: easomapala@aol.com  
[www.esskincare.co.uk](http://www.esskincare.co.uk)

### **Esadore International**

Tel: +971 4 361 7976  
Email: info@esadore.com  
[www.esadore.com](http://www.esadore.com)

### **Escape Fitness Ltd**

Tel: +44 1733 313 535  
Email: sales@escapefitness.com  
[www.escapefitness.com](http://www.escapefitness.com)

### **ESP Leisure**

Tel: +44 20 8251 5100  
Email: info@e-s-p.com  
[www.e-s-p.com](http://www.e-s-p.com)

### **ESP Online**

Tel: +27 73 034 8140  
[www.esponline.co.za](http://www.esponline.co.za)

### **ESPA**

Tel: +44 1252 742 800  
Email: enquiries@espainternational.co.uk  
[www.espaskincare.com](http://www.espaskincare.com)

### **Esse Cosmetics**

Tel: +390 30 988 4023  
Email: sales@essecosmetics.com  
[www.essecosmetics.com](http://www.essecosmetics.com)

### **Essential Care**

Tel: +44 1638 716 593  
Email: info@essential-care.co.uk  
[www.essential-care.co.uk](http://www.essential-care.co.uk)

### **Essential Wholesale**

Tel: +1 503 722 7557  
Email: info@essentialwholesale.com  
[www.essentialwholesale.com](http://www.essentialwholesale.com)

### **Essie Cosmetics**

Tel: +1 718 726 5000  
[www.essie.com](http://www.essie.com)

### **ETE Wellness Engineering**

Tel: +34 91 551 42 47  
Email: info@ete.es  
[www.ete.es](http://www.ete.es)

### **European Platform on Life Cycle Assessment**

Tel: +32 2 299 3552  
Email: lca@jrc.ec.europa.eu  
[lct.jrc.ec.europa.eu](http://lct.jrc.ec.europa.eu)

### **EV-Med Ltd**

Tel: +44 1455 290 007  
Email: info@lazerclinics.co.uk  
[www.evlaseruk.co.uk](http://www.evlaseruk.co.uk)

### **Eve Lom Ltd**

Tel: +44 20 8740 2076  
Email: customerservices@evelom.com  
[www.evelom.com](http://www.evelom.com)

### **Eve Taylor (London) Ltd**

Tel: +44 1733 260 161  
Email: sales@eve-taylor.com  
[www.eve-taylor.com](http://www.eve-taylor.com)

### **Evo2lution France**

Tel: +33 1 47 55 43 72  
Email: contact@evo2lution.com  
[www.evo2lution.com](http://www.evo2lution.com)

### **Evoqua Water Technologies GmbH**

Tel: +1 978 614 7233  
Email: information@evoqua.com  
[www.evoqua.com](http://www.evoqua.com)

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### **ExclusivelySpa**

Tel: +357 25 245 840  
Email: info@exclusivelyspa.com  
[www.exclusivelyspa.com](http://www.exclusivelyspa.com)

### **EXF Perform Better Europe Ltd**

Tel: +44 1473 735 115  
Email: info@exf-fitness.com  
[www.exf-fitness.com](http://www.exf-fitness.com)

### **Ezarri Mosaico**

Tel: +34 943 164 140  
Email: info@ezarri.com  
[www.ezarri.com](http://www.ezarri.com)

### **Ez-Runner**

Tel: +44 844 847 5827  
Email: sales@ez-runner.com  
[www.ez-runner.com](http://www.ez-runner.com)

### **Fabio Alemanno Design**

Tel: +44 20 8144 9239  
Email: fabio@alemanno.de  
[www.fa-design.co.uk](http://www.fa-design.co.uk)

### **Fake Bake**

Tel: +1 800 269 9660  
Email: sales@fakebake.com  
[www.fakebake.com](http://www.fakebake.com)

### **Falkner Massagetische**

Tel: +43 72 87 7243 0  
Email: office@massagetable.at  
[www.massagetable.at](http://www.massagetable.at)

### **Fantaay**

Tel: +44 870 626 8086  
Email: sales@fantaay.com  
[www.fantaay.com](http://www.fantaay.com)

### **Fashion At Work (UK) Ltd**

Tel: +44 1246 570 470  
Email: uniforms@fashionatwork.co.uk  
[www.fashionatwork.co.uk](http://www.fashionatwork.co.uk)

### **Fashionizer Spa**

Tel: +44 20 8995 0088  
Email: enquiry@fashionizerspa.com  
[www.fashionizerspa.com](http://www.fashionizerspa.com)

### **Finders International**

Tel: +44 1580 211 055  
Email: info@findershealth.com  
[www.shopforspatrade.com](http://www.shopforspatrade.com)

### **SF Finimex Oy**

Tel: +358 9 2398 550  
[www.kelosauna.eu](http://www.kelosauna.eu)

### **FisioSphere**

Tel: +39 354 28 30 11  
[www.fisiosphere.it](http://www.fisiosphere.it)

### **Fitbug Holdings PLC**

Tel: +44 20 7449 1000  
[www.fitbugholdings.com](http://www.fitbugholdings.com)

### **Fitech UK**

Tel: +44 870 744 7252  
Email: sales@fitech.co.uk  
[www.fitech.co.uk](http://www.fitech.co.uk)

### **Fitness-Mad**

Tel: +44 1386 859 551  
Email: customercare@fitness-mad.com  
[www.fitness-mad.com](http://www.fitness-mad.com)

### **Fitter International Inc**

Tel: +1 403 243 6830  
Email: sales2@fitter1.com  
[www.fitter1.com](http://www.fitter1.com)

### **Fitvibe**

Tel: +32 89 510 510  
Email: info@gymna-uniphy.com  
[www.fitvibe.com](http://www.fitvibe.com)

### **Fitzgerald Lighting Ltd**

Tel: +44 1208 262 200  
Email: info@fitzlight.co.uk  
[www.fitzlight.co.uk](http://www.fitzlight.co.uk)

### **Flexi-Sports UK**

Tel: +44 1452 770 075  
Email: info@flexi-sports.co.uk  
[www.flexi-bar.co.uk](http://www.flexi-bar.co.uk)

### **Flint Edge**

Tel: +44 20 8429 1214  
Email: customer.service@flintedge.com  
[www.flintedge.com](http://www.flintedge.com)

### **Float Spa**

Tel: +36 70 316 23 09  
Email: info@floatspa.com  
[www.floatspa.com](http://www.floatspa.com)

### **Floataway**

Tel: +44 1953 851 515  
Email: admin@floataway.com  
[www.floataway.com](http://www.floataway.com)

### **Floor Gres Ceramiche**

Tel: +390 536 840 111  
Email: info@floorgres.it  
[www.floorgres.it](http://www.floorgres.it)

### **Florence Roby Ltd**

Tel: +44 151 548 2228  
Email: nicky@uniformcollection.com  
[www.uniformcollection.com](http://www.uniformcollection.com)

### **Forest Secrets Skincare**

Email: info@forestsecretsskincare.com  
[www.forestsecretsskincare.com](http://www.forestsecretsskincare.com)

### **Forlle'd Inc**

Email: info@forlle-d.com  
[www.forlled.com](http://www.forlled.com)

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### **Foster & Partners**

Tel: +44 20 7738 0455  
Email: enquiries@fosterandpartners.com  
[www.fosterandpartners.com](http://www.fosterandpartners.com)

### **Fox Linton**

Tel: +44 20 7368 7700  
Email: info@foxlinton.com  
[www.foxlinton.com](http://www.foxlinton.com)

### **Fragrant Earth Co Ltd**

Tel: +44 1458 831 216  
Email: sales@fragrant-earth.co.uk  
[www.fragrant-earth.co.uk](http://www.fragrant-earth.co.uk)

### **Francis & Alexander**

Tel: +1 707 637 6968  
Email: peggy@resource4spas.com  
[www.francisandalexander.com](http://www.francisandalexander.com)

### **Franke Aquarotter GmbH**

Tel: +49 3378 818-0  
[www.franke.com/content/watersystems/main/en/home.html](http://www.franke.com/content/watersystems/main/en/home.html)

### **Franke GmbH**

Tel: +43 5574 67 35 0  
Email: fah-info@franke.com  
[www.franke.com](http://www.franke.com)

### **Franz Kaldewei GmbH & Co Kg**

Tel: +49 2382 785 0  
Email: info@kaldewei.de  
[www.kaldewei.de](http://www.kaldewei.de)

### **Fratelli Fantini SpA**

Tel: +390 322 918 411  
Email: fantini@fantini.it  
[www.fantini.it](http://www.fantini.it)

### **FreeMotion Fitness**

Tel: +1 435 786 2900  
Email: customerservice@freemotionfitness.com  
[www.freemotionfitness.com](http://www.freemotionfitness.com)

### **Futuresse Spa GmbH**

Tel: +49 7221 688 428  
Email: info@futuresse.de  
[www.futuresse.de](http://www.futuresse.de)

### **Gaiam Inc**

Tel: +1 877 989 6321  
[www.gaiam.com](http://www.gaiam.com)

### **Gallotti & Radice SRL**

Tel: +390 31 777 111  
[www.gallottiradice.it](http://www.gallottiradice.it)

### **Gandia Blasco**

Tel: +34 96 291 13 20  
Email: info@gandiablasco.com  
[www.gandiablasco.com](http://www.gandiablasco.com)

### **Gantner Electronic GmbH**

Tel: +43 5556 73784-0  
Email: info@gantner.com  
[www.gantner.com](http://www.gantner.com)

### **Gap MuSic**

Tel: +44 1322 289 459  
Email: gapmusic@btinternet.com  
[www.gapmusic.co.uk](http://www.gapmusic.co.uk)

### **Gappt**

Tel: +44 20 7493 0333  
Email: support@gappt.com  
[www.gappt.com](http://www.gappt.com)

### **Gatineau**

Tel: +33 1 55 74 33 33  
[www.gatineau-paris.com](http://www.gatineau-paris.com)

### **Gazelli International**

Tel: +44 20 7581 4355  
Email: info@gazelli.co.uk  
[www.gazelliskincare.com](http://www.gazelliskincare.com)

### **Gemology Cosmetics**

Tel: +33 1 39 57 82 70  
[www.gemology.fr](http://www.gemology.fr)

### **Gentlemen's Tonic**

Tel: +44 20 7323 2393  
Email: sales@gentlemenstonic.co.uk  
[www.gentlemenstonic.co.uk](http://www.gentlemenstonic.co.uk)

### **GeoSpa GmbH**

Tel: +49 8031 90 895-0  
Email: info@geospa.de  
[www.geospa.de](http://www.geospa.de)

### **Gerrard International**

Tel: +44 20 8381 7793  
Email: info@gerrardinternational.com  
[www.gerrardinternational.com](http://www.gerrardinternational.com)

### **Germaine de Capuccini**

Tel: +34 96 554 70 70  
[www.germaine-de-capuccini.com](http://www.germaine-de-capuccini.com)

### **Gervasport**

Tel: +34 91 870 2343  
[www.gervasport.es](http://www.gervasport.es)

### **Gharieni Group Germany**

Tel: +49 2841 88300 50  
Email: info@gharieni.com  
[www.gharieni.com](http://www.gharieni.com)

### **Giffarine Skyline Laboratory and Health Care Co**

Tel: +66 2834 9222  
Email: enquiry@giffarinefactory.com  
[www.giffarinefactory.com](http://www.giffarinefactory.com)

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### Global Footprint Network

Tel: +1 510 839 8879  
Email: info@footprintnetwork.org  
[www.footprintnetwork.org](http://www.footprintnetwork.org)

### Global Halotherapy Solutions

Tel: +1 800 806 5422  
Email: info@halotherapysolutions.com  
[www.halotherapysolutions.com](http://www.halotherapysolutions.com)

### Global Project & Spa Advisory

Tel: +33 1 82 09 45 77  
Email: psaussay@globalspaadvisory.com  
[www.globalspaadvisory.com](http://www.globalspaadvisory.com)

### Global Wellness Summit

Tel: +1 212 716 1205  
Email: beatrice.hochegger@globalwellnesssummit.org  
[www.globalwellnesssummit.com](http://www.globalwellnesssummit.com)

### Gloster Furniture Ltd

Tel: +44 1454 631 976  
Email: contact@gloster.com  
[www.gloster.com](http://www.gloster.com)

### GMT Spas

Tel: +44 1244 629 252  
[www.gmtspas.com](http://www.gmtspas.com)

### GOCO Hospitality

Tel: +66 2 252 6288  
Email: info@gocohospitality.com  
[www.gocohospitality.com](http://www.gocohospitality.com)

### Graff

Tel: +1 800 954 4723  
[www.graff-faucets.com](http://www.graff-faucets.com)

### Gravity UK Ltd

Tel: +44 845 602 7485  
Email: greg@gravityuk.net  
[www.gravityuk.net](http://www.gravityuk.net)

### Green Biz

Tel: +1 510 550 8285  
Email: info@greenerworldmedia.com  
[www.greenbiz.com](http://www.greenbiz.com)

### The Green Guide

Tel: +1 813 979 6845  
[www.thegreenguide.com](http://www.thegreenguide.com)

### Green Lodging News

Tel: +1 440 243 2055  
Email: hasekcom@aol.com  
[www.greenlodgingnews.com](http://www.greenlodgingnews.com)

### Green Pages

Tel: +41 44 272 3479  
[www.eco-web.com](http://www.eco-web.com)

### Green Spa Network

Tel: +1 800 275 3045  
Email: info@greenspanetwork.org  
[www.greenspanetwork.org](http://www.greenspanetwork.org)

### Green Washing Index

Tel: +1 512 476 4368  
[www.greenwashingindex.com](http://www.greenwashingindex.com)

### GreenBlue

Tel: +1 434 817 1424  
Email: info@greenblue.org  
[www.greenblue.org](http://www.greenblue.org)

### Groupe GM

Tel: +33 1 49 65 63 63  
Email: gm@groupegm.com  
[www.groupegm.com](http://www.groupegm.com)

### Groupon

Tel: +1 877 788 7858  
[www.groupon.com](http://www.groupon.com)

### Grupo Kettal

Tel: +34 93 487 90 90  
Email: info@grupokettal.com  
[www.kettalgroup.com](http://www.kettalgroup.com)

### GSD Spa and Wellness Development Corporation

Tel: +632 624 1351  
Email: sales@globalspadevelopment.com  
[www.globalspadevelopment.com](http://www.globalspadevelopment.com)

### Guinot

Tel: +33 1 44 55 55 00  
[www.guinot.com](http://www.guinot.com)

### Gumnut Systems International

Tel: +61 2 80 114 780  
Email: sales@gumnutsoftware.com  
[www.gumnuts.com](http://www.gumnuts.com)

### Halomed UAB

Tel: +37 52 392591  
Email: info@halomed.com  
[www.halomed.com](http://www.halomed.com)

### Hamberger Flooring GmbH & Co KG

Tel: +49 8031 700 713  
[www.haro.com](http://www.haro.com)

### Hammamii

Tel: +971 522 388 713  
Email: info@neaumorinc.com  
[www.hammamii.com](http://www.hammamii.com)

### Hansa Metallwerke Ag

Tel: +49 711 1614 0  
Email: info@hansa.de  
[www.hansa.com](http://www.hansa.com)

### Hansgrohe Ag

Tel: +49 7836 510  
Email: info@hansgrohe.com  
[www.hansgrohe.com](http://www.hansgrohe.com)

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### **Happy Sauna**

Tel: +390 462 503023  
Email: info@happysauna.it  
[www.happysauna.it](http://www.happysauna.it)

### **Harley Street Cosmetic Ltd**

Tel: +44 20 7612 4530  
Email: cuross@harleystreetcosmetic.com  
[www.harleystreetcosmetic.com](http://www.harleystreetcosmetic.com)

### **Harnn**

Tel: +662 664 8009  
Email: info@tichaa.com  
[www.harnn.com](http://www.harnn.com)

### **Harveys**

Tel: +44 161 624 9535  
Email: info@harveys.co.uk  
[www.harveys.co.uk](http://www.harveys.co.uk)

### **Hawaiian Body Products LLC**

Tel: +1 808 959 2358  
Email: info@hawaiianbodyproducts.com  
[www.hawaiianbodyproducts.com](http://www.hawaiianbodyproducts.com)

### **Hawley International**

Tel: +61 2 9317 2980  
Email: info@hawley.net.au  
[www.hawley.net.au](http://www.hawley.net.au)

### **HBA/Hirsch Bedner Associates**

Tel: +1 404 873 4379  
Email: atlanta@hbadesign.com  
[www.hba.com](http://www.hba.com)

### **He-Shi Enterprises**

Tel: +44 845 301 1060  
Email: info@he-shi.eu  
[www.he-shi.eu](http://www.he-shi.eu)

### **Healing Co Ltd**

Tel: +81 997 46 2876  
Email: overseas@healing-relax.com  
[www.healing-relax.com](http://www.healing-relax.com)

### **Healing Earth**

Tel: +27 861 432 784  
Email: info@healingearth.co.za  
[www.healingearth.co.za](http://www.healingearth.co.za)

### **Heaven Health & Beauty**

Tel: +44 1952 462 505  
Email: sales@heavenskincare.com  
[www.heavenbydeborahmitchell.co.uk](http://www.heavenbydeborahmitchell.co.uk)

### **Helmsman**

Tel: +44 1284 727 600  
[www.helmsman.co.uk](http://www.helmsman.co.uk)

### **Helo Germany**

Tel: +49 5686 998 122  
Email: patrick.bolte@helo-sauna.de  
[www.helo-sauna.de](http://www.helo-sauna.de)

### **Hepburn Wellness Group**

Tel: +61 3 5321 6000  
Email: admin@hepburnbathhouse.com  
[www.hepburnwellness.com](http://www.hepburnwellness.com)

### **Heritage Healers**

Tel: +61 2 9905 2136  
[www.heritagehealers.com](http://www.heritagehealers.com)

### **HFD Spa (Health Fitness Dynamics)**

Tel: +1 954 942 0049  
Email: hfd@hfdspa.com  
[www.hfdspa.com](http://www.hfdspa.com)

### **Himalayan Source**

Tel: +1 888 576 3525  
[www.himalayansource.com](http://www.himalayansource.com)

### **HKS Architects Inc**

Tel: +1 214 969 5599  
[www.hksinc.com](http://www.hksinc.com)

### **Hobe Pergh SRL**

Tel: +390 424 692 352  
Email: info@hobepergh.it  
[www.hobepergh.it](http://www.hobepergh.it)

### **Hoesch Design GmbH**

Tel: +49 24 22 540  
Email: info@hoesch.de  
[www.hoesch.de](http://www.hoesch.de)

### **Hommage**

Tel: +1 214 329 1300  
Email: sales@hommage.com  
[www.hommage.com](http://www.hommage.com)

### **Hora Sexta**

Tel: +39 080 307 23 28  
Email: contact@horasexta.it  
[www.horasexta.it](http://www.horasexta.it)

### **Horst Kirchberger Makeup Studio**

Tel: +49 89 22 37 84  
Email: info@horst-kirchberger.de  
[www.horst-kirchberger.de](http://www.horst-kirchberger.de)

### **Hospitality & Leisure Concepts**

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### **Howard Spa Consulting**

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### **HRS Hotel and Restaurant Systems**

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### Human Touch

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### Hungarian Wellness Mud

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### Ilcsi Beautifying Herbs

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### Illume

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### Image Skincare

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### Imagine Tile Inc

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### **Kimberly-Clark Professional**

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### **Kimia Skincare Ltd**

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[www.ozone-therapy.co.uk](http://www.ozone-therapy.co.uk)

### **P49 Deesign & Associates Co Ltd**

Tel: +66 2 652 2900 15  
[www.p49deesign.com](http://www.p49deesign.com)

### **P&A Engineering Ltd**

Tel: +852 2755 7182  
Email: paengineering@paengineeringltd.com  
[www.paengineeringltd.com](http://www.paengineeringltd.com)

### **PA Wellness Consultancy**

Tel: +852 2755 7182  
Email: info@pa-wellness.com  
[www.pa-wellness.com](http://www.pa-wellness.com)

### **Pai Skincare**

Tel: +44 20 8579 6213  
[www.paiskincare.com](http://www.paiskincare.com)

### **Panatta Sport**

Tel: +390 733 611 824  
Email: info@panattasport.it  
[www.panattasport.com](http://www.panattasport.com)

### **Pandhy's**

Tel: +36 23 560 04  
Email: info@pandhys.com  
[www.pandhys.com](http://www.pandhys.com)

### **Panpuri**

Tel: +66 2234 7888  
Email: info@panpuri.com  
[www.panpuri.com](http://www.panpuri.com)

### **Paradigm Shift**

Tel: +81 3 3553 0812  
Email: info@paradigm-shift.net  
[www.paradigm-shift.net](http://www.paradigm-shift.net)

### **Paramount Fitness Corp**

Tel: +1 323 721 2121  
Email: intsales@paramountfitness.com  
[www.paramountfitness.com](http://www.paramountfitness.com)

### **Parfums Givenchy**

Tel: +33 1 44 31 50 00  
Email: info@givenchy.fr  
[www.parfumsgivenchy.com](http://www.parfumsgivenchy.com)

### **Parmar and Parmar**

Tel: +44 845 450 7314  
Email: info@parmarandparmar.com  
[www.parmarandparmar.com](http://www.parmarandparmar.com)

### **Pasture Naturals Ltd**

Tel: +44 1202 330 022  
Email: info@pasturenaturals.com  
[www.pasturenaturals.com](http://www.pasturenaturals.com)

### **Payot**

Tel: +33 1 55 62 54 54  
Email: info@payot.fr  
[www.payot.com](http://www.payot.com)

### **PBI Spa Solutions**

Tel: +33 4 91 29 96 10  
Email: bruno.rebibou@pbifrance.com,  
[www.probeauticinstitut.com](http://www.probeauticinstitut.com)

### **Peak Pilates**

Tel: +1 800 925 3674  
Email: info@peakpilates.com  
[www.peakpilates.com](http://www.peakpilates.com)

### **Pebble & Co**

Tel: +44 20 3598 6129  
Email: tori.snowball@pebbleandco.co.uk  
[www.pebbleandco.co.uk](http://www.pebbleandco.co.uk)

For a breakdown of products and services by type, turn to our Product Selector on p335

### **Pedicure Bowls**

Tel: +1 604 601 2028  
Email: info@pedicurebowls.com  
[www.pedicurebowls.com](http://www.pedicurebowls.com)

### **Penguin Pools**

Tel: +44 1626 833 327  
Email: mail@penguinpools.co.uk  
[www.penguinpools.co.uk](http://www.penguinpools.co.uk)

### **Perron Rigot**

Tel: +44 20 7512 0872  
[www.perron-rigot.co.uk](http://www.perron-rigot.co.uk)

### **Peter Muller**

Tel: +61 2 9241 2010  
[www.petermuller.org](http://www.petermuller.org)

### **Peter Thomas Roth**

Tel: +1 212 581 5800  
[www.peterthomasroth.com](http://www.peterthomasroth.com)

### **Pevonia International LLC**

Tel: +1 386 254 1967  
Email: pevoniam@pevoniam.com  
[www.pevoniam.com](http://www.pevoniam.com)

### **Physical Company Ltd**

Tel: +44 1494 769 222  
Email: sales@physicalcompany.co.uk  
[www.physicalcompany.co.uk](http://www.physicalcompany.co.uk)

### **Physician Endorsed**

Tel: +1 954 318 6060  
Email: style@physicianendorsed.com  
[www.physicianendorsed.com](http://www.physicianendorsed.com)

### **Physiotherapie Generale France**

Tel: +33 5 53 93 04 25  
Email: info@g5concept.com  
[www.g5cellutec.com](http://www.g5cellutec.com)

### **Physiotherm GmbH Thaur**

Tel: +43 5223 54777  
[www.physiotherm.com](http://www.physiotherm.com)

### **Phytomer**

Tel: +33 2 23 18 31 63  
Email: commercial@phytomer.com  
[www.phytomerpro.com](http://www.phytomerpro.com)

### **Phyt's**

Tel: +33 5 65 20 20 21  
Email: infos@phyts.com  
[www.phyts.com](http://www.phyts.com)

### **Piscine Laghetto**

Tel: +390 372 819 411  
Email: info@piscinelaghetto.com  
[www.piscinelaghetto.com](http://www.piscinelaghetto.com)

### **Pilates Foundation**

Tel: +44 7071 781 859  
Email: admin@pilatesfoundation.com  
[www.pilatesfoundation.com](http://www.pilatesfoundation.com)

### **Pilates Training Solutions**

Tel: +44 845 094 4916  
Email: belinda@pilates Trainingsolutions.co.uk  
[www.pilates Trainingsolutions.co.uk](http://www.pilates Trainingsolutions.co.uk)

### **Pinks Boutique**

Tel: +44 1332 204 804  
[www.pinksboutique.com](http://www.pinksboutique.com)

### **Pino GmbH**

Tel: +49 40 89 97 85 0  
[www.pinoshop.de](http://www.pinoshop.de)

### **Planika Fires**

Tel: +48 52 364 11 60  
Email: planika@planikafires.com  
[www.planikafires.com](http://www.planikafires.com)

### **Plank**

Tel: +1 617 241 6900  
Email: info@plankdesigns.com  
[www.plankdesigns.com](http://www.plankdesigns.com)

### **Plinth 2000**

Tel: +44 1449 767 887  
Email: sales@plinth2000.com  
[www.plinth2000.com](http://www.plinth2000.com)

### **Pôle Cosmétique**

Tel: +33 4 98 03 08 23  
[www.pole-cosmetique.fr](http://www.pole-cosmetique.fr)

### **Pollogen Ltd**

[www.pollogen.com](http://www.pollogen.com)

### **Popband**

[www.thepopband.com](http://www.thepopband.com)

### **Portcrl Spas**

Tel: +351 22 730 02 10  
Email: portcrl@portcrl.com  
[www.portcrl.com](http://www.portcrl.com)

### **Power Plate**

Tel: +44 20 7317 5000  
[www.powerplate.co.uk](http://www.powerplate.co.uk)

### **Precor**

Tel: +1 425 486 9292  
[www.precor.com](http://www.precor.com)

### **Premchit Prateap Na Thalung Ltd**

Tel: +66 2260 2915  
Email: premchit@experienceprechit.com  
[www.experienceprechit.com](http://www.experienceprechit.com)

### **Premedion**

Tel: +49 40 300322 310  
Email: y.moshref@premedion.de  
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Email: pressalit@pressalit.com  
[www.pressalit.com](http://www.pressalit.com)

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Tel: +44 1373 467 103  
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Tel: +49 8376 808 0  
Email: info@primavera-life.de  
[www.primaverallife.com](http://www.primaverallife.com)

### Priori

Tel: +1 804 743 9850  
[www.prioriskincare.com](http://www.prioriskincare.com)

### Private Label Music

Tel: +1 818 705 0800 x201  
[www.privatelabelmusic.com](http://www.privatelabelmusic.com)

### Priverus Software

Tel: +1 818 591 9142  
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[www.priverus.com](http://www.priverus.com)

### ProLight Aesthetics International

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[www.prolightaesthetics.com](http://www.prolightaesthetics.com)

### Promet Spa Design & Build

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Email: info@promet.com.tr  
[www.promet.com.tr](http://www.promet.com.tr)

### Proto-col

Tel: +44 844 472 0401  
Email: info@proto-col.com  
[www.proto-col.com](http://www.proto-col.com)

### ProVib International

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Email: info@provib.com  
[www.provib.com](http://www.provib.com)

### Pulse Fitness Solutions

Tel: +44 1260 294 600  
Email: info@pulsefitness.com  
[www.pulsefitness.com](http://www.pulsefitness.com)

### Pur Natural Skincare

Tel: +44 2920 552 691  
Email: sales@purskin.co.uk  
[www.purskincare.co.uk](http://www.purskincare.co.uk)

### Pure Altitude

Tel: +33 4 50 90 63 46  
[www.pure-altitude.com](http://www.pure-altitude.com)

### Pure Fiji

Tel: +679 337 3431  
Email: info@purefiji.com.fj  
[www.purefiji.com](http://www.purefiji.com)

### Pure Massage Spa Training Method®

Tel: +44 203 2909070  
Email: info@puremassage.com  
[www.puremassage.com](http://www.puremassage.com)

### Pure Pod

Tel: +61 2 6290 0127  
Email: info@purepod.com.au  
[www.purepod.com.au](http://www.purepod.com.au)

### Puretoes

Tel: +1 813 774 6903  
Email: sales@puretoes.com  
[www.puretoes.com](http://www.puretoes.com)

### Purex International Ltd

Tel: +44 1709 763 000  
Email: marketing@purex.co.uk  
[www.purex.co.uk](http://www.purex.co.uk)

### Purple Flame Aromatherapy

Tel: +44 1676 542 542  
Email: info@purpleflame.co.uk  
[www.purpleflame.co.uk](http://www.purpleflame.co.uk)

### Purus

Tel: +46 416 257 00  
Email: info@purus.se  
[www.purus.se](http://www.purus.se)

### Qetre

Tel: +390 35 691325  
[www.qetre.com](http://www.qetre.com)

### QMS Medicosmetics

Tel: +44 20 7730 8060  
Email: info@qmsmedicosmetics.com  
[www.qmsmedicosmetics.com](http://www.qmsmedicosmetics.com)

### Qosmedix

Tel: +1 631 242 3270  
[www.qosmedix.com](http://www.qosmedix.com)

### Quench Solutions Pty Ltd

Tel: +61 3 9786 7887  
[www.quenchshowers.com](http://www.quenchshowers.com)

### Quinix

Tel: +44 20 7795 8192  
Email: gareth.robinson@quinix.com  
[www.quinix.com](http://www.quinix.com)

### Raison d'Etre

Tel: +46 8 756 00 56  
Email: info@rdespas.com  
[www.raisondetrespas.com](http://www.raisondetrespas.com)

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### **Ramer Sponges**

Tel: +44 1252 845 292  
Email: info@ramer.ltd.uk  
[www.ramersponges.com](http://www.ramersponges.com)

### **Rare Tea Company Ltd**

Tel: +44 20 7681 0115  
[www.rareteacompany.com](http://www.rareteacompany.com)

### **Rock the Spa LLC**

Email: rockthespa@gmail.com  
[www.rockthespa.com](http://www.rockthespa.com)

### **Real Music**

Tel: +1 415 331 8273  
Email: realmusic@realmusic.com  
[www.realmusic.com](http://www.realmusic.com)

### **RealRyder International**

Tel: +1 800 976 6280  
Email: sean@realryder.com  
[www.realryder.com](http://www.realryder.com)

### **Red Cashew**

Tel: +1 818 284 7455  
Email: info@redcashew.com  
[www.redcashew.com](http://www.redcashew.com)

### **Red Flower**

Tel: +1 212 966 5301  
Email: shop@redflower.com  
[www.redflower.com](http://www.redflower.com)

### **Reefgrove Ltd**

Tel: +44 1423 565 036  
Email: enquiries@reefgrove.co.uk  
[www.reefgrove.co.uk](http://www.reefgrove.co.uk)

### **REM UK Ltd**

Tel: +44 1282 619 977  
Email: sales@rem.co.uk  
[www.rem.co.uk](http://www.rem.co.uk)

### **Ren Skincare**

Tel: +44 20 7724 2900  
Email: info@renskincare.com  
[www.renskincare.com](http://www.renskincare.com)

### **Repêchage Ltd**

Tel: +1 201 549 4200  
[www.repechage.com](http://www.repechage.com)

### **Resense Spa**

Tel: +41 22 316 0380  
Email: info@resensespas.com  
[www.resensespas.com](http://www.resensespas.com)

### **ResortSuite**

Tel: +1 416 259 0715  
Email: info@resortsuite.com  
[www.resortsuite.com](http://www.resortsuite.com)

### **Resources for Leisure Assets**

Tel: +43 1 71 728 445  
Email: contactus@resourcesforleisureassets.com  
[www.resourcesforleisureassets.com](http://www.resourcesforleisureassets.com)

### **Responsible Purchasing Network**

Tel: +1 866 776 1330  
[www.responsiblepurchasing.org](http://www.responsiblepurchasing.org)

### **Revolution Tea, LLC**

Tel: +1 888 321 4738  
[www.revolutiontea.com](http://www.revolutiontea.com)

### **Rice Force**

Tel: +81 3 5493 7065  
Email: world@riceforce.com  
[www.riceforce.net/en](http://www.riceforce.net/en)

### **Richard Haworth & Co Ltd**

Tel: +44 1204 702 300  
Email: info@richardhaworth.co.uk  
[www.richardhaworth.co.uk](http://www.richardhaworth.co.uk)

### **Richardson Sadeki**

Tel: +1 212 366 4118  
[www.rsdnyc.com](http://www.rsdnyc.com)

### **Ridgeway**

Tel: +44 1525 384 298  
Email: sales@ridgewayfm.com  
[www.ridgewayfm.com](http://www.ridgewayfm.com)

### **Rishi Tea**

Tel: +1 414 747 4001  
Email: websales@rishi-tea.com  
[www.rishi-tea.com](http://www.rishi-tea.com)

### **Rizzato Spa Consulting**

Tel: +49 7542 946 990  
[www.spa-consulting.com](http://www.spa-consulting.com)

### **RKF Luxury Linen**

Tel: +33 3 39 03 41 20  
Email: rkf@rkf.fr  
[www.rkf.fr](http://www.rkf.fr)

### **Robert Buelteman Studio**

Tel: +1 615 728 1010  
Email: info@buelteman.com  
[www.buelteman.com](http://www.buelteman.com)

### **Robert D Henry Architects**

Tel: +1 212 533 4145  
Email: info@rdh-architects.com  
[www.rdh-architects.com](http://www.rdh-architects.com)

### **Roberti Rattan srl**

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Email: info@robertirattan.com  
[www.robertirattan.com](http://www.robertirattan.com)

### **The Robeworks Inc**

Tel: +1 213 748 1471  
Email: therobeworks@therobeworks.com  
[www.robeworks.com](http://www.robeworks.com)

### Rodial Ltd

Tel: +44 20 7351 1720  
Email: info@rodial.co.uk  
[www.rodial.co.uk](http://www.rodial.co.uk)

### Roja Dove

Tel: +44 1273 827 430  
[www.rojadove.com](http://www.rojadove.com)

### Rugged Interactive

Tel: +44 1726 981 123  
Email: hello@rugged-interactive.co.uk  
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### Russie Blanche

Tel: +33 1 40 70 16 49  
Email: jlemigova@russieblanche.com  
[www.russieblanche.com](http://www.russieblanche.com)

### Rythms by Design

Tel: +44 7975 584 753  
Email: info@rythmsbydesign.com

### Saach Organics

Email: info@saachorganics.com  
[www.saachorganics.com](http://www.saachorganics.com)

### Saakalya Collection

Tel: +65 6698 6637  
Email: info@saakalya.com  
[www.saakalya.com](http://www.saakalya.com)

### Sacred Currents

Tel: +1 212 410 1832  
Email: judith@sacredcurrents.com  
[www.sacredcurrents.com](http://www.sacredcurrents.com)

### SafeTIC

Tel: +1800 33 68 42  
[www.safetic.ie](http://www.safetic.ie)

### Salamander Lifestyle Pte Ltd

Tel: +65 6336 7670  
Email: farida@salamanderspa.net  
[www.salamanderspa.net](http://www.salamanderspa.net)

### Salon Ambience

Tel: +390 522 276 755  
Email: internationalsales@salonambience.com  
[www.salonambience.com](http://www.salonambience.com)

### Salon System

Tel: +44 20 8573 9907  
Email: professional@originaladditions.com  
[www.salonsystem.com](http://www.salonsystem.com)

### SalonBiz

Tel: +1 888 809 2802  
[www.salonbizsoftware.com](http://www.salonbizsoftware.com)

### Salonwear Direct

Tel: +44 871 524 0300  
Email: info@salonweardirect.co.uk  
[www.salonweardirect.co.uk](http://www.salonweardirect.co.uk)

### Salt Chamber

Tel: +1 561 244 9914  
Email: info@saltchamberinc.com  
[www.saltchamberinc.com](http://www.saltchamberinc.com)

### Salt of the Earth

Tel: +1 801 294 3101  
Email: info@saltearthspa.com  
[www.saltearthspa.com](http://www.saltearthspa.com)

### Saltability

Tel: +1 561 515 5142  
Email: ann@saltability.com  
[www.saltability.com](http://www.saltability.com)

### Salus Group

Tel: +48 501 403 272  
Email: salusgroup@salusgroup.pl  
[www.salusgroup.pl](http://www.salusgroup.pl)

### Samtosa Clothing

Tel: +1 514 571 7171  
Email: info@phrcanada.com  
[www.phrcanada.com](http://www.phrcanada.com)

### Samuel Heath & Sons PLC

Tel: +44 121 766 4200  
Email: info@samuel-heath.com  
[www.samuel-heath.co.uk](http://www.samuel-heath.co.uk)

### Sandalei

Tel: +1 562 626 9220  
Email: info@sandalei.com  
[www.sandalei.com](http://www.sandalei.com)

### Sanguine Hospitality

Tel: +44 (0)151 227 4800  
Email: team@sanguine.com  
[www.sanguine.com](http://www.sanguine.com)

### Sanipex Group

Tel: +971 4 3381375  
Email: info@sanipexdubai.com  
[www.sanipexdubai.com](http://www.sanipexdubai.com)

### Sanitas Skincare

Tel: +1 303 449 1875  
Email: info@sanitas-skincare.com  
[www.sanitas-skincare.com](http://www.sanitas-skincare.com)

### Sanitas Spa & Wellness

Tel: +90 212 326 4646 - 8040  
Email: info@thesanitas.com  
[www.thesanitas.com](http://www.thesanitas.com)

### Sasaki International Ltd

Tel: +44 1908 322 888  
[www.sasaki.co.uk](http://www.sasaki.co.uk)

### Sasy n Savy Pty Ltd

Tel: +61 2 9534 4077  
Email: info@sasynsavy.com.au  
[www.sasynsavy.com.au](http://www.sasynsavy.com.au)

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Email: info@saturnprojects.com  
[www.saturnprojects.com](http://www.saturnprojects.com)

### **Saunasella Oy**

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Email: info@saunasella.fi  
[www.saunasella.fi](http://www.saunasella.fi)

### **Saunex**

Tel: +1 877 772 8639  
Email: info@saunex.com  
[www.saunex.com](http://www.saunex.com)

### **SB Architects**

Tel: +1 415 673 8990  
Email: contactsf@sb-architects.com  
[www.sb-architects.com](http://www.sb-architects.com)

### **Scandle LLC**

Tel: +1 866 531 9916  
[www.scandlecandle.com](http://www.scandlecandle.com)

### **Scent Company**

Tel: +390 35 720 880  
Email: info@scentcompany.it  
[www.scentcompany.com](http://www.scentcompany.com)

### **Scentered**

Tel: +44 203 4881 461  
[www.scentered.me](http://www.scentered.me)

### **Scentys Fragrance Systems**

Tel: +33 1 55 43 75 30  
Email: commercia@presensia.com  
[www.scentys.com](http://www.scentys.com)

### **Scifit**

Tel: +1 918 359 2000  
Email: info@scifit.com  
[www.scifit.com](http://www.scifit.com)

### **Scrummi Spa**

Tel: +44 1732 617 610  
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[www.scrummispa.com](http://www.scrummispa.com)

### **Sedona Resorts**

Tel: +1 678 974 7270  
Email: info@sedona-resorts.com  
[www.sedona-resorts.com](http://www.sedona-resorts.com)

### **SelfOptima**

Tel: +1 408 912 1908  
Email: info@selfoptima.com  
[www.selfoptima.com](http://www.selfoptima.com)

### **Serena Spa**

Tel: +960 3313866  
Email: maldives@serenaspa.com  
[www.serenaspa.com](http://www.serenaspa.com)

### **Serene House International**

Tel: +886 2 8751 9681  
Email: service@serene-house.com  
[www.serene-house.com](http://www.serene-house.com)

### **Serralunga SRL**

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### **Seyo**

Tel: +49 40 688 920 480  
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### **Sha Holding GmbH**

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[www.sha-art.com](http://www.sha-art.com)

### **Shapemaster Toning Systems**

Tel: +44 1484 667 474  
Email: sales@shapemaster.co.uk  
[www.shapemaster.co.uk](http://www.shapemaster.co.uk)

### **Shea Terra Organics**

Tel: +1 877 427 6627  
Email: customerservice@sheaterraorganics.com  
[www.sheaterraorganics.com](http://www.sheaterraorganics.com)

### **Shenkha**

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Email: mseferian@me.com  
[www.spaconsultants.ae](http://www.spaconsultants.ae)

### **Shiseido Spa Dept**

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### **Shortcuts Software**

Tel: +1 866 678 7324  
[www.shortcuts.net](http://www.shortcuts.net)

### **Silhouet-Tone Corporation**

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[www.silhouettone.com](http://www.silhouettone.com)

### **Siminetti**

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### **Simon Jersey**

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### **Simply Washrooms**

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Email: sales@simplywashrooms.co.uk  
[www.simplywashrooms.co.uk](http://www.simplywashrooms.co.uk)

### **Simulated Environment Concepts Inc**

Tel: +1 305 651 9200  
Email: allen@spacapsule.com  
[www.spacapsule.com](http://www.spacapsule.com)

### **Sirona**

Tel: +44 1254 239 900  
Email: enquiries@sironaspa.com  
[www.sironaspa.com](http://www.sironaspa.com)

### **Sismo Fitness International**

Tel: +33 1 49 08 02 50  
Email: contact@sismofitness.com  
[www.sismofitness.com](http://www.sismofitness.com)

### **Själ Skincare**

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Email: info@isjal.com  
[www.sjalskincare.com](http://www.sjalskincare.com)

### **Skin 2 Skin Care**

Tel: +1 877 754 6790  
Email: ken@skin2skincare.com  
[www.skin2skincare.com](http://www.skin2skincare.com)

### **Skin Authority**

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Email: info@skinauthority.com  
[www.skinauthority.com](http://www.skinauthority.com)

### **Skin for Life**

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[www.skinforlife.com](http://www.skinforlife.com)

### **Skinade**

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[www.skinade.com](http://www.skinade.com)

### **SkinCeuticals**

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[www.skinceuticals.com](http://www.skinceuticals.com)

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### **Slim Images Ltd**

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[www.slimimages.co.uk](http://www.slimimages.co.uk)

### **Smart Candle**

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Email: enquiries@smartcandle.co.uk  
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Email: contact@smithsofjersey.com  
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Email: info@softouchspa.com  
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### **Spa Bureau / Spa Development Group**

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Email: office@spadevelopment.ru  
[spabureau.com](http://spabureau.com) / [spadevelopment.ru](http://spadevelopment.ru)

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Email: answers@space-place.com  
[www.space-place.com](http://www.space-place.com)

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### **Spa Guide-n-Light**

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### Spabulous

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[www.sylviaplanninganddesign.com](http://www.sylviaplanninganddesign.com)

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[www.spasoft.com](http://www.spasoft.com)

### SpatecPro

Tel: +1 512 831 2726  
Email: [sbh@spatecpro.com](mailto:sbh@spatecpro.com)  
[www.spatecpro.com](http://www.spatecpro.com)

### SpaTree

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Email: [info@spieziaorganics.com](mailto:info@spieziaorganics.com)  
[www.madeforlifeorganics.com](http://www.madeforlifeorganics.com)

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[www.spiritmusicgroup.com](http://www.spiritmusicgroup.com)

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[www.sportsartfitness.com](http://www.sportsartfitness.com)

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[www.st-tropez.com](http://www.st-tropez.com)

### Star Trac

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Email: [sales@startrac.com](mailto:sales@startrac.com)  
[www.startrac.com](http://www.startrac.com)

### Star Wellness

Tel: +33 4 97 06 51 07  
[www.starwellness.com](http://www.starwellness.com)

### Starpool srl

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Email: [info@starpool.com](mailto:info@starpool.com)  
[www.starpool.com](http://www.starpool.com)

### Starvac Group

[www.starvac-group.com](http://www.starvac-group.com)

### Stas Doyer Hydrotherapie

Tel: +33 5 61 51 93 20  
Email: [info@stas-doyer.com](mailto:info@stas-doyer.com)  
[www.stas-doyer.com](http://www.stas-doyer.com)

### Steiner Leisure Ltd

[www.steinerleisure.com](http://www.steinerleisure.com)

### Steiner Spa Consulting

Tel: +603 7880 6588  
Email: [info@steinerspaconsulting.com](mailto:info@steinerspaconsulting.com)  
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### Steve Leung Designers Ltd

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Email: [sld@steveleung.com](mailto:sld@steveleung.com)  
[www.sldgroup.com](http://www.sldgroup.com)

### Stolle Service Ltd

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[www.stone-forest.co.uk](http://www.stone-forest.co.uk)

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### **Strategic Spa Solutions**

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Email: [dtrieste@strategicspa.com](mailto:dtrieste@strategicspa.com)  
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### **Stress & Motivation UK Ltd**

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[www.soundwavetherapy.co.uk](http://www.soundwavetherapy.co.uk)

### **Stretch Ceilings Ltd**

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### **The Sufferfest Pte**

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### **Supergoop**

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### **Swan/Svanen**

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### **Swiss Mountain Cosmetics GmbH**

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### Thalgo Spa Management

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Tel: +1 518 828 2854  
[www.tiossan.com](http://www.tiossan.com)

### **Tip Touch International**

Tel: +32 26 44 27 44  
Email: jean-guy@tiptouch.com  
[www.tiptouch.com](http://www.tiptouch.com)

### **Tisserand**

Tel: +44 1273 325 666  
Email: sales@tisserand.com  
[www.tisserand.com](http://www.tisserand.com)

### **TNG Wellness Management Solution**

Tel: +7 495 796 99 00  
Email: bszeccsenyi@tngworld.com  
[www.tngworld.com](http://www.tngworld.com)

### **Tonon & C SpA**

Tel: +390 432 740740  
[www.tononitalia.com](http://www.tononitalia.com)

### **Topaz Consulting**

Tel: +44 1268 745 892  
Email: info@topazconsulting.net  
[www.topazconsulting.net](http://www.topazconsulting.net)

### **Toskanaworld**

Tel: +49 3 64 61 / 91826  
Email: sekretariat@toskanaworld.net  
[www.toskanaworld.net](http://www.toskanaworld.net)

### **Total Environment Centre**

Tel: +61 2 9261 3437  
[www.tec.org.au](http://www.tec.org.au)

### **Totally UK**

Tel: +44 845 600 0203  
[www.totallyuk.com](http://www.totallyuk.com)

### **TouchAmerica**

Tel: +1 800 678 6824  
Email: info@touchamerica.com  
[www.touchamerica.com](http://www.touchamerica.com)

### **Trautwein GmbH**

Tel: +49 76 41 46 77 30  
Email: info@trautwein-gmbh.com  
[www.trautwein-gmbh.com](http://www.trautwein-gmbh.com)

### **Treatwell**

Tel: +44 330 100 3515  
Email: supply@treatwell.co.uk  
[www.treatwell.com](http://www.treatwell.com)

### **Trend Group**

[www.trend-group.com](http://www.trend-group.com)

### **Tri-Dosha Ltd**

Tel: +44 20 8566 1498  
Email: info@tri-dosha.co.uk  
[www.tri-dosha.co.uk](http://www.tri-dosha.co.uk)

### **Trilogy Spa Ventures**

Tel: +1 212 874 5649  
Email: info@trilogyspaventures.com  
[www.trilogyspaventures.com](http://www.trilogyspaventures.com)

### **Trixter Europe Ltd**

Tel: +44 844 979 4567  
Email: eusales@trixter.net  
[www.trixter.net](http://www.trixter.net)

### **Tropical Science Center**

Tel: +506 2253 3267  
Email: cct@cct.or.cr  
[www.cct.or.cr](http://www.cct.or.cr)

### **True Fitness Technology**

Tel: +1 800 426 6570  
Email: info@truefitness.com  
[www.truefitness.com](http://www.truefitness.com)

### **Tru Fragrance**

Tel: +1 630 590 5836  
[www.trufragrance.com](http://www.trufragrance.com)

### **Tumiturbi**

Tel: +39 348 38 61 346  
Email: mariella.maiorano@tumiturbi.it  
[www.tumiturbi.it](http://www.tumiturbi.it)

### **Twyford Bathrooms**

Tel: +44 1270 879 777  
Email: twyford.sales@twyfordbathrooms.com  
[www.twyfordbathrooms.com](http://www.twyfordbathrooms.com)

### **Tylö Ab**

Tel: +46 35 299 00 00  
Email: info@tylo.se  
[www.tylo.com](http://www.tylo.com)

### **U International Ltd**

Tel: +44 1256 701 788  
Email: info@men-u.co.uk  
[www.men-u.co.uk](http://www.men-u.co.uk)

### **The Ultimate Sauna Company Ltd**

Tel: +44 1933 303 077  
Email: service@theultimatesauna.co.uk  
[www.theultimatesauna.co.uk](http://www.theultimatesauna.co.uk)

### **Ultrasun International BV**

Tel: +31 74 291 22 15  
Email: info@ultrasun.nl  
[www.ultrasun.nl](http://www.ultrasun.nl)

### **Unbescheiden GmbH**

Tel: +49 7221 9 53 40  
Email: info@unbescheiden.com  
[www.unbescheiden.com](http://www.unbescheiden.com)

### **Under a Tree Health & Wellness Consulting**

Tel: +1 520 400 5799  
Email: amy@underatree.com  
[www.underatree.com](http://www.underatree.com)

### **Under the Canopy**

Tel: +1 561 955 9311  
Email: info@underthecanopy.com  
[www.underthecanopy.com](http://www.underthecanopy.com)

### **Unite Eurotherapy**

Tel: +1 888 957 5372  
Email: info@uniteeurotherapy.com  
[www.uniteeurotherapy.com](http://www.uniteeurotherapy.com)

### **Universal Companies Inc**

Tel: +1 800 558 5571  
Email: info@universalcompanies.com  
[www.universalcompanies.com](http://www.universalcompanies.com)

### **Universal Essences**

Tel: +44 870 062 0206  
Email: belinda@universalesences.com  
[www.universalesences.com](http://www.universalesences.com)

### **Uspa**

Tel: +61 3 9596 0522  
Email: info@uspa.com.au  
[www.uspaimmersion.com](http://www.uspaimmersion.com)

### **Vacuactivus**

Email: sales@vacuactivus.com  
[www.vacuactivus.com](http://www.vacuactivus.com)

### **Vagheggi Phytocosmetici**

Tel: +39 0444 639600  
[www.vagheggi.com](http://www.vagheggi.com)

### **Van de Sant**

[www.vandesant.com](http://www.vandesant.com)

### **Vanessa Gallinaro**

Tel: +44 20 7828 1485  
Email: info@vanessa-gallinaro.com  
[www.vanessa-gallinaro.com](http://www.vanessa-gallinaro.com)

### **Vani-T Pty Ltd**

Tel: +61 8 8381 0000  
Email: info@vani-t.com  
[www.vani-t.com](http://www.vani-t.com)

### **Vasper**

Tel: +1 808 679 1268  
Email: infohi@vasper.com  
[www.vasper.com](http://www.vasper.com)

### **Vendor International BV**

Tel: +31 13 578 66 90  
Email: info@vendorinternational.com  
[www.vendorinternational.com](http://www.vendorinternational.com)

### **Vera Iconica Architecture**

Tel: +1 307 201 1642  
Email: info@veraiconicaarchitecture.com  
[www.veraiconicaarchitecture.com](http://www.veraiconicaarchitecture.com)

### **VersaClimber USA**

Tel: +1 714 850 9716  
Email: email@heartrateinc.com  
[www.versaclimber.com](http://www.versaclimber.com)

### **Vi Spa Experience Rooms**

Tel: +44 1257 451 666  
[www.vi-spa.co.uk](http://www.vi-spa.co.uk)

### **Vibrogym UK**

Tel: +44 20 7272 0770  
Email: info@react-fitness.com  
[www.vibrogym.com](http://www.vibrogym.com)

### **Victoria Moore Ltd**

Tel: +44 7525 812 275  
Email: victoria@victoriamoore.eu  
[www.victoria-moore.eu](http://www.victoria-moore.eu)

### **Vidarium by LivinGlobe**

Tel: +49 89 3229 9850  
Email: contact@livinglobe.com  
[www.livinglobe.com](http://www.livinglobe.com)

### **Vinoble Cosmetics**

Tel: +43 3456 500 10  
Email: office@vinoble-cosmetics.com  
[www.vinoble-cosmetics.at](http://www.vinoble-cosmetics.at)

### **Viora Inc**

[www.vioramed.com](http://www.vioramed.com)

### **Visage Pro USA**

Tel: +1 855 803 8161  
[www.visageprousa.com](http://www.visageprousa.com)

### **Vital Tech**

Tel: +33 (0) 185 732 920  
Email: commercial@vitaltech-france.com  
[www.vitaltech-france.com](http://www.vitaltech-france.com)

### **Vita Liberata**

Tel: +44 28 9334 4411  
Email: enquiries@vitaliberata.com  
[www.vitaliberata.com](http://www.vitaliberata.com)

### **Vital Tech**

Tel: +33 (0) 185 732 920  
[www.vitaltech-france.com](http://www.vitaltech-france.com)

### **VitaMan Pty Ltd**

Tel: +61 2 9725 6994  
Email: info@vitaman.com.au  
[www.vitaman.com.au](http://www.vitaman.com.au)

### **Voelker Gray Design**

Tel: +1 949 651 0300  
Email: john@voelkergraydesign.com  
[www.voelkergraydesign.com](http://www.voelkergraydesign.com)

For a breakdown of products and services by type, turn to our Product Selector on p335

### **Voya**

Tel: +353 71 916 1872  
Email: sales@voya.ie  
[www.voya.ie](http://www.voya.ie)

### **Vulsini**

Tel: +44 20 8816 8161  
Email: info@vulsini.com  
[www.vulsini.net](http://www.vulsini.net)

### **Wala Heilmittel GmbH**

Tel: +49 71 64 930 0  
Email: info@wala.de  
[www.wala.de](http://www.wala.de)

### **Washroom Washroom Ltd**

Tel: +44 845 470 3000  
Email: contact@washroom.co.uk  
[www.washroom.co.uk](http://www.washroom.co.uk)

### **Water Footprint Network**

Tel: +31 53 489 4320  
Email: info@waterfootprint.org  
[www.waterfootprint.org](http://www.waterfootprint.org)

### **Water-to-Go Ltd**

Tel: +44 1582 841 412  
[www.watertogo.eu](http://www.watertogo.eu)

### **WaterRower UK**

Tel: +44 20 8749 9090  
Email: support@waterrower.co.uk  
[www.waterrower.co.uk](http://www.waterrower.co.uk)

### **WebRacing**

Tel: +44 1342 315 933  
Email: info@webracing.co.uk  
[www.webracing.co.uk](http://www.webracing.co.uk)

### **Weil Lifestyle LLC**

[www.drweil.com](http://www.drweil.com)

### **Weleda International**

Tel: +41 61 705 21 21  
[www.weleda.com](http://www.weleda.com)

### **Wellmondo**

Tel: +49 89 3890 28 54  
Email: info@wellmondo.de  
[www.wellmondo.de](http://www.wellmondo.de)

### **Wellness Business Consultancy UK**

Tel: +44 788 525 5887  
[www.kislifestyle.co.uk](http://www.kislifestyle.co.uk)

### **Wellness&Spa Solutions**

Tel: +39 0462 502170  
Email: info@spa-solutions.me  
[www.spa-solutions.me](http://www.spa-solutions.me)

### **The Wellness**

Tel: +971 4362 9625  
Email: office@thewellness.ae  
[www.thewellness.ae](http://www.thewellness.ae)

### **Wellness UK**

Tel: +44 7732 540749  
Email: info@wellness-uk.com  
[www.wellness-uk.com](http://www.wellness-uk.com)

### **Werner Dosiertechnik GmbH & Co KG**

Tel: +49 82 72/9 86 97 0  
Email: info@werner-dosiertechnik.de  
[www.werner-dosiertechnik.de](http://www.werner-dosiertechnik.de)

### **Wheway Lifestyle International**

Tel: +44 1494 758 058  
Email: info@whewaylifestyle.com  
[www.whewaylifestyle.com](http://www.whewaylifestyle.com)

### **Wild Earth Pvt Ltd**

Tel: +977 1 437 41 78  
Email: info@wildearthnepal.com  
[www.wildearthnepal.com](http://www.wildearthnepal.com)

### **Wimberly Allison Tong & Goo**

Tel: +1 808 521 8888  
[www.watg.com](http://www.watg.com)

### **Wisdom of Africa**

Tel: +27 83 266 5615  
Email: enquiries@wisdomcosmetics.com  
[www.wisdomcosmetics.com](http://www.wisdomcosmetics.com)

### **Woodway GmbH**

Tel: +49 7621 94 09 99 0  
Email: info@woodway.de  
[www.woodway.de](http://www.woodway.de)

### **World Business Council for Sustainable Development**

Tel: +41 22 839 3100  
Email: info@wbcsd.org  
[www.wbcsd.org](http://www.wbcsd.org)

### **World Green Building Council**

Tel: +1 289 268 3900  
Email: info@worldgbc.org  
[www.worldgbc.org](http://www.worldgbc.org)

### **World Resources Institute**

Tel: +1 202 729 7600  
[www.wri.org](http://www.wri.org)

### **WTS International**

Tel: +1 301 761 5803  
Email: svpdevelopment@wtsinternational.com  
[www.wtsinternational.com](http://www.wtsinternational.com)

### **Xeros Ltd**

Tel: +44 114 2699 656  
[www.xeroscleaning.com](http://www.xeroscleaning.com)

### **XPlan**

Tel: +31 113 253 280  
Email: info@dimmbizzcom  
[www.xplanonline.com](http://www.xplanonline.com)

### **Yamarama**

Tel: +44 20 7703 2901  
Email: info@yamarama.com  
[www.yamarama.com](http://www.yamarama.com)

### **Yeah Baby**

Tel: +1 480 785 0555  
Email: info@yeahbabypl.com  
[www.yeahbabypl.com](http://www.yeahbabypl.com)

### **Yemaya**

Tel: +33 5 59 31 51 80  
Email: contact@yemaya-fine-food.com  
[www.yemaya-the.com](http://www.yemaya-the.com)

### **Yoga Professionals**

Tel: +44 20 7689 2407  
Email: bookings@ymcafit.org.uk  
[www.yogaprofessionals.net](http://www.yogaprofessionals.net)

### **Yogamasti**

Tel: +44 7723 423 719  
Email: info@yogamasti.com  
[www.yogamasti.com](http://www.yogamasti.com)

### **Yon-Ka**

Tel: +33 1 41 19 56 56  
[www.yonka.com](http://www.yonka.com)

### **Yoo**

Tel: +44 20 7009 0100  
Email: info@yoo.com  
[www.yoo.com/designers/yoo-studio](http://www.yoo.com/designers/yoo-studio)

### **Youspa Srl**

Tel: +39 0543 1804894  
Email: support@youspa.eu  
[www.youspa.eu](http://www.youspa.eu)

### **Ytsara**

Tel: +66 2 656 7060 1  
Email: sale@ytsara.com  
[www.ytsara.com](http://www.ytsara.com)

### **Yum Skin Care Inc**

Tel: +1 604 279 5525  
Email: info@yumskincare.com  
[www.yumskincare.com](http://www.yumskincare.com)

### **Yves Rocher**

Tel: +44 870 049 2222  
[www.yves-rocher.co.uk](http://www.yves-rocher.co.uk)

### **Yvonne Gray Cosmetics**

Tel: +44 1491 639 400  
Email: sales@yvonne-gray.co.uk  
[www.yvonne-gray.co.uk](http://www.yvonne-gray.co.uk)

### **Z.Bigatti**

Tel: +1 651 489 2058  
[www.zbigatti.com](http://www.zbigatti.com)

### **Zeal Cosmetics Inc**

Tel: +81 6 6485 7222  
<http://zlc.jp/en/index.html>

### **Zdravoros**

Tel: +7 965 211 08 15  
Email: natalia@zdravoros.ru  
[www.zdravoros.ru](http://www.zdravoros.ru)

### **Zendals**

Tel: +1 973 584 0168  
Email: info@zendals.com  
[www.zendals.com](http://www.zendals.com)

### **Zenoti**

Tel: +1 877 481 7634  
Email: sales@zenoti.com  
[www.zenoti.com](http://www.zenoti.com)

### **Zen-sations**

Email: info@zen-sations.com  
[www.zen-sations.com](http://www.zen-sations.com)

### **Zensei**

Tel: +1 760 487 1316  
Email: info@zensei.com  
[www.zensei.com](http://www.zensei.com)

### **Zimmer Aesthetics**

Tel: +49 731 97 61 291  
Email: export@zimmer.de  
[www.zimmer-aesthetics.de](http://www.zimmer-aesthetics.de)

### **Zimmer MedizinSysteme**

Tel: +49 731 97 61 291  
Email: export@zimmer.de  
[www.zimmer.de](http://www.zimmer.de)

### **Zoki UK**

Tel: +44 121 766 7888  
[www.zokiuk.co.uk](http://www.zokiuk.co.uk)

### **Zoya**

Tel: +1 216 438 6363  
[www.zoya.com](http://www.zoya.com)

### **Zucchetti Rubinetteria SpA**

Tel: +390 322 954700  
[www.zucchettirub.it](http://www.zucchettirub.it)

### **Zynk Design**

Tel: +44 20 7467 7332  
Email: stavros@zynkdesign.com  
[www.zynkdesign.com](http://www.zynkdesign.com)

# Product Selector

Choose the category of product or service you need and you'll find relevant companies listed, along with key contact details. Other details, including phone, email and website can be found for each company in the Contact Book (on p292) and also online at [www.spa-kit.net](http://www.spa-kit.net)

## ACCESSORIES

**Bespoke Retail**  
[www.bespokesparetail.com](http://www.bespokesparetail.com)

**Bioline Jatò**  
[www.bioline-jato.com](http://www.bioline-jato.com)

**BuDhaGirl**  
[www.budhagirl.com](http://www.budhagirl.com)

**Eastern Vibration LLC**  
[www.easternvibration.com](http://www.easternvibration.com)

**Hammamii**  
[www.hammamii.com](http://www.hammamii.com)

**Lemonzest**  
[www.lemonzest.ch](http://www.lemonzest.ch)

**Majestic Towels**  
[www.majestictowels.co.uk](http://www.majestictowels.co.uk)

**Manatee Spa**  
[www.manateespa.com](http://www.manateespa.com)

**Moliabal**  
[www.moliabal.com](http://www.moliabal.com)

**Next2Skin**  
[www.next2skin.com.au](http://www.next2skin.com.au)

**Noel Asmar Group**  
[www.noelasmarpedicurebowls.com](http://www.noelasmarpedicurebowls.com)

**Popband**  
[www.thepopband.com](http://www.thepopband.com)

**Saakalya Collection**  
[www.saakalya.com](http://www.saakalya.com)

**Saltability**  
[www.saltability.com](http://www.saltability.com)

**Scentered**  
[www.scentered.me](http://www.scentered.me)

## ANTI-AGEING PRODUCTS

**Africology**  
[www.africology-sa.com](http://www.africology-sa.com)

**Ahava**  
[www.ahava.com](http://www.ahava.com)

**Alchimie Forever LLC**  
[www.alchimie-forever.com](http://www.alchimie-forever.com)

**Allure Africa**  
[www.allureafrica.com](http://www.allureafrica.com)

**Alqvimia SL**  
[www.alqvimia.com](http://www.alqvimia.com)

**Amala Inc**  
[www.amalabeauty.com](http://www.amalabeauty.com)

**Amra Skincare**  
[www.amraskincare.com](http://www.amraskincare.com)

**Anne Semonin**  
[www.annesemonin.com](http://www.annesemonin.com)

**AR457**  
[www.ar457.com](http://www.ar457.com)

**Aromatherapy Associates Ltd**  
[www.aromatherapyassociates.com](http://www.aromatherapyassociates.com)

**Aromatica**  
[www.aromatica.fi](http://www.aromatica.fi)

**Attirance**  
[www.attirance.com](http://www.attirance.com)

**Aveda**  
[www.aveda.com](http://www.aveda.com)

**Babor GmbH & Co Kg**  
[www.babor.com](http://www.babor.com)

**BeautyLab Ltd**  
[www.beautylab.co.uk](http://www.beautylab.co.uk)

**Biodroga Cosmetic GmbH**  
[www.biodroga.com](http://www.biodroga.com)

**Biola Organic Cosmetics**  
[www.biola-organics.com](http://www.biola-organics.com)

**Bioline Jatò**  
[www.bioline-jato.com](http://www.bioline-jato.com)

**Bliss**  
[www.blissworld.com](http://www.blissworld.com)

**Carita International**  
[www.carita.com](http://www.carita.com)

**Caudalie**  
[www.caudalie.com](http://www.caudalie.com)

**Chanticaillé**  
[www.chanticaillé.com](http://www.chanticaillé.com)

**Charme d'Orient**  
[www.charmedorient.com](http://www.charmedorient.com)

**Christina**  
[www.christina-cosmeceuticals.com](http://www.christina-cosmeceuticals.com)

**Cinq Mondes**  
[www.cinqmondes.com](http://www.cinqmondes.com)

**Circadia by Dr. Pugliese**  
[www.circadia.com](http://www.circadia.com)

**Clarins**  
[www.clarins.com](http://www.clarins.com)

**Collin**  
[fr.collinparis.com](http://fr.collinparis.com)

**Comfort Zone**  
[www.comfortzone.it](http://www.comfortzone.it)

**Cor LLC**  
[www.corsilver.com](http://www.corsilver.com)

**C'watre**  
[www.cwatre.com](http://www.cwatre.com)

**Daniela Steiner**  
[www.steiner cosmetics.com](http://www.steiner cosmetics.com)

**Daniele de Winter**  
[www.danieledewinter.com](http://www.danieledewinter.com)

**Darphin**  
[www.darphin.com](http://www.darphin.com)

**DDF Skincare**  
[www.ddfskincare.com](http://www.ddfskincare.com)

**Decléor**  
[www.decleor.com](http://www.decleor.com)

**Delicious!**  
[www.delicious-skin.com](http://www.delicious-skin.com)

**Dermalogica**  
[www.dermalogica.com](http://www.dermalogica.com)

**Dr Burgener**  
[www.drburgener.com](http://www.drburgener.com)

**DRV Phytolab**  
[www.drsva.com](http://www.drsva.com)

**Elemental Herbology**  
[www.elementalherbology.com](http://www.elementalherbology.com)

**Elemis**  
[www.elemis.com](http://www.elemis.com)

**Eleusian Skin Care**  
[www.eleusian.com.au](http://www.eleusian.com.au)

**Ella Baché**  
[www.ellabache.fr](http://www.ellabache.fr)

**Éminence Organic Skin Care**  
[www.eminenceorganics.com](http://www.eminenceorganics.com)

**Environ Skin Care Pty Ltd**  
[www.environ.co.za](http://www.environ.co.za)

**ESPA**  
[www.espaskincare.com](http://www.espaskincare.com)

**Eve Lom Ltd**  
[www.evelom.com](http://www.evelom.com)

**Eve Taylor (London) Ltd**  
[www.eve-taylor.com](http://www.eve-taylor.com)

**Finders International**  
[www.shopforspatrade.com](http://www.shopforspatrade.com)

## PRODUCTS & SERVICES

### ANTI-AGEING PRODUCTS

*continued*

#### FisioSphere

www.fisiosphere.it

#### Forlle'd Inc

www.forlled.com

#### Gatineau

www.gatineau-paris.com

#### Gaylia Kristensen

www.gayliakristensen.com.au

#### Gazelli International

www.gazelliskincare.com

#### Germaine de Capuccini

www.germaine-de-capuccini.com

#### Guinot

www.guinot.com

#### Harnn

www.harnn.com

#### Heaven Health & Beauty

www.heavenbydeborahmitchell.co.uk

#### Hobe Pergh SRL

www.hobepergh.it

#### Hora Sexta

www.horasexta.it

#### HydroPeptide

www.hydropeptide.com

#### Institut Esthederm

www.esthederm.com

#### Intraceuticals

www.intraceuticals.com

#### Julisis

www.julisis.com

#### Jurlique

www.jurlique.com.au

#### Kanebo Cosmetics Inc

www.kanebo-international.com

#### Katherine Daniels Cosmetics

www.katherinedanielscosmetics.com

#### Kerstin Florian

www.kerstinflorian.com

#### Kimia Skincare Ltd

www.kimia.co.uk

#### Klapp Cosmetics GmbH

www.klapp-cosmetics.com

#### KuuSh Pty Ltd

www.kuush.com.au

#### L Raphael

www.l-raphael.com

#### La Mer Corporate

www.cremedelamer.com/corporate

#### Laboratoire Remède

www.remede.com

#### Laboratoires Ingrid Millet SA

www.ingridmillet.com

#### Laboratoires La Prairie SA

www.laprairie.com

#### LaNatura

www.lanatura.com

#### Les Sens de Marrakech

www.lessensdemarrakech.com

#### Lira Clinical

www.liraclinical.com

#### Li'Tya

www.litya.com

#### L'Occitane

www.spa.loccitane.com

#### LPG Systems

www.lpgsystems.com

#### Lubatti

www.lubatti.co.uk

#### Luzern

www.luzernlabs.com

#### Luxsit Organic Care

www.luxsit.se

#### Macon Meerescosmetic

www.maconmeerescosmetic.de

#### Madara Cosmetics

www.madaracosmetics.com

#### Marine Beauty Care Ltd

www.marinebeautycare.co.uk

#### Matis Paris

www.matisparis.com

#### Mavala International SA

www.mavala.com

#### MBR Cosmetics

www.mbr-cosmetics.com

#### MCCM Medical Spa

www.mccmmedicalspa.com

#### MD Formulations

www.mdformulations.com

#### Melvita

www.melvita.com

#### Miriam Quevedo SL

www.miriamquevedo.com

#### Moor Spa International Ltd

www.moorspa.co.uk

#### My Blend

www.my-blend.com

#### Nannic Int

www.nannic.com

#### Natura Bissé Internacional SA

www.naturabisse.es

#### Neaumorinc

www.neaumorinc.com

#### Nimue Skin Technology

www.nimueskin.com

#### Nohem

www.nohem.com

#### Nu Skin

www.nuskin.com

#### Nude

www.nudeskincare.com

#### Ógra Skincare

www.ograskin.com

#### Omnisens Paris

www.omnisens.fr

#### Omorovicza

www.omorovicza.com

#### On Group

www.on-group.co.uk

#### The Organic Pharmacy

www.theorganicpharmacy.com

#### Payot

www.payot.com

#### Pevonia International LLC

www.pevonia.com

#### Phytomer

www.phytomerpro.com

#### Phyt's

www.phyts.com

#### Priori

www.prioriskincare.com

#### Pure Altitude

www.pure-altitude.com

#### QMS Medicosmetics

www.qmsmedicosmetics.com

#### REN Skincare

www.renskincare.com

#### Repêchage Ltd

www.repechage.com

#### Rice Force

www.riceforce.net/en

#### Rodial Ltd

www.rodial.co.uk

#### Sanitas Skincare

www.sanitas-skincare.com

#### Shiseido Spa Dept

www.shiseidospa.com

#### Skin 2 Skin Care

www.skin2skincare.com

#### Skin Authority

www.skinauthority.com

#### SkinCeuticals

www.skinceuticals.com

#### Sothys

www.sothys.com

#### Spa Technologies

www.spatechnologies.com

#### Subtle Energies

www.subtleenergies.com.au

#### Sundari

www.sundari.com

#### Swiss Mountain Cosmetics GmbH

www.niance.ch

#### Swiss Perfection

www.swissperfection.com

#### Temple Spa Ltd

www.templespa.com

#### Terraké

www.terrake.com

**Terres D'Afrique**

www.terres-dafrique.com

**Thalgo**

www.thalgo.com

**Thallon Laboratories**

www.thalion.com

**The Divine Company**

www.thedivinecompany.com

**Themae**

www.themae.fr

**TheraVine**

www.spaproducts.co.za

**Vagheggi Phytocosmetics**

www.vagheggi.com

**Vinoble Cosmetics**

www.vinoble-cosmetics.at

**Wisdom of Africa**

www.wisdomcosmetics.com

**Yon-Ka**

www.yonka.com

**Yves Rocher**

www.yves-rocher.co.uk

**AROMATHERAPY**

**Absolute Aromas**

www.absolute-aromas.com

**Alqvimia SL**

www.alqvimia.com

**Amala Inc**

www.amalabeauty.com

**Anakiri BioEnergetic Skin Care**

www.anakiri.com

**Aromapothecary**

www.aromapothecary.com

**Aromatherapy Associates Ltd**

www.aromatherapyassociates.com

**Aromatica**

www.aromatica.fi

**AromaWorks**

www.aroma-works.com

**Aveda**

www.aveda.com

**Biodroga Cosmetic GmbH**

www.biodroga.com

**Biossentials Ltd**

www.biossentials.com

**Botanicals Ltd**

www.botanicals.co.uk

**Caribbean Essentials**

www.caribbeanessentials.com

**Cinq Mondes**

www.cinqmondes.com

**Clarins**

www.clarins.com

**Comfort Zone**

www.comfortzone.it

**Daniele de Winter**

www.danieledewinter.com

**Darphin**

www.darphin.com

**Decléor**

www.decleor.com

**Delicious!**

www.delicious-skin.com

**Deserving Thyme Inc**

www.deservingthyme.com

**Elemental Herbology**

www.elementalherbology.com

**Elemis Ltd**

www.elemis.com

**Éminence Organic Skin Care**

www.eminenceorganics.com

**ES Skincare**

www.esskincare.co.uk

**ESPA**

www.espaskincare.com

**Eve Taylor (London) Ltd**

www.eve-taylor.com

**FisioSphere**

www.fisiosphere.it

**Fragrant Earth Co Ltd**

www.fragrant-earth.co.uk

**Germaine de Capuccini**

www.germaine-de-capuccini.com

**Giffarine Skyline Laboratory and Health Care Co**

www.giffarinefactory.com

**Guinot**

www.guinot.com

**Harnn**

www.harnn.com

**Heritage Healers**

www.heritagehealers.com

**I plus Q**

www.iplusq.com

**Josiane Laure**

www.josiane-laure.com

**Jurlique**

www.jurlique.com.au

**Kemitron**

www.kemitron.com

**Kerstin Florian**

www.kerstinflorian.com

**Klapp Cosmetics GmbH**

www.klapp-cosmetics.com

**KuuSh Pty Ltd**

www.kuush.com.au

**Laboratoires Camylle**

www.camylle.com

**Laboratory of Flowers**

www.labofflowers.com

**LaNatura**

www.lanatura.com

**Le Labo**

www.lelabofragrances.com

**Les Sens de Marrakech**

www.lessensdemarrakech.com

**Li'Tya**

www.litya.com

**L'Occitane**

www.spa.loccitane.com

**Matis Paris**

www.matisparis.com

**MoroccanOil**

www.moroccanoil.com

**Nectar Essences**

www.nectaressences.com

**Neom Luxury Organics**

www.neomorganics.com

**Pevonia International LLC**

www.pevonia.com

**Pino GmbH**

www.pinoshop.de

**Premchit Prateap Na Thalang Ltd**

www.experienceprechit.com

**Primavera**

www.primavera.co.uk

**Primavera Life GmbH**

www.primaverallife.com

**Purple Flame Aromatherapy**

www.purpleflame.co.uk

**Red Flower**

www.redflower.com

**REN Skincare**

www.renskincare.co

**Russie Blanche**

www.russieblanche.com

**Sasy n Savy Pty Ltd**

www.sasynsavy.com.au

**Scentered**

www.scentered.me

**Shiseido Spa Dept**

www.shiseidospa.com

**Sothys**

www.sothys.com

**Spa Technologies**

www.spatechnologies.com

**SpaDunya**

www.spadunya.com

**Spiezia Organics Ltd**

www.madeforlifeorganics.com

**Subtle Energies**

www.subtleenergies.com.au

**Tara Spa Therapy Inc**

www.taraspa.com

**Thalgo**

www.thalgo.com

**Thann-Oryza**

www.thann.info

**Tisserand**

www.tisserand.com

## PRODUCTS & SERVICES

### AROMATHERAPY *continued*

#### Tru Fragrance

www.trufrance.com

#### Universal Essences

www.universalessences.com

#### Vagheggi Phytocosmetics

www.vagheggi.com

#### Voya

www.voya.ie

#### Yon-Ka

www.yonka.com

#### Ytsara

www.ytsara.com

### AUDIO-VISUAL

#### AB Audio Visual Ltd

www.abaudiovisual.co.uk

#### Bose Ltd

www.bose.co.uk/business\_solutions

#### ClubCom UK

www.clubcom.co.uk

#### Fantaay

www.fantaay.com

#### Motion Waves

www.motion-waves.com

#### Real Music

www.realmusic.com

#### Sky-Skan Europe GmbH

www.skyskan.com

#### Vidarium by LivinGlobe

www.livinglobe.com

### BOOKING SYSTEMS

See computer systems/software

### CANDLES

#### Akhassa

www.akhassausa.com

#### Aroma Naturals

www.aromanaturals.com

#### AromaWorks

www.aroma-works.com

#### AtarNaive SRL

www.atarnaive.com

#### Attirance

www.attirance.com

#### Bamford Ltd

www.bamford.co.uk

#### Candle Impressions

www.candleimpressions.net

#### Cosmetic Horizons

www.cosmetic-horizons.com

#### Deco Candles

www.decocandles.net

#### Deserving Thyme Inc

www.deservingthyme.com

#### Er'go Candle

www.ergocandle.com

#### Eve Taylor (London) Ltd

www.eve-taylor.com

#### Hawaiian Body Products LLC

www.hawaiianbodyproducts.com

#### Illume

www.illumecandles.com

#### LaNatura

www.lanatura.com

#### Le Labo

www.llelabofragrances.com

#### Neom Luxury Organics

www.neomorganics.com

#### Red Flower

www.redflower.com

#### Saakalya Collection

www.saakalya.com

#### Scandle

www.scandlecandle.com

#### Scentered

www.scentered.me

#### Smart Candle

www.smartcandle.co.uk

#### Soy Delicious Candles

www.soydelicious.com

#### Tanamera Tropical Spa Products

www.tanamera.com.my

#### Temple Spa Ltd

www.templespa.com

#### Universal Essences

www.universalessences.com

#### Victoria Moore Ltd

www.victoria-moore.eu

### CERAMICS & TILING

#### Altaeco Spa

www.altaeco.com

#### Domus

www.domustiles.co.uk

#### Designworks Tiles

www.designworkstiles.com

#### Siminetti

www.siminetti.com

### CLOTHING FOR RETAIL

#### 90210 Organics

www.90210organics.com

#### Adidas Ag

www.adidas-group.com

#### Asquith London

www.asquithlondon.com

#### Blu Leisure Limited

www.bluleisure.co.uk

#### Blu Leisure Limited

www.bluleisure.co.uk

#### Daguas

www.daguas.it

#### DermaSilk

www.dermasilk.co.uk

#### Fashionizer Spa

www.fashionizerspa.com

#### Gaiam Inc

www.gaiam.com

#### Hucke Ag

www.venice-beach.com

#### Julianna Rae

www.juliannarae.com

#### Karen Neuberger

www.karenneuberger.com

#### Kashwére LLC

www.kashwereathome.com

#### Lytess

www.lytess.com

#### Mind in Motion

www.getyourmindinmotion.com

#### Noel Asmar Group

www.noelasmaruniforms.com

#### Physician Endorsed

www.physicianendorsed.com

#### Pure Pod

www.purepod.com.au

#### The Robeworks Inc

www.robeworks.com

#### Samtosa Clothing

www.phrcanada.com

#### Tao Freedom LLC

www.taofreedom.com

#### Telegraph Hill Robes

www.telegraphhill.com

#### Under the Canopy

www.underthecanopy.com

#### Zendals

www.zendals.com

### COMPUTER SYSTEMS/ SOFTWARE

#### ADN Informatique

www.adn-informatique.com

#### Agilysys (Europe) Ltd

www.agilysys.com/hospitality

#### Alacer

www.alacer.co.uk

#### Bobile

www.bobile.com

#### Book4time

www.book4time.com

#### Booker by MINDBODY

www.booker.com

#### Concept Software Systems

www.csscorporate.com

#### Digital Right Brain

www.salonpos.net

#### ESP Leisure

www.e-s-p.com

#### ESP Online

www.esponline.co.za

#### Ez-runner

www.ez-runner.com

**Fitbug Holdings PLC**  
www.fitbugholdings.com

**Fitech UK**  
www.fitech.co.uk

**Gappt**  
www.gappt.com

**Gumnut Systems International**  
www.gumnuts.com

**HRS Hotel and Restaurant Systems**  
www.hrs.ru

**IHost Hospitality**  
www.ihost-hospitality.com

**Instyle Fitness**  
www.instylefitness.co.uk

**Intelligenz Solutions**  
www.intelligenzsolutions.com

**Invotech Ltd**  
www.invotech.ie

**Micros Systems Inc**  
www.micros.com

**Millennium Systems International**  
www.millenniumsi.com

**Mindbody Inc**  
www.mindbodyonline.com

**Motionsoft Inc**  
www.motionsoft.net

**Omnico Group**  
www.omnicogroup.com

**Paradigm Shift**  
www.paradigm-shift.net

**Premier Software Solutions**  
www.premiersoftware.co.uk

**Priverus Software**  
www.priverus.com

**Quinyx**  
www.quinyx.com

**ResortSuite**  
www.resortsuite.com

**SalonBiz**  
www.salonbizsoftware.com

**SelfOptima**  
www.selfoptima.com

**Shortcuts Software**  
www.shortcuts.com.au

**SpaOne Software**  
www.spaone.com.au

**SpaSoft**  
www.spasoft.com

**TAC – The Assistant Company**  
www.tac.eu.com

**TAP Technology Co Ltd**  
www.tap10.com

**TNG Wellness  
Management Solution**  
www.tngworld.com

**XPlan**  
www.xplanonline.com

**Zenoti**  
www.zenoti.com

## CONSULTANCIES / CONTRACT MANAGEMENT

See p174

## COSMETICS/MAKE-UP

**Alchimie Forever LLC**  
www.alchimie-forever.com

**Allure Africa**  
www.allureafrica.com

**Alqvimia SL**  
www.alqvimia.com

**Artdeco**  
www.artdeco.org.uk

**Aveda**  
www.aveda.com

**Babor GmbH & Co Kg**  
www.babor.com

**Barielle**  
www.barielle.co.uk

**Beauty of Life**  
www.beautyoflife.ne

**Becca (London) Ltd**  
www.beccacosmetics.com

**Biodroga Cosmetic GmbH**  
www.biodroga.com

**Borghese Inc**  
www.borghesecosmetics.com

**Chanticaillé**  
www.chanticaillé.com

**Christopher Drummond Beauty**  
www.christopherdrummond.com

**Clarins**  
www.clarins.com

**Comfort Zone**  
www.comfortzone.it

**CND (Creative Nail Design)**  
www.cnd.com

**Daniel Sandler Ltd**  
www.danielsandler.com

**Darphin**  
www.darphin.com

**Ecrú New York**  
www.ecrunewyork.com

**Ella Baché**  
www.ellabache.fr

**Environ Skin Care Pty Ltd**  
www.environ.co.za

**Esse Cosmetic**  
www.essecosmetic.com

**Essential Wholesale**  
www.essentialwholesale.com

**Essie Cosmetics**  
www.essie.com

**Gemology Cosmetics**  
www.gemology.fr

**Gerrard International**  
www.gerrardinternational.com

**Germaine de Capuccini**  
www.germaine-de-capuccini.com

**Harley Street Cosmetic Ltd**  
www.harleystreetcosmetic.com

**Hawley International**  
www.hawley.net.au

**Horst Kirchberger Makeup Studio**  
www.horst-kirchberger.de

**Iredale Mineral Cosmetics**  
www.janeiredale.com

**Jessica Cosmetics International**  
www.jessicacosmetics.com

**Kanebo Cosmetics Inc**  
www.kanebo-international.com

**Kenneth Green Associates**  
www.kennethgreenassociates.co.uk

**Klapp Cosmetics GmbH**  
www.klapp-cosmetics.com

**Kroma**  
www.kromamakeup.com

**KuuSh Pty Ltd**  
www.kuush.com.au

**La Biosthétique**  
www.labiosthetique.com

**Laboratoires Ingrid Millet SA**  
www.ingridmillet.com

**Laboratoires La Prairie SA**  
www.laprairie.com

**Laboratori Royal**  
www.movie-cosmetics.it

**Ligne St Barth**  
www.lignestbarth.com

**LPG Systems**  
www.lpgsystems.com

**Madara Cosmetics Ltd**  
www.madara-cosmetics.lv

**Marie W**  
www.marie-w.de

**Mavala International SA**  
www.mavala.com

**Maystar**  
www.maystar.com

**MCCM Medical Spa**  
www.mccmmedicalspa.com

**MD Formulations**  
www.mdformulations.com

**Mei Kuai Cosmetics Co Ltd**  
www.meikuai.com.tw

**Miriam Quevedo SL**  
www.miriamquevedo.com

**Nannic Int**  
www.nannic.com

**Nars Cosmetics Inc**  
www.narscosmetics.com

**Natura Bissé Internacional SA**  
www.naturabisse.es

**Nouveau Beauty Group**  
www.nouveaulashes.co.uk

**OPI Products Inc**  
www.opi.com

## PRODUCTS & SERVICES

### COSMETICS/MAKE-UP

*continued*

#### Orly International Inc

www.orlybeauty.com

#### Parfums Givenchy

www.parfumsgivenchy.com

#### Phytomer

www.phytomerpro.com

#### Phyt's

www.phyts.com

#### Proto-col

www.proto-col.com

#### Rice Force

www.riceforce.net/en

#### Russie Blanche

www.russieblanche.com

#### QMS Medicosmetics

www.qmsmedicosmetics.com

#### Qosmedix

www.qosmedix.com

#### Ramer Sponges

www.ramersponges.com

#### REN Skincare

www.renskincare.co

#### Repêchage Ltd

www.repechage.com

#### Shiseido Spa Dept

www.shiseidospas.com

#### Sothys

www.sothys.com

#### Swiss Mountain Cosmetics GmbH

www.niance.ch

#### U International Ltd

www.men-u.co.uk

#### Vagheggi Phytocosmetici

www.vagheggi.com

#### VitaMan Pty Ltd

www.vitaman.com.au

#### Wisdom of Africa

www.wisdomcosmetics.com

#### Yvonne Gray Cosmetics

www.yvonne-gray.co.uk

#### Z.Bigatti

www.zbigatti.com

### CRYOTHERAPY

#### CryoAction Limited

www.cryoaction.com

#### Vacuactivus

www.vacuactivus.com

#### Zimmer MedizinSysteme

www.zimmer.de

### DENTAL DEVICES

#### Electro Medical Systems (EMS)

www.ems-company.com

#### Foreo AB

www.foreo.com

### DISTRIBUTORS

#### Ellisons

www.ellisons.co.uk

#### Beauty Express

www.beautyexpress.co.uk

#### Gerrard International

www.gerrardinternational.com

#### Louella Belle

www.louellabelle.co.uk

#### Natalie Roche Ltd

www.natalieroche.com

#### PBI Spa Solutions

www.probeauticinstitut.com

#### Spa Advocates

www.spaadvocates.com

#### Spa Vision

www.spavision.com

#### SpaEquip Inc

www.spaequip.com

#### Totally UK

www.totallyuk.com

#### Universal Companies Inc

www.universalcompanies.com

### DRINKS

#### Africology

www.africology-sa.com

#### Camellia's Tea House

www.camelliasteahouse.com

#### Conscious Water

www.consciouswater.com

#### Dragonfly Teas

www.dragonfly-teas.com

#### Emeyu

www.emeyu.com

#### Ikaati

www.ikaati.com

#### Labiomer

www.labiomer.com

#### LaGaia Hydraceuticals

www.lagaia.com.au

#### Mighty Leaf Tea Company

www.mightleaf.com

#### Premchit Prateap Na Thalang Ltd

www.experienceprechit.com

#### Rare Tea Company Ltd

www.rareteacompany.com

#### Revolution Tea

www.revolutiontea.com

#### Rishi Tea

www.rishi-tea.com

#### Skinade

www.skinade.com

#### Spa Universe

www.spauniverse.com.au/web/guest

#### Tea Forte

www.teaforte.com

#### Teapigs

www.teapigs.co.uk

#### Teatulia

www.teatulia.com

#### Thalgo

www.thalgo.com

#### Thann-Oryza

www.thann.info

#### Voya

www.voya.ie

#### Water-to-Go Ltd

www.watertogo.eu

#### Wellmondo

www.wellmondo.de

#### Yemaya

www.yemaya.the.com

#### Yves Rocher

www.yves-rocher.co.uk

### DRY FLOATATION

#### 4SeasonsSpa

www.4seasonsspa.com

#### Dalesauna Ltd

www.dalesauna.co.uk

#### Design for Leisure Ltd

www.designforleisure.com

#### GeoSpa GmbH

www.geospa.de

#### HydroCo

www.hydroco.com

#### Hydroconcept

www.hydro-concept-spa.com

#### HydroMassage

www.hydromassage.com

#### Iso Italia Group

www.isoitalia.com

#### Kurland/Haslauer GmbH

www.kurland.de

#### Lemi Group

www.lemi.it

#### Neoqi AS

www.neoqi.com

#### Nilo

www.nilo-beauty.com

#### SpatecPro

www.spatecpro.com

#### Stas Doyer Hydrotherapie

www.stas-doyer.com

#### Technodesign SRL

www.nuvolaitalia.it

#### Trautwein GmbH

www.trautwein-gmbh.com

#### Unbescheiden GmbH

www.unbescheiden.com



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Amazingly from Japanese rice



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## PRODUCTS & SERVICES

### ENERGY MANAGEMENT / ENVIRONMENTAL SERVICES

#### Australian Conservation Foundation

[www.acfonline.org.au](http://www.acfonline.org.au)

#### The Carbon Trust

[www.carbontrust.co.uk](http://www.carbontrust.co.uk)

#### Centre for Alternative Technology

[www.cat.org.uk](http://www.cat.org.uk)

#### Earth 911 for Business

[www.earth911.com](http://www.earth911.com)

#### EC3 Global

[www.ec3global.com](http://www.ec3global.com)

#### Eco Directory

[www.ecodirectory.com.au](http://www.ecodirectory.com.au)

#### Ecocert

[www.ecocert.com](http://www.ecocert.com)

#### Ecotrans

[www.ecotrans.de](http://www.ecotrans.de)

#### EMAS

[www.ec.europa.eu/environment/emas](http://www.ec.europa.eu/environment/emas)

#### Emirates Environmental Group

[www.eeg-uae.org](http://www.eeg-uae.org)

#### Energy Star

[www.energystar.gov](http://www.energystar.gov)

#### European Platform on

#### Life Cycle Assessment

[lct.jrc.ec.europa.eu](http://lct.jrc.ec.europa.eu)

#### Global Footprint Network

[www.footprintnetwork.org](http://www.footprintnetwork.org)

#### Green Biz

[www.greenbiz.com](http://www.greenbiz.com)

#### The Green Guide

[www.thegreenguide.com](http://www.thegreenguide.com)

#### Green Lodging News

[www.greenlodgingnews.com](http://www.greenlodgingnews.com)

#### Green Pages

[www.eco-web.com](http://www.eco-web.com)

#### Green Spa Network

[www.greenspanetwork.org](http://www.greenspanetwork.org)

#### Green Washing Index

[www.greenwashingindex.com](http://www.greenwashingindex.com)

#### GreenBlue

[www.greenblue.org](http://www.greenblue.org)

#### International Organization for Standardization

[www.iso.org](http://www.iso.org)

#### Leadership in Energy and Environmental Design (LEED)

[www.usgbc.org](http://www.usgbc.org)

#### LOHAS

[www.lohas.com](http://www.lohas.com)

#### National Resources Conservation Service

[www.nrcs.usda.gov](http://www.nrcs.usda.gov)

#### Responsible Purchasing Network

[www.responsiblepurchasing.org](http://www.responsiblepurchasing.org)

#### Swan/Svanen

[www.svanen.se](http://www.svanen.se)

#### TCO Development

[www.tcodevelopment.com](http://www.tcodevelopment.com)

#### Total Environment Centre

[www.tec.com.au](http://www.tec.com.au)

#### Tropical Science Center

[www.cct.or.cr](http://www.cct.or.cr)

#### Water Footprint Network

[www.waterfootprint.org](http://www.waterfootprint.org)

#### World Business Council for Sustainable Development

[www.wbcasd.org](http://www.wbcasd.org)

#### World Green Building Council

[www.worldgbc.org](http://www.worldgbc.org)

#### World Resources Institute

[www.wri.org](http://www.wri.org)

### FITNESS EQUIPMENT

#### Absolo Fitness Inc

[www.absolo.com](http://www.absolo.com)

#### Amer Sports UK & Ireland Ltd

[www.amersports.com](http://www.amersports.com)

#### Balance Master UK Ltd

[www.balancemaster.co.uk](http://www.balancemaster.co.uk)

#### Balanced Body®

[www.balancedbody.com](http://www.balancedbody.com)

#### Cardio Infrared Technologies

[www.biofit.com](http://www.biofit.com)

#### Ciclothe

[www.ciclothe.com](http://www.ciclothe.com)

#### Concept2 Ltd

[www.concept2.co.uk](http://www.concept2.co.uk)

#### CrossFit Inc

[www.crossfit.com](http://www.crossfit.com)

#### Cybox International Inc

[www.cyboxintl.com](http://www.cyboxintl.com)

#### EXF Perform Better Europe Ltd

[www.exf-fitness.com](http://www.exf-fitness.com)

#### Eleiko Sport Ab

[www.eleikosport.se](http://www.eleikosport.se)

#### Embedded Fitness BV

[www.embeddedfitness.nl/en/](http://www.embeddedfitness.nl/en/)

#### Ergo-Fit GmbH & Co Kg

[www.ergo-fit.de](http://www.ergo-fit.de)

#### Escape Fitness Ltd

[www.escapefitness.com](http://www.escapefitness.com)

#### Fitbug Holdings PLC

[www.fitbugholdings.com](http://www.fitbugholdings.com)

#### Fitter International Inc

[www.fitter1.com](http://www.fitter1.com)

#### Flexi-Sports UK

[www.flexi-bar.co.uk](http://www.flexi-bar.co.uk)

#### FreeMotion Fitness

[www.freemotionfitness.com](http://www.freemotionfitness.com)

#### Gaiam Inc

[www.gaiam.com](http://www.gaiam.com)

#### Gervasport

[www.gervasport.es](http://www.gervasport.es)

#### Hur

[www.hur.fi](http://www.hur.fi)

#### Hydro Physio

[www.hydrophysio.com](http://www.hydrophysio.com)

#### Indoor Cycling Group

[www.teamicg.com](http://www.teamicg.com)

#### Instyle Fitness

[www.instylefitness.co.uk](http://www.instylefitness.co.uk)

#### Johnson Health Tech UK Ltd

[www.jhtuk.co.uk](http://www.jhtuk.co.uk)

#### Jordan Fitness

[www.jordanfitness.co.uk](http://www.jordanfitness.co.uk)

#### Keiser

[www.keiser.com](http://www.keiser.com)

#### Le Velaqua Diffusion

[www.levelaqua.com](http://www.levelaqua.com)

#### Les Mills International

[www.lesmills.com](http://www.lesmills.com)

#### Life Fitness

[www.lifefitness.com](http://www.lifefitness.com)

#### Matrix Fitness UK

[www.matrixfitness.co.uk](http://www.matrixfitness.co.uk)

#### MedX Germany

[www.medxonline.co.uk](http://www.medxonline.co.uk)

#### MFsport GmbH Schloss Holte

[www.mf-sport.de](http://www.mf-sport.de)

#### Milon Industries GmbH

[www.milon.com](http://www.milon.com)

#### Multisensory Fitness Inc

[www.multisensoryfitness.com](http://www.multisensoryfitness.com)

#### Myzone Ltd

[www.myzone.org](http://www.myzone.org)

#### Nautilus Inc

[www.nautilusinc.com](http://www.nautilusinc.com)

#### Panatta Sport

[www.panattasport.com](http://www.panattasport.com)

#### Paramount Fitness Corp

[www.paramountfitness.com](http://www.paramountfitness.com)

#### Precor

[www.precor.com](http://www.precor.com)

#### Pulse Fitness Solutions

[www.pulsefitness.com](http://www.pulsefitness.com)

#### RealRyder International

[www.realryder.com](http://www.realryder.com)

#### Rugged Interactive

[www.rugged-interactive.com](http://www.rugged-interactive.com)

#### Scifit

[www.scifit.com](http://www.scifit.com)

#### Shapemaster Toning Systems

[www.shapemaster.co.uk](http://www.shapemaster.co.uk)

#### SportsArt Worldwide

[www.sportsartfitness.com](http://www.sportsartfitness.com)

#### Star Trac

[www.startrac.com](http://www.startrac.com)

#### The Sufferfest Pte

[www.thesufferfest.com](http://www.thesufferfest.com)

#### Technogym

[www.technogym.com](http://www.technogym.com)

**Teeter Hang Ups**

[www.inversioninternational.com](http://www.inversioninternational.com)

**Trixter Europe Ltd**

[www.trixter.net](http://www.trixter.net)

**True Fitness Technology**

[www.truefitness.com](http://www.truefitness.com)

**Vasper**

[www.vasper.com](http://www.vasper.com)

**VersaClimber USA**

[www.versaclimber.com](http://www.versaclimber.com)

**WaterRower UK**

[www.waterrower.co.uk](http://www.waterrower.co.uk)

**Webracing**

[www.webracing.co.uk](http://www.webracing.co.uk)

**Woodway GmbH**

[www.woodway.de](http://www.woodway.de)

**FLOATATION TANKS  
& POOLS**

**4SeasonsSpa**

[www.4seasonsspa.com](http://www.4seasonsspa.com)

**Barr + Wray**

[www.barrandwray.com](http://www.barrandwray.com)

**Bonasystems Europe Ltd**

[www.bonasystems.com](http://www.bonasystems.com)

**Cheshire Wellness UK**

[www.cheshirewellness.co.uk](http://www.cheshirewellness.co.uk)

**Finders International**

[www.shopforspatrade.com](http://www.shopforspatrade.com)

**Float Spa**

[www.floatspa.com](http://www.floatspa.com)

**Floataway**

[www.floataway.com](http://www.floataway.com)

**GeoSpa GmbH**

[www.geospa.de](http://www.geospa.de)

**Hydro Physio**

[www.hydrophysio.com](http://www.hydrophysio.com)

**Hydroconcept**

[www.hydro-concept-spa.com](http://www.hydro-concept-spa.com)

**Hydrotherm Ltd**

[www.hydrothermspa.com](http://www.hydrothermspa.com)

**I-sopod**

[www.i-sopod.com](http://www.i-sopod.com)

**Nola 7**

[www.nola7.com](http://www.nola7.com)

**Promet Spa Design & Build**

[www.promet.com.tr](http://www.promet.com.tr)

**Stas Doyer Hydrotherapie**

[www.stas-doyer.com](http://www.stas-doyer.com)

**Stretch Ceilings Ltd**

[www.strechceilings.co.uk](http://www.strechceilings.co.uk)

**Technodesign SRL**

[www.nuvolaitalia.it](http://www.nuvolaitalia.it)

**FLOORING**

**Altaeco**

[www.altaeco.com](http://www.altaeco.com)

**Altro Ltd**

[www.altro.com](http://www.altro.com)

**Apavisa Porcelanico SL**

[www.apavisa.com](http://www.apavisa.com)

**Azurra Mosaics**

[www.mosaics.co.uk](http://www.mosaics.co.uk)

**Contract Tile Consultants**

[www.ctc-tiles.co.uk](http://www.ctc-tiles.co.uk)

**Digital Ceramic Systems**

[www.digitalceramics.com](http://www.digitalceramics.com)

**Floor Gres Ceramiche**

[www.floorgres.it](http://www.floorgres.it)

**GMT Spas**

[www.gmtspas.co](http://www.gmtspas.co)

**Hamberger Flooring GmbH & Co KG**

[www.haro.com](http://www.haro.com)

**Imagine Tile Inc**

[www.imagnetile.com](http://www.imagnetile.com)

**Kinele Group SL**

[www.kinele.com](http://www.kinele.com)

**Trend Group**

[www.trend-group.com](http://www.trend-group.com)

**FOOTWEAR**

**BC Softwear**

[www.bcsoftwear.co.uk](http://www.bcsoftwear.co.uk)

**Blu Leisure Limited**

[www.bluleisure.co.uk](http://www.bluleisure.co.uk)

**Kashwére LLC**

[www.kashwereathome.com](http://www.kashwereathome.com)

**Majestic International**

[www.majesticinternational.com](http://www.majesticinternational.com)

**Majestic Towels**

[www.majestictowels.co.uk](http://www.majestictowels.co.uk)

**Oka-B**

[www.oka-b.com](http://www.oka-b.com)

**Puretoes**

[www.puretoes.com](http://www.puretoes.com)

**Saakalya Collection**

[www.saakalya.com](http://www.saakalya.com)

**Samtosa Clothing**

[www.phrcanada.com](http://www.phrcanada.com)

**Under the Canopy**

[www.underthecanopy.com](http://www.underthecanopy.com)

**Yeah Baby**

[www.yeahbabypl.com](http://www.yeahbabypl.com)

**Zendals**

[www.zendals.com](http://www.zendals.com)

**FRAGRANCES AND  
DIFFUSERS**

**Amala Inc**

[www.amalabeauty.com](http://www.amalabeauty.com)

**AromaJet**

[www.aromajet.com](http://www.aromajet.com)

**AromaWorks**

[www.aroma-works.com](http://www.aroma-works.com)

**Atmosphère Diffusion**

[www.atmospherediffusion.fr](http://www.atmospherediffusion.fr)

**Clarins**

[www.clarins.com](http://www.clarins.com)

**Eve Taylor (London) Ltd**

[www.eve-taylor.com](http://www.eve-taylor.com)

**Kemitron**

[www.kemitron.com](http://www.kemitron.com)

**Laboratoires Camylle**

[www.camylle.com](http://www.camylle.com)

**Laboratory of Flowers**

[www.labofflowers.com](http://www.labofflowers.com)

**Nola 7**

[www.nola7.com](http://www.nola7.com)

**Pasture Naturals Ltd**

[www.pasturenaturals.com](http://www.pasturenaturals.com)

**Roja Dove**

[www.rojadove.com](http://www.rojadove.com)

**Scent Company**

[www.scentcompany.com](http://www.scentcompany.com)

**Scentys Fragrance Systems**

[www.scentys.com](http://www.scentys.com)

**Serene House International**

[www.serene-house.com](http://www.serene-house.com)

**Teo Cabanel**

[www.teo-cabanel.com](http://www.teo-cabanel.com)

**Tru Fragrance**

[www.trufragrance.com](http://www.trufragrance.com)

**FURNITURE AND  
FURNISHINGS**

**Abbey Furnishings**

[www.abbey-furnishings.co.uk](http://www.abbey-furnishings.co.uk)

**AKRON**

[www.akronproducts.co.uk](http://www.akronproducts.co.uk)

**Andrew Morgan Collection**

[www.morgancollection.com](http://www.morgancollection.com)

**Athlegen Pty Ltd**

[www.athlegen.com.au](http://www.athlegen.com.au)

**Avalon Couches**

[www.avalon-couches.co.uk](http://www.avalon-couches.co.uk)

**BD Barcelona Design**

[www.bdbarcelona.com](http://www.bdbarcelona.com)

**Beautelle Therapy Equipment Ltd**

[www.beautelle.co.uk](http://www.beautelle.co.uk)

**Bespoke Retail**

[www.bespokesparetail.com](http://www.bespokesparetail.com)

**Blenheim Carpet Company Ltd**

[www.blenheim-carpets.com](http://www.blenheim-carpets.com)

**Boden Furnishings**

[www.bodenfurnishings.com](http://www.bodenfurnishings.com)

**Bonacina Vittorio design s.r.l.**

[www.bonacinavittorio.com](http://www.bonacinavittorio.com)

**Bretherton Therapy Products**

[www.bremed.co.uk](http://www.bremed.co.uk)

**Cheshire Wellness UK**

[www.cheshirewellness.co.uk](http://www.cheshirewellness.co.uk)

## PRODUCTS & SERVICES

### FURNITURE AND FURNISHINGS

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#### Chill Out Design Evolution

[www.chillout-design.com](http://www.chillout-design.com)

#### Coco-Mat

[www.coco-mat.com](http://www.coco-mat.com)

#### Dedon

[www.dedon.de](http://www.dedon.de)

#### Aloys F Dornbracht GmbH & Co Kg

[www.dornbracht.com](http://www.dornbracht.com)

#### Eastward Ltd

[www.eastward.co.uk](http://www.eastward.co.uk)

#### Eco Furniture International Ltd

[www.avconservatoryfurniture.co.uk](http://www.avconservatoryfurniture.co.uk)

#### Effegibi

[www.eggibi.it/en](http://www.eggibi.it/en)

#### Eldmakaren Ab

[www.eldmakaren.se](http://www.eldmakaren.se)

#### Ergomotion Inc

[www.ergomotion.us](http://www.ergomotion.us)

#### Fabio Alemanno Design

[www.fa-design.co.uk](http://www.fa-design.co.uk)

#### Gallotti & Radice SRL

[www.gallottiradice.it](http://www.gallottiradice.it)

#### Gandia Blasco SA

[www.gandiablasco.com](http://www.gandiablasco.com)

#### Gharieni Group Germany

[www.gharieni.com](http://www.gharieni.com)

#### Gloster Furniture Ltd

[www.gloster.com](http://www.gloster.com)

#### Grupo Kettal

[www.kettalgroup.com](http://www.kettalgroup.com)

#### Healing Co Ltd

[www.healing-relax.com](http://www.healing-relax.com)

#### ITW Waterbeds

[www.wasserbetten.at](http://www.wasserbetten.at)

#### Kashwére LLC

[www.kashwereathome.com](http://www.kashwereathome.com)

#### Kurland/Haslauer GmbH

[www.kurland.de](http://www.kurland.de)

#### LadyPillo

[www.ladypillo.com](http://www.ladypillo.com)

#### Lenox Pedicure Spa

[www.lenoxpedicurechair.com](http://www.lenoxpedicurechair.com)

#### Living Earth Crafts

[www.livingearthcrafts.com](http://www.livingearthcrafts.com)

#### Nilo

[www.nilo-beauty.com](http://www.nilo-beauty.com)

#### Nola 7

[www.nola7.com](http://www.nola7.com)

#### Oakworks Inc

[www.oakworks.com](http://www.oakworks.com)

#### Parmar and Parmar

[www.parmarandparmar.com](http://www.parmarandparmar.com)

#### Planika Fires

[www.planikafires.com](http://www.planikafires.com)

#### Plinth 2000

[www.plinth2000.com](http://www.plinth2000.com)

#### REM UK Ltd

[www.rem.co.uk](http://www.rem.co.uk)

#### Roberti Rattan srl

[www.robতিরattan.com](http://www.robতিরattan.com)

#### Saakalya Collection

[www.saakalya.com](http://www.saakalya.com)

#### Salon Ambience

[www.salonambience.com](http://www.salonambience.com)

#### Sandalei

[www.sandalei.com](http://www.sandalei.com)

#### Saunasella Oy

[www.saunasella.fi](http://www.saunasella.fi)

#### Serralunga SRL

[www.serralunga.com](http://www.serralunga.com)

#### Sha Holdings GmbH

[www.sha-art.com](http://www.sha-art.com)

#### Silhouet-Tone Corporation

[www.silhouettone.com](http://www.silhouettone.com)

#### Sommerhuber GmbH

[www.sommerhuber.com](http://www.sommerhuber.com)

#### Takara Belmont USA

[www.takarabelmont.com](http://www.takarabelmont.com)

#### Tonon & C Spa

[www.tononitalia.com](http://www.tononitalia.com)

#### Van de Sant

[www.vandesant.com](http://www.vandesant.com)

### HAIRCARE

#### Agadir International LLC

[www.agadirint.com](http://www.agadirint.com)

#### AlternA

[www.alternahaircare.com](http://www.alternahaircare.com)

#### Attirance

[www.attirance.com](http://www.attirance.com)

#### Aveda

[www.aveda.com](http://www.aveda.com)

#### Cosmetic Horizons

[www.cosmetic-horizons.com](http://www.cosmetic-horizons.com)

#### Davines

[www.davines.com](http://www.davines.com)

#### Hammamii

[www.hammamii.com](http://www.hammamii.com)

#### Josiane Laure

[www.josiane-laure.com](http://www.josiane-laure.com)

#### Leonor Greyl

[www.leonorgreyl.com](http://www.leonorgreyl.com)

#### Kérastase

[www.kerastase.com](http://www.kerastase.com)

#### La Biosthétique

[www.labiosthetique.com](http://www.labiosthetique.com)

#### Laboratory of Flowers

[www.labofflowers.com](http://www.labofflowers.com)

#### LaNatura

[www.lanatura.com](http://www.lanatura.com)

#### L'anza

[www.lanza.com](http://www.lanza.com)

#### Luxsit Organic Care

[www.luxsit.se](http://www.luxsit.se)

#### Madara Cosmetics

[www.madaracosmetics.com](http://www.madaracosmetics.com)

#### Mira's Hand

[www.mirashand.com.au](http://www.mirashand.com.au)

#### Miriam Quevedo SL

[www.miriamquevedo.com](http://www.miriamquevedo.com)

#### Moroccan Oil

[www.moroccanoil.com](http://www.moroccanoil.com)

#### Neuma Beauty

[www.neumabeauty.com](http://www.neumabeauty.com)

#### Peter Thomas Roth

[www.peterthomasroth.com](http://www.peterthomasroth.com)

#### Saach Organics

[www.saachorganics.com](http://www.saachorganics.com)

#### Thann-Oryza

[www.thann.info](http://www.thann.info)

#### Unite Eurotherapy

[www.uniteeurotherapy.com](http://www.uniteeurotherapy.com)

#### Yves Rocher

[www.yves-rocher.co.uk](http://www.yves-rocher.co.uk)

### HAY-BATH EQUIPMENT

#### Hobe Pergh SRL

[www.hobepergh.it](http://www.hobepergh.it)

### HEAT EXPERIENCES

#### 4SeasonsSpa

[www.4seasonsspa.com](http://www.4seasonsspa.com)

#### Aegean Master Spas

[www.aegeanspas.co.uk](http://www.aegeanspas.co.uk)

#### Anapos

[www.anapos.co.uk](http://www.anapos.co.uk)

#### Anhui Saunaking Co Ltd

[www.chinasauna.com](http://www.chinasauna.com)

#### Aqae

[www.aqae.eu](http://www.aqae.eu)

#### Balnea GmbH & Co Kg

[www.balnea.de](http://www.balnea.de)

#### Barr + Wray

[www.barrandwray.com](http://www.barrandwray.com)

#### Bradford Products LLC

[www.bradfordproducts.com](http://www.bradfordproducts.com)

#### Bretherton Therapy Products

[www.bremed.co.uk](http://www.bremed.co.uk)

#### Carmenta srl

[www.carmentasrl.com/en](http://www.carmentasrl.com/en)

#### Cheshire Wellness UK

[www.cheshirewellness.co.uk](http://www.cheshirewellness.co.uk)

#### CryoAction Limited

[www.cryoaction.com](http://www.cryoaction.com)

#### Dalesauna Ltd

[www.dalesauna.co.uk](http://www.dalesauna.co.uk)

#### Design for Leisure Ltd

[www.designforleisure.com](http://www.designforleisure.com)

#### Di Vapor Ltd

[www.divapor.com](http://www.divapor.com)

**Drom UK Ltd**

www.dromuk.com

**Effegibi**

www.eggibi.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.hammamconsultants.com

**Happy Sauna**

www.happysauna.it

**Heaven Health & Beauty**

www.heavenbydeborahmitchell.co.uk

**Helo Germany**

www.helo-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

**Klaf's GmbH & Co Kg**

www.klaf's.com

**KRD Science & Technology Co Ltd**

www.krdsauna.com

**Kurland/Haslauer GmbH**

www.kurland.de

**Lux Elements GmbH & Co Kg**

www.luxelements.com

**Milk Leisure Ltd**

www.milkleisure.co.uk

**Nola 7**

www.nola7.com

**Nordic Sauna and Leisure Ltd**

www.nordic.co.uk

**Ozone Therapy UK**

www.ozone-therapy.co.uk

**P&A Engineering Ltd**

www.paengineeringltd.com

**Penguin Pools**

www.penguinpools.co.uk

**Physiotherm GmbH Thaur**

www.physiotherm.com

**Promet Spa Design & Build**

www.promet.com.tr

**Reefgrove Ltd**

www.reefgrove.co.uk

**Saunex**

www.saunex.com

**Sommerhuber GmbH**

www.sommerhuber.com

**Sopro Bauchemie GmbH**

www.sopro.com

**SpatecPro**

www.spatecpro.com

**Starpool srl**

www.starpool.com

**Sunlighten Saunas**

www.sunlighten.com

**TechnoAlpin Spa**

www.technoalpin.com

**Thermarium SPA-Anlagenbau GmbH**

www.thermarium.com

**Tylö Ab**

www.tylo.com

**The Ultimate Sauna Company Ltd**

www.theultimatesauna.co.uk

**Vi Spa Experience Rooms**

www.vi-spa.co.uk

**Vital Tech**

www.vitaltech-france.com

**Wellness&Spa Solutions**

www.spa-solutions.me

**Wellness UK**

www.wellness-uk.com

**Zimmer MedizinSysteme**

www.zimmer.de

**Zoki UK**

www.zokiuk.co.uk

**HYDROTHERAPY EQUIPMENT**

**4SeasonsSpa**

www.4seasonsspa.com

**Aloys F. Dornbracht GmbH & Co. KG**

www.dornbracht.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

**HydroCo**

www.hydroco.com

**Hydroconcept**

www.hydroconcept-spa.com

**HydroMassage**

www.hydromassage.com

**Hydrotherm Ltd**

www.hydrothermspa.com

**Klaf's GmbH & Co Kg**

www.klaf's.com

**Kurland/Haslauer GmbH**

www.kurland.de

**Lemi Group**

www.lemi.it

**Neoqi AS**

www.neoqi.com

**Nola 7**

www.nola7.com

**Penguin Pools**

www.penguinpools.co.uk

**Portcrist Spas**

www.portcrist.com

**Promet Spa Design & Build**

www.promet.com.tr

**Simulated Environment Concepts**

www.spacapsule.com

**Sommerhuber GmbH**

www.sommerhuber.com

**SpatecPro**

www.spatecpro.com

**Starpool srl**

www.starpool.com

**Stas Doyer Hydrotherapie**

www.stas-doyer.com

**Thermarium SPA-Anlagenbau GmbH**

www.thermarium.com

**Trautwein GmbH**

www.trautwein-gmbh.com

**Unbescheiden GmbH**

www.unbescheiden.com

## PRODUCTS & SERVICES

### 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

#### **Nilo**

www.nilo-beauty.com

#### **Nola 7**

www.nola7.com

#### **P&A Engineering Ltd**

www.paengineeringltd.com

#### **Penguin Pools**

www.penguinpools.co.uk

#### **Piscine Laghetto**

www.piscinelaghetto.com

#### **Portcristal Spas**

www.portcristal.com

#### **Promet Spa Design & Build**

www.promet.com.tr

#### **SpatecPro**

www.spatecpro.com

#### **Starpool srl**

www.starpool.com

### INTERIOR DESIGN

*Also see spa design/architects*

#### **Design Time Limited**

www.designtime.uk.com

### JEWELLERY

#### **BuDhaGirl**

www.budhagirl.com

#### **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

#### **Erchonnia Corporation**

www.erchonnia.com

#### **EV-Med Ltd**

www.evlaseruk.co.uk

#### **icoone**

www.icoone.com

#### **Invasix**

www.invasix.com

#### **IPulse**

www.ipulse.com.au

#### **Iso Italia Group**

www.isoitalia.com

#### **JK-International GmbH**

www.ergoline.de

#### **L Raphael**

www.l-raphael.com

#### **Lightstim International Inc**

www.lightstim.com

#### **Lumenis Ltd**

www.lumenis.com

#### **Lynton Lasers**

www.lynton.co.uk

#### **Mycoocoon**

www.mycoocoon.com

#### **Naturalaser**

www.naturalaser.com

#### **Pollogen Ltd**

www.pollogen.com

#### **ProLight Aesthetics International**

www.prolightaesthetics.com

#### **Skin for Life**

www.skinforlife.com

#### **Somadome**

www.somadome.com

#### **Sorisa**

www.sorisa.com

#### **Suntech Group Ab**

www.suntechgroup.se

#### **Syneron-Candela Ltd**

www.candelalaser.co.uk

#### **Synovia Technologies**

www.synoiatech.com

#### **Viora Inc**

www.vioramed.com

#### **Wellness UK**

www.wellness-uk.com

#### **Zimmer Aesthetics**

www.zimmer-aesthetics.de

### LIGHTING

#### **BSweden**

www.bsweden.com

#### **Effegibi**

www.effegibi.it/en

#### **Fitzgerald Lighting Ltd**

www.fitzlight.co.uk

#### **Lighting Design International Ltd**

www.lightingdesigninternational.com

#### **Lumina Italia SRL**

www.lumina.it

#### **Saakalya Collection**

www.saakalya.com

### LINEN

#### **Andrew Morgan Collection**

www.morgancollection.com

#### **Balineum**

www.balineum.co.uk

#### **BC Softwear**

www.bcsoftwear.co.uk

#### **Boca Terry**

www.bocaterry.com

#### **Brennard Textiles Ltd**

www.brennardtextiles.co.uk

#### **Bursali Towels (UK) Ltd**

www.bursali.co.uk

#### **Christy Towels**

www.christy-towels.com

#### **Comphy Co.**

www.comphy.com

#### **Coyuchi Inc**

www.coyuchi.com

#### **Decotex**

www.decotex.co.uk

#### **The Madison Collection**

www.themadisoncollection.com

#### **Majestic International**

www.majesticinternational.com

#### **Majestic Towels**

www.majestictowels.co.uk

#### **Mitre Linen**

www.mitrelinen.com

**Monarch Cypress**

[www.monarchrobe.com](http://www.monarchrobe.com)

**Noel Asmar Group**

[www.noelasmaruniforms.com](http://www.noelasmaruniforms.com)

**Novelastic**

[www.novelastic.com](http://www.novelastic.com)

**Richard Haworth & Co Ltd**

[www.richardhaworth.co.uk](http://www.richardhaworth.co.uk)

**RKF Luxury Linen**

[www.rkf.fr](http://www.rkf.fr)

**Scrummi Spa**

[www.scrummispa.com](http://www.scrummispa.com)

**Sirona**

[www.sironaspa.com](http://www.sironaspa.com)

**Sparenity**

[www.sparenity.co.uk](http://www.sparenity.co.uk)

**Under the Canopy**

[www.underthecanopy.com](http://www.underthecanopy.com)

**Yeah Baby**

[www.yeahbabypl.com](http://www.yeahbabypl.com)

**LOCKERS**

**Codelocks**

[www.codelocks.co.uk](http://www.codelocks.co.uk)

**Craftsman Quality Lockers**

[www.craftsman-quality-lockers.co.uk](http://www.craftsman-quality-lockers.co.uk)

**Crown Sports Lockers**

[www.crownsportslockers.co.uk](http://www.crownsportslockers.co.uk)

**Gantner Electronic GmbH**

[www.gantner.com](http://www.gantner.com)

**Helmsman**

[www.helmsman.co.uk](http://www.helmsman.co.uk)

**Ojmar AS**

[www.ojmar.es](http://www.ojmar.es)

**Keyless Security**

[www.keyless.co](http://www.keyless.co)

**Ridgeway**

[www.ridgewayfm.com](http://www.ridgewayfm.com)

**MASSAGE CHAIRS**

**Avalon Couches**

[www.avaloncouches.co.uk](http://www.avaloncouches.co.uk)

**Beautelle Therapy Equipment Ltd**

[www.beautelle.co.uk](http://www.beautelle.co.uk)

**Boden Furnishings**

[www.bodenfurnishings.com](http://www.bodenfurnishings.com)

**Clap Tzu**

[www.claptzu.de](http://www.claptzu.de)

**Design for Leisure Ltd**

[www.designforleisure.com](http://www.designforleisure.com)

**Gharieni Group Germany**

[www.gharieni.com](http://www.gharieni.com)

**Healing Co Ltd**

[www.healing-relax.com](http://www.healing-relax.com)

**Human Touch**

[www.humantouch.com](http://www.humantouch.com)

**Inada Massage Chairs**

[www.inadausa.com](http://www.inadausa.com)

**Inner Balance**

[www.ib-wellness.co.uk](http://www.ib-wellness.co.uk)

**IONTO Health & Beauty**

[www.ionto.de](http://www.ionto.de)

**Iso Italia Group**

[www.isoitalia.com](http://www.isoitalia.com)

**Keyton**

[www.keyton.com](http://www.keyton.com)

**Lemi Group**

[www.lemi.it](http://www.lemi.it)

**Living Earth Crafts**

[www.livingearthcrafts.com](http://www.livingearthcrafts.com)

**Nilo**

[www.nilo-beauty.com](http://www.nilo-beauty.com)

**Oakworks Inc**

[www.oakworks.com](http://www.oakworks.com)

**Plinth 2000**

[www.plinth2000.com](http://www.plinth2000.com)

**REM UK Ltd**

[www.rem.co.uk](http://www.rem.co.uk)

**Sasaki International Ltd**

[www.sasaki.co.uk](http://www.sasaki.co.uk)

**Simulated Environment Concepts**

[www.spacapsule.com](http://www.spacapsule.com)

**TouchAmerica**

[www.touchamerica.com](http://www.touchamerica.com)

**MASSAGE OILS**

**Absolute Aromas**

[www.absolute-aromas.com](http://www.absolute-aromas.com)

**Africology**

[www.africology-sa.com](http://www.africology-sa.com)

**Alqvimia SL**

[www.alqvimia.com](http://www.alqvimia.com)

**Amber Products Co**

[www.amberproducts.com](http://www.amberproducts.com)

**Amrit Organic**

[www.redcherrygroup.com](http://www.redcherrygroup.com)

**Anakiri BioEnergetic Skin Care**

[www.anakiri.com](http://www.anakiri.com)

**Aromatherapy Associates Ltd**

[www.aromatherapyassociates.com](http://www.aromatherapyassociates.com)

**Aromatica**

[www.aromatica.fi](http://www.aromatica.fi)

**AromaWorks**

[www.aroma-works.com](http://www.aroma-works.com)

**Aveda**

[www.aveda.com](http://www.aveda.com)

**Biodroga Cosmetic GmbH**

[www.biodroga.com](http://www.biodroga.com)

**Biossentials Ltd**

[www.biossentials.com](http://www.biossentials.com)

**Charme d'Orient**

[www.charmedorient.com](http://www.charmedorient.com)

**Cinq Mondes**

[www.cinqmondes.com](http://www.cinqmondes.com)

**Clarins**

[www.clarins.com](http://www.clarins.com)

**Comfort Zone**

[www.comfortzone.it](http://www.comfortzone.it)

**Daniele de Winter**

[www.danieledewinter.com](http://www.danieledewinter.com)

**Darphin**

[www.darphin.com](http://www.darphin.com)

**Decléor**

[www.decleor.com](http://www.decleor.com)

**Delicious!**

[www.delicious-skin.com](http://www.delicious-skin.com)

**Dermalogica**

[www.dermalogica.com](http://www.dermalogica.com)

**Deserving Thyme Inc**

[www.deservingthyme.com](http://www.deservingthyme.com)

**Earth Matters Apothecary**

[www.earthmattersapothecary.com](http://www.earthmattersapothecary.com)

**Elemental Herbology**

[www.elementalherbology.com](http://www.elementalherbology.com)

**Elemis Ltd**

[www.elemis.com](http://www.elemis.com)

**ESPA**

[www.espaskincare.com](http://www.espaskincare.com)

**Evo2lution France**

[www.evo2lution.com](http://www.evo2lution.com)

**FisioSphere**

[www.fisiosphere.it](http://www.fisiosphere.it)

**Germaine de Capuccini**

[www.germaine-de-capuccini.com](http://www.germaine-de-capuccini.com)

**Guinot**

[www.guinot.com](http://www.guinot.com)

**Harnn**

[www.harnn.com](http://www.harnn.com)

**Healing Earth**

[www.healingearth.co.za](http://www.healingearth.co.za)

**Heritage Healers**

[www.heritagehealers.com](http://www.heritagehealers.com)

**Jamu Asian Spa Rituals**

[www.jamuspa.com](http://www.jamuspa.com)

**I plus Q**

[www.iplusq.com](http://www.iplusq.com)

**Jurlique**

[www.jurlique.com.au](http://www.jurlique.com.au)

**Kemitron GmbH**

[www.kemitron.com](http://www.kemitron.com)

**Kerstin Florian**

[www.kerstinflorian.com](http://www.kerstinflorian.com)

**Klapp Cosmetics GmbH**

[www.klapp-cosmetics.com](http://www.klapp-cosmetics.com)

**Kneipp-Werke**

[www.kneipp.de](http://www.kneipp.de)

**Kurland/Haslauer GmbH**

[www.kurland.de](http://www.kurland.de)

**La Sultane de Saba**

[www.lasultanedesaba.com](http://www.lasultanedesaba.com)

## PRODUCTS & SERVICES

### MASSAGE OILS

*continued*

#### Laboratoires Camylle

www.camylle.com

#### Laboratory of Flowers

www.labofflowers.com

#### Les Sens de Marrakech

www.lessensdemarrakech.com

#### Ligne St Barth

www.lignestbarth.com

#### Li'Tya

www.litya.com

#### L'Occitane

www.spa.loccitane.com

#### Moroccan Oil

www.moroccanoil.com

#### Neom Luxury Organics

www.neomorganics.com

#### OmVeda Ayurvedic

#### Skin & Hair Care

www.omveda.com.au

#### Osmium For Men

www.osmiumformen.com

#### Pevonia International LLC

www.pevonia.com

#### Phyt's

www.phyts.com

#### Pinks Boutique

www.pinksboutique.com

#### Pino GmbH

www.pinoshop.de

#### Premchit Prateap Na Thalang Ltd

www.experienceprechit.com

#### Primavera

www.primavera.co.uk

#### Primavera Life GmbH

www.primaverallife.com

#### Pure Massage Spa

#### Training Method®

www.puremassage.com

#### The Sanctuary Group

www.thesanctuarygroup.co.za

#### Shiseido Spa Dept

www.shiseidospas.com

#### Sothys

www.sothys.com

#### SpaDunya

www.spadunya.com

#### Tanamera Tropical Spa Products

www.tanamera.com.my

#### Temple Spa Ltd

www.templespa.com

#### Terraké

www.terrake.com

#### Terres D'Afrique

www.terres-dafrique.com

#### Thalgo

www.thalgo.com

#### Thallon Laboratories

www.thalion.com

#### Themae

www.themae.fr

#### The Tides

www.thetideswellness.com

#### Tisserand

www.tisserand.com

#### Tri-Dosha Ltd

www.tri-dosha.co.uk

#### Wild Earth Pvt Ltd

www.wildearthnepal.com

#### Wisdom of Africa

www.wisdomcosmetics.com

#### Yon-Ka

www.yonka.com

#### Ytsara

www.ytsara.com

### MEDI SPA

#### Airnergy AG

www.airnergy.com

#### Alma Lasers Ltd

www.almalasers.com

#### The Angel of Water

www.angelofwater.com

#### BHC International Ltd

www.bhc-international.com

#### Biosysco Inc

www.biosysco.com

#### Body Health

www.bodyhealthgroup.com

#### Bretherton Therapy Products

www.bremed.co.uk

#### Caci International

www.caci-international.co.uk

#### Callegari SpA

www.callegari1930.com

#### Canfield Scientific Inc

www.canfieldsci.com

#### Carlton Beauty & Spa Ltd

www.thecarltongroup.co.uk

#### Chromogenex Technologies

www.chromogenex.com

#### Clinogen Ltd

www.clinogen.com

#### Cosmed SRL

www.cosmed.it

#### Courage + Khazaka Electronics

www.courage-khazaka.de

#### CryoAction Limited

www.cryoaction.com

#### Crystal Clear Skincare

www.crystalclear.co.uk

#### Cynosure Inc

www.cynosure.com

#### DTS MG Co Ltd

www.dtsmg.com

#### Ecolite IPL

www.ecoliteipl.com

#### EF Medispa

www.efmedispa.consulting

#### Energist Medical Group

www.energistgroup.com

#### EV-Med Ltd

www.evlaseruk.co.uk

#### FisioSphere

www.fisiosphere.it

#### Global Halotherapy Solutions

www.halotherapysolutions.com

#### Hydrfacial Company, The

www.hydrfacial.com

#### I-Lupo

www.myilipo.com

#### Icoone

www.icoone.com

#### Invasix

www.invasix.com

#### IPulse

www.ipulse.com.au

#### L Raphael

www.l-raphael.com

#### Lightstim International Inc

www.lightstim.com

#### LPG Systems

www.lpgsystems.com

#### Lumenis Ltd

www.lumenis.com

#### Lynton Lasers

www.lynton.co.uk

#### Maya Beauty Engineering

www.mayabeauty.it

#### MCCM Medical Spa

www.mccmmedicalspa.com

#### Medical Technology SRL

www.medicaltec.it

#### Medik8 Dermaceuticals

www.medik8.com

#### Nannic Int

www.nannic.com

#### Naturalaser

www.naturalaser.com

#### Nola 7

www.nola7.com

#### Ozone Therapy UK

www.ozone-therapy.co.uk

#### Physiotherapie Generale France

www.gtcellutec.com

#### ProLight Aesthetics International

www.prolightaesthetics.com

#### Qetre

www.qetre.com

#### Skin for Life

www.skinforlife.com

#### Solta Medical Inc

www.solta.com

#### Sorisa

www.sorisa.com

**Storz Medical Ag**  
www.storzmedical.ch

**Suntech Group Ab**  
www.suntechgroup.se

**Sybaritic Inc**  
www.sybaritic.com

**Syneron-Candela Ltd**  
www.candelalaser.co.uk

**Synovia Technologies**  
www.synoviatech.com

**System4 Technologies GmbH**  
www.human-regenerator.com

**TavTech Ltd**  
www.tav-tech.com

**Viora Inc**  
www.vioramed.com

**Zimmer Aesthetics**  
www.zimmer-aesthetics.de

**Zimmer MedizinSysteme**  
www.zimmer.de

## MUD

**Balaton Spa**  
www.balaton-spa.co.uk

**Blue Spa & Leisure Consultants**  
www.bluespaandleisure.co.uk

**Finders International**  
www.shopforspatrade.com

**Gazelli International**  
www.gzelliskincare.com

**Hungarian Wellness Mud**  
www.hungarianwellnessmud.com

**Hungarymud**  
www.hungarymud.com

**Kurland/Haslauer GmbH**  
www.kurland.de

**Moor Spa International Ltd**  
www.moorspa.co.uk

**Nola 7**  
www.nola7.com

**Ógra Skincare**  
www.ograskinicare.com

**Pevonia International LLC**  
www.pevonia.com

**Stone Forest**  
www.stone-forest.co.uk

## MULTI-SENSORY

**Aquamental Spa**  
www.aquamentalspa.com

**Boombang Inc**  
www.boombang.com/aura

**Aloys F Dornbracht GmbH & Co Kg**  
www.dornbracht.com

**LivingGlobe**  
www.livinglobe.com

**Motion Waves**  
www.motion-waves.com

**Moving Art**  
www.movingart.com

**Mycoocoon**  
www.mycoocoon.com

**Sha Holdings GmbH**  
www.sha-art.com

**Somadome**  
www.somadome.com

**Wellness UK**  
www.wellness-uk.com

**Zen-Sations**  
www.zen-sations.com

## MUSIC

**Buddha-bar**  
www.buddha-bar.com

**Gaiam Inc**  
www.gaiam.com

**Gap MuSic**  
www.gapmusic.co.uk

**Motion Waves**  
www.motion-waves.com

**Private Label Music**  
www.privatelabelmusic.com

**Real Music**  
www.realmusic.com

**So Sound Solutions**  
www.sosoundsolutions.com

**Spa Sounds**  
www.spasounds.com.au

**Spirit Music Group**  
www.spiritmusicgroup.com

## NAILCARE

**BGA Corp**  
www.bastiengonzalez.com

**Clarins**  
www.clarins.com

**CND (Creative Nail Design)**  
www.cnd.com

**Deborah Lippmann**  
www.deborahlippmann.com

**Essie Cosmetics**  
www.essie.com

**Horst Kirchner Makeup Studio**  
www.horst-kirchner.de

**Jessica Cosmetics International**  
www.jessicacosmetics.com

**Kure Bazaar**  
www.kurebazaar.com

**LCN Spa**  
www.wilde-cosmetics.com

**Leighton Denny Expert Nails**  
www.leightondennyexpertnails.com

**Margaret Dabbs London**  
www.margaretdabbs.co.uk

**Mavala International SA**  
www.mavala.com

**Mira's Hand**  
www.mirashand.com.au

**OPI Products Inc**  
www.opi.com

**The Organic Pharmacy**  
www.organicpharmacy.com

**Orly International Inc**  
www.orlybeauty.com

**Salon System**  
www.salonsystem.com

**Spa Ritual**  
www.spiritual.com

**Zoya**  
www.zoya.com

## NUTRITION/SUPPLEMENTS

**Baranova Monaco**  
www.baranovamonaco.com

**Bliss**  
www.blissworld.com

**Dr Burgener**  
www.drburgener.com

**Evo2lution France**  
www.evo2lution.com

**Intelligent Nutrients**  
www.intelligentnutrients.com

**Labiomer**  
www.labiomer.com

**Laboratoires Reunis Junglinster**  
www.labo.lu

**MCCM Medical Spa**  
www.mccmmedicalspa.com

**Officina de' Tornabuoni**  
www.officinadetornabuoni.com

**On Group**  
www.on-group.co.uk

**The Organic Pharmacy**  
www.theorganicpharmacy.com

**Proto-col**  
www.proto-col.com

**QMS Medicosmetics**  
www.qmsmedicosmetics.com

**Sanitas Skincare**  
www.sanitas-skincare.com

**Skin Authority**  
www.skinauthority.com

**Thalgo**  
www.thalgo.com

**Weil Lifestyle LLC**  
www.drweil.com

**Yves Rocher**  
www.yves-rocher.co.uk

## ORGANIC/NATURAL PRODUCTS

**90210 Organics**  
www.90210organics.com

**Africology**  
www.africology-sa.com

## PRODUCTS & SERVICES

### ORGANIC/NATURAL PRODUCTS *continued*

#### Alpienne

www.alpienne.at

#### Alqvimia SL

www.alqvimia.com

#### Amala Inc

www.amalabeauty.com

#### Aromatherapy Associates Ltd

www.aromatherapyassociates.com

#### Attirance

www.attirance.com

#### Aveda

www.aveda.com

#### B2Beauty Products

www.b2beautyproducts.com

#### Babor GmbH & Co Kg

www.babor.com

#### Biola Organic Cosmetics

www.biola-organics.com

#### Biossentials Ltd

www.biossentials.com

#### Bliss

www.blissworld.com

#### Body Bistro

www.bodybistro.com

#### Botanicals Ltd

www.botanicals.co.uk

#### Burt's Bees

www.burtsbees.com

#### Caribbean Essentials

www.caribbeanessentials.com

#### Caudalie

www.caudalie.com

#### Christina

www.christina-cosmeceuticals.com

#### Christopher Drummond Beauty

www.christopherdrummond.com

#### Cinq Mondes

www.cinqmondes.com

#### Closer Consulting

Wessel & Matalla

www.closer-consulting.de

#### Cosmetic Horizons

www.cosmetic-horizons.com

#### CSHE Australia Pty

www.clinicalpro.com.au

#### Daniele de Winter

www.danieledewinter.com

#### Decléor

www.decleor.com

#### Delicious!

www.delicious-skin.com

#### Deserving Thyme Inc

www.deservingthyme.com

#### Dr Bronner's Magic Soaps

www.drbronner.com

#### Dr Burgener

www.drburgener.com

#### Dr Hauschka

www.wala.de

#### Earth Matters Apothecary

www.earthmattersapothecary.com

#### Elemental Herbology

www.elementalherbology.com

#### Éminence Organic Skin Care

www.eminenceorganics.com

#### ES Skincare

www.esskincare.co.uk

#### Essential Care

www.essential-care.co.uk

#### Eve Taylor (London) Ltd

www.eve-taylor.com

#### Evo2lution France

www.evo2lution.com

#### Giffarine Skyline Laboratory

www.giffarinefactory.com

#### Harnn

www.harnn.com

#### Healing Earth

www.healingearth.co.za

#### Heritage Healers

www.heritagehealers.com

#### Hobe Pergh SRL

www.hobepergh.it

#### Hora Sexta

www.horasexta.it

#### I plus Q

www.iplusq.com

#### IKou

www.ikou.com.au

#### Ila - Spa Ltd

www.ila-spa.com

#### Intelligent Nutrients

www.intelligentnutrients.com

#### Jamu Asian Spa Rituals

www.jamuspaspa.com

#### Jindilli

www.jindilli.com

#### Jurlique

www.jurlique.com.au

#### Kimia Skincare Ltd

www.kimia.co.uk

#### Kneipp-Werke

www.kneipp.de

#### Kos Paris

www.kos-paris.com

#### Kroma

www.kromamakeup.com

#### KuuSh Pty Ltd

www.kuush.com.au

#### Laboratory of Flowers

www.labofflowers.com

#### LaNatura

www.lanatura.com

#### Ligne St Barth

www.lignestbarth.com

#### Li'Tya

www.litya.com

#### L'Occitane

www.spa.loccitane.com/

#### Luxsit Organic Care

www.luxsit.se

#### Madara Cosmetics

www.madaracosmetics.com

#### Malie Inc

www.malie.com

#### Marie Veronique Organics

www.mvorganics.com

#### Marie W

www.marie-w.de

#### Melvita

www.melvita.com

#### Naturopathica

www.naturopathica.com

#### Neom Luxury Organics

www.neomorganics.com

#### Nohem

www.nohem.com

#### Nude

www.nudeskincare.com

#### Officina de' Tornabuoni

www.officinadetornabuoni.com

#### Ógra Skincare

www.ograskincare.com

#### Omnisens Paris

www.omnisens.fr

#### Omorovicza

www.omorovicza.com

#### OmVeda Ayurvedic

Skin & Hair Care

www.omveda.com.au

#### On Group

www.on-group.co.uk

#### The Organic Pharmacy

www.theorganicpharmacy.com

#### The Organic Spa

www.theorganicspa.eu

#### Orienka Paris

amani@orienka.fr

#### OSEA International

www.oseamalibu.com

#### Pai Skincare

www.paiskincare.com

#### Pasture Naturals Ltd

www.pasturenaturals.com

#### Pevonia International LLC

www.pevonia.com

#### Phyt's

www.phyts.com

#### Pinks Boutique

www.pinksboutique.com

#### Pino GmbH

www.pinoshop.de

**Pollogen Ltd**

www.pollogen.com

**Premchit Prateap Na Thalang Ltd**

www.experienceprechit.com

**Pur Natural Skincare**

www.purskincare.co.uk

**Red Flower**

www.redflower.com

**Ren Skincare**

www.renskincare.com

**Rythms by Design**

info@rythmsbydesign.com

**Saach Organics**

www.saachorganics.com

**Salt of the Earth**

www.saltearthspa.com

**Sanitas Skincare**

www.sanitas-skincare.com

**Sasy n Savy Pty Ltd**

www.sasynsavy.com.au

**Scentered**

www.scentered.me

**Scrummi Spa**

www.scrummispa.com

**Shea Terra Organics**

www.sheaterraorganics.com

**Skin 2 Skin Care**

www.skin2skincare.com

**Smiths of Jersey**

www.smithsofjersey.com

**Sodashi Pty Ltd**

www.sodashi.com

**Spa Technologies**

www.spatechnologies.com

**SpaDunya**

www.spadunya.com

**Spiezia Organics Ltd**

www.madeforlifeorganics.com

**Subtle Energies**

www.subtleenergies.com.au

**Tanamera Tropical Spa Products**

www.tanamera.com.my

**Terraké**

www.terrake.com

**Terres D'Afrique**

www.terres-dafrique.com

**Thann-Oryza**

www.thann.info

**The Divine Company**

www.thedivinecompany.com

**The Tides**

www.thetideswellness.com

**Tiossan**

www.tiossan.com

**Tisserand**

www.tisserand.com

**Under the Canopy**

www.underthecanopy.com

**Victoria Moore Ltd**

www.victoria-moore.eu

**Voya**

www.voya.ie

**Wala Heilmittel GmbH**

www.wala.de

**Weleda International**

www.weleda.com

**Wild Earth Pvt Ltd**

www.wildearthnepal.com

**Ytsara**

www.ytsara.com

**Yum Skin Care Inc**

www.yumskincare.com

**PHOTOGRAPHY**

**Daniel Aubry Studio**

www.aubryphoto.com

**Linda Troeller**

www.lindatroeller.com

**Robert Buelteman Studio**

www.robertbuelteman.com

**Zen-Sations**

www.zen-sations.com

**PILATES/YOGA**

**Agoy Ltd**

www.agoy.com

**Airex Ag**

www.bebalanced.net

**Armacell UK Ltd**

www.armacell.com

**Asquith London**

www.asquithlondon.com

**Balanced Body\***

www.balancedbody.com

**Body Control Pilates**

www.bodycontrol.co.uk

**Daisy Roots (UK) Ltd**

www.pilatesshoes.co.uk

**EcoYoga**

www.ecoyoga.co.uk

**Fitness-Mad**

www.fitness-mad.com

**Gaiam Inc**

www.gaiam.com

**Gravity UK Ltd**

www.gravityuk.net

**JadeYoga**

www.jadeyoga.com

**JKL Clothing**

www.jklclothing.co.uk

**Manduka LLC**

www.manduka.com

**Manuka Tree Ltd**

www.manukalife.com

**My Spirit**

www.myspirit.se

**Noel Asmar Group**

www.noelasmaruniforms.com

**Peak Pilates**

www.peakpilates.com

**Physical Company Ltd**

www.physicalcompany.co.uk

**Pilates Foundation**

www.pilatesfoundation.com

**Pilates Training Solutions**

www.pilatestrainingsolutions.co.uk

**Plank**

www.plankdesigns.com

**Puretoes**

www.puretoes.com

**Stott Pilates**

www.stotpilates.com

**Yamarama**

www.yamarama.com

**Yoga Professionals**

www.yogaprofessionals.net

**Yogamasti**

www.yogamasti.com

**Zensei**

www.zensei.com

**PLANETARIUMS /  
LARGE FORMAT FILM**

**Sky-Skan Europe GmbH**

www.skyskan.com

**Vidarium by LivinGlobe**

www.livinglobe.com

**PLUNGE POOLS**

**Barr + Wray**

www.barrandwray.com

**Cheshire Wellness UK**

www.cheshirewellness.co.uk

**Dalesauna Ltd**

www.dalesauna.co.uk

**Design for Leisure Ltd**

www.designforleisure.com

**GMT Spas**

www.gmtspas.com

**Hydroconcept**

www.hydro-concept-spa.com

**Nola 7**

www.nola7.com

**SpatecPro**

www.spatecpro.com

**PRIVATE LABEL  
MANUFACTURING**

**Alban Muller International**

www.albanmuller.com

**Bespoke Retail**

www.bespokesparetail.com

**Groupe GM**

www.groupegm.com

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### PRIVATE LABEL MANUFACTURING

*continued*

#### I plus Q

[www.iplusq.com](http://www.iplusq.com)

#### Kos Paris

[www.kos-paris.com](http://www.kos-paris.com)

#### Natural Skincare Solutions

[www.naturalskincareolutions.org](http://www.naturalskincareolutions.org)

#### Neumorinc

[www.neumorinc.com](http://www.neumorinc.com)

#### New Seasons Natural Products

[www.newseasons.co.uk](http://www.newseasons.co.uk)

#### Pebble & Co

[www.pebbleandco.co.uk](http://www.pebbleandco.co.uk)

#### Pôle Cosmétique

[www.pole-cosmetique.fr](http://www.pole-cosmetique.fr)

#### Primavera

[www.primavera.co.uk](http://www.primavera.co.uk)

#### Spa Factory Bali

[www.spafactorybali.com](http://www.spafactorybali.com)

#### Spa Technologies

[www.spatechnologies.com](http://www.spatechnologies.com)

#### The Tides

[www.thetideswellness.com](http://www.thetideswellness.com)

#### Visage Pro USA

[www.visageprousa.com](http://www.visageprousa.com)

#### Zeal Cosmetics Inc

[www.zlc.jp/en/index.html](http://www.zlc.jp/en/index.html)

### RECRUITMENT

#### Bond Recruitment

[www.bondrecruitment.com](http://www.bondrecruitment.com)

#### Hutchinson Consulting

[www.hutchinsonconsulting.com](http://www.hutchinsonconsulting.com)

#### Spa Connectors

[www.spaconnectors.com](http://www.spaconnectors.com)

#### Spa Opportunities

[www.spaopportunities.com](http://www.spaopportunities.com)

### RELAXATION BEDS

#### Aequum Ltd

[www.aequum.com](http://www.aequum.com)

#### Anapos

[www.anapos.co.uk](http://www.anapos.co.uk)

#### Avalon Couches

[www.avaloncouches.co.uk](http://www.avaloncouches.co.uk)

#### Balnea GmbH & Co Kg

[www.balnea.de](http://www.balnea.de)

#### Boden Furnishings

[www.bodenfurnishings.com](http://www.bodenfurnishings.com)

#### Boombang Inc

[www.boombang.com/aura](http://www.boombang.com/aura)

#### Bradford Products LLC

[www.bradfordproducts.com](http://www.bradfordproducts.com)

#### Cheshire Wellness UK

[www.cheshirewellness.co.uk](http://www.cheshirewellness.co.uk)

#### Clap Tzu

[www.claptzu.de](http://www.claptzu.de)

#### Coco-Mat

[www.coco-mat.com](http://www.coco-mat.com)

#### Dalesauna Ltd

[www.dalesauna.co.uk](http://www.dalesauna.co.uk)

#### Design for Leisure Ltd

[www.designforleisure.com](http://www.designforleisure.com)

#### Effegibi

[www.eggibi.it/en](http://www.eggibi.it/en)

#### Ergomotion Inc

[www.ergomotion.us](http://www.ergomotion.us)

#### Fabio Alemanno Design

[www.fa-design.co.uk](http://www.fa-design.co.uk)

#### Gharieni Group Germany

[www.gharieni.com](http://www.gharieni.com)

#### Happy Sauna

[www.happysauna.it](http://www.happysauna.it)

#### Healing Co Ltd

[www.healing-relax.com](http://www.healing-relax.com)

#### Himalayan Source

[www.himalayansource.com](http://www.himalayansource.com)

#### Hydroconcept

[www.hydro-concept-spa.com](http://www.hydro-concept-spa.com)

#### HydroMassage

[www.hydromassage.com](http://www.hydromassage.com)

#### Hydrotherm Ltd

[www.hydrothermspa.com](http://www.hydrothermspa.com)

#### IONTO Health & Beauty

[www.ionto.de](http://www.ionto.de)

#### Iso Italia Group

[www.isoitalia.com](http://www.isoitalia.com)

#### Klafs GmbH & Co Kg

[www.klafs.com](http://www.klafs.com)

#### Kurland/Haslauer GmbH

[www.kurland.de](http://www.kurland.de)

#### Lemi Group

[www.lemi.it](http://www.lemi.it)

#### Living Earth Crafts

[www.livingearthcrafts.com](http://www.livingearthcrafts.com)

#### Mycoocoon

[www.mycoocoon.com](http://www.mycoocoon.com)

#### Nilo

[www.nilo-beauty.com](http://www.nilo-beauty.com)

#### Nola 7

[www.nola7.com](http://www.nola7.com)

#### Oakworks Inc

[www.oakworks.com](http://www.oakworks.com)

#### Penguin Pools

[www.penguinpools.co.uk](http://www.penguinpools.co.uk)

#### Promet Spa Design & Build

[www.promet.com.tr](http://www.promet.com.tr)

#### Sha Holdings GmbH

[www.sha-art.com](http://www.sha-art.com)

#### Somadome

[www.somadome.com](http://www.somadome.com)

#### Sommerhuber GmbH

[www.sommerhuber.com](http://www.sommerhuber.com)

#### SpatecPro

[www.spatecpro.com](http://www.spatecpro.com)

#### Stas Doyer Hydrotherapie

[www.stas-doyer.com](http://www.stas-doyer.com)

#### Thermarium SPA-

#### Anlagenbau GmbH

[www.thermarium.com](http://www.thermarium.com)

#### Trautwein GmbH

[www.trautwein-gmbh.com](http://www.trautwein-gmbh.com)

#### Trautwein GmbH

[www.trautwein-gmbh.com](http://www.trautwein-gmbh.com)

### RETAIL DISPLAYS

#### Bespoke Retail

[www.bespokesparetail.com](http://www.bespokesparetail.com)

### SALON EQUIPMENT

#### Amber Products Co

[www.amberproducts.com](http://www.amberproducts.com)

#### BeautyPro Ltd

[www.beautypro.com](http://www.beautypro.com)

#### Bretherton Therapy Products

[www.bremed.co.uk](http://www.bremed.co.uk)

#### Caci International

[www.caci-international.co.uk](http://www.caci-international.co.uk)

#### Caldera

[www.caldera-products.com](http://www.caldera-products.com)

#### Callegari SpA

[www.callegari1930.com](http://www.callegari1930.com)

#### Canfield Scientific Inc

[www.canfieldsci.com](http://www.canfieldsci.com)

#### Carlton Beauty & Spa Ltd

[www.thecarltongroup.co.uk](http://www.thecarltongroup.co.uk)

#### Clarisonic

[www.clarisonic.com](http://www.clarisonic.com)

#### Clinogen Ltd

[www.clinogen.com](http://www.clinogen.com)

#### Continuum Footspas

[www.salonpedicurespas.com](http://www.salonpedicurespas.com)

#### Cosmed SRL

[www.cosmed.it](http://www.cosmed.it)

#### Cosmopro

[www.cosmopro.com](http://www.cosmopro.com)

#### Courage + Khazaka Electronics

[www.courage-khazaka.de](http://www.courage-khazaka.de)

#### Crystal Clear Skincare

[www.crystalclear.co.uk](http://www.crystalclear.co.uk)

#### Dermatude

[www.dermatude.com](http://www.dermatude.com)

#### Finders International

[www.shopforspatrade.com](http://www.shopforspatrade.com)

#### FisioSphere

[www.fisiosphere.it](http://www.fisiosphere.it)

#### Foreo AB

[www.foreo.com](http://www.foreo.com)

#### Gharieni Group Germany

[www.gharieni.com](http://www.gharieni.com)

#### Himalayan Source

[www.himalayansource.com](http://www.himalayansource.com)

**The Hydrafacial Company**

www.hydrafacial.com

**Invasix**

www.invasix.com

**IONTO Health & Beauty**

www.ionto.de

**Iskra Medical**

www.iskramedical.eu

**Iyashi Dome**

www.iyashidome.com

**L Raphael**

www.l-raphael.com

**LadyPillo**

www.ladypillo.com

**Lemi Group**

www.lemi.it

**Lenox Pedicure Spa**

www.lenoxpedicurechair.com

**Living Earth Crafts**

www.livingearthcrafts.com

**LPG Systems**

www.lpgsystems.com

**Medical Technology SRL**

www.medicaltec.it

**Nannic Int**

www.nannic.com

**Naturalaser**

www.naturalaser.com

**Nola 7**

www.nola7.com

**Oakworks Inc**

www.oakworks.com

**Ozone Therapy UK**

www.ozone-therapy.co.uk

**Pedicure Bowls**

www.pedicurebowls.com

**Physiotherapie Generale France**

www.gtcellutec.com

**Pino GmbH**

www.pinoshop.de

**Plinth 2000**

www.plinth2000.com

**Purex International Ltd**

www.purex.co.uk

**Qetre**

www.qetre.com

**REM UK Ltd**

www.rem.co.uk

**Rock the Spa LLC**

www.rockthespa.com

**SafeTIC**

www.safetic.ie

**Salon Ambience**

www.salonambience.com

**Saltability**

www.saltability.com

**Seyo**

www.seyo.de

**Silhouet-Tone Corporation**

www.silhouettone.com

**Skin for Life**

www.skinforlife.com

**Slim Images Ltd**

www.slimimages.co.uk

**Solta Medical Inc**

www.solta.com

**Sorisa**

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**Spa Revolutions**

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**Sparcana Ltd**

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**Starvac Group**

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**Storz Medical Ag**

www.storzmedical.ch

**Sybaritic Inc**

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**Takara Belmont USA**

www.takarabelmont.com

**TavTech Ltd**

www.tav-tech.com

**TouchAmerica**

www.touchamerica.com

**Tumiturbi**

www.tumiturbi.it

**Vital Tech**

www.vitaltech-france.com

**Vulsini**

www.vulsini.net

**Zimmer Aesthetics**

www.zimmer-aesthetics.de

**SALT THERAPY**

**Barr + Wray**

www.barrandwray.com

**Changeland**

www.changeland.com

**Dalesauna Ltd**

www.dalesauna.co.uk

**Design for Leisure Ltd**

www.designforleisure.com

**GeoSpa GmbH**

www.geospa.de

**Global Halotherapy Solutions**

www.halotherapysolutions.com

**Halomed UAB**

www.halomed.com

**Himalayan Source**

www.himalayansource.com

**Hydroconcept**

www.hydro-concept-spa.com

**Ingra Ltd**

www.ingra.com.ua

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www.klafs.com

**Kurland/Haslauer GmbH**

www.kurland.de

**Nola 7**

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**Penguin Pools**

www.penguinpools.co.uk

**Salt Chamber Inc**

www.saltchamberinc.com

**Saltability**

www.saltability.com

**Salus Group**

www.salusgroup.pl

**SpatecPro**

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**Abacus Manufacturing Group**

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**Aquademy**

www.aquademy.eu

**Aqualisa**

www.aqualisa.co.uk

**Balnea GmbH & Co Kg**

www.balnea.de

**Bossini Spa**

www.bossini.it

**Bradford Products LLC**

www.bradfordproducts.com

**Carmenta srl**

www.carmentasrl.com/en

**Dalesauna Ltd**

www.dalesauna.co.uk

**Design for Leisure Ltd**

www.designforleisure.com

**Di Vapor Ltd**

www.divapor.com

**Drom UK Ltd**

www.dromuk.com

**Duravit Ag**

www.duravit.de

**Duscholux SA**

www.duscholux.ch

**Franke GmbH**

www.franke.com

**Franz Kaldewei GmbH & Co Kg**

www.kaldewei.de

**Fratelli Fantini Spa**

www.fantini.it

**GeoSpa GmbH**

www.geospa.de

## PRODUCTS & SERVICES

### SHOWERS *continued*

#### Hansgrohe Ag

www.hansgrohe.com

#### Happy Sauna

www.happysauna.it

#### Hoesch Design GmbH

www.hoesch.de

#### Hughes Safety Showers

www.hughes-safety-showers.co.uk

#### Hydrotherm Ltd

www.hydrothermspa.com

#### Industrias Cosmic SAU

www.icosmic.com

#### Klafs GmbH & Co Kg

www.klafs.com

#### Kohler Mira

www.radacontrols.com

#### Kurland/Haslauer GmbH

www.kurland.de

#### Lux Elements GmbH & Co Kg

www.luxelements.com

#### Nola 7

www.nola7.com

#### P&A Engineering Ltd

www.paengineeringltd.com

#### Penguin Pools

www.penguinpools.co.uk

#### Promet Spa Design & Build

www.promet.com.tr

#### Quench Solutions Pty Ltd

www.quenchshowers.com

#### Samuel Heath & Sons PLC

www.samuel-heath.co.uk

#### Zucchetti Rubinetteria SpA

www.zucchettirub.it

### SKIN ANALYSIS

#### BeautyPro Ltd

www.beautypro.com

#### Callegari SpA

www.callegari1930.com

#### Canfield Scientific Inc

www.canfieldsci.com

#### Courage + Khazaka Electronics

www.courage-khazaka.de

#### MCCM Medical Spa

www.mccmmedicalspa.com

### SKINCARE – MEN

#### Academie Scientifique de Beaute

www.skinacademie.com

#### Ahava

www.ahava.com

#### Alchimie Forever LLC

www.alchimie-forever.com

#### Allure Africa

www.allureafrica.com

#### Alpha-H

www.alpha-h.com

#### Amra Skincare

www.amraskincare.com

#### Anne Semonin

www.annesemonin.com

#### AromaWorks

www.aroma-works.com

#### Aveda

www.aveda.com

#### Babor GmbH & Co Kg

www.babor.com

#### Biodroga Cosmetic GmbH

www.biodroga.com

#### Biola Organic Cosmetics

www.biola-organics.com

#### Bioline Jatò

www.bioline-jato.com

#### Biologique Recherche

www.biologique-recherche.com

#### Burt's Bees

www.burtsbees.com

#### Caribbean Essentials

www.caribbeanessentials.com

#### Circadia by Dr. Pugliese

www.circadia.com

#### Clarins

www.clarins.com

#### Columbia Skincare

www.columbiaprobiotics.com

#### Comfort Zone

www.comfortzone.it

#### DDF Skincare

www.ddfskincare.com

#### Decleor

www.decleor.com

#### Dermalogica

www.dermalogica.com

#### Dr Bronner's Magic Soaps

www.drbronner.com

#### Dr Burgener

www.drburgener.com

#### Elemis

www.elemis.com

#### EmerginC

www.emerginc.com

#### Environ Skin Care Pty Ltd

www.environ.co.za

#### ESPA

www.espaskincare.com

#### Eve Taylor (London) Ltd

www.eve-taylor.com

#### Flint Edge

www.flintedge.com

#### Flint Edge

www.flintedge.com

#### Gaylia Kristensen

www.gayliakristensen.com.au

#### Germaine de Capuccini

www.germaine-de-capuccini.com

#### Guinot

www.guinot.com

#### Hammamii

www.hammamii.com

#### Heaven Health & Beauty

www.heavenbydeborahmitchell.co.uk

#### Hommage

www.hommage.com

#### Ilcsi Beautifying Herbs

www.ilcsi.com

#### Institut Esthederm

www.esthederm.com

#### IONTO Health & Beauty

www.ionto.de

#### Julisis

www.julisis.com

#### Kenmen

www.kenmen.net

#### Kerstin Florian

www.kerstinflorian.com

#### Klapp Cosmetics GmbH

www.klapp-cosmetics.com

#### KuuSh Pty Ltd

www.kuush.com.au

#### La Biosthétique

www.labiosthetique.com

#### La Sultane de Saba

www.lasultanedesaba.com

#### Labiomer

www.labiomer.com

#### Laboratoires Didier Rase

www.didier-rase.com

#### Les Sens de Marrakech

www.lessensdemarrakech.com

#### Ligne St Barth

www.lignestbarth.com

#### Li'Tya

www.litya.com

#### LPG Systems

www.lpgsystems.com

#### Lubatti

www.lubatti.co.uk

#### Luzern

www.luzernlabs.com

#### Malin+Goetz

www.malinandgoetz.com

#### Matis Paris

www.matisparis.com

#### MBR Cosmetics

www.mbr-cosmetics.com

#### MCCM Medical Spa

www.mccmmedicalspa.com

#### MD Formulations

www.mdformulations.com

#### Medik8 Dermaceuticals

www.medik8.com

#### Melvita

www.melvita.com

**Mens Space**

www.mensspace.com

**Miriam Quevedo SL**

www.miriamquevedo.com

**Natura Bissé Internacional SA**

www.naturabisse.es

**Neom Luxury Organics**

www.neomorganics.com

**Neumorinc**

www.neumorinc.com

**Nickel Spa London**

www.nickelspalondon.co.uk

**Obagi Medical Products Inc**

www.obagi.com

**L'Occitane**

www.spa.loccitane.com/

**Ógra Skincare**

www.ograskincare.com

**Omnisens Paris**

www.omnisens.fr

**Only Yourx**

www.onlyyourx.com

**Organic Male OM4**

www.om4men.com

**The Organic Pharmacy**

www.theorganicpharmacy.com

**Osmium For Men**

www.osmiumformen.com

**Payot**

www.payot.com

**Pevonia International LLC**

www.pevonia.com

**Phytomer**

www.phytomerpro.com

**Phyt's**

www.phyts.com

**Pure Fiji**

www.purefiji.com

**REN Skincare**

www.renskincare.co

**Repêchage Ltd**

www.repechage.com

**Shiseido Spa Dept**

www.shiseidospas.com

**Skin 2 Skin Care**

www.skin2skincare.com

**SkinCeuticals**

www.skinceuticals.com

**Sothys**

www.sothys.com

**Swiss Mountain Cosmetics GmbH**

www.niance.ch

**Terraké**

www.terrake.com

**Terres D'Afrique**

www.terres-dafrique.com

**Thalgo**

www.thalgo.com

**Thallon Laboratories**

www.thalion.com

**The Divine Company**

www.thedivinecompany.com

**Themae**

www.themae.fr

**The Tides**

www.thetideswellness.com

**Tisserand**

www.tisserand.com

**Vagheggi Phytocosmetici**

www.vagheggi.com

**Vinoble Cosmetics**

www.vinoble-cosmetics.at

**VitaMan Pty Ltd**

www.vitaman.com.au

**Voya**

www.voya.ie

**Weleda International**

www.welada.com

**Wisdom of Africa**

www.wisdomcosmetics.com

**Yon-Ka**

www.yonka.com

**Ytsara**

www.ytsara.com

**Yum Skin Care Inc**

www.yumskincare.com

**Yves Rocher**

www.yves-rocher.co.uk

**SKINCARE – WOMEN**

**Academie Scientifique de Beaute**

www.skinacademie.com

**Africology**

www.africology-sa.com

**Ahava**

www.ahava.com

**Akhassa**

www.akhassausa.com

**Alchimie Forever LLC**

www.alchimie-forever.com

**Allure Africa**

www.allureafrica.com

**Alpha-H**

www.alpha-h.com

**Alqvimia SL**

www.alqvimia.com

**Amala Inc**

www.amalabeauty.com

**Amber Products Co**

www.amberproducts.com

**Amra Skincare**

www.amraskincare.com

**Amrit Organic**

www.redcherrygroup.com

**Anakiri BioEnergetic Skin Care**

www.anakiri.com

**Anna Lotan Ltd**

www.annalotan.com

**Anne Semonin**

www.annesemonin.com

**Apot.Care**

www.apotcare.com

**i AR457**

www.ar457.com

**ARK**

www.arkskincare.com

**Aromapothecary**

www.aromapothecary.com

**Aromatherapy Associates Ltd**

www.aromatherapyassociates.com

**Aromatica**

www.aromatica.fi

**AromaWorks**

www.aroma-works.com

**Attirance**

www.attirance.com

**Aveda**

www.aveda.com

**Babor GmbH & Co Kg**

www.babor.com

**Balaton Spa**

www.balaton-spa.co.uk

**Bamford Ltd**

www.bamford.co.uk.

**BeautyLab Ltd**

www.beautylab.co.uk

**Bellitas Ltd**

www.bellitas.co.uk

**Biodroga Cosmetic GmbH**

www.biodroga.com

**Biola Organic Cosmetics**

www.biola-organics.com

**Bioline Jatò**

www.bioline-jato.com

**Biologique Recherche**

www.biologique-recherche.com

**Biossentials Ltd**

www.biossentials.com

**Biotone**

www.biotone.com

**Biotropica LLC**

www.biotropicabody.com

**Bliss**

www.blissworld.com

**Boa Skin Care**

www.boaskincare.com

**Body Bistro**

www.bodybistro.com

**Botanicals Ltd**

www.botanicals.co.uk

**Burt's Bees**

www.burtsbees.com

**Caribbean Essentials**

www.caribbeanessentials.com

**Carita International**

www.carita.com

## PRODUCTS & SERVICES

### SKINCARE – WOMEN *continued*

#### Caudalie

www.caudalie.com

#### Chanticaillé

www.chanticaillé.com

#### Charme d'Orient

www.charmedorient.com

#### Christina

www.christina-cosmeceuticals.com

#### Cinq Mondes

www.cinqmondes.com

#### Circadia by Dr. Pugliese

www.circadia.com

#### Clarins

www.clarins.com

#### Collin

fr.collinparis.com

#### Columbia Skincare

www.columbiaprobiotics.com

#### Comfort Zone

www.comfortzone.it

#### Cor LLC

www.corsilver.com

#### Cosmetic Horizons

www.cosmetic-horizons.com

#### CSHE Australia Pty

www.clinicalpro.com

#### Cures by Avance

www.curesbyavance.com

#### C'watre

www.cwatre.com

#### Daniela Steiner

www.steiner cosmetics.com

#### Daniele de Winter

www.danieledewinter.com

#### Darphin

www.darphin.com

#### DDF Skincare

www.ddfskincare.com

#### Decléor

www.decleor.com

#### Delicious!

www.delicious-skin.com

#### Dermalogica

www.dermalogica.com

#### Dermaquest Skin Therapy

www.dermaquestlnccom

#### Dermotechnology

www.dermotechnology.com

#### Deserving Thyme Inc

www.deservingthyme.com

#### Dibi Milano

www.dibimilano.it

#### Dr Bronner's Magic Soaps

www.drbronner.com

#### Dr Burgener

www.drburgener.com

#### Dr Hauschka

www.wala.de

#### DRV Phytolab

www.drsva.com

#### Earth Matters Apothecary

www.earthmattersapothecary.com

#### Electric Body Europe

www.electricbody.eu

#### Elemental Herbology

www.elementalherbology.com

#### Elemis Ltd

www.elemis.com

#### Ella Baché

www.ellabache.fr

#### EmerginC

www.emerginc.com

#### Éminence Organic Skin Care

www.eminenceorganics.com

#### Environ Skin Care Pty Ltd

www.environ.co.za

#### Epicuren Discovery

www.epicuren.com

#### Ericson Laboratoire

www.ericson-laboratoire.com

#### ES Skincare

www.esskincare.co.uk

#### ESPA

www.espaskincare.com

#### Essential Care

www.essential-care.co.uk

#### Eve Lom Ltd

www.evelom.com

#### Eve Taylor (London) Ltd

www.eve-taylor.com

#### Finders International

www.shopforspatrade.com

#### FisioSphere

www.fisiosphere.it

#### Forest Secrets Skincare

www.forestsecretsskincare.com

#### Forlle'd Inc

www.forlled.com

#### Futuresse Spa GmbH

www.futuresse.de

#### Gatineau

www.gatineau-paris.com

#### Gaylia Kristensen

www.gayliakristensen.com.au

#### Gazelli International

www.gazelliskincare.com

#### Gemology Cosmetics

www.gemology.fr

#### Germaine de Capuccini

www.germaine-de-capuccini.com

#### Giffarine Skyline Laboratory

www.giffarinefactory.com

#### Guinot

www.guinot.com

#### Hammamii

www.hammamii.com

#### Harnn

www.harnn.com

#### Hawaiian Body Products LLC

www.hawaiianbodyproducts.com

#### Healing Earth

www.healingearth.co.za

#### Heaven Health & Beauty

www.heavenbydeborahmitchell.co.uk

#### Hobe Pergh SRL

www.hobepergh.it

#### Hora Sexta

www.horasexta.it

#### HydroPeptide

www.hydropeptide.com

#### I plus Q

www.iplusq.com

#### Ila – Spa Ltd

www.ila-spa.com

#### Ilcsi Beautifying Herbs

www.ilcsi.com

#### Image Skincare

www.imageskincare.com

#### Institut Esthederm

www.esthederm.com

#### Intelligent Nutrients

www.intelligentnutrients.com

#### Intraceuticals

www.intraceuticals.com

#### IONTO Health & Beauty

www.ionto.de

#### Jamu Asian Spa Rituals

www.jamuspa.com

#### Jindilli

www.jindilli.com

#### JMSR Europe Ltd

www.jmsreurope.com

#### Josiane Laure

www.josiane-laure.com

#### Julisis

www.julisis.com

#### Jurlique

www.jurlique.com.au

#### Kanebo Cosmetics Inc

www.kanebo-international.com

#### Kerstin Florian

www.kerstinflorian.com

#### Kimia Skincare Ltd

www.kimia.co.uk

#### Kneipp-Werke

www.kneipp.de

#### Kurland/Haslauer GmbH

www.kurland.de

#### KuuSh Pty Ltd

www.kuush.com.au

#### L Raphael

www.l-raphael.com

**L'anza**

www.lanza.com

**La Biothétique**

www.labiosthetique.com

**La Mer Corporate**

www.cremedelamer.com/corporate

**La Sultane de Saba**

www.lasultanedesaba.co

**Labiomer**

www.labiomer.com

**Laboratoire Remède**

www.remede.com

**Laboratoires Ingrid Millet SA**

www.ingridmillet.com

**Laboratoires La Prairie SA**

www.laprairie.com

**Laboratory of Flowers**

www.labofflowers.com

**LaGaia Hydraceutical**

www.lagaia.com.au

**LaNatura**

www.lanatura.com

**LCN Spa**

www.wilde-cosmetics.com

**Les Sens de Marrakech**

www.lessensdemarrakech.com

**Ling Skincarel**

www.lingskincare.com

**Lira Clinical**

www.liraclinical.com

**Li'Tya**

www.litya.com

**L'Occitane**

www.spa.loccitane.com/

**LPG Systems**

www.lpgsystems.com

**Lubatti**

www.lubatti.co.uk

**Luxsit Organic Care**

www.luxsit.se

**Luzern**

www.luzernlabs.com

**Macon Meerescosmetic**

www.maconmeerescosmetic.de

**Madara Cosmetics**

www.madaracosmetics.com

**Malie Inc**

www.malie.com

**Malin+Goetz**

www.malinandgoetz.com

**Marie Veronique Organics**

www.mvorganics.com

**Marine Beauty Care Ltd**

www.marinebeautycare.co.uk

**Matis Paris**

www.matisparis.com

**Mavala International SA**

www.mavala.com

**MBR Cosmetics**

www.mbr-cosmetics.com

**MCCM Medical Spa**

www.mccmmedicalspa.com

**MD Formulations**

www.mdformulations.com

**Medik8 Dermaceuticals**

www.medik8.com

**Melvita**

www.melvita.com

**Mira's Hand**

www.mirashand.com.au

**Miriam Quevedo SL**

www.miriamquevedo.com

**Morjana**

www.morjana.fr

**Moor Spa International Ltd**

www.moorspa.co.uk

**Moroccanoil**

www.moroccanoil.com

**My Blend**

www.my-blend.com

**Natura Bissé Internacional SA**

www.naturabisse.es

**Naturopathica**

www.naturopathica.com

**Nannic Int**

www.nannic.com

**Neamorinc**

www.neamorinc.com

**Neom Luxury Organics**

www.neomorganics.com

**Nimue Skin Technology**

www.nimueskin.com

**Nohem**

www.nohem.com

**Nu Skin**

www.nuskin.com

**Nude**

www.nudeskincare.com

**Obagi Medical Products Inc**

www.obagi.com

**Officina de' Tornabuoni**

www.officinadetornabuoni.com

**Ógra**

www.ogirskincare.com

**Olavie**

www.olavie.com

**Omnisens Paris**

www.omnisens.fr

**Omorovicza**

www.omorovicza.com

**OmVeda Ayurvedic**

www.omveda.com.au

**Skin & Hair Care**

www.omveda.com.au

**On Group**

www.on-group.co.uk

**Only Yourx**

www.onlyyourx.com

**The Organic Pharmacy**

www.theorganicpharmacy.com

**The Organic Spa**

www.theorganicspa.eu

**Orienka Paris**

amani@orienka.fr

**OSEA International**

www.oseamalibu.com

**Pai Skincare**

www.paiskincare.com

**Panpuri**

www.panpuri.com

**Payot**

www.payot.com

**Peter Thomas Roth**

www.peterthomasroth.com

**Pevonia International LLC**

www.pevonia.com

**Phytomer**

www.phytomerpro.com

**Phyt's**

www.phyts.com

**Pino GmbH**

www.pinoshop.de

**Primavera**

www.primavera.co.uk

**Primavera Life GmbH**

www.primaverallife.com

**Priori**

www.prioriskincare.com

**Proto-col**

www.proto-col.com

**Pur Natural Skincare**

www.purskincare.co.uk

**Pure Altitude**

www.pure-altitude.com

**Pure Fiji**

www.purefiji.com

**QMS Medicosmetics**

www.qmsmedicosmetics.com

**Red Flower**

www.redflower.com

**REN Skincare**

www.renskincare.com

**Repêchage Ltd**

www.repechage.com

**Rice Force**

www.riceforce.net/en

**Rodial Ltd**

www.rodial.co.uk

**Russie Blanche**

www.russieblanche.com

**Saach Organics**

www.saachorganics.com

**Salt of the Earth**

www.saltearthspa.com

**Shiseido Spa Dept**

www.shiseidospas.com

**Själ Skincare**

www.sjalskincare.com



## PRODUCTS & SERVICES

### SKINCARE – WOMEN *continued*

#### Skin 2 Skin Care

www.skin2skincare.com

#### Skin Authority

www.skinauthority.com

#### SkinCeuticals

www.skinceuticals.com

#### Smiths of Jersey

www.smithsofjersey.com

#### Sodashi Pty Ltd

www.sodashi.com

#### Somme Institute

www.sommeinstitute.com

#### Sothys

www.sothys.com

#### Spa Ritual

www.sparitual.com

#### Spa Technologies

www.spatechnologies.com

#### SpaDunya

www.spadunya.com

#### Spiezia Organics Ltd

www.madeforlifeorganics.com

#### Subtle Energies

www.subtleenergies.com.au

#### Suissences

www.suissences.com

#### Sundari

www.sundari.com

#### Swiss Mountain Cosmetics GmbH

www.niance.ch

#### Swiss Perfection

www.swissperfection.com

#### Tanamera Tropical Spa Products

www.tanamera.com.my

#### Temple Spa Ltd

www.templespa.com

#### Terraké

www.terrake.com

#### Terres D'Afrique

www.terres-dafrique.com

#### Thalion Laboratories

www.thalion.com

#### Thalgo

www.thalgo.com

#### Thann-Oryza

www.thann.info

#### The Divine Company

www.thedivinecompany.com

#### Themae

www.themae.fr

#### TheraNaka

www.theranaka.co.za

#### TheraVine

www.spaproducts.co.za

#### The Tides

www.thetideswellness.com

#### Tioissan

www.tioissan.com

#### Tri-Dosha Ltd

www.tri-dosha.co.uk

#### Uspa

www.uspaimmersion.com

#### Vagheggi Phytocosmetics

www.vagheggi.com

#### Victoria Moore Ltd

www.victoria-moore.eu

#### Vinoble Cosmetics

www.vinoble-cosmetics.at

#### Voya

www.voya.ie

#### Wala Heilmittel GmbH

www.wala.de

#### Weleda International

www.weleda.com

#### Wisdom of Africa

www.wisdomcosmetics.com

#### Yon-Ka

www.yonka.com

#### Ytsara

www.ytsara.com

#### Yum Skin Care Inc

www.yumskincare.com

#### Yves Rocher

www.yves-rocher.co.uk

### SOUND THERAPY

#### Acutonics

www.acutonics.com

#### So Sound Solutions

www.sosoundsolutions.com

#### SpatecPro

www.spatecpro.com

#### Stress & Motivation UK Ltd

www.soundwavetherapy.co.uk

### SPA BATH/WHIRLPOOLS

#### 4SeasonsSpa

www.4seasonsspa.com

#### Aloys F. Dornbracht

GmbH & Co. KG

www.dornbracht.com

#### Aquademy

www.aquademy.eu

#### Balnea GmbH & Co KG

www.balnea.de

#### Barr + Wray

www.barrandwray.com

#### Catalina Spas

www.catalinaspas.co.uk

#### Cheshire Wellness UK

www.cheshirewellness.co.uk

#### Dalesauna Ltd

www.dalesauna.co.uk

#### Design for Leisure Ltd

www.designforleisure.com

#### Di Vapor Ltd

www.divapor.com

#### Ezarri Mosaico

www.ezarri.com

#### GeoSpa GmbH

www.geospa.de

#### Hansgrohe Ag

www.hansgrohe.com

#### Happy Sauna

www.happysauna

#### HydroCo

www.hydroco.com

#### Hydroconcept

www.hydro-concept-spa.com

#### Hydrotherm Ltd

www.hydrothermspa.com

#### uwe JetStream GmbH

www.uwe.de

#### Klafs GmbH & Co Kg

www.klafs.com

#### Neoqi AS

www.neoqi.com

#### Nola 7

www.nola7.com

#### Penguin Pools

www.penguinpools.co.uk

#### Portcrl Spas

www.portcrl.com

#### Promet Spa Design & Build

www.promet.com.tr

#### SpatecPro

www.spatecpro.com

#### Teuco Guzzini S.p.A.

www.teuco.com

#### Thermarium SPA-

#### Anlagenbau GmbH

www.thermarium.com

#### Trautwein GmbH

www.trautwein-gmbh.com

#### Unbescheiden GmbH

www.unbescheiden.com

### SPA DESIGN/ARCHITECTS

#### 1Life

www.1life.co.uk

#### 3d Leisure

www.3dleisure.com

#### 5 Spa Consulting LLC

www.5spaconsulting.com

#### AB Concept

www.abconcept.net

#### Absolute Design

www.weareabsoluteuk.com

#### Adache Group Architects Inc

www.adache.com

#### Aedas Architects

www.aedas.com

**Agnes Bourgeon**

www.agnesbourgeon.com

**Anapos**

www.steamroomsuk.co.uk

**Aquamental Spa**

www.aquamentalspa.com

**Asfour Guzy Architects**

www.asfourguzy.com

**ASPA**

www.a-spa.com

**Aspen Spa Management**

www.aspenspamanagement

**Atelier Landauer Ltd**

www.atelier-landauer.com

**Atlam Design Worldwide**

www.atlamdesignworldwide.com

**Atmosphere Spa Design**

www.atmospherespadesign.com

**AW Lake Wellness USA, LLC**

www.awlakedesign.com

**Barr + Wray**

www.barrandwray.com

**Be a Business Spa - BBSPA**

www.beabusinessspa.com

**Beauty Leaders LLC**

www.beautyleaders.com

**Bensley Design Studios**

www.bensley.com

**BLINK Design Group**

www.blinkdg.com

**Blu Spas Inc**

www.bluspasinc.com

**BUZ Design Consultants**

www.buzdesign.biz

**Cent Degres**

www.centdegres.com

**Champalimaud**

www.champalimauddesign.com

**Chantara Spa**

www.chantaraspa.com

**Clodagh**

www.clodagh.com

**Concept Saphyr**

www.concept-saphyr.com

**Consonni**

www.consonni.it

**Core Essence**

www.coreessence.ca

**Crecente Asociados**

www.crecenteasociados.com

**Davide Macullo Architetto**

www.macullo.com

**Deep Nature**

www.deepnature.fr

**Denniston International  
Architects & Planners Ltd**

www.denniston.com.my

**Didier Lefort Architectes Associes**

www.dl2a.fr

**DP Architects**

www.dpa.com.sg

**Drom UK Ltd**

www.dromuk.com

**Esadore International**

www.esadore.com

**ESPA**

www.espa-consulting.com

**Foster + Partners**

www.fosterandpartners.com

**Fox Linton**

www.foxlinton.com

**Francis & Alexander**

www.resource4spas.com

**GeoSpa GmbH**

www.geospa.de

**Global Project & Spa Advisory**

www.globalspaadvisory.com

**GOCO Hospitality**

www.gocohospitality.com

**GSD Spa and Wellness**

**Development Corporation**  
www.globalspadevelopment.com

**Happy Sauna**

www.happysauna.it

**Health Fitness Dynamics**

www.hfdspa.com

**Hepburn Wellness Group**

www.hepburnwellness.com

**HBA/Hirsch Bedner Associates**

www.hba.com

**HKS Architects Inc**

www.hksinc.com

**Hospitality & Leisure Concepts**

www.hlconcepts.co.uk

**Howard Spa Consulting**

www.howardspaconsulting.com

**HVS Spa & Wellness Consulting**

www.hvs.com

**IDP Design**

www.idpdesign.com

**Inbalans Group**

www.inbalansgroup.com

**International Leisure Consultants**

www.ilc-world.com

**ISM SPA**

www.ismspa.com

**JG Spa Consultancy**

www.jgspadevelopment.com

**Jon'Ric International**

www.jonricfranchise.com

**Kerry Hill Architects**

www.kerryhillarchitects.com

**Klafs GmbH & Co KG**

www.klafs.com

**Kurland/Haslauer GmbH**

www.kurland.de

**La Paz Group**

www.lapazgroup.com

**Linser Hospitality GmbH**

www.linserhospitality.com

**LivUnLtd**

www.livunltd.com

**Manfred Ronstedt**

www.ronstedt-hotelconcepts.de

**Manosa & Company**

www.manosa.com

**Maps Design**

www.mapsdesign.com

**MASS Designers**

www.massdesigners.com

**Melt Design Hub**

www.meltdesignhub.com

**Mestre & Mestre Spa Consulting**

www.mestre-spa-mestre.com

**Milk Leisure Ltd**

www.milkleisure.co.uk

**Mosaic Group**

www.mosaicgroup.co.uk

**Moss Trend**

www.mosstrend.com

**MSPA International**

www.mspa-international.com

**Mycoocoon**

www.mycoocoon.com

**Natural Resources Spa Consulting**

www.nrispa.com

**Newport Collaborative Architects**

www.ncarchitects.com

**Nika Consulting**

www.nikaconsulting.ca

**Nine Degrees**

www.ninedegreeesspa.com

**Nola 7**

www.nola7.com

**Nous Design**

www.nousdesign.co.uk

**Orms Architecture Design**

www.orms.co.uk

**Oualalou + Choi**

www.oplusc.com

**Overland Partners**

www.overlandpartners.com

**P49 Deesign & Associates Co Ltd**

www.p49deesign.com

**PA Wellness Consultancy**

www.pa-wellness.com

**Peter Muller**

www.petermuller.org

**Premedion**

www.premedion.de

**Promet Spa Design & Build**

www.promet.com.tr

**Raison d'Etre**

www.raisondetrespas.com

**Red Cashew**

www.redcashew.com

## PRODUCTS & SERVICES

### SPA DESIGN/ARCHITECTS

*continued*

#### Resense Spa

www.resensespas.com

#### Resources for Leisure Assets

www.resourcesforleisureassets.com

#### Richardson Sadeki

www.rsdnyc.com

#### Rizzato Spa Consulting

www.spa-consulting.com

#### Robert D Henry Architects

www.rdh-architects.com

#### Sacred Currents

www.sacredcurrents.com

#### Salamander Lifestyle Pte Ltd

www.salamanderspa.net

#### Sanguine Hospitality

www.sanguine.com

#### Sanipex Group

www.sanipexdubai.com

#### Sanitas Spa & Wellness

www.thesanitas.com

#### Saturn Projects Ltd

www.saturnprojects.com

#### SB Architects

www.sb-architects.com

#### Sedona Resorts

www.sedona-resorts.com

#### Serena Spa

www.serenaspa.com

#### Shenka

www.shenka.com

#### Softouch International

www.softouchspa.com

#### Soul Spa Concepts

www.soulhouse.ae

#### Spa & Club Ideations, LLC

www.spaclubideations.com

#### Space-Place

www.space-place.com

#### Spa Advocates

www.spaadvocates.com

#### Spabulous

www.spabulous.com

#### Spa Bureau

www.spadevelopment.ru

#### Spa Concepts International

www.spaconcepts.com

#### The Spa Consultants

www.thespaconsultants.co.za

#### Spa Creators Ltd

www.spacreators.co.uk

#### Le Spa Francais

www.lespafrancais.com

#### Spa Guide-n-Light

www.spaguidenlight.com

#### Spa Innovations

www.spa-innovations.com

#### Spa Management Solutions

spamanagement-solutions.com

#### Spa Profits Consulting Inc

www.spaprofits.com

#### Spa Sessions

www.spasessions.com

#### Spa Solutions Training & Management Consultancy

www.spatm.net

#### Spa Strategy

www.spastrategy.net

#### Spa Success Consultants

www.spasuccess.com

#### Spa Vision

www.spavision.com

#### SPAd

www.sylviaiplanninganddesign.com

#### SPALIGN Concepts

www.spalign.com

#### SpaLution

www.spalution.com

#### Sparcstudio

www.sparcstudio.co.uk

#### Spa Wellness Consulting

www.spawellness.com

#### Starpool srl

www.starpool.com

#### Steiner Leisure Ltd

www.steinerleisure.com

#### Steiner Spa Consulting

www.steinerspaconsulting.com

#### Steve Leung Designers Ltd

www.sldgroup.com

#### Stolle Service Ltd

www.stolle.com

#### Stretch Ceilings Ltd

www.strechceilings.co.uk

#### Studio RHE

www.studiorhe.com

#### Sylvia Planning And design Inc (SPAd)

sylviaiplanninganddesign.com

#### Thalgo Spa Management

www.thalgospamanagement.com

#### Thermarium SPA-Anlagenbau GmbH

www.thermarium.com

#### Tip Touch International

www.tiptouch.com

#### Toskanaworld

www.toskanaworld.net

#### Trilogy Spa Holdings

www.trilogyspaholdings.com

#### Under a Tree Health & Wellness Consulting

www.underatree.com

#### Vera Iconica

www.veraiconicaarchitecture.com

#### Voelker Gray Design

www.voelkergraydesign.com

#### Wellness Arena Corporation

www.warena.net

#### Wellness&Spa Solutions

www.spa-solutions.me

#### The Wellness

www.thewellness.ae

#### Wheway Lifestyle International

www.whewaylifestyle.com

#### Wimberly Allison Tong & Goo

www.watg.com

#### WTS International

www.wtsinternational.com

#### Yoo

www.yoo.com/designers/yoo-studio

#### Zdravoros Eco Spa

www.zdravoros.ru

#### Zynk Design

www.zynkdesign.com

### SPA MARKETING

#### Groupon

www.groupon.com

#### Spabreaks

www.spabreaks.com

#### SpaFinder

www.spafinder.com

#### Treatwell

www.treatwell.com

#### Youspa Srl

www.youspa.eu

### SPA STRUCTURES

#### Soul Spa Concepts

www.soulhouse.ae

#### Spa Creators

www.spacreators.co.uk

#### SpaTree

www.spatree.eu

### SUNCARE

#### Bioline Jatò

www.bioline-jato.com

#### Coola Suncare

www.coolasuncare.com

#### Decléor

www.decleor.com

#### JK-International GmbH

www.ergoline.de

#### Soleil Organique

www.soleilorganique.com

#### Supergoop

www.supergoop.com

#### Vinoble Cosmetics

www.vinoble-cosmetics.at

#### Xen-Tan

www.xen-tan.co.uk

**Yves Rocher**  
www.yves-rocher.co.uk

### **TANNING/SUNBEDS**

**Be Bronze**  
www.shopbebronze.com

**Beau Bronz**  
www.beaubronz.co.uk

**California Tan**  
www.californiatan.com

**Elemis**  
www.elemis.com

**Fake Bake**  
www.fakebake.com

**Finders International**  
www.shopforspatrade.com

**Gerrard International**  
www.gerrardinternational.com

**He-Shi Enterprises Ltd**  
www.he-shi.eu

**I plus Q**  
www.iplusq.com

**InfinitySun**  
www.infinitysun.com

**Iredale Mineral Cosmetics**  
www.janeiredale.com

**Iso Italia Group**  
www.isoitalia.com

**JK-International GmbH**  
www.ergoline.de

**Karora Cosmetics**  
www.karoracosmetics.com

**LDN : SKINS**  
www.ldnskins.com

**Luzern**  
www.luzernlabs.com

**Nannic Int**  
www.nannic.com

**On Group**  
www.on-group.co.uk

**REM UK Ltd**  
www.rem.co.uk

**Soltron**  
www.soltron.us

**St Tropez**  
www.st-tropez.com

**Supergoop**  
www.supergoop.com

**Ultrasun International BV**  
www.ultrasun.nl

**Vani-T Pty Ltd**  
www.vani-t.com

**Vita Liberata**  
www.vitaliberata.com

**Xen-Tan**  
www.xen-tan.co.uk

### **THALASSO/MARINE**

**Ahava**  
www.ahava.com

**Babor GmbH & Co Kg**  
www.babor.com

**Biodroga Cosmetic GmbH**  
www.biodroga.com

**Blue Spa & Leisure Consultants**  
www.bluespaandleisure.co.uk

**Collin**  
fr.collinparis.com

**Cor LLC**  
www.corsilver.com

**C'watre**  
www.cwatre.com

**Earth Matters Apothecary**  
www.earthmattersapothecary.com

**Elemis Ltd**  
www.elemis.com

**Ella Baché**  
www.ellabache.fr

**Finders International**  
www.shopforspatrade.com

**FisioSphere**  
www.fisiosphere.it

**Gatineau**  
www.gatineau-paris.com

**Germaine de Capuccini**  
www.germaine-de-capuccini.com

**Kerstin Florian**  
www.kerstinflorian.com

**Klapp Cosmetics GmbH**  
www.klapp-cosmetics.com

**Kurland/Haslauer GmbH**  
www.kurland.de

**Labiomer**  
www.labiomer.com

**Laboratoires Ingrid Millet SA**  
www.ingridmillet.com

**Laboratoires La Prairie SA**  
www.laprairie.com

**LaNatura**  
www.lanatura.com

**Macon Meerescosmetic**  
www.maconmeerescosmetic.de

**Morjana**  
www.morjana.fr

**Nannic Int**  
www.nannic.com

**Omorovicza**  
www.omorovicza.com

**Pevonia International LLC**  
www.pevonia.com

**Phytomer**  
www.phytomerpro.com

**Repêchage Ltd**  
www.repechage.com

**Smiths of Jersey**  
www.smithsofjersey.com

**Sothys**  
www.sothys.com

**Terraké**  
www.terrake.com

**Thallon Laboratories**  
www.thalion.com

**Thalgo**  
www.thalgo.com

**Voya**  
www.voya.ie

### **TREATMENT BEDS**

**4SeasonsSpa**  
www.4seasonsspa.com

**Aequum Ltd**  
www.aequum.com

**Athlegen Pty Ltd**  
www.athlegen.com.au

**Avalon Couches**  
www.avaloncouches.co.uk

**Beutelle Therapy Equipment Ltd**  
www.beutelle.co.uk

**Boden Furnishings**  
www.bodenfurnishings.com

**Chill Out Design Evolution**  
www.chillout-design.com

**Clap Tzu**  
www.claptzu.de

**Custom Craftworks**  
www.customcraftworks.com

**Earthlite Massage Tables**  
www.earthlite.com

**ETE Wellness Engineering**  
www.ete.es

**Falkner Massagetische**  
www.massagetable.at.

**GeoSpa GmbH**  
www.geospa.de

**Gharieni Group Germany**  
www.gharieni.com

**Happy Sauna**  
www.happysauna.it

**HydroCo**  
www.hydroco.com

**Hydrotherm Ltd**  
www.hydrothermspa.com

**IONTO Health & Beauty**  
www.ionto.de

**Kurland/Haslauer GmbH**  
www.kurland.de

**Lemi Group**  
www.lemi.it

**Living Earth Crafts**  
www.livingearthcrafts.com

**Neoqi AS**  
www.neoqi.com

**Nilo**  
www.nilo-beauty.com

**Nola 7**  
www.nola7.com

## PRODUCTS & SERVICES

### TREATMENT BEDS

*continued*

#### Oakworks Inc

www.oakworks.com

#### Pierantonio Bonacina

www.pierantonionobonacina.it

#### Pino GmbH

www.pinoshop.de

#### REM UK Ltd

www.rem.co.uk

#### Silhouet-Tone Corporation

www.silhouettone.com

#### SpatecPro

www.spatecpro.com

#### Thermarium SPA-

#### Anlagenbau GmbH

www.thermarium.com

#### Trautwein GmbH

www.trautwein-gmbh.com

#### Unbescheiden GmbH

www.unbescheiden.com

### UNIFORMS

#### ADM Leisure Wear

www.admdirect.co.uk

#### Asquith London

www.asquithlondon.com

#### Barco Uniforms

www.barco.com

#### Buttercups Collection

www.buttercupsuniforms.co

#### Cabiola

www.cabiola.com

#### Corporate Trends

www.corporatetrends.co.uk

#### Diamond Designs

www.diamonddesigns.ie

#### Fashion At Work (UK) Ltd

www.fashionatwork.co.uk

#### Fashionizer Spa

www.fashionizerspa.com

#### Florence Roby Ltd

www.uniformcollection.com

#### Harveys

www.harveys.co.uk

#### Inline London

www.inlinelondon.co.uk

#### Jermyn Street Design

www.jsd.co.uk

#### Monique Mathieu

www.monique-mathieu.com

#### Noel Asmar Group

www.noelasmaruniforms.com

#### Novelastic

www.novelastic.com

#### Salonwear Direct

www.salonweardirect.co.uk

#### Simon Jersey

www.simonjersey.com

#### Tao Freedom LLC

www.taofreedom.com

#### Tempus Clothing

www.tempusclothing.com

#### Yeah Baby

www.yeahbabypl.com

### VIBRATION THERAPY

#### Body Coach

www.bodycoach.net

#### Bretherton Therapy Products

www.bremed.co.uk

#### Eastern Vibration LLC

www.easternvibration.com

#### Fitvibe

www.fitvibe.com

#### Power Plate

www.powerplate.co.uk

#### ProVib International

www.provib.com

#### Sasaki International Ltd

www.sasaki.co.uk

#### Sismo Fitness International

www.sismofitness.com

#### Vibrogym UK

www.vibrogym.com

### WASHROOMS

#### Abacus Manufacturing Group

www.abacusdirectlimited.com

#### Airdri Ltd

www.airdri.com

#### Armitage Shanks

www.armitage-shanks.co.uk

#### Bristan Group

www.specifybristan.com

#### Aloys F Dornbracht GmbH & Co Kg

www.dornbracht.com

#### Dyson Airblade

www.dysonairblade.co.uk

#### Franke Aquarotter GmbH

www.www.franke.com

#### Graff

www.graff-faucets.com

#### Hansa Metallwerkge Ag

www.hansa.com

#### Hansgrohe Ag

www.hansgrohe.com

#### Kimberly-Clark Professional

www.kcprofessional.com

#### Pasture Naturals Ltd

www.pasturenaturals.com

#### Ridgeway

www.ridgewayfm.com

#### Simply Washrooms

www.simplywashrooms.co.uk

#### Vendor International BV

www.vendorinternational.com

#### Washroom Washroom Ltd

www.washroom.co.uk

### WATER TREATMENT

#### Barr + Wray

www.barrandwray.com

#### Bio Water Technology

www.biowatertech.co.uk

#### Clear Water Revival Ltd

www.clear-water-revival.com

#### Complete Pool Controls

www.cpc-chemicals.co.uk

#### Evoqua Water Technologies

www.evoqua.com

#### Hydrotech Handels GmbH

www.hydrotecberlin.de

#### Kemitron GmbH

www.kemitron.com

#### Laboratoires Camylle

www.camylle.com

#### Magnapool

www.magnapool.com

#### Midas Pool & Fountain Products

www.midas-gmbh.de

#### Nola7

www.nola7.com

#### SpatecPro

www.spatecpro.com

#### Werner Dosiertechnik

#### GmbH & Co KG

www.werner-dosiertechnik.de

#### Xeros Ltd

www.xeroscleaning.com

### WAXING

#### Outback Organics

www.outbackorganics.co.uk

#### Pandhy's

www.pandhys.com

#### Perron Rigot

www.perron-rigot.co.uk

#### Salon System

www.salonsystem.co

# spa business

2018 – 2019 HANDBOOK

## LISTINGS

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Spa Course Selector .....	<b>p377</b>
Trade Associations .....	<b>p388</b>
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# Spa Training Directory

First launched online in 2006, the Spa Training Directory lists contact details for more than 800 spa training providers. We've given a snapshot here, while full details can be found at [www.spaopportunities.com/training](http://www.spaopportunities.com/training). For a breakdown of courses these organisations offer, our Spa Course Selector on p377 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](http://www.academycanada.com)

## Advance Beauty College

10121 Westminster Avenue Garden  
Grove, California, CA 92843, USA

Tel: +1 714 530 2131

[www.advancebeautycollege.com](http://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](mailto:info@astecc.com)

[www.astecc.com](http://www.astecc.com)

## Al Akhawayn University

PO Box 104, Hassan II Avenue,  
Ifrane, 53000, Morocco

Tel: +212 535 862 000

Email: [admissions@au.ma](mailto:admissions@au.ma)

[www.aui.ma](http://www.aui.ma)

## Alexander School of Natural Therapeutics

4026 Pacific Avenue, Tacoma,  
WA 98418, USA

Tel: +1 877 472 1142

Email: [alexand1@nwlinc.com](mailto:alexand1@nwlinc.com)

[www.secretsofisis.com](http://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](mailto:askus@algonquincollege.com)

[www.algonquincollege.com](http://www.algonquincollege.com)

## Alison Caroline Institute (ACI)

Muthaiga Shopping Centre, PO Box  
63101, Limuru Road, Nairobi, Kenya

Tel: +254 20 404 3360

Email: [info@acicollege.com](mailto:info@acicollege.com)

[www.acicollege.com](http://www.acicollege.com)

## Alpine Center

Chilcherlistr. 1, Alpnach Dorf,  
6065, Switzerland

Tel: +41 41 671 0303

Email: [admissions@swissalpinecenter.com](mailto:admissions@swissalpinecenter.com)

[www.swissalpinecenter.com/en/](http://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](mailto:info@ahlei.org)

[www.ahlei.org](http://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](mailto:info@anandaspainstitute.com)

[www.anandaspainstitute.com](http://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](http://www.integrativemedicine.arizona.edu)

## Aroma Akademija

Ustanova Aromara Centar, Ivana Perkovca  
19, Harmica, Senkovec 10292, Croatia

Tel: +385 1 33 96 914

Email: [center@aromara.com](mailto:center@aromara.com)

[www.aromaakademija.hr](http://www.aromaakademija.hr)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **Asheville-Buncombe Technical Community College**

340 Victoria Road, Asheville,  
NC 28801, USA  
Tel: +1 828 398 7900  
Email: info@abtech.edu  
[www.abtech.edu](http://www.abtech.edu)

### **Atelier Esthétique Institute**

386 Park Avenue South, New  
York City, NY 10016, USA  
Tel: +1 800 626 1242  
[www.aeinstitute.net](http://www.aeinstitute.net)

### **Australian Academy of Beauty & Spa Therapy**

24-32 Lexington Drive, Norwest Business  
Park, Bella Vista, NSW 2153, Australia  
Tel: +61 1 300 277 785  
[www.australianacademyofbeautytherapy.com](http://www.australianacademyofbeautytherapy.com)

### **Australian College of Beauty Therapy**

2nd Floor, 60 Stirling Street,  
Perth, WA 6000, Australia  
Tel: +61 8 9228 4611  
Email: enquiries@acbt.com.au  
[www.acbt.com.au](http://www.acbt.com.au)

### **Australian College of Natural Therapies ACNT**

235 Pyrmont Street, Pyrmont,  
Sydney, NSW 2009, Australia  
Tel: +61 1 300 017 267  
[www.acnt.edu.au](http://www.acnt.edu.au)

### **AUT University**

55 Wellesley Street East, Auckland  
City, New Zealand 1010  
Tel: +64 9 921 9999  
[www.aut.ac.nz](http://www.aut.ac.nz)

### **Axelsons Spa School**

Tulegatan 24, 113 53 Stockholm, Sweden  
Tel: +46 8 612 21 55  
Email: info@axelsonsspaschool.se  
[www.axelsons.se](http://www.axelsons.se)

### **Bali International Spa Academy**

57A Jalan Sekuta Sanur, Bali, Indonesia  
Tel: +62 0361 281 289  
[www.balibisa.com](http://www.balibisa.com)

### **Barnet and Southgate College**

Wood Street, Barnet, Greater  
London EN5 4AZ, UK  
Tel: +44 20 8266 4000  
Email: info@barnetsouthgate.ac.uk  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

### **Barnfield College**

New Bedford Road Centre, Luton,  
Bedfordshire LU2 7BF, UK  
Tel: +44 1582 569 569  
[www.barnfield.ac.uk](http://www.barnfield.ac.uk)

### **Beaubelle Academy of Cosmetology & Management**

31-1 to 31-5, Block D1, Jalan PJU  
1/41, Dataran Prima, 47301 Petaling  
Jaya, Selangor, Malaysia  
Tel: +60 3 7880 8118  
Email: service@beaubelle.com  
[www.beaubelle.com](http://www.beaubelle.com)

### **Beutiko College**

848 Duncan Street, Corner Jan  
Schoba and Anderson Street,  
Brooklyn, Pretoria, South Africa  
Tel: +27 12 362 6571  
Email: beutiko@beutiko.co.za  
[www.beutiko.co.za](http://www.beutiko.co.za)

### **The Beauty Specialist Training Centre & Nail Academy**

Head Office, Shop 13B, Arcadia  
Centre, 87 Umhlanga Rocks Drive,  
Durban North, 4051, South Africa  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

### **Bellevue Beauty Training Academy**

Unit 5/78, Logan Road, Woolloongabba,  
QLD 4102, Australia  
Tel: +61 7 3891 5696  
Email: info@bellevuebeauty.qld.edu.au  
[www.bellevuebeauty.qld.edu.au](http://www.bellevuebeauty.qld.edu.au)

### **Bellus Academy**

The Academy of Beauty & Spa,  
13266 Poway Road, Poway, CA 92064, USA  
Tel: +1 858 748 1490  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

### **BKF University of Applied Sciences**

Nagy Lajos Kiraly utja 1-9,  
1148 Budapest, Hungary  
Tel: +36 1 766 53 97  
Email: international@bkf.hu  
[www.bkf.hu/en](http://www.bkf.hu/en)

### **Boca Beauty Academy LLC**

7820 Glades Road, Boca  
Raton, FL 33434, USA  
Tel: +1 561 487 1191  
[www.bocabeautyacademy.com](http://www.bocabeautyacademy.com)

### **Brueckner Group/Spassion**

7676 Woodbine Unit 2, Markham,  
ON L3R 2N2, Canada  
Tel: +1 905 479 2121  
Email: info@spassion.com  
[www.spassion.com](http://www.spassion.com)

**Bryan College of Applied Health and Business Sciences**

North York Campus, 1200 Lawrence Avenue West, North York, Toronto, ON M6A 1E3, Canada  
 Tel: +1 416 630 6300  
 Email: [admissions@bryancollege.com](mailto:admissions@bryancollege.com)  
[www.bryancollege.com](http://www.bryancollege.com)

**Burton College**

Lichfield Street, Burton upon Trent, Staffordshire DE14 3RL, UK  
 Tel: +44 1283 494 400  
 Email: [enquiries@bsdc.ac.uk](mailto:enquiries@bsdc.ac.uk)  
[www.bsdc.ac.uk](http://www.bsdc.ac.uk)

**Camelot International**

7 11th Avenue, Corner 7th Street, Houghton, Johannesburg, South Africa  
 Tel: +27 86 111 4075  
 Email: [info@camelothhealth.co.za](mailto:info@camelothhealth.co.za)  
[www.camelotint.co.za](http://www.camelotint.co.za)

**Canadian College of Shiatsu Therapy**

142 Lonsdale Avenue, North Vancouver, BC V7M 2E8, Canada  
 Tel: +1 604 904 4187  
 Email: [school@oyayubi.com](mailto:school@oyayubi.com)  
[www.shiatsuvancouver.ca](http://www.shiatsuvancouver.ca)

**Canadian Tourism College**

#300-530 Hornby Street, Vancouver, BC V6J 4S5, Canada  
 Tel: +1 604 736 8000  
 Email: [admissionsrep@tourismcollege.com](mailto:admissionsrep@tourismcollege.com)  
[www.tourismcollege.com](http://www.tourismcollege.com)

**Centennial College**

PO Box 631, Station A, Toronto, ON M1K 5E9, Canada  
 Tel: +1 416 289 5000  
 Email: [admissions@centennialcollege.ca](mailto:admissions@centennialcollege.ca)  
[www.centennialcollege.ca](http://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](mailto:cnr@neuroacoustic.com)  
[www.neuroacoustic.com](http://www.neuroacoustic.com)

**Chinese University of Hong Kong**

Shatin, New Territories, Hong Kong SAR, The People's Republic of China  
 Tel: +852 3943 7000  
 Email: [ugadm@cuhk.edu.hk](mailto:ugadm@cuhk.edu.hk)  
[www.cuhk.edu.hk/english/](http://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](mailto:info@chivasomacademy.com)  
[www.chivasomacademy.com](http://www.chivasomacademy.com)

**CIDESCO**

Waidstrasse 4A, 8037 Zurich, Switzerland  
 Tel: +41 44 448 22 00  
 Email: [info@cidesco.com](mailto:info@cidesco.com)  
[www.cidesco.com](http://www.cidesco.com)

**City & Guilds**

1 Giltspur Street, London, EC1A 9DD, UK  
 Tel: +44 20 7294 2800  
[www.cityandguilds.com](http://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](mailto:info@cityplym.ac.uk)  
[www.cityplym.ac.uk](http://www.cityplym.ac.uk)

**Colegiatura Colombiana de Cosmetología y Cosmiatría**

Carrera 77, No. 48B 07 Sector Estudio, Medellín, Antioquia, Colombia  
 Tel: +57 4 448 4168

**Confederation of International Beauty Therapy and Cosmetology CIBTAC**

Ambrose House, Meteor Court, Barnett Way, Gloucester, Gloucestershire GL4 3GG, UK  
 Tel: +44 1452 623 114  
 Email: [enquiries@cibtac.com](mailto:enquiries@cibtac.com)  
[www.cibtac.com](http://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](mailto:ha-communications@cornell.edu)  
[www.hotelschool.cornell.edu](http://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](mailto:info@creativespaconcepts.com)  
[www.creativespaconcepts.com](http://www.creativespaconcepts.com)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **deonThai School Thai Yoga Massage**

12245 Topa Lane, Santa  
Paula, CA 93060, USA  
Tel: +1 323 610 6000  
Email: info@deonthaiyoga.com  
**www.deonthaiyoga.com**

### **DermaFX by Evie Adams**

409 High Road, Woodford  
Green, Essex IG8 0XG, UK  
Tel: +44 870 300 2078  
Email: info@dermafx.com  
**www.eviadams.com**

### **Difference Escuela de Cosmetología y Alta Peluquería**

Laureles 204 entre Calle Primera y, V.  
Emilio Estrada, Guayaquil, Ecuador  
Tel: +593 4 288 7451  
**www.escueladifference.com.ec**

### **Ecole des Spas et des Instituts ESI**

24 Rue de Montmorency,  
75003 Paris, France  
Tel: +33 1 42 88 71 67  
Email: info@esi-paris.com  
**www.esi-paris.com**

### **Ecole hôtelière de Lausanne**

Route de Cojonex 18, 1000  
Lausanne 25, Switzerland  
Tel: +41 21 785 11 11  
**www.ehl.edu**

### **EIE MediSpa & Laser Training Centre**

6724-75 Street, Edmonton,  
AB T6E 6T9, Canada  
Tel: +1 780 466 5271  
Email: info@dreamcareer.ca  
**www.dreamcareer.ca**

### **ELCES Escuela Latinoamericana de Capacitación en Estética Superior**

Laprida 973, Bd Observatorio,  
Cordoba, Argentina  
Tel: +54 351 422 4404  
Email: info@elcesedu.com  
**www.elcesedu.com**

### **Élégance Gontard International School**

47 Rue Hôtel des Postes,  
Nice 06000, France  
Tel: +33 4 9388 1292  
Email: contact@elegance-fr.net  
**www.elegance-fr.net**

### **Elite International School of Beauty and Spa Therapy**

40 Triton Drive, Albany,  
Auckland, New Zealand  
Tel: +64 9477 3548  
**www.elitebeautyschool.co.nz**

### **Elly Lukas Beauty Therapy College**

345 Flinders Street, Melbourne  
3000, Australia  
Tel: +61 3 9923 8888  
Email: study@ellylukas.edu.au  
**www.ellylukas.edu.au**

### **The Emirates Academy of Hospitality Management**

PO Box 29662, Umm Suqeim 3, Al Saqool  
Street, Building 69, Opposite Burj Al  
Arab, Dubai, United Arab Emirates  
Tel: +971 4 315 5555  
**www.emiratesacademy.edu**

### **Empire Medical Training**

2720 East Oakland Park Boulevard, Suite  
102, Fort Lauderdale, FL 33063, USA  
Tel: +1 954 525 4273  
**www.empiremedicaltraining.com**

### **Endicott College**

376 Hale Street, Beverly, MA 01915, USA  
Tel: +1 978 927 0585  
Email: admissions@endicott.edu  
**www.endicott.edu**

### **Esalen Institute**

55000 Highway 1, Big Sur, CA 93920, USA  
Email: info@esalen.org  
**www.esalen.org**

### **ESSEC Business School**

Groupe ESSEC, BP50105 Cergy, F-95021,  
Cergy-Pontoise Cedex, France  
**www.essec.edu**

### **European College of Bowen Studies**

126b London Road West, Bath,  
Somerset BA1 7DD, UK  
Tel: +44 1373 461 812  
Email: info@thebowentechnique.com  
**www.thebowentechnique.com**

### **Evolution School of Beauty & Massage**

115 Lower Cameron Street, Whangarei,  
Northland, New Zealand  
Tel: +64 9 438 6583  
Email: info@evolutionschool.co.nz  
**www.evolutionschool.co.nz**

**EWI GmbH**

Wellness, Gesundheit & Sport im Sparda-Bank Hessen-Stadion, Waldemar-Klein-Platz 1, Offenbach am Main, 63071, Germany  
 Tel: +49 61 929 778 180  
[www.e-w-i.eu/en/](http://www.e-w-i.eu/en/)

**Federation of Holistic Therapists (FHT)**

18 Shakespeare Business Park, Hathaway Close, Eastleigh, Hampshire SO50 4SR, UK  
 Tel: +44 23 8062 4350  
 Email: [info@fht.org.uk](mailto:info@fht.org.uk)  
[www.fht.org.uk](http://www.fht.org.uk)

**FH Joanneum University of Applied Sciences**

Alte Poststrasse 147-154, Eggenberger Allee 9-13, 8020 Graz, Austria  
 Tel: +43 316 5453 0  
 Email: [info@fh-joanneum.at](mailto:info@fh-joanneum.at)  
[www.fh-joanneum.at/hsm](http://www.fh-joanneum.at/hsm)

**Florida Gulf Coast University (FGCU)**

10501 FGCU Boulevard South, Fort Myers, FL 33965-6565, USA  
 Tel: +1 239 590 1000  
[www.fgcu.edu](http://www.fgcu.edu)

**Frederique Academy**

7/F Wilson House, 19-27 Wyndham Street, Central, Hong Kong  
 Tel: +852 2522 2526  
[www.frederiqueacademy.com.hk](http://www.frederiqueacademy.com.hk)

**Friseur- & Kosmetik-Innung Chemnitz**

Waldenburger Strasse 23, 09116 Chemnitz, Germany  
 Tel: +49 371 67 13 98  
 Email: [info@friseurinnung-chemnitz.de](mailto:info@friseurinnung-chemnitz.de)  
[www.friseurinnung-chemnitz.de](http://www.friseurinnung-chemnitz.de)

**George Mason University**

4400 University Drive, Fairfax, VA 22030, USA  
 Tel: +1 703 993 1000  
 Email: [masongrade@gmu.edu](mailto:masongrade@gmu.edu)  
[www.gmu.edu](http://www.gmu.edu)

**The Giving Touch**

2501 Blichman Avenue #116, Grand Junction, CO 81504, USA  
 Tel: +1 970 640 7682  
 Email: [rob@himalayanhealers.org](mailto:rob@himalayanhealers.org)  
[www.himalayanhealers.org](http://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](http://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](mailto:jean-guy@tiptouch.com)  
[www.mentorshipevidence.com](http://www.mentorshipevidence.com)

**Government Ayurveda College**

MG Road, Thiruvananthapuram 695001, Kerala, India  
 Tel: +91 471 246 0190  
 Email: [ayurvedacolleggetvm@yahoo.co.in](mailto:ayurvedacolleggetvm@yahoo.co.in)  
[www.govtayurvedacolleggetvm.nic.in](http://www.govtayurvedacolleggetvm.nic.in)

**Great Bay Community College**

320 Corporate Drive, Portsmouth, NH 03801, USA  
 Tel: +1 603 427 7600  
 Email: [askgreatbay@ccsnh.edu](mailto:askgreatbay@ccsnh.edu)  
[www.greatbay.edu](http://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](mailto:caring@gwish.org)  
[www.gwish.org](http://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](mailto:info@headmasters.com.au)  
[www.headmasters.com.au](http://www.headmasters.com.au)

**Healing Hands International Massage Academy**

Saxby Avenue, Eldoraingne, Centurion, South Africa  
 Tel: +27 81 008 8663  
 Email: [info@healinghands.co.za](mailto:info@healinghands.co.za)  
[www.healinghands.co.za](http://www.healinghands.co.za)

**HealthCert**

PO Box 789, Sanctuary Cove, QLD 4212, Australia  
 Tel: +61 7 3137 1399  
 Email: [info@healthcert.com](mailto:info@healthcert.com)  
[www.healthcert.com.au](http://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](mailto:drb@h-e-a-t.com)  
[www.h-e-a-t.com](http://www.h-e-a-t.com)

**Hill College**

112 Lamar, Hillsboro, TX 76645, USA  
 Tel: +1 254 659 7500  
[www.hillcollege.edu](http://www.hillcollege.edu)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **HKU School of Professional and Continuing Education (SPACE)**

Room 304, 3/F, T. T. Tsui Building,  
The University of Hong Kong,  
Pokfulam Road, Hong Kong  
Tel: +852 3762 6262  
[www.hkospace.hku.hk](http://www.hkospace.hku.hk)

### **Hong Kong Polytechnic University**

Hung Hom, Kowloon, Hong Kong  
Tel: +852 2766 5111  
Email: [asdept@polyu.edu.hk](mailto:asdept@polyu.edu.hk)  
[www.polyu.edu.hk](http://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](http://www.houstonschoolofmassage.com)

### **Humber College**

205 Humber College Boulevard,  
Toronto, ON M9W 5L7, Canada  
Tel: +1 416 675 3111  
Email: [enquiry@humber.ca](mailto:enquiry@humber.ca)  
[www.humber.ca](http://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](mailto:study@hz.nl)  
[www.hz.nl](http://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](http://www.iapam.com)

### **International Federation of Aromatherapists (IFA)**

20A The Mall, Ealing, London W5 2PJ, UK  
Tel: +44 20 8567 2243  
[www.ifaroma.org](http://www.ifaroma.org)

### **International Institute for Anti-Ageing (IIAA)**

12 Priestley Way, London, NW2 7AP, UK  
Tel: +44 20 8450 2020  
Email: [admin@iiaa.eu](mailto:admin@iiaa.eu)  
[www.iiaa.eu](http://www.iiaa.eu)

### **IISRM**

Kochar Road, Jagathy, Thycadu PO,  
Trivandrum, Kerala, India 695014  
Tel: +91 471 232 2320  
Email: [info@iisrm.org](mailto:info@iisrm.org)  
[www.iisrm.org](http://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](mailto:susanna.saari@turkuamk.fi)  
[www.turkuamk.fi](http://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](mailto:information@fh-krems.ac.at)  
[www.fh-krems.ac.at](http://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](mailto:info@imsi.co.jp)  
[www.imsi.co.jp](http://www.imsi.co.jp)

### **Institut de Management Hotelier International (IMHI)**

ESSEC Business School, Avenue  
Bernard Hirsch, B.P. 50105, 95021  
Cergy-Pointoise Cedex, France  
Tel: +33 1 34 43 30 00  
Email: [essecinfo@essec.fr](mailto:essecinfo@essec.fr)  
[www.essec.ed](http://www.essec.ed)

### **Intercollege Nicosia**

8 Markou Drakou Street, Engomi,  
2409 Nicosia, Cyprus  
Tel: +357 22 842 500  
Email: [info@intercollege.ac.cy](mailto:info@intercollege.ac.cy)  
[www.intercollege.ac.cy](http://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](mailto:iaa.sec@gmail.com)  
[www.ayurved-int.com](http://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](mailto:info@russiaspas.ru)  
[eng.russiaspas.ru](http://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](mailto:info@ibha.co.uk)  
[www.ibha.co.uk](http://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](mailto:informes@cims.com.mx)  
[www.cims.com.mx](http://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](mailto:imi-info@imi-luzern.com)  
[www.imi-luzern.com](http://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](mailto:mail.manavdhingra@gmail.com)  
[www.iivs.co.in/campus.html](http://www.iivs.co.in/campus.html)

**International School of Beauty Therapy**

Suite 2, 5 Norfolk Street,  
Fremantle, WA 6160, Australia  
Tel: +61 8 9433 6669  
Email: [study@internationalbeauty.com.au](mailto:study@internationalbeauty.com.au)  
[www.internationalbeauty.com.au](http://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](mailto:sharon@beautysuppliesmalta.com)  
[www.isbtmalta.com](http://www.isbtmalta.com)

**International Spa and Beauty College (ISBC)**

Unit 801-5, 8/F Miramar Tower, 132-  
134 Nathan Road, Tsim Sha Tsui,  
Kowloon, Hong Kong  
Tel: +852 2526 8818  
Email: [info@isbc.com.hk](mailto:info@isbc.com.hk)  
[www.isbc.com.hk](http://www.isbc.com.hk)

**International Training Massage School**

59/9 Chang Puek Road Soi 4, T. Sri Phum,  
A. Muang, Chiang Mai, 50200, Thailand  
Tel: +66 53 218 632  
Email: [itm@itmthaimassage.com](mailto:itm@itmthaimassage.com)  
[www.itmthaimassage.com](http://www.itmthaimassage.com)

**Isa Carstens Academy**

PO Box 149, Stellenbosch,  
7599, South Africa  
Tel: +27 21 883 9777  
Email: [info@isacarstens.co.za](mailto:info@isacarstens.co.za)  
[www.isacarstens.co.za](http://www.isacarstens.co.za)

**Issamay School of Beauty**

25-1 & 25-3 & 21A-4, Jalan PJU  
1/37, Dataran Prima, Petaling Jaya,  
Selangor 47301, Malaysia  
Tel: +603 7880 0555  
Email: [issamayschool@gmail.com](mailto:issamayschool@gmail.com)  
[www.issamay.com](http://www.issamay.com)

**IST-Hochschule fur Management**

Erkrather Strasse 220 a-c,  
40233 Düsseldorf, Germany  
Tel: +49 211 866 68-0  
Email: [info@ist.de](mailto:info@ist.de)  
[www.ist-hochschule.de](http://www.ist-hochschule.de)

**IST-Studieninstitut GmbH**

Erkrather Strasse 220 a-c,  
40233 Dusseldorf, Germany  
Tel: +49 211 866 68-0  
Email: [info@ist.de](mailto:info@ist.de)  
[www.ist.de](http://www.ist.de)

**Istanbul University/Istanbul Üniversitesi**

Merkez Kampüsü, Beyazit/Fatih,  
Istanbul 34452, Turkey  
Tel: +90 212 440 00 00  
Email: [iubilgi@istanbul.edu.tr](mailto:iubilgi@istanbul.edu.tr)  
[www.istanbul.edu.tr](http://www.istanbul.edu.tr)

**International College of Tourism & Management (ITM)**

Johann Strauss Strasse 2,  
2540 Bad Vöslau, Austria  
Tel: +43 2252 790 260  
Email: [office@itm-college.eu](mailto:office@itm-college.eu)  
[www.itm-college.eu](http://www.itm-college.eu)

**International Therapy Examination Council (ITEC)**

2nd Floor, Chiswick Gate, 598-608  
Chiswick High Road, London, W4 5RT, UK  
Tel: +44 20 8994 4141  
Email: [info@itecworld.co.uk](mailto:info@itecworld.co.uk)  
[www.itecworld.co.uk](http://www.itecworld.co.uk)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **Jamu Spa School**

Jalan Raya Siligita I, No. 1, Nusa Dua, Bali 80361, Indonesia

Tel: +62 361 772 955

Email: info@jamuspaschool.com

**www.jamuspaschool.com**

### **Jari Jari Spa Training Academy**

Tanjung Aru Plaza, 1, Jalan Mat. Salleh, Tanjung Aru, 88100 Kota Kinabalu, Sabah, Malaysia

Tel: +60 88 272 606

Tel: +60 88 272 606

Tel: +60 88 272 606

Email: sales@jarijari.com.my

**www.jarijari.com.my**

### **Jari Menari**

Jln. Raya Basangkasa 47, Seminyak, Bali, Indonesia

Tel: +62 361 736 740

Email: jarimenari@jarimenari.com

**www.jarimenari.com**

### **Kes College School of Beauty Therapy**

5 Kallipolis Avenue, Nicosia 1055, Cyprus

Tel: +357 22 875 737

Email: info@kes.ac.cy

**www.kes.ac.cy**

### **Kore Therapy**

Head Office, 2a Leach Lane, Lytham St Annes, Lancashire FY8 3AP, UK

Tel: +44 1253 728 035

Email: info@koretherapy.com

**www.koretherapy.com**

### **Kosmetae**

#3-32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada

Tel: +1 604 850 5777

**www.kosmetae.com**

### **LaStone Therapy Inc**

6761 N. Harran Drive, Suite 158-154, Tucson, AZ 85704, USA

Tel: +1 520 319 6414

**www.lastonetherapy.com**

### **Les Roches International School of Hotel Management**

Bluche, Valais CH 3975, Switzerland

Tel: +41 27 485 96 00

**www.les-roches.edu**

### **Lincoln College of New England**

2279 Mount Vernon Road, Southington, CT 06489, USA

Tel: +1 800 327 1158

**www.lincolncollegene.edu**

### **London College of Beauty Therapy (LCBT)**

47 Great Marlborough Street, London W1F 7JP, UK

Tel: +44 20 7208 1300

Email: info@lcbt.co.uk

**www.lcbt.co.uk**

### **London College of Fashion**

20 John Prince's Street, London W1G 0BJ, UK

Tel: +44 20 7514 7400

**www.arts.ac.uk/fashion**

### **London Therapists Ltd**

49 Breamwater Gardens, Richmond, Surrey TW10 7SF, UK

Tel: +44 20 8123 7527

Email: massagecourses@gmail.com

**www.london-therapists.com**

### **Loyalist College**

Wallbridge Loyalist Road, PO Box 4200, Belleville, ON K8N 5B9, Canada

Tel: +1 613 969 1913

Email: info@loyalistcollege.com

**www.loyalistcollege.com**

### **Lyceum of the Philippines University**

Muralla Street, Intramuros, Manila, 1002 Metro Manila, Philippines

Tel: +63 2 527 8251

Email: tourismandhospitality@lpu.edu.ph

**www.lpu.edu.ph/**

### **Mahidol University International College**

999 Phutthamonthon 4 Road, Salaya, Nakhon Pathom 73170, Thailand

Tel: +66 2441 5090

Email: icwww@mahidol.ac.th

**www.muic.mahidol.ac.th**

### **Marant Cosmética Científica**

Mariano Otero # 1180-2, Col. Jardines del Bosque CP 44520, Guadalajara, Jal. México

Tel: +52 1 3124 0058

Email: info@marant.com.mx

**www.marant.com.mx**

### **Mary Reid International Spa Academy**

43 North Castle Street, Edinburgh, EH2 3BG, UK

Tel: +44 131 225 2087

Email: enquiries@beautyschool.co.uk

**www.maryreidspaacademy.com**

**Mindful Awareness Research Center**

UCLA Semel Institute for Neuroscience and Human Behavior, 760 Westwood Plaza, Room C8-237, Los Angeles, CA 90095, USA  
 Tel: +1 310 206 7503  
 Email: [marcinfo@ucla.edu](mailto:marcinfo@ucla.edu)  
[www.marc.ucla.edu](http://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](mailto:info@m-yoga.org)  
[www.m-yoga.org](http://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](http://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](mailto:admissions@nuhs.edu)  
[www.nuhs.edu](http://www.nuhs.edu)

**New River Community College**

5251 College Driv, Dublin, VA 24084, USA  
 Tel: +1 540 674 3600  
 Email: [dkennedy@nr.edu](mailto:dkennedy@nr.edu)  
[www.nr.vccs.edu](http://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](mailto:enquiries@ncl-coll.ac.uk)  
[www.ncl-coll.ac.uk](http://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](http://www.nextstepbeauty.co.uk)

**Niagara University**

5795 Lewiston Road, Niagara University, NY 14109, USA  
 Tel: +1 716 285 1212  
 Email: [admissions@niagara.edu](mailto:admissions@niagara.edu)  
[www.niagara.edu](http://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](mailto:info@nispac.jp)  
[www.nispac.jp](http://www.nispac.jp)

**Northeast Alabama Community College**

PO Box 159, Rainsville, AL 35986, USA  
 Tel: +1 256 638 4418  
 Email: [harveya@nacc.edu](mailto:harveya@nacc.edu)  
[www.nacc.edu](http://www.nacc.edu)

**The Northern College of Acupuncture**

61 Micklegate, York, North Yorkshire YO1 6LJ, UK  
 Tel: +44 1904 343 309  
 Email: [info@chinese-medicine.co.uk](mailto:info@chinese-medicine.co.uk)  
[www.chinese-medicine.co.uk](http://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](mailto:info@oncologyesthetics.com)  
[www.oti-oncologytraining.com](http://www.oti-oncologytraining.com)

**Orient Spa Academy**

SP-36B RIICO Industrial Area, Delhi-Jaipur Highway, Kukas, Jaipur 303101, Rajasthan, India  
 Tel: +91 990 9953 921  
 Email: [info@orientspaacademy.com](mailto:info@orientspaacademy.com)  
[www.orientspaacademy.com](http://www.orientspaacademy.com)

**Parnu College, University of Tartu**

Ulikooli 18, 50090 Parnu, Estonia  
 Tel: +372 737 5440  
 Email: [info@ut.ee](mailto:info@ut.ee)  
[www.pc.ut.ee/en](http://www.pc.ut.ee/en)

**PBHC Clinic & School of Holistic Therapies Inc**

St. Thomas, Barbados  
 Tel: +1 246 424 1127  
 Email: [pbhcschool@gmail.com](mailto:pbhcschool@gmail.com)  
[www.itecworld.co.uk](http://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](mailto:enquiries@perthcollege.com.au)  
[www.perthcollege.com.au](http://www.perthcollege.com.au)

**PHAB Standard Ltd**

PO Box 47290, London W7 9AX, UK  
 Tel: +44 20 8840 9070  
 Email: [info@phabstandard.com](mailto:info@phabstandard.com)  
[www.phabstandard.com](http://www.phabstandard.com)

**Pure Massage Spa Training Method**

Tel: +44 20 3290 9070  
 Email: [info@puremassage.com](mailto:info@puremassage.com)  
[www.spatraining.global](http://www.spatraining.global)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **Puretouch Spa Academy**

Manjooran House LFC Road, Netaji Line, Kaloor, Near North Railway Station, Ernakulam Dt., Kerala, India  
Tel: +91 944 792 3631  
Email: puretouchspa@gmail.com  
**www.studyspa.com**

### **Raison d'Étre**

Grevgatan 15, Stockholm 114 53, Sweden  
Tel: +46 8 756 00 56  
Email: info@raisondetrespas.com  
**www.raisondetrespas.com**

### **Republic Polytechnic**

9 Woodlands Avenue, Singapore 738964, Singapore  
Tel: +65 6510 3000  
Email: one-stop@rp.edu.sg  
**www.rp.edu.sg**

### **RMIT University**

GPO Box 2476, Melbourne, VIC 3001, Australia  
Tel: +61 3 9925 2000  
**www.rmit.edu.au**

### **Russian State University of Management**

Ryazansky Prospect 99, Moscow 109542, Russia  
Tel: +7 495 377 89 14  
Email: inf@guu.ru  
**www.guu.ru**

### **Sandhills Community College**

3395 Airport Road, Pinehurst, NC 28374, USA  
Tel: +1 910 692 6185  
**www.sandhills.edu**

### **Sandy Roy Beauty Therapy Institute**

1st Floor, Upper East Side, Pickwick Street, Salt River 7921, South Africa  
Tel: +27 21 404 0556  
Email: admin@beautytherapyinstitute.co.za  
**www.beautytherapyinstitute.co.za**

### **Santi Development Programmes**

Melbourne, Australia  
Tel: +61 3 9686 1360  
Email: susie@santi-santi.com  
**www.santi-santi.com**

### **Satya Ayurveda**

Dr. Claudia Welch, PO Box 76, Calais, VT 05648, USA  
**www.satyaayurveda.org**

### **Saxion University of Applied Sciences**

International Office, PO Box 70.000, 7500 KB Enschede, the Netherlands  
Tel: +31 570 603 789  
Email: internationaloffice@saxion.nl  
**www.saxion.edu**

### **Scottsdale Community College**

9000 East Chaparral Road, Scottsdale, AZ 85256-2626, USA  
Tel: +1 480 423 6000  
Email: admissions@sccmail.maricopa.edu  
**www.scottsdalecc.edu**

### **Serena Spa**

Mount Pleasant, SL Mathias Road, Mangalore, Karnataka 575 002, India  
Tel: +91 824 2432 358  
Email: india@serenaspa.com  
**www.serenaspa.com**

### **Seychelles Tourism Academy**

Chemin La Misere, La Misere, Seychelles  
Tel: +248 4 388 600  
Email: sta@staseychelles.com  
**www.seychellestourismacademy.edu.scr**

### **Shang Shung Institute of America**

PO Box 278, 18 Schoolhouse Road, Conway, MA 01341, USA  
Tel: +1 413 369 4928  
Email: secretary@shangshung.com  
**www.shangshung.org**

### **The Shiatsu School**

280 River Valley Road, 2nd Level, Singapore 238321, Singapore  
Tel: +65 6836 1231  
Email: terryliew@theshiatusschool.com  
**www.theshiatusschool.com**

### **Society of Dermatology SkinCare Specialists (SDSS)**

484 Spring Avenue, Ridgewood, NJ 07450-4624, USA  
Tel: +1 201 670 4100  
Email: sdssorg@aol.com  
**www.sdss.tv**

### **The South Pacific Academy of Beauty Therapy**

Queens Road, Nakavu, Nadi, Fiji Islands  
Tel: +679 672 5280  
Email: admin@spabth.com  
**www.fijisenikaispas.com**

### **Southwest Institute of Healing Arts (SWIHA)**

1100 E. Apache Boulevard, Tempe, AZ 85281, USA  
Tel: +1 480 994 9244  
Email: info@swiha.net  
**www.swiha.edu**

**Spa Connectors**

Tel: +62 (0) 0821 4400 0510  
 Email: [info@spaconnectors.com](mailto:info@spaconnectors.com)  
[www.spaconnectors.com](http://www.spaconnectors.com)

**Spa Innovations Pte Ltd**

16 Kallang Place, #07-33339156, Singapore  
 Tel: +65 6341 7780  
 Email: [course@spa-innovations.com](mailto:course@spa-innovations.com)  
[www.spa-innovations.com](http://www.spa-innovations.com)

**Spa Vargas School of Massage Therapy**

4051 East Main Street, St.  
 Charles, IL 60174, USA  
 Tel: +1 603 307 1100  
 Email: [lvargas@vargasconsulting.com](mailto:lvargas@vargasconsulting.com)  
[www.spavargasuniversity.com](http://www.spavargasuniversity.com)

**Spa Wellness Akademija**

Setaliste Marsala Tita 19/2,  
 Lovran 51415, Croatia  
 Tel: +385 51 293 851  
 Email: [info@wellness.hr](mailto:info@wellness.hr)  
[www.akademija.wellness.hr](http://www.akademija.wellness.hr)

**SpaQuality LLC**

1024 Oriente Avenue, Wilmington,  
 DE 19807, USA  
 Tel: +1 302 426 0274  
 Email: [info@spaquality.com](mailto:info@spaquality.com)  
[www.spaquality.com](http://www.spaquality.com)

**SPARK Spa and Wellness Academy**

Room A, 8F, No. 150 Dunhua N.  
 Road, Songshan District, Taipei  
 City 105, Taiwan, ROC  
 Tel: +886 2 2715 5775  
[www.learninspark.com](http://www.learninspark.com)

**Spas2b Inc**

Breithaupt Park, Waterloo,  
 ON N2J 2C6, Canada  
 Tel: +1 519 585 0626  
 Email: [llyon@spas2b.com](mailto:llyon@spas2b.com)  
[www.spas2b.com](http://www.spas2b.com)

**Spotlight On Spa & Wellness**

Dubai, UAE  
 Tel: +971 50 280 5929  
 Email: [info@spotlightonspa-wellness.com](mailto:info@spotlightonspa-wellness.com)  
<http://spotlightonspa-wellness.com>

**Steiner Education Group**

Various sites across the USA  
 Steiner Leisure Limited, 770 S. Dixie  
 Highway, Coral Gables, FL 33146, USA  
 Tel: +1 305 359 9002  
[www.steinered.com](http://www.steinered.com)

**Steiner Training Academy**

The Lodge, 92 Uxbridge Road,  
 Harrow, Middlesex HA3 6QD, UK  
 Tel: +44 20 8909 5000  
 Email: [careers@theonboardspa.com](mailto:careers@theonboardspa.com)  
[www.theonboardspa.com](http://www.theonboardspa.com)

**Stoke On Trent College**

Cauldon Campus, Stoke Road, Shelton,  
 Stoke-on-Trent, Staffordshire ST4 2DG, UK  
 Tel: +44 1782 208 208  
 Email: [info@stokecoll.ac.uk](mailto:info@stokecoll.ac.uk)  
[www.stokecoll.ac.uk](http://www.stokecoll.ac.uk)

**Success International Health and Skincare Academy**

No. 4 Harpui Avenue, Weltevredenpark,  
 Roodepoort, 1709, South Africa  
 Tel: +27 7286 13292  
 Email: [info@successinternational.co.za](mailto:info@successinternational.co.za)  
[www.successinternational.co.za](http://www.successinternational.co.za)

**Suffolk New College**

Ipswich, Suffolk IP4 1LT, UK  
 Tel: +44 1473 382 200  
 Email: [info@suffolk.ac.uk](mailto:info@suffolk.ac.uk)  
[www.suffolk.ac.uk](http://www.suffolk.ac.uk)

**Summa Spa Institute**

5 F/L Xin Cheng Commercial Building,  
 1 Chongwenmenwai Street, Chongwenmen  
 District, Beijing 100062, China  
 Tel: +86 10 6709 2118  
 Email: [summaspa@hotmail.com](mailto:summaspa@hotmail.com)  
[www.summaspa.com](http://www.summaspa.com)

**Swiss Hotel Management School**

Avenue des Alpes 27, Montreux  
 CH-1820, Switzerland  
 Tel: +41 21 965 40 20  
[www.shms.com](http://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](mailto:reception@sbdi.com.au)  
[www.sbdi.com.au](http://www.sbdi.com.au)

**Szolnok University College**

H-5000 Szolnok, Tiszaligeti  
 sétány 14, Hungary  
 Tel: +36 56 510 300  
 Email: [mondoka@szolf.hu](mailto:mondoka@szolf.hu)  
[www.szolf.hu](http://www.szolf.hu)

**TAFE NSW**

Various sites across New South Wales  
 Sydney, NSW, Australia  
[www.tafensw.edu.au](http://www.tafensw.edu.au)

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p377

### **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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.u-bordeaux.com)

### **Universite Mohammed V de Rabat**

Avenue des Nations Unies, Agdal,  
Rabat, Morocco  
Tel: +212 537 27 27 50  
Email: residence@um5.ac.ma  
[www.um5.ac.ma](http://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](http://www.ucb.ac.uk)

### **University of Bedfordshire**

University Square, Luton,  
Bedfordshire LU1 3JU, UK  
Tel: +44 1234 400 400  
Email: international@beds.ac.uk  
[www.beds.ac.uk](http://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](http://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/](http://www.uh.edu/hilton-college/)

**University of Malaga**

Avda. Cervantes 2, Malaga 29071, Spain

Tel: +34 952 13 10 00

Email: [infouma@uma.es](mailto:infouma@uma.es)

[www.uma.es](http://www.uma.es)

**University of Minnesota Crookston**

2900 University Avenue,  
Crookston, MN 56716, USA

Tel: +1 800 862 6466

[www.crk1.umn.edu](http://www.crk1.umn.edu)

**University of Southern California**

University Park Campus, Los  
Angeles, CA 90089, USA

Tel: +1 213 740 2311

[www.usc.edu](http://www.usc.edu)

**University of the Ryukyus**

1 Senbaru, Nishihara-cho, Nakagami-  
gun, Okinawa 903-0213, Japan

Tel: +81 98 895 2221

[www.u-ryukyu.ac.jp/en/](http://www.u-ryukyu.ac.jp/en/)

**University of West Florida**

11000 University Parkway,  
Pensacola, FL 32514, USA

Tel: +1 850 474 2000

Email: [admissions@uwf.edu](mailto:admissions@uwf.edu)

[www.uwf.edu](http://www.uwf.edu)

**Vimal Institute for Human  
Resource Development**

Vrbik 20, Zagreb, Hrvatska 10000, Croatia

Tel: +385 98 279 509

Email: [vimal@vimal.hr](mailto:vimal@vimal.hr)

[www.vimal.hr](http://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](mailto:info@viomalherbe.ch)

[www.viomalherbe.ch](http://www.viomalherbe.ch)

**VTCT**

Aspire House, Annealing Close,  
Eastleigh, Hampshire SO50 9PX, UK

Tel: +44 2380 684 500

Email: [customersupport@vtct.org.uk](mailto:customersupport@vtct.org.uk)

[www.vtct.org.uk](http://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](mailto:info@warwickshire.ac.uk)

[www.warwickshire.ac.uk](http://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](mailto:watpo.ttm@gmail.com)

[www.watpomassage.com](http://www.watpomassage.com)

**Wellness for Cancer**

POB 4911 Eagle, CO 81631, USA

Tel: +1 970 376 6220

[www.wellnessforcancer.com](http://www.wellnessforcancer.com)

**WFP-Berufsfachschulen Bad Sulza**

Wunderwaldstr 2, 99518

Bad Sulza, Germany

Tel: +49 3 64 61 20933

Email: [info@schulewfp.de](mailto:info@schulewfp.de)

[www.schulewfp.de](http://www.schulewfp.de)

**William Angliss Institute**

555 La Trobe Street, Melbourne,  
Victoria 3000, Australia

Tel: +613 9606 2111

Email: [info@angliss.edu.au](mailto:info@angliss.edu.au)

[www.angliss.edu.au](http://www.angliss.edu.au)

**Wynne Business**

10 Guernsey Road, Swarthmore,  
PA 19081, USA

Tel: +1 610 368 6660

Email: [seminars@wynnebusiness.com](mailto:seminars@wynnebusiness.com)

[www.wynnebusiness.com](http://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](mailto:training@younique.ie)

[www.younique.ie](http://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 p364, and at [www.spaopportunities.com/training](http://www.spaopportunities.com/training)

## Alternative Therapy Courses

### ACUPRESSURE

The National College of Naturopathic Medicine  
[www.ncnm.edu](http://www.ncnm.edu)

The Northern College of Acupuncture  
[www.chinese-medicine.co.uk](http://www.chinese-medicine.co.uk)

### AROMATHERAPY

Alexander School of Natural Therapeutics  
[www.secretsofisis.com](http://www.secretsofisis.com)

Arizona Center for Integrative Medicine  
[integrativemedicine.arizona.edu](http://integrativemedicine.arizona.edu)

Aroma Akademija  
[www.aromaakademija.hr](http://www.aromaakademija.hr)

Atelier Esthétique Institute  
[www.aeinstitutione.net](http://www.aeinstitutione.net)

Australian College of Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

The Beauty Specialist Training Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

CIDESCO  
[www.cidesco.com](http://www.cidesco.com)

Confederation of International Beauty Therapy and Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

IISRM  
[www.iisrm.org](http://www.iisrm.org)

International Federation of Aromatherapists (IFA)  
[www.ifaroma.org](http://www.ifaroma.org)

The International Medical Spa Institute (IMSI)  
[www.imsi.co.jp](http://www.imsi.co.jp)

RMIT University  
[www.rmit.edu.au](http://www.rmit.edu.au)

Southwest Institute of Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

SPARK Spa and Wellness Academy  
[www.learninspark.com](http://www.learninspark.com)

Watpo Thai Traditional Medical School  
[www.watpomassage.com](http://www.watpomassage.com)

WFP-Berufsfachshulen Bad Sulza  
[www.schulewfp.de](http://www.schulewfp.de)

### AYURVEDA

Ananda Spa Institute (ASI)  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Arizona Center for Integrative Medicine  
[www.integrativemedicine.arizona.edu](http://www.integrativemedicine.arizona.edu)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Ecole des Spas et des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

Government Ayurveda College  
[www.govtayurvedacollegevm.nic.in](http://www.govtayurvedacollegevm.nic.in)

International Academy of Ayurved (IAA)  
[www.ayurved-int.com](http://www.ayurved-int.com)

International Academy of Spa Esthetics  
[www.russiaspas.ru](http://www.russiaspas.ru)

Orient Spa Academy  
[www.orientspaacademy.com](http://www.orientspaacademy.com)

Puretouch Spa Academy  
[www.studyspa.com](http://www.studyspa.com)

Satya Ayurveda Trust  
[www.satyaayurveda.org](http://www.satyaayurveda.org)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

Tri Dosha  
[www.tri-dosha.co.uk](http://www.tri-dosha.co.uk)

### BOWEN TECHNIQUES

European College of Bowen Studies  
[www.thebowentechnique.com](http://www.thebowentechnique.com)

### HERBAL MEDICINE

The National College of Naturopathic Medicine  
[www.ncnm.edu](http://www.ncnm.edu)

Shang-Shung Institute of America  
[www.shangshung.org](http://www.shangshung.org)

Southwest Institute of Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

## HOLISTIC THERAPY

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

Center for Neuroacoustic  
Research (CNR)  
[www.neuroacoustic.com](http://www.neuroacoustic.com)

Federation of Holistic  
Therapists (FHT)  
[www.fht.org.uk](http://www.fht.org.uk)

Frederique Academy  
[www.frederiqueacademy.com.hk](http://www.frederiqueacademy.com.hk)

International Academy  
of Spa Esthetics  
[eng.russiaspas.ru](http://eng.russiaspas.ru)

International Beauty &  
Holistic Academy  
[www.ibha.co.uk](http://www.ibha.co.uk)

London Therapists Ltd  
[www.london-therapists.com](http://www.london-therapists.com)

Next Step Nail and Beauty  
[www.nextstepbeauty.co.uk](http://www.nextstepbeauty.co.uk)

Orient Spa Academy  
[www.orientspaacademy.com](http://www.orientspaacademy.com)

PBHC Clinic & School of  
Holistic Therapies Inc  
[www.itecworld.co.uk](http://www.itecworld.co.uk)

Puretouch Spa Academy  
[www.studyspa.com](http://www.studyspa.com)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Stoke On Trent College  
[www.stokecoll.ac.uk](http://www.stokecoll.ac.uk)

Younique College  
[www.younique.ie](http://www.younique.ie)

## HOT STONE MASSAGE

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Ananda Spa Institute ASI  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Healing Hands International  
Massage Academy  
[www.healinghands.co.za](http://www.healinghands.co.za)

Next Step Nail and Beauty  
[www.nextstepbeauty.co.uk](http://www.nextstepbeauty.co.uk)

TAFE Queensland South West  
[www.tafesouthwest.edu.au](http://www.tafesouthwest.edu.au)

Tip Touch International  
[www.tiptouch.com](http://www.tiptouch.com)

## INDIAN HEAD MASSAGE

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Ananda Spa Institute ASI  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Australian College of  
Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

London Therapists Ltd  
[www.london-therapists.com](http://www.london-therapists.com)

Next Step Nail and Beauty  
[www.nextstepbeauty.co.uk](http://www.nextstepbeauty.co.uk)

Truro and Penwith College  
[www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk)

## INTEGRATIVE MEDICINE

Arizona Center for  
Integrative Medicine  
[www.integrativemedicine.arizona.edu](http://www.integrativemedicine.arizona.edu)

Istanbul University/  
Istanbul Üniversitesi  
[www.istanbul.edu.tr](http://www.istanbul.edu.tr)

## KINESIOLOGY

International Board of  
Massage and Spa (CIMS)  
[www.cims.com.mx](http://www.cims.com.mx)

University of Houston  
[www.uh.edu/hilton-college/](http://www.uh.edu/hilton-college/)

University of Southern California  
[www.usc.edu](http://www.usc.edu)

## LYMPHATIC DRAINAGE

Heat Spa Kur Therapy  
Development Inc  
[www.h-e-a-t.com](http://www.h-e-a-t.com)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

## NATUROPATHY

Australian College of  
Natural Therapies (ACNT)  
[www.acnt.edu.au](http://www.acnt.edu.au)

National University of  
Health Sciences  
[www.nuhs.edu](http://www.nuhs.edu)

## REFLEXOLOGY

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Australian College of  
Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

The Beauty Specialist Training  
Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Healing Hands International  
Massage Academy  
[www.healinghands.co.za](http://www.healinghands.co.za)

The International Medical  
Spa Institute (IMSI)  
[www.imsi.co.jp](http://www.imsi.co.jp)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

TAFE Queensland South West  
[www.tafesouthwest.edu.au](http://www.tafesouthwest.edu.au)

For full contact details, turn to the Spa Training Directory which starts on p364

Tip Touch International  
[www.tiptouch.com](http://www.tiptouch.com)

### REIKI

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

### SHIATSU

Canadian College of  
Shiatsu Therapy  
[www.shiatsuvancouver.ca](http://www.shiatsuvancouver.ca)

Ecole des Spas et  
des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

The Shiatsu School  
[www.theshiatusschool.com](http://www.theshiatusschool.com)

### YOGA

Axelsons Spa School  
[www.axelsons.se/kontakt/  
axelsons-spa-school](http://www.axelsons.se/kontakt/axelsons-spa-school)

deonThai School Thai  
Yoga Massage  
[www.deonthaiyoga.com](http://www.deonthaiyoga.com)

IISRM  
[www.iisrm.org](http://www.iisrm.org)

Mountain Yoga  
[www.m-yoga.org](http://www.m-yoga.org)

Puretouch Spa Academy  
[www.studyspa.com](http://www.studyspa.com)

Scottsdale Community College  
[www.scottsdalecc.edu](http://www.scottsdalecc.edu)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

## General Spa Courses

### AESTHETICS

Academy Canada Career College  
[www.academycanada.com](http://www.academycanada.com)

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

The Advanced Spa Therapy  
Education Certification Council  
[www.astecc.com](http://www.astecc.com)

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Atelier Esthétique Institute  
[www.aeinstitute.net](http://www.aeinstitute.net)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Bellus Academy  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

Bueckner Group/Spassion  
[www.spassion.com](http://www.spassion.com)

Bryan College of Applied Health  
and Business Sciences  
[www.bryancollege.ca](http://www.bryancollege.ca)

Difference Escuela de  
Cosmetología y Alta Peluquería  
[www.escueladifference.com.ec](http://www.escueladifference.com.ec)

Ecole des Spas et  
des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

EIE MediSpa & Laser  
Training Centre  
[www.dreamcareer.ca](http://www.dreamcareer.ca)

ELCES Escuela Latinoamericana de  
Capacitación en Estética Superior  
[www.elcesedu.com](http://www.elcesedu.com)

Élégance Gontard  
International School  
[www.elegance-fr.net](http://www.elegance-fr.net)

Empire Medical Training  
[www.empiremedicaltraining.com](http://www.empiremedicaltraining.com)

International Association  
for Physicians in Aesthetic  
Medicine (IAPAM)  
[www.iapam.com](http://www.iapam.com)

International Institute  
for Anti-Ageing (IIAA)  
[www.iaaa.eu](http://www.iaaa.eu)

The International Medical  
Spa Institute (IMSI)  
[www.imsi.co.jp](http://www.imsi.co.jp)

Kosmetæe  
[www.kosmetæe.com](http://www.kosmetæe.com)

Loyalist College  
[www.loyalistcollege.com](http://www.loyalistcollege.com)

Oncology Training International  
[www.oti-oncologytraining.com](http://www.oti-oncologytraining.com)

Orient Spa Academy  
[www.orientspaacademy.com](http://www.orientspaacademy.com)

Society of Dermatology  
SkinCare Specialists (SDSS)  
[www.sdss.tv](http://www.sdss.tv)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Steiner Education Group  
[www.steinered.com](http://www.steinered.com)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

### ANATOMY & PHYSIOLOGY

Alexander School of  
Natural Therapeutics  
[www.secretsofisis.com](http://www.secretsofisis.com)

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Ananda Spa Institute ASI  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

Confederation of International Beauty  
Therapy & Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Ecole des Spas et des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

**ANATOMY & PHYSIOLOGY***continued*

Evolution School of Beauty <a href="http://www.evolutionschool.co.nz">www.evolutionschool.co.nz</a>	Barnfield College <a href="http://www.barnfield.ac.uk">www.barnfield.ac.uk</a>	Evolution School of Beauty & Massage <a href="http://www.evolutionschool.co.nz">www.evolutionschool.co.nz</a>	London Therapists Ltd <a href="http://www.london-therapists.com">www.london-therapists.com</a>
International Board of Massage and Spa (CIMS) <a href="http://www.cims.com.mx">www.cims.com.mx</a>	Beaubelle Academy of Cosmetology & Management <a href="http://www.beaubelle.com">www.beaubelle.com</a>	Frederique Academy <a href="http://www.frederiqueacademy.com.hk">www.frederiqueacademy.com.hk</a>	Mary Reid International Spa Academy <a href="http://www.maryreidspaacademy.com">www.maryreidspaacademy.com</a>
Isa Carstens Academy <a href="http://www.isacarstens.co.za">www.isacarstens.co.za</a>	Beautiko College <a href="http://www.beautiko.co.za">www.beautiko.co.za</a>	IISRM <a href="http://www.iisrm.org">www.iisrm.org</a>	Newcastle College <a href="http://www.ncl-coll.ac.uk">www.ncl-coll.ac.uk</a>
Jamu Spa School <a href="http://www.jamuspaschool.com">www.jamuspaschool.com</a>	The Beauty Specialist Training Centre & Nail Academy <a href="http://www.beautyspecialists.co.za">www.beautyspecialists.co.za</a>	International Beauty & Holistic Academy <a href="http://www.ibha.co.uk">www.ibha.co.uk</a>	Next Step Nail and Beauty <a href="http://www.nextstepbeauty.co.uk">www.nextstepbeauty.co.uk</a>
London Therapists Ltd <a href="http://www.london-therapists.com">www.london-therapists.com</a>	Bellevue Beauty Training Academy <a href="http://www.bellevuebeauty.com.au">www.bellevuebeauty.com.au</a>	International Institute of Wellness Studies <a href="http://www.iivs.co.in/campus.html">www.iivs.co.in/campus.html</a>	Perth College of Beauty Therapy <a href="http://www.perthcollege.com.au">www.perthcollege.com.au</a>
Pure Massage Spa Training Method® <a href="http://www.spatraining.global">www.spatraining.global</a>	Burton College <a href="http://www.burton-college.ac.uk">www.burton-college.ac.uk</a>	International School of Beauty Therapy Australia <a href="http://www.internationalbeauty.com.au">www.internationalbeauty.com.au</a>	PHAB Standard Ltd <a href="http://www.phabstandard.com">www.phabstandard.com</a>
Seychelles Tourism Academy <a href="http://seychellestourismacademy.edu.sc">seychellestourismacademy.edu.sc</a>	Chiva-Som International Academy <a href="http://www.chivasomacademy.com">www.chivasomacademy.com</a>	International School of Beauty Therapy Malta <a href="http://www.isbtmalta.com">www.isbtmalta.com</a>	Sandy Roy Beauty Therapy Institute <a href="http://www.beautytherapyinstitute.co.za">www.beautytherapyinstitute.co.za</a>
Wellness for Cancer <a href="http://www.wellnessforcancer.com">www.wellnessforcancer.com</a>	CIDESCO <a href="http://www.cidesco.com">www.cidesco.com</a>	International Spa and Beauty College (ISBC) <a href="http://www.isbc.com">www.isbc.com</a>	The South Pacific Academy of Beauty Therapy <a href="http://www.fijisenikaispas.com">www.fijisenikaispas.com</a>
WFP-Berufsfachshulen Bad Sulza <a href="http://www.schulewfp.de">www.schulewfp.de</a>	City & Guilds <a href="http://www.cityandguilds.com">www.cityandguilds.com</a>	International Therapy Examination Council (ITEC) <a href="http://www.itecworld.co.uk">www.itecworld.co.uk</a>	Stoke on Trent College <a href="http://www.stokecoll.ac.uk">www.stokecoll.ac.uk</a>
	City College Plymouth <a href="http://www.cityplym.ac.uk">www.cityplym.ac.uk</a>	Issamay School of Beauty <a href="http://www.issamay.com">www.issamay.com</a>	Suffolk New College <a href="http://www.suffolk.ac.uk">www.suffolk.ac.uk</a>
	Confederation of International Beauty Therapy and Cosmetology CIBTAC <a href="http://www.cibtac.com">www.cibtac.com</a>	Jamu Spa School <a href="http://www.jamuspaschool.com">www.jamuspaschool.com</a>	Summa Spa Institute <a href="http://www.summaspa.com">www.summaspa.com</a>
	DermaFX by Evie Adams <a href="http://www.evieadams.com">www.evieadams.com</a>	Kes College School of Beauty Therapy <a href="http://www.kes.ac.cy">www.kes.ac.cy</a>	Sydney Beauty Dermal Institute <a href="http://www.sbdi.com.au">www.sbdi.com.au</a>
	Elite International School of Beauty & Spa Therapy <a href="http://www.elitebeautyschool.co.nz">www.elitebeautyschool.co.nz</a>	London College of Beauty Therapy (LCBT) <a href="http://www.lcbt.co.uk">www.lcbt.co.uk</a>	TAFE NSW <a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>
	Elly Lukas Beauty Therapy College <a href="http://www.ellylukas.edu.au">www.ellylukas.edu.au</a>		TAFE Queensland South West <a href="http://www.tafesouthwest.edu.au">www.tafesouthwest.edu.au</a>
			Truro and Penwith College <a href="http://www.truro-penwith.ac.uk">www.truro-penwith.ac.uk</a>

**BEAUTY THERAPY**

Australian Academy of Beauty & Spa Therapy  
[www.australianacademyofbeautytherapy.com](http://www.australianacademyofbeautytherapy.com)

Australian College of Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

Barnet and Southgate College  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

For full contact details, turn to the Spa Training Directory which starts on p364

University College Birmingham  
[www.ucb.ac.uk/home.aspx](http://www.ucb.ac.uk/home.aspx)

University of Bedfordshire  
[www.beds.ac.uk](http://www.beds.ac.uk)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

Warwickshire College Group  
[www.warwickshire.ac.uk](http://www.warwickshire.ac.uk)

William Angliss Institute  
[www.angliss.edu.au](http://www.angliss.edu.au)

Younique College  
[www.youunique.ie](http://www.youunique.ie)

### BODY THERAPY

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Headmasters Academy Pty Ltd  
[www.headmasters.com.au](http://www.headmasters.com.au)

HealthCert  
[www.healthcert.com.au](http://www.healthcert.com.au)

Kore Therapy  
[www.koretherapy.com](http://www.koretherapy.com)

LaStone Therapy Inc  
[www.lastonetherapy.com](http://www.lastonetherapy.com)

Pure Massage Spa  
Training Method®  
[www.spatraining.global](http://www.spatraining.global)

Seychelles Tourism Academy  
[seychellestourismacademy.edu.sc](http://seychellestourismacademy.edu.sc)

Steiner Training Academy  
[www.theonboardspa.com](http://www.theonboardspa.com)

Wellness for Cancer  
[www.wellnessforcancer.com](http://www.wellnessforcancer.com)

WFP-Berufsfachschulen Bad Sulza  
[www.schulewfp.de](http://www.schulewfp.de)

### HYDROTHERAPY

The Advanced Spa Therapy  
Education Certification Council  
[www.astecc.com](http://www.astecc.com)

Alexander School of  
Natural Therapeutics  
[www.secretsofisis.com](http://www.secretsofisis.com)

Brueckner Group/Spassion  
[www.spassion.com](http://www.spassion.com)

International Board of  
Massage and Spa (CIMS)  
[www.cims.com.mx](http://www.cims.com.mx)

WFP-Berufsfachschulen Bad Sulza  
[www.schulewfp.de](http://www.schulewfp.de)

### LIFESTYLE COACHING

The GW Institute for  
Spirituality & Health  
[www.gwish.org](http://www.gwish.org)

Mindful Awareness  
Research Center  
[www.marc.ucla.edu](http://www.marc.ucla.edu)

RMIT University  
[www.rmit.edu.au](http://www.rmit.edu.au)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

### NUTRITION

Algonquin College of Applied  
Arts and Technology  
[www.algonquincollege.com](http://www.algonquincollege.com)

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Arizona Center for  
Integrative Medicine  
[www.integrativemedicine.arizona.edu](http://www.integrativemedicine.arizona.edu)

Australian College of  
Natural Therapies ACNT  
[www.acnt.edu.au](http://www.acnt.edu.au)

Centennial College  
[www.centennialcollege.ca](http://www.centennialcollege.ca)

Chinese University of Hong Kong  
[www.cuhk.edu.hk/english/](http://www.cuhk.edu.hk/english/)

Esalen Institute  
[www.esalen.org](http://www.esalen.org)

George Mason University  
[www.gmu.edu](http://www.gmu.edu)

International Institute  
for Anti-Ageing (IIAA)  
[www.iaaa.eu](http://www.iaaa.eu)

Isa Carstens Academy  
[www.isacarstens.co.za](http://www.isacarstens.co.za)

Lincoln College of New England  
[www.lincolncollegene.edu](http://www.lincolncollegene.edu)

Mahidol University  
International College  
[www.muic.mahidol.ac.th](http://www.muic.mahidol.ac.th)

Nippon Spa College (NISPA)  
[www.nispac.jp](http://www.nispac.jp)

RMIT University  
[www.rmit.edu.au](http://www.rmit.edu.au)

Scottsdale Community College  
[www.scottsdalecc.edu](http://www.scottsdalecc.edu)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

### ONCOLOGY MASSAGE

Wellness for Cancer  
[www.wellnessforcancer.com](http://www.wellnessforcancer.com)

### SPA MANAGEMENT

Academy Canada Career College  
[www.academycanada.com](http://www.academycanada.com)

AI Akhawayn University  
[www.aui.ma](http://www.aui.ma)

Alexander School of  
Natural Therapeutics  
[www.secretsofisis.com](http://www.secretsofisis.com)

Algonquin College of Applied  
Arts and Technology  
[www.algonquincollege.com](http://www.algonquincollege.com)

Alpine Center  
[www.swissalpinecenter.com/en/](http://www.swissalpinecenter.com/en/)

American Hotel & Lodging  
Educational Institute  
[www.ahlei.org](http://www.ahlei.org)

Atelier Esthétique Institute  
[www.aeinstitute.net](http://www.aeinstitute.net)

**SPA MANAGEMENT***continued*

AUT University <a href="http://www.aut.ac.nz">www.aut.ac.nz</a>	Elegance Gontard International School <a href="http://www.elegance-fr.net">www.elegance-fr.net</a>	Humber College <a href="http://www.humber.ca">www.humber.ca</a>	Lyceum of the Philippines University <a href="http://www.lpu.edu.ph">www.lpu.edu.ph</a>
Bali International Spa Academy <a href="http://www.balibisa.com">www.balibisa.com</a>	The Emirates Academy of Hospitality Management <a href="http://www.emiratesacademy.edu">www.emiratesacademy.edu</a>	HZ University of Applied Sciences <a href="http://www.hz.nl/hz/en/">www.hz.nl/hz/en/</a>	Mahidol University International College <a href="http://www.mahidol.ac.th">www.mahidol.ac.th</a>
Barnfield College <a href="http://www.barnfield.ac.uk">www.barnfield.ac.uk</a>	Endicott College <a href="http://www.endicott.edu">www.endicott.edu</a>	IISRM <a href="http://www.iisrm.org">www.iisrm.org</a>	New River Community College <a href="http://www.nr.vccs.edu">www.nr.vccs.edu</a>
BKF University of Applied Sciences <a href="http://www.bkf.hu/en">www.bkf.hu/en</a>	ESSEC Business School <a href="http://www.essec.edu">www.essec.edu</a>	ILIS <a href="http://www.turkuamk.fi">www.turkuamk.fi</a>	Newcastle College <a href="http://www.ncl-coll.ac.uk">www.ncl-coll.ac.uk</a>
Brueckner Group/Spassion <a href="http://www.spassion.com">www.spassion.com</a>	EWI GmbH <a href="http://www.e-w-i.eu/en/">www.e-w-i.eu/en/</a>	IMC University of Applied Sciences Krems <a href="http://www.fh-krems.ac.at">www.fh-krems.ac.at</a>	Niagara University <a href="http://www.niagara.edu">www.niagara.edu</a>
Canadian Tourism College <a href="http://www.tourismcollege.com">www.tourismcollege.com</a>	FH Joanneum University of Applied Sciences <a href="http://www.fh-joanneum.at/hsm">www.fh-joanneum.at/hsm</a>	Institut de Management Hotelier International (IMHI) <a href="http://www.essec.edu">www.essec.edu</a>	Nippon Spa College (NISPA) <a href="http://www.nispac.jp">www.nispac.jp</a>
Chiva-Som Academy <a href="http://www.chivasomacademy.com">www.chivasomacademy.com</a>	Florida Gulf Coast University (FGCU) <a href="http://www.fgcu.com">www.fgcu.com</a>	Intercollege Nicosia <a href="http://www.intercollege.ac.cy">www.intercollege.ac.cy</a>	Northeast Alabama Community College <a href="http://www.nacc.edu">www.nacc.edu</a>
CIDESCO <a href="http://www.cidesco.com">www.cidesco.com</a>	George Mason University <a href="http://www.gmu.edu">www.gmu.edu</a>	International College of Tourism & Management (ITM) <a href="http://www.itm-college.eu">www.itm-college.eu</a>	Orient Spa Academy <a href="http://www.orientspaacademy.com">www.orientspaacademy.com</a>
City College Plymouth <a href="http://www.cityplym.ac.uk">www.cityplym.ac.uk</a>	Glion Institute of Higher Education <a href="http://www.glionhotelschool-switzerland.com">www.glionhotelschool-switzerland.com</a>	Isa Carstens Academy <a href="http://www.isacarstens.co.za">www.isacarstens.co.za</a>	Parnu College, University of Tartu <a href="http://www.pc.ut.ee/en">www.pc.ut.ee/en</a>
Cornell University School of Hotel Management <a href="http://www.hotelschool.cornell.edu">www.hotelschool.cornell.edu</a>	Global Mentorship Pilot Program <a href="http://www.mentorshipevidence.com">www.mentorshipevidence.com</a>	IST-Hochschule für Management <a href="http://www.ist-hochschule.de">www.ist-hochschule.de</a>	PHAB Standard Ltd <a href="http://www.phabstandard.com">www.phabstandard.com</a>
Creative Spa Concepts <a href="http://www.creativespaconcepts.com">www.creativespaconcepts.com</a>	Great Bay Community College <a href="http://www.greatbay.edu">www.greatbay.edu</a>	IST-Studieninstitut <a href="http://www.ist.de">www.ist.de</a>	Puretouch Spa Academy <a href="http://www.studyspa.com">www.studyspa.com</a>
Ecole des Spas et des Instituts E.S.I. <a href="http://www.esi-paris.com">www.esi-paris.com</a>	Hill College <a href="http://www.hillcollege.edu">www.hillcollege.edu</a>	Les Roches International School of Hotel Management <a href="http://www.lesroches.edu">www.lesroches.edu</a>	Raison d'Etre <a href="http://www.raisondetrespas.com">www.raisondetrespas.com</a>
Ecole hôtelière de Lausanne <a href="http://www.ehl.edu">www.ehl.edu</a>	HKU School of Professional and Continuing Education (SPACE) <a href="http://www.hkuspace.hku.hk">www.hkuspace.hku.hk</a>	Lincoln College of New England <a href="http://www.lincolncollegene.edu">www.lincolncollegene.edu</a>	Republic Polytechnic <a href="http://www.rp.edu.sg">www.rp.edu.sg</a>
	Hong Kong Polytechnic University <a href="http://www.polyu.edu.hk">www.polyu.edu.hk</a>	Loyalist College <a href="http://www.loyalistcollege.com">www.loyalistcollege.com</a>	RMIT University <a href="http://www.rmit.edu.au">www.rmit.edu.au</a>

For full contact details, turn to the Spa Training Directory which starts on p364

Russian State University  
of Management  
[www.guu.ru](http://www.guu.ru)

Sandhills Community College  
[www.sandhills.edu](http://www.sandhills.edu)

Santi Development Programmes  
[www.santi-santi.com](http://www.santi-santi.com)

Saxion University of  
Applied Science  
[www.saxion.edu](http://www.saxion.edu)

Scottsdale Community College  
[www.scottsdalecc.edu](http://www.scottsdalecc.edu)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Spa Connectors  
[www.spaconnectors.com](http://www.spaconnectors.com)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

Spa Wellness Akademija  
[www.akademija.wellness.hr](http://www.akademija.wellness.hr)

SpaQuality LLC  
[www.spaquality.com](http://www.spaquality.com)

SPARK Spa and  
Wellness Academy  
[www.learninspark.com](http://www.learninspark.com)

Spas2b Inc  
[www.spas2b.com](http://www.spas2b.com)

Spotlight On Spa & Wellness  
[www.spotlightonspa-wellness.com](http://www.spotlightonspa-wellness.com)

Stoke on Trent College  
[www.stokecoll.ac.uk](http://www.stokecoll.ac.uk)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

Swiss Hotel Management School  
[www.shms.com](http://www.shms.com)

Szolnok University College  
[www.international.szolfportal.hu](http://www.international.szolfportal.hu)

TAFE Queensland South West  
[www.tafesouthwest.edu.au](http://www.tafesouthwest.edu.au)

Temasek Polytechnic  
[www.tp.edu.sg](http://www.tp.edu.sg)

Tip Touch International  
[www.tiptouch.com](http://www.tiptouch.com)

Ultimate Medical Academy LLC  
[www.ultimatemedical.edu](http://www.ultimatemedical.edu)

Universidad del Zulia  
[www.luz.edu.ve](http://www.luz.edu.ve)

Universitas Gadjah Mada  
[www.ugm.ac.id/en](http://www.ugm.ac.id/en)

Universite de Bordeaux Segalen  
[www.u-bordeaux.fr](http://www.u-bordeaux.fr)

Universite Mohammed V de Rabat  
[www.um5.ac.ma](http://www.um5.ac.ma)

University College Birmingham  
[www.ucb.ac.uk/home.aspx](http://www.ucb.ac.uk/home.aspx)

University of Bedfordshire  
[www.beds.ac.uk](http://www.beds.ac.uk)

University of California, Irvine  
<https://uci.edu>

University of Derby  
[www.derby.ac.uk](http://www.derby.ac.uk)

University of Houston  
[www.uh.edu/hilton-college](http://www.uh.edu/hilton-college)

University of Malaga  
[www.uma.es](http://www.uma.es)

University of Minnesota,  
Crookston  
[www1.crk.umn.edu](http://www1.crk.umn.edu)

University of Southern California  
[www.usc.edu](http://www.usc.edu)

University of the Ryukyus  
[www.u-ryukyu.ac.jp/en/](http://www.u-ryukyu.ac.jp/en/)

University of West Florida  
[www.uwf.edu](http://www.uwf.edu)

Vimal Institute for Human  
Resource Development  
[www.vimal.hr](http://www.vimal.hr)

Warwickshire College Group  
[www.warwickshire.ac.uk](http://www.warwickshire.ac.uk)

William Angliss Institute  
[www.angliss.edu.au](http://www.angliss.edu.au)

Wynne Business  
[www.wynnebusiness.com](http://www.wynnebusiness.com)

### SPA THERAPY

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Ananda Spa Institute (ASI)  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Aroma Akademija  
[www.aromaakademija.hr](http://www.aromaakademija.hr)

Australian Academy of  
Beauty & Spa Therapy  
[www.australianacademyof](http://www.australianacademyof)

[beautytherapy.com](http://beautytherapy.com)

Axelsons Spa School  
[www.axelsons.se/kontakt/  
axelsons-spa-school](http://www.axelsons.se/kontakt/axelsons-spa-school)

Barnet and Southgate Collehe  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

Elite International School  
of Beauty & Spa Therapy  
[www.elitebeautyschool.co.nz](http://www.elitebeautyschool.co.nz)

Ely Lukas Beauty  
Therapy College  
[www.ellylukas.edu.au](http://www.ellylukas.edu.au)

Healing Hands International  
[www.healinghands.co.za](http://www.healinghands.co.za)

IISRM  
[www.iisrm.org](http://www.iisrm.org)

International Academy  
of Spa Esthetics  
[eng.russiaspas.ru](http://eng.russiaspas.ru)

International Institute  
of Wellness Studies  
[www.iiws.co.in/campus.html](http://www.iiws.co.in/campus.html)

International Spa and  
Beauty College (ISBC)  
[www.isbc.com.hk](http://www.isbc.com.hk)

Ilsa Carstens Health and  
Skin Care Academy  
[www.isacarstens.co.za](http://www.isacarstens.co.za)

Mary Reid International  
Spa Academy  
[www.maryreidspaacademy.com](http://www.maryreidspaacademy.com)

## SPA THERAPY

*continued*

Nippon Spa College (NISPAAC)  
[www.nispac.jp](http://www.nispac.jp)

Orient Spa Academy  
[www.orientspaacademy.com](http://www.orientspaacademy.com)

Pure Massage Spa  
Training Method®  
[www.spatraining.global](http://www.spatraining.global)

Puretouch Spa Academy  
[www.studyspa.com](http://www.studyspa.com)

Serena Spa  
[www.serenaspa.com](http://www.serenaspa.com)

The South Pacific Academy  
of Beauty Therapy  
[www.fijisenikaispas.com](http://www.fijisenikaispas.com)

Spa Connectors  
[www.spaconnectors.com](http://www.spaconnectors.com)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

SPARK Spa & Wellness Academy  
[www.learninspark.com](http://www.learninspark.com)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

Summa Spa Institute  
[www.summaspa.com](http://www.summaspa.com)

Sydney Beauty Dermal Institute  
[www.sbdi.com.au](http://www.sbdi.com.au)

VTCT  
[www.vtct.org.uk](http://www.vtct.org.uk)

WFP-Berufsfachschulen Bad Sulza  
[www.schulewfp.de](http://www.schulewfp.de)

## Hair/Beauty & Nails

### COSMETOLOGY

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Atelier Esthétique Institute  
[www.aeinstitute.net](http://www.aeinstitute.net)

Australian College of  
Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

Bellus Academy  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

Colegiatura Colombiana de  
Cosmetología y Cosmiatría  
Tel: +57 4 448 4168

Difference Escuela de  
Cosmetología y Alta Peluquería  
[www.escueladifference.com.ec](http://www.escueladifference.com.ec)

ELCES Escuela Latinoamericana  
de Capacitación en  
Estética Superior  
[www.elcesedu.com](http://www.elcesedu.com)

Élégance Gontard  
International School  
[www.elegance-fr.net](http://www.elegance-fr.net)

EWI GmbH  
[www.e-w-i.eu/en/](http://www.e-w-i.eu/en/)

Friseur- & Kosmetik-  
Innung Chemnitz  
[www.friseurinnung-chemnitz.de](http://www.friseurinnung-chemnitz.de)

IAPAM International  
Association for Physicians  
In Aesthetic Medicine  
[www.iapam.com](http://www.iapam.com)

International Academy  
of Spa Esthetics  
[www.russiaspas.ru](http://www.russiaspas.ru)

Jamu Spa School  
[www.jamuspaschool.com](http://www.jamuspaschool.com)

Northeast Alabama  
Community College  
[www.nacc.edu](http://www.nacc.edu)

### ELECTROLYSIS

Academy Canada Career College  
[www.academycanada.com](http://www.academycanada.com)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

### EPILATION

CIDESCO  
[www.cidesco.com](http://www.cidesco.com)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

## LASER HAIR REMOVAL

Australian Academy of  
Beauty & Spa Therapy  
[www.australianacademyofbeautytherapy.com](http://www.australianacademyofbeautytherapy.com)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Truro and Penwith College  
[www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk)

VTCT  
[www.vtct.org.uk](http://www.vtct.org.uk)

## MAKE-UP

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Axelsons Spa School  
[www.axelsons.se/kontakt/axelsons-spa-school](http://www.axelsons.se/kontakt/axelsons-spa-school)

Barnet and Southgate College  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

Barnfield College  
[www.barnfield.ac.uk](http://www.barnfield.ac.uk)

The Beauty Specialist Training  
Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Bellevue Beauty  
Training Academy  
[www.bellevuebeauty.com.au](http://www.bellevuebeauty.com.au)

For full contact details, turn to the Spa Training Directory which starts on p364

Bellus Academy  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.com](http://www.bocabeautyacademy.com)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

CIDESCO  
[www.cidesco.com](http://www.cidesco.com)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Difference Escuela de  
Cosmetología y Alta Peluquería  
[www.escueladifference.com.ec](http://www.escueladifference.com.ec)

ELCES Escuela Latinoamericana  
de Capacitación en  
Estética Superior  
[www.elcesedu.com](http://www.elcesedu.com)

Elly Lukas Beauty  
Therapy College  
[www.ellylukas.edu.au](http://www.ellylukas.edu.au)

Frederique Academy  
[www.frederiqueacademy.com.hk](http://www.frederiqueacademy.com.hk)

Headmasters Academy Pty Ltd  
[www.headmasters.com.au](http://www.headmasters.com.au)

International Institute  
for Anti-Ageing (IIAA)  
[www.iaa.eu](http://www.iaa.eu)

International Institute  
of Wellness Studies  
[www.iiws.co.in/campus.html](http://www.iiws.co.in/campus.html)

Kosmetæe  
[www.kosmetæe.com](http://www.kosmetæe.com)

London College of Beauty  
Therapy (LCBT)  
[www.lcbt.co.uk](http://www.lcbt.co.uk)

London Therapists Ltd  
[www.london-therapists.com](http://www.london-therapists.com)

Marant Cosmética Científica  
[www.marant.com.mx](http://www.marant.com.mx)

Perth College of Beauty Therapy  
[www.perthcollege.com.au](http://www.perthcollege.com.au)

Seychelles Tourism Academy  
[www.seychelestourismacademy.edu.sc](http://www.seychelestourismacademy.edu.sc)

Stoke On Trent College  
[www.stokecoll.ac.uk](http://www.stokecoll.ac.uk)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

TAFE NSW  
[www.tafensw.edu.au](http://www.tafensw.edu.au)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

VTCT  
[www.vtct.org.uk](http://www.vtct.org.uk)

Warwickshire College Group  
[www.warwickshire.ac.uk](http://www.warwickshire.ac.uk)

### MICRODERMABRASION

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Atelier Esthétique Institute  
[www.aeinsteinute.net](http://www.aeinsteinute.net)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.com](http://www.bocabeautyacademy.com)

EIE MediSpa & Laser  
Training Centre  
[www.dreamcareer.ca](http://www.dreamcareer.ca)

### NAIL TECHNOLOGY

Academy Canada Career College  
[www.academycanada.com](http://www.academycanada.com)

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Alison Caroline Institute (ACI)  
[www.acicollege.com](http://www.acicollege.com)

Aroma Akademija  
[www.aromaakademija.hr](http://www.aromaakademija.hr)

Asheville-Buncombe Technical  
Community College  
[www.abtech.edu](http://www.abtech.edu)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Barnet and Southgate College  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

Barnfield College  
[www.barnfield.ac.uk](http://www.barnfield.ac.uk)

The Beauty Specialist Training  
Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Bellus Academy  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.edu](http://www.bocabeautyacademy.edu)

Bryan College of Applied Health  
and Business Sciences  
[www.bryancollege.ca](http://www.bryancollege.ca)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

City College Plymouth  
[www.cityplym.ac.uk](http://www.cityplym.ac.uk)

Confederation of International  
Beauty and Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

EIE MediSpa & Laser  
Training Centre  
[www.dreamcareer.ca](http://www.dreamcareer.ca)

ELCES Escuela Latinoamericana  
de Capacitación en  
Estética Superior  
[www.elcesedu.com](http://www.elcesedu.com)

Frederique Academy  
[www.frederiqueacademy.com.hk](http://www.frederiqueacademy.com.hk)

Kosmetæe  
[www.kosmetæe.com](http://www.kosmetæe.com)

London College of Beauty  
Therapy (LCBT)  
[www.lcbt.co.uk](http://www.lcbt.co.uk)

London Therapists Ltd  
[www.london-therapists.com](http://www.london-therapists.com)

Next Step Nail and Beauty  
[www.nextstepbeauty.co.uk](http://www.nextstepbeauty.co.uk)

Perth College of Beauty Therapy  
[www.perthcollege.com.au](http://www.perthcollege.com.au)

PHAB Standard Ltd  
[www.phabstandard.com](http://www.phabstandard.com)

Seychelles Tourism Academy  
[www.seychelestourismacademy.edu.sc](http://www.seychelestourismacademy.edu.sc)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

Steiner Training Academy  
[www.theonboardspa.com](http://www.theonboardspa.com)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

TAFE NSW  
[www.tafensw.edu.au](http://www.tafensw.edu.au)

Truro and Penwith College  
[www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk)

VTCT  
[www.vtct.org.uk](http://www.vtct.org.uk)

Watpo Thai Traditional  
Medical School  
[www.watpomassage.com](http://www.watpomassage.com)

## PERMANENT COSMETICS

Boca Beauty Academy LLC  
[www.bocabeautyacademy.com](http://www.bocabeautyacademy.com)

Friseur- & Kosmetik-  
Innung Chemnitz  
[www.friseurinnung-chemnitz.de](http://www.friseurinnung-chemnitz.de)

## WAXING

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Australian College of  
Beauty Therapy  
[www.acbt.com.au](http://www.acbt.com.au)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Barnet and Southgate College  
[www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

The Beauty Specialist Training  
Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

Jamu Spa School  
[www.jamuspaschool.com](http://www.jamuspaschool.com)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

Truro and Penwith College  
[www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk)

## Massage Courses

### DEEP TISSUE MASSAGE

Pure Massage Spa  
Training Method®  
[www.spatraining.global](http://www.spatraining.global)

Tip Touch International  
[www.tiptouch.com](http://www.tiptouch.com)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

### HOLISTIC MASSAGE

International Medical-Spa Institute  
[www.imsi.co.jp](http://www.imsi.co.jp)

London Therapists Ltd  
[www.london-therapists.com](http://www.london-therapists.com)

Pure Massage Spa  
Training Method®  
[www.spatraining.global](http://www.spatraining.global)

### REMEDIAL MASSAGE

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Australian College of  
Natural Therapies (ACNT)  
[www.acnt.edu.au](http://www.acnt.edu.au)

### SPORTS MASSAGE

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Vio Malherbe  
[www.viomalherbe.ch](http://www.viomalherbe.ch)

VTCT  
[www.vtct.org.uk](http://www.vtct.org.uk)

### SWEDISH MASSAGE

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

Alexander School of  
Natural Therapeutics  
[www.secretsofisis.com](http://www.secretsofisis.com)

Ananda Spa Institute ASI  
[www.anandaspainstitute.com](http://www.anandaspainstitute.com)

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Ecole des Spas et des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

Evolution School of  
Beauty & Massage  
[www.evolutionschool.co.nz](http://www.evolutionschool.co.nz)

International Board of  
Massage and Spa (CIMS)  
[www.cims.com.mx](http://www.cims.com.mx)

Jamu Spa School  
[www.jamuspaschool.com](http://www.jamuspaschool.com)

Jari Jari Spa Training Academy  
[www.jarijari.com.my](http://www.jarijari.com.my)

### THAI MASSAGE

Bali International Spa Academy  
[www.balibisa.com](http://www.balibisa.com)

Ecole des Spas et des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

International Training  
Massage School  
[www.itmthaimassage.com](http://www.itmthaimassage.com)

Spa Innovations Pte Ltd  
[www.spa-innovations.com](http://www.spa-innovations.com)

Thai Heritage Spa School  
[www.thaiheritagespa.com](http://www.thaiheritagespa.com)

Watpo Thai Traditional  
Medical School  
[www.watpomassage.com](http://www.watpomassage.com)

### THAI YOGA MASSAGE

deonThai School Yoga Massage  
[www.deonthaiyoga.com](http://www.deonthaiyoga.com)

For full contact details, turn to the Spa Training Directory which starts on p364

## **THERAPEUTIC MASSAGE**

Academy Canada Career College  
[www.academycanada.com](http://www.academycanada.com)

Advance Beauty College  
[www.advancebeautycollege.com](http://www.advancebeautycollege.com)

The Advanced Spa Therapy  
Education Certification Council  
[www.astecc.com](http://www.astecc.com)

Algonquin College of Applied  
Arts and Technology  
[www.algonquincollege.com](http://www.algonquincollege.com)

Asheville-Buncombe Technical  
Community College  
[www.abtech.edu](http://www.abtech.edu)

Australian College of  
Natural Therapies (ACNT)  
[www.acnt.edu.au](http://www.acnt.edu.au)

Axelsons Spa School  
[www.axelsons.se](http://www.axelsons.se)

The Beauty Specialist Training  
Centre & Nail Academy  
[www.beautyspecialists.co.za](http://www.beautyspecialists.co.za)

Bellus Academy  
[www.bellusacademy.edu](http://www.bellusacademy.edu)

Boca Beauty Academy LLC  
[www.bocabeautyacademy.com](http://www.bocabeautyacademy.com)

Bryan College of Applied Health  
and Business Sciences  
[www.bryancollege.ca](http://www.bryancollege.ca)

Camelot International  
[www.camelotint.co.za](http://www.camelotint.co.za)

Centennial College  
[www.centennialcollege.ca](http://www.centennialcollege.ca)

Chiva-Som International Academy  
[www.chivasomacademy.com](http://www.chivasomacademy.com)

Confederation of International  
Beauty Therapy and  
Cosmetology CIBTAC  
[www.cibtac.com](http://www.cibtac.com)

deonThai School Thai  
Yoga Massage  
[www.deonthaiyoga.com](http://www.deonthaiyoga.com)

Ecole des Spas et  
des Instituts ESI  
[www.esi-paris.com](http://www.esi-paris.com)

Elly Lukas Beauty  
Therapy College  
[www.ellylukas.edu.au](http://www.ellylukas.edu.au)

Esalen Institute  
[www.esalen.org](http://www.esalen.org)

The Giving Touch  
[www.himalayanhealers.org](http://www.himalayanhealers.org)

Healing Hands International  
Massage Academy  
[www.healinghands.co.za](http://www.healinghands.co.za)

Houston School of Massage  
[www.houstonschoolofmassage.com](http://www.houstonschoolofmassage.com)

International Academy  
of Spa Esthetics  
[www.russiaspas.ru](http://www.russiaspas.ru)

Jamu Spa School  
[www.jamuspaschool.com](http://www.jamuspaschool.com)

Jari Menari  
[www.jarimenari.com](http://www.jarimenari.com)

National University of  
Health Sciences  
[www.nuhs.edu](http://www.nuhs.edu)

Northeast Alabama  
Community College  
[www.nacc.edu](http://www.nacc.edu)

Pure Massage Spa  
Training Method®  
[www.spatraining.global](http://www.spatraining.global)

Sandhills Community College  
[www.sandhills.edu](http://www.sandhills.edu)

The Shiatsu School  
[www.theshiatusschool.com](http://www.theshiatusschool.com)

The South Pacific Academy  
of Beauty Therapy  
[www.fijisenikaispas.com](http://www.fijisenikaispas.com)

Southwest Institute of  
Healing Arts (SWIHA)  
[www.swiha.edu](http://www.swiha.edu)

Spa Vargas School of  
Massage Therapy  
[www.spavargasuniversity.com](http://www.spavargasuniversity.com)

Steiner Education Group (SEG)  
[www.steinered.com](http://www.steinered.com)

Success International Health  
and Skincare Academy  
[www.successinternational.co.za](http://www.successinternational.co.za)

Suffolk New College  
[www.suffolk.ac.uk](http://www.suffolk.ac.uk)

TAFE Queensland South West  
[www.tafesouthwest.edu.au](http://www.tafesouthwest.edu.au)

Touch Research Institute  
[www.miami.edu/touch-research](http://www.miami.edu/touch-research)

Truro and Penwith College  
[www.truro-penwith.ac.uk](http://www.truro-penwith.ac.uk)

WFP-Berufsfachshulen Bad Sulza  
[www.schulewfp.de](http://www.schulewfp.de)

# Trade Associations

Our Trade Associations section gives up-to-date details of national spa associations and organisations around the world. We've split them up into global regions and countries for ease of reference, with those representing spas across the world appearing at the end

## AFRICA

### Spa & Wellness Association of Africa (SWAA)

[www.swaafrika.org](http://www.swaafrika.org)

Region represented: Africa

Works with national and regional tourism boards, educational institutions and operators to set quality standards and encourage education and preventative health measures in the industry in Africa. It's goal is to represent all spa trade associations on the continent.

## MOROCCO

### Moroccan Spa Association (A-SPA-MAROC)

Email: [aspamaroc@gmail.com](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.spaassociationofindia.in)

Country represented: India

Key goal is to set up a system of training accreditation in India, along with developing and maintaining overall standards. Works with tourism boards, operators, manufacturers and distributors to set quality standards and encourage education.

### Spa & Wellness Association of India (SWAI)

[www.spaandwellnessassociation.com](http://www.spaandwellnessassociation.com)

Country represented: India

Serves the industry through a number of core competencies: the preservation and protection of India's traditional therapies; education; government advocacy; tourism promotion; commerce activities; research/statistics; and media relations.

### ■ JAPAN

#### The Federation for Japanese Spa Associates

[www.j-spa.jp](http://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](http://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](http://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](http://cafe.naver.com/korspa)

Country represented: Korea

Community of spa professionals in Korea which serves as an instrument for the exchange of ideas and to connect members.

### ■ MALAYSIA

#### Association of Malaysian Spas (AMSPA)

[www.amspa.org.my](http://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](http://www.mawspa.org)

Regions represented: Malaysia and south-east Asia

A non-profit organisation, established to promote and to develop the spa and wellness industry in Malaysia through public educational seminars, the distribution of printed materials, and other interactive events.

### ■ THE PHILIPPINES

#### Spa & Wellness Association of Cebu (SWAC)

<http://lei.sr?a=G8h4g>

City represented: Cebu

Wellness industry body recognised by the business community and government in Cebu. Its goal is to analyse sector growth and to help it realise its full potential.

### ■ SINGAPORE

#### Spa Association Singapore

[www.spaassociation.org.sg](http://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](http://www.spaandwellness.org)

Regions represented: Singapore and Asia

Creates growth opportunities for members via monthly networking sessions, trade shows and educational programmes.

### ■ TAIWAN

#### Taiwan Spa Association

Country represented: Taiwan

[www.tspa.tw](http://www.tspa.tw)

### ■ THAILAND

#### Phuket Spa Association (PSPA)

[www.spaphuket.org](http://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](http://www.samuispaassociation.com)

Region represented: Samui

Samui Spa Association has been founded as a non-profit organisation to promote, support, develop and create liaison between Samui's spas.

#### Thai Lanna Spa Association

[www.thailannaspaassociation.com](http://www.thailannaspaassociation.com)

#### Thai Spa Association (TSPA)

[www.thaispaassociation.com](http://www.thaispaassociation.com)

Country represented: Thailand

One of the top spa industry associations in Asia. Commissions annual research, organises the World Spa & Well-being Convention and sets up many other networking and educational for its members on a regular basis.

## TRADE ASSOCIATIONS

### CENTRAL & SOUTH AMERICA

#### ■ ARGENTINA

##### Association of Argentinian Spas (AAS)

[www.asociacionspa.org](http://www.asociacionspa.org)

Country represented: Argentina

Represents spa operators, professionals and suppliers. Provides training and promote the benefits of a spa experience.

#### ■ BRAZIL

##### Association of Brazilian Clinics & Spas (ABC Spas)

[www.abcs spas.com.br](http://www.abcs spas.com.br)

Country represented: Brazil

Puts on events, attracts investors and fosters local spa developments for the greater good of the Brazilian spa market.

##### Brazilian Wellness Association (ABQV)

[www.abqv.com.br](http://www.abqv.com.br)

Country represented: Brazil

Main objective is champion corporate wellness programmes and develop partnerships and agreements with important entities in Brazil.

#### ■ THE CARIBBEAN

##### Caribbean Spa Association (CSPA)

[www.caribbeanspaa.com](http://www.caribbeanspaa.com)

Region represented: the Caribbean

New association comprising an expanding group of business professionals dedicated to growing the sector.

##### Caribbean Spa & Wellness Association (C-SWA)

[www.caribbeanspawellness.com](http://www.caribbeanspawellness.com)

Region represented: the Caribbean

Promotes the growth of the industry in the region through training and education.

### EUROPE

#### European Spas Association (ESPA)

[www.espa-ehv.com](http://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](http://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](http://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](mailto:nast.bulgaria@mail.bg)

Country represented: Bulgaria

Works to protect the use of natural resources in spas across Bulgaria and promote spa tourism. Members comprise high-end spa facilities and suppliers.

##### International Spa & Tourism Association (ISPAT)

[www.ispam.biz](http://www.ispam.biz)

#### ■ CROATIA

##### Wellness & Fitness Association of Croatia (WUH)

[www.wuh.hr](http://www.wuh.hr)

#### ■ CYPRUS

##### Cyprus Spa Association

[www.cyprusspaassociation.com](http://www.cyprusspaassociation.com)

Country represented: Cyprus

Works with Cyprus' spa industry to protect and develop the reputation of the country as a spa destination.

#### ■ THE CZECH REPUBLIC

##### Association of Czech Spas

[www.jedemedolazni.cz/en/](http://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](http://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](http://www.lecebne-lazne.cz/en)

Country represented: Czech Republic

Members include over 40 health spas which must meet strict quality criteria.

#### ■ ESTONIA

##### Estonian Spa Association (ESPAL)

[www.estonianspas.eu](http://www.estonianspas.eu)

#### ■ FRANCE

##### National Council of Thermal Operators (CNETH)

[www.medicinethermale.fr](http://www.medicinethermale.fr)

Country represented: France

Represents almost all thermal spa facilities in France and works with the government to improve the recognition of thermal medicine.

### Thermal and Climate Federation of France (FTCF)

[www.federationthermale.org](http://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](http://www.spa-a.com)

**Country represented:** France

Ethics, quality and professionalism is the main focus of Spa-A which comprises owners, experts and managers in the French spa and wellbeing sector. It launched a Spa Quality Charter, which covers hygiene, staff and infrastructure standards across 50 criterion, six years ago. Forty-two facilities are certified under the charter to date.

## ■ GERMANY

### German Spa Association (DHV)

[www.deutscher-heilbaederverband.de](http://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](http://www.wellnessverband.de)

**Country represented:** Germany

DWV serves both spa-goers and operators. In cooperation with German Wellness Inc, it develops quality, recognised standards.

[www.spahandbook.com](http://www.spahandbook.com)

## ■ GRAN CANARIA

### Gran Canaria Spa, Wellness & Health

[www.grancanariawellness.com](http://www.grancanariawellness.com)

**Region represented:** Gran Canaria

Aims to position the island as a major wellness tourism destination by highlighting the quality of its natural resources, products and establishments. Backed by the local tourist board.

## ■ GREECE

### Hellenic Association of Municipalities with Thermal Springs

[www.thermalsprings.gr](http://www.thermalsprings.gr)

**Country represented:** Greece

Association to support and aid the development of its members in the field of spa-medical tourism.

### Spa Managers Club of Greece (SMCG)

[www.spamanagers.gr](http://www.spamanagers.gr)

**Country represented:** Greece

Showcases the high standards of quality and service in Greek spas and provides education and professional development opportunities for members.

## ■ HUNGARY

### Budapest Spas Inc

[www.spasbudapest.com](http://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](http://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](http://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](http://www.visitspas.eu/iceland)

## ■ IRELAND

### Ireland Active

[www.irelandactive.ie](http://www.irelandactive.ie)

**Country represented:** Ireland

Government-funded body representing leisure managers – including those overseeing spa facilities – in Ireland.

## ■ ITALY

### Federterme

[www.federterme.it](http://www.federterme.it)

**Country represented:** Italy

Italian federation of the curative thermal and mineral water industries, serves as a hub for sector news and research.

## ■ LITHUANIA

### National Spa Association of Lithuania

[www.spalietuva.lt](http://www.spalietuva.lt)

**Country represented:** Lithuania

Regulates marketing and sets treatment standards across the country's spa sector, and educates the public about the spa philosophy as a way of life. This year it opened its annual massage championship – previously limited to participants from Lithuania – to other European countries. ►

## TRADE ASSOCIATIONS

### ■ MONTENEGRO

#### Medical Spa Association of Montenegro (MSPAA)

[www.medicalspacg.blogspot.com](http://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](http://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/](http://www.sgurp.pl/en/)

Country represented: Poland

Supports, educates and protects the Polish spa industry and champions its spa tourism offering in Europe.

#### European Spa Foundation, Poland

[www.fundacjaspap.pl](http://www.fundacjaspap.pl)

Country represented: Poland

The main objective of the foundation is to provide spa professionals with reliable research and analysis that will not only help them understand the spa market but provide relevant business solutions. Also offers educational programmes and organises industry events.

### ■ PORTUGAL

#### Portuguese Spas Association (ATP)

[www.termasdeportugal.pt](http://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](http://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](http://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](http://www.1swic.ru)

Regions represented: Russia and the CIS

Promotes the concept of a healthy lifestyle to assist the development of the spa sector in Russia and the CIS. Headed by spa consultant Elena Bogacheva, the council has been instrumental in getting the Russian government to drop its restrictive classification system in which beauty and spa treatments were considered medical procedures.

### ■ SERBIA

#### Serbian Spas Association

[www.serbianspas.org](http://www.serbianspas.org)

Country represented: Serbia

Oversees the improvement and preservation of the traditional mineral spa resorts known as banjas. Encourages research into the scientific application of Serbia's natural therapeutic resources.

### ■ SLOVAKIA

#### Slovakian Spas Association

[www.balneotherma.sk](http://www.balneotherma.sk)

Country represented: Slovak Republic

Deals with business projects for spa resorts and clinics and provides personnel training. Offers expertise on the country's natural healing sources – waters, muds and climate; and audits medical spa departments. Also promotes Slovak spas to travel agencies in America, Canada and Europe.

### ■ SLOVENIA

#### Slovenian Spas Association/Skupnost Slovenskih Naravnih Zdravilišč (SSNZ)

[www.slovenia-terme.si](http://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](http://www.balnearios.org)

Regions represented: Spain and the Balearic Islands

ANBAL currently has 60 public mineral spa members and its primary objective is to promote and defend the interests of the sector.

## ■ SWEDEN

### Swedish Spa Hotels

[www.svenskaspahotell.se](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.leadingspasofcanada.com)

**Country represented:** Canada

Provides support for the development of the Canadian spa industry and the promotion of Canada as a global spa destination. Represents all types of spas, schools and suppliers in the country

### Ontario's Finest Spas

[www.ontariosfinestinnns.com](http://www.ontariosfinestinnns.com)

### Ontario's Premier Spas

[www.ontariospremierspasp.com](http://www.ontariospremierspasp.com)

### Spas Relais santé

[www.spasrelaissante.com](http://www.spasrelaissante.com)

**Region represented:** Québec

An alliance and marketing consortium of Québec spas. Members must meet a strict criteria for excellence which includes annual mystery shops. ▶

## TRADE ASSOCIATIONS

### UNITED STATES OF AMERICA

#### American Massage Therapy Association (AMTA)

[www.amtamassage.org](http://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](http://www.azspawell.com)

#### California Spa Association

[www.californiaspaassociation.com](http://www.californiaspaassociation.com)

#### Dallas Fort Worth Spa Association

<http://lei.sr?a=i8T5V>

#### Hawaii Spa Association (Hi-Spa)

[www.hi-spa.com](http://www.hi-spa.com)

#### Las Vegas Spa Association (LVSA)

[www.lvspas.com](http://www.lvspas.com)

#### New York Spa Alliance (NYSPA)

[www.ny-spa.net](http://www.ny-spa.net)

#### Salt Therapy Association (STA)

[www.salttherapyassociation.org](http://www.salttherapyassociation.org)

Country represented: USA

Provides resources, research and standards to create awareness about salt therapy.

#### The Spa Association (SPAA)

[www.thespaassociation.com](http://www.thespaassociation.com)

Country represented: USA

Provides information, resources and education in the US spa industry.

#### Washington Spa Alliance (WSPA)

[www.washingtonspaalliance.com](http://www.washingtonspaalliance.com)

### WORLDWIDE

#### Comité International D'Esthétique et de Cosmétologie (CIDESCO)

[www.cidesco.com](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.ismh-direct.net)

#### International Spa Association (ISPA)

[www.experienceispa.com](http://www.experienceispa.com)

Regions represented: Countries worldwide

Global voice of the spa industry which helps foster spa professionalism and growth in a number of ways. Publishes research each year about the performance of the US spas (see p114) and its annual conference is a key event for industry leaders. Currently working with the GWS to develop standards for spa manager internships and a recognisable career path for therapists.



*Mind if we  
tag along?*

**IF SUCCESS IS YOUR DESTINATION, WE KNOW THE WAY.**

For years we've asked spas like you to join us, but this year we're asking if we can join you on your journey to success. We'll bring loads of research, online and in-person education, and networking opportunities you can't get anywhere else. We know the way and we're happy to navigate.



Learn more at [experienceispa.com](http://experienceispa.com)

# Events calendar

Conferences, networking events and trade shows for spa and wellness professionals in the year ahead

## SEPTEMBER 2018

6-8 SEPTEMBER 2018

### SpaChina Summit & Awards

Rosewood Sanya, 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](http://www.spachina.com)

6-9 SEPTEMBER 2018

### CIDESCO International Congress

Stockholm, Sweden

Interact with people across the beauty and spa industries.

[www.cidesco.com/events](http://www.cidesco.com/events)

10-11 SEPTEMBER 2018

### Cosmoprof India

Sahara Star Hotel, Mumbai

The first edition of this event, focussed on the evolving Indian beauty market.

[www.cosmoprof.com](http://www.cosmoprof.com)

12-14 SEPTEMBER 2018

### Termatalia

Recanto Cataratas Hotel, Brazil

The Termatalia exhibition, symposium, and international meeting focusing on thermal water, which includes a trade fair, conference and tour of area thermal sites.

[www.termatalia.com](http://www.termatalia.com)



Attendees at last year's ISPA practice a 'power pose' after a keynote from Amy Cuddy

20-21 SEPTEMBER 2018

### Spafest

The Atlantic Hotel,  
Newquay, Cornwall, UK

Gathers international figures in the spa industry for a series of workshops and talks with a focus on both corporate and social responsibility.

[www.madeforlife.org/spa-fest-2018](http://www.madeforlife.org/spa-fest-2018)

20-23 SEPTEMBER 2018

### World Wellness Weekend

Locations worldwide

A global event with free wellness activities in more than 400 properties in 50 countries, coordinated by Jean-Guy de Gabriac of Tip Touch International.

[www.world-wellness-weekend.org](http://www.world-wellness-weekend.org)

23-24 SEPTEMBER 2018

### Wellness Tourism Association meeting

Le Monastère des Augustine  
Quebec City, Canada

The first annual meeting of members of the Wellness Tourism Association.

[www.wellnesstourismassociation.org/events](http://www.wellnesstourismassociation.org/events)

24-26 SEPTEMBER 2018

### ISPA Conference & Expo

Phoenix, Arizona, US

The International Spa Association's annual gathering offers three days of speaker presentations, plus an expo for spa and beauty suppliers.

[www.experienceispa.com](http://www.experienceispa.com)

25-26 SEPTEMBER 2018

**International Wellness Conclave**

Radisson Blu Plaza Airport Delhi  
New Delhi, India

With a theme of 'excellence in wellness', this event brings together experts from health, wellness and beauty.

[www.wellnessconclave.com](http://www.wellnessconclave.com)

30 SEPTEMBER - 1 OCTOBER 2018

**Olympia Beauty**

Grand Hall, Olympia,  
London, UK

UK beauty industry exhibition, which also includes wellness seminars and the National Massage Championship.

[www.olympiabeauty.co.uk](http://www.olympiabeauty.co.uk)

**OCTOBER 2018**

3-5 OCTOBER 2018

**Global Thermal Think Tank**

Grotta Giusti, Tuscany, Italy

An invitation-only event that brings together hot springs owners, senior managers and researchers from across the globe to collaborate and grow together.

6-8 OCTOBER 2018

**Global Wellness Summit**

Technogym Headquarters, Cesena, Italy

This key event gathers leaders to shape the future of the global wellness industry. This year's theme is 'Shaping the business of wellness', and delegates are tasked to create new, collaborative models for the future.

[www.globalwellnesssummit.com](http://www.globalwellnesssummit.com)

7-8 OCTOBER 2018

**Professional Beauty Ireland**

Dublin, Ireland

Showcasing the latest innovations in spa and beauty and unveiling next year's beauty trends for Ireland.

[www.professionalbeauty.co.uk/ireland](http://www.professionalbeauty.co.uk/ireland)

12 OCTOBER 2018

**EYCH 2018: A Celebration of Thermal Heritage**

Budapest, Hungary

A celebration of the 100th anniversary of the Gellert Baths, which coincides with the European Year of Cultural Heritage, this event will also highlight the impact of thermal baths on European culture.

16-17 OCTOBER 2018

**Independent Hotel Show**

Olympia, London

A curated collection of more than 300 product and service providers from across the hotel supply chain.

[www.independenthotelshow.co.uk](http://www.independenthotelshow.co.uk)

21-24 OCTOBER 2018

**SpaCE (Spas of Central Europe)**

Portorož, Slovenia

An event for spas and wellness centres in Central Europe. This year's event features two days of touring Slovenian spas, followed by a day of one-to-one meetings.

[www.spa-ce.si](http://www.spa-ce.si)

23-26 OCTOBER 2018

**Spatec Middle East**

The St Regis Dubai Al Habtoor Polo Resort

Middle East spa operators meet with domestic and international suppliers for set one-to-one meetings.

[www.spatecevents.com/middleeast](http://www.spatecevents.com/middleeast)

**NOVEMBER 2018**

3-5 NOVEMBER 2018

**Spa and Wellness International Congress**

The Ritz Carlton, Moscow, Russia

An annual event addressing managers and owners of spa and wellness facilities in Russia and Eastern Europe.

[www.1swic.ru](http://www.1swic.ru)

GWS chair Susie Ellis opens the Global Wellness Summit, which is held this year in Cesena, Italy



## LISTINGS

4-7 NOVEMBER 2018

### SpaTec Fall North America

Four Seasons Westlake Village, California  
Brings together spa operators and suppliers for a series of one-to-one meetings over two days.  
[www.spatecfall.com](http://www.spatecfall.com)

5-7 NOVEMBER 2018

### World Travel Market

Excel, London  
This event for the travel industry includes a spa and wellness panel organised by the Global Wellness Institute.  
[www.london.wtm.com](http://www.london.wtm.com)

7-9 NOVEMBER 2018

### US Hot Springs Conference

Glenwood Springs, Colorado  
The first-ever US Hot Springs Conference Includes a behind-the-scenes tour of the world's largest mineral hot springs pool.  
[www.hotspringsconnection.com](http://www.hotspringsconnection.com)

13-14 NOVEMBER 2018

### Spa Life UK

Hilton Birmingham Metropole, UK  
Spa event for the UK with a conference, supplier showcase, speed dating event, networking and a gala dinner announcing the UK's Good Spa Guide award winners.  
[www.spa-life.co.uk](http://www.spa-life.co.uk)

14-16 NOVEMBER 2018

### Cosmoprof Asia

Hong Kong Convention & Exhibition Centre and AsiaWorld Expo, Hong Kong  
Business-to-business show featuring cosmetics and toiletries, natural health, beauty salon and nails. Brings together close to 2,700 exhibitors in a 98,000sq m exhibition area with 70,000 visitors from all over the world.  
[www.cosmoprof-asia.com](http://www.cosmoprof-asia.com)



21-22 NOVEMBER 2018

### European Health Prevention Day

Wiesbaden, Germany  
Experts from across Europe will share insights from the perspective of health insurance companies, tour operators, service providers and associations.  
[www.ehp-day.eu](http://www.ehp-day.eu)

## JANUARY 2019

24-27 JANUARY 2019

### Les Thermalies

Carrousel du Louvre, Paris, France  
Water and wellness show with a focus on thermal spas and thalassotherapy.  
[www.thermalies.com](http://www.thermalies.com)

29-31 JANUARY 2019

### Spatex

Ricoh Arena, Coventry, UK  
UK exhibition for the wet leisure sector. Includes pool and heat experience firms.  
[www.spatex.co.uk](http://www.spatex.co.uk)

The World Spa & Wellness Convention includes the World Spa & Wellness Awards

## FEBRUARY 2019

10-11 FEBRUARY 2019

### Professional Beauty GCC

The Meydan, Dubai  
Brings together beauty, hair and spa brands in the Middle East.  
[www.professionalbeautygcc.com](http://www.professionalbeautygcc.com)

13-15 FEBRUARY 2019

### ForumPiscine

Bologna Fiera, Bologna, Italy  
Three-day congress focusing on pool systems – from large public facilities to those in spas. .  
[www.forumpiscine.it](http://www.forumpiscine.it)

FEBRUARY 2019

### BeautyAsia

Suntec Singapore, Singapore  
Exhibition for beauty and wellness professionals showcasing cosmetic, fragrance, skin and haircare products, equipment and packaging.  
[www.beautyasia.com.sg](http://www.beautyasia.com.sg)

24-25 FEBRUARY 2019

### World Spa & Wellness Convention

ExCeL, London, UK  
International spa figures convene for two days of talks and networking, along with an industry conference and the Professional Beauty trade show, which features the latest from spa and beauty product providers.  
[www.worldspawellness.com](http://www.worldspawellness.com)



GLOBAL WELLNESS  
SUMMIT 2018

OCTOBER 6-8 | TECHNOGYM | CESENA, ITALY

# SHAPING THE **BUSINESS** OF WELLNESS

Delegates to the 12th-annual Global Wellness Summit will come together in Italy to focus on future business opportunities and trends in all ten sectors of the multi-trillion dollar global wellness economy. They will also be the first to see the highly anticipated *2018 Global Wellness Economy Monitor* (2015 data is below).

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Personalized  
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Nutrition, &  
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Spa  
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October 6-8 | Technogym Village, Cesena, Italy

REGISTER AT [GLOBALWELLNESSSUMMIT.COM](http://GLOBALWELLNESSSUMMIT.COM)

## LISTINGS

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### MARCH 2019

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10-12 MARCH 2019

**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](http://www.iecsc.com/ny)

12 MARCH 2019

**Women in Wellness**

New York, USA

A one-day conference for women in the wellness industry that features speakers, breakout sessions and networking.

[www.americanspawiw.com](http://www.americanspawiw.com)

14-15 MARCH 2019

**APSWC Roundtable**

Kuala Lumpur, Malaysia

An invitation-only, two-day roundtable discussion among industry professionals. Results in a white paper designed to offer solutions for current industry issues.

[www.apswc.org](http://www.apswc.org)



The Healing Summit includes many opportunities for making new connections

29-31 MARCH 2019

**Beauty Düsseldorf**

Messe, Düsseldorf, Germany

An international beauty show with brands from 77 countries, this event attracts 55,000 trade visitors, and also includes workshops and seminars.

[www.beauty.de](http://www.beauty.de)

14-17 MARCH 2019

**Cosmoprof Worldwide**

Bologna, Italy

One of the world's biggest beauty trade fairs. Features a two-day spa symposium.

[www.cosmoprof.com](http://www.cosmoprof.com)

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### APRIL 2019

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15-17 APRIL 2019

**Beautyworld Middle East**

Dubai, UAE

Trade show and networking event for beauty, wellbeing, haircare and fragrance professionals in the Middle East.

[www.beautyworldme.com](http://www.beautyworldme.com)

24-27 APRIL 2019

**The Wellness Collective**

Verdura Spa & Golf Resort, Sicily, Italy

This four-day networking event is being held for the first time this year, and includes wellness-focussed events as well-as one-to-one meetings.

[www.wellnesscollectiveevents.com](http://www.wellnesscollectiveevents.com)

28-29 APRIL 2019

**ESI Toronto**

Toronto, Canada

Spa, aesthetic and medical professionals visit this show and conference in Toronto.

[www.spa-show.com](http://www.spa-show.com)

28 APRIL- 1 MAY 2019

**Arabian Travel Market**

Dubai International Convention and Exhibition Centre, Dubai, UAE

A leading global event for the Middle East travel industries with a wellness section.

[www.arabiantravelmarket.wtm.com](http://www.arabiantravelmarket.wtm.com)

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### MAY 2019

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6-7 MAY 2019

**Healing Summit**

Pine Cliffs Resort, Portugal

Inspirational talks for like-hearted professionals organised by the Healing Hotels of the World consortia.

[www.healinghotelsoftheworld.com](http://www.healinghotelsoftheworld.com)

6-8 MAY 2019

**World Spa & Wellness Asia**

JW Marriott, Phuket, Thailand

The second-annual event will feature international speakers, selected suppliers, networking and a gala dinner.

[www.worldspawellness.com](http://www.worldspawellness.com)

8-9 MAY 2019

**Independent Hotel Show Amsterdam**

Amsterdam RAI

The first European edition of this event for independent, luxury and boutique hotels.

[www.independenthotelshow.nl](http://www.independenthotelshow.nl)

12-14 MAY 2019

**Spa Life Ireland**

The Johnstown Estate, County Meath, Ireland

The successful Spa Life model of conference, trade show and networking, for the Irish spa industry.

[www.spa-life.ie](http://www.spa-life.ie)



The Forum Hotel & Spa brings together spa and hotel professionals for one day in Paris

13-15 MAY 2019

**Beautyworld Japan Tokyo**

Tokyo, Japan

Main show in the Beautyworld Japan series. Boasts the latest beauty products, equipment and techniques.

[www.beautyworldjapan.com](http://www.beautyworldjapan.com)

19-22 MAY 2019

**SpaTec Spring North America**

The JW Marriott Turnberry Resort & Spa, Miami, Florida, US

Spa operators and suppliers convene for a series of one-to-one meetings.

[www.spatecspring.com](http://www.spatecspring.com)

20-22 MAY 2019

**China Beauty Expo**

Shanghai New International Expo Center Shanghai, China

Platform for the Asian beauty market. Features more than 250,000sq m of exhibition space and 3,000 exhibitors.

[www.chinabeautyexpo.com](http://www.chinabeautyexpo.com)

[www.spahandbook.com](http://www.spahandbook.com)

23 MAY 2019

**Forum Hotel & Spa**

Paris, France

Discussions and speakers at this one-day forum bring together hotel and spa professionals.

[www.forumhotspa.com](http://www.forumhotspa.com)

MAY 2019

**European Spa Congress**

Terme Tuhelj, Croatia

Spa conference with professional presentations and discussions within the frame of innovation for medical spas and health resorts in Europe.

[www.europeanspas.eu](http://www.europeanspas.eu)

MAY 2019

**International Onsen Summit**

Japan

This event was held for the first time in 2018, and brought together around 1,000 delegates to discuss how to further develop the hot springs sector. A similar event is planned for 2019, also in Japan, with details forthcoming.



Global Wellness Day on 8 June encourages people to 'say yes' to wellness in its many forms

**JUNE 2019**

3-5 JUNE 2019

**Spa Life International, Germany**

Gesundheitresort Freiburg, Germany

The third year of Spa Life Germany includes a two-day conference plus a buyer & supplier meetings forum.

[www.spa-life.eu](http://www.spa-life.eu)

5-8 JUNE 2019

**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)

8 JUNE 2019

**Global Wellness Day**

A worldwide health and wellness movement first celebrated in 2012, which encourages people to change one aspect of their lives for the better for that day – and hopefully thereafter.

[www.globalwellnessday.org](http://www.globalwellnessday.org)

9 JUNE 2019

**Professional Beauty Belfast**

Belfast, Northern Ireland

Showcasing the latest innovations and unveiling the newest beauty trends, along with networking opportunities. New product launches and advanced treatments will be showcased.

[www.professionalbeauty.co.uk/belfast](http://www.professionalbeauty.co.uk/belfast)

## LISTINGS

15-17 JUNE 2019

### IECSC Las Vegas

Las Vegas, Nevada

Industry professionals can purchase products, see the latest trends and learn the newest techniques emerging in the spa and wellness markets. Co-located with the International Beauty Show at the Las Vegas Convention Center.

[www.iecsc.com](http://www.iecsc.com)

20-22 JUNE 2019

### Beauty Eurasia

Istanbul Expo Center, Istanbul, Turkey

Close to 300 beauty, cosmetic and hair exhibitors showcasing the latest developments in the beauty sector at this event, which attracts 10,000 professionals each year.

[www.beautyeurasia.com](http://www.beautyeurasia.com)

22 JUNE 2019

### World Bathing Day

Hot springs locations worldwide

An international celebration of thermal bathing started in 2018, which encourages hot springs owners to educate the public about the benefits and traditions of thermal bathing, and to offer sunrise and sunset thermal bathing opportunities, as well as special activities to celebrate the day.

[www.worldbathingday.org](http://www.worldbathingday.org)

## JULY 2019

15-18 JULY 2019

### Cosmobeauté Asia

Putra World Trade Centre,  
Kuala Lumpur, Malaysia

Exhibition and conference for the South-East Asian beauty and spa market.

[www.cosmobeauteasia.com](http://www.cosmobeauteasia.com)



Spatec Europe includes face-to-face meetings and networking over three days

28-30 JULY 2019

### 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](http://www.cosmoprofnorthamerica.com)

## AUGUST 2019

AUGUST 2019

### 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.

[www.splashexpo.com.au](http://www.splashexpo.com.au)

AUGUST 2019

### Beauty Expo Australia

Sydney Exhibition Centre,  
Australia

An annual beauty, medi, wellness and spa trade event for the Australian market.

[www.beautyexpoaustralia.com.au](http://www.beautyexpoaustralia.com.au)

AUGUST 2019

### Face & Body Northern California

McEnery Convention Center, California

Expo featuring hands-on treatments and the latest skincare and spa products.

[www.faceandbody.com/california](http://www.faceandbody.com/california)

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