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Time to shine

In the face of an unprecedented global pandemic, more consumers than ever before are now focused on their health. The spa and wellness industry has a chance to show the world how we can help.

What a year it's been. At this point, we're so used to the idea of COVID-19 that it's difficult to remember a time before mask-wearing and social distancing.

In the early days of March, 2020, as lockdowns were just beginning in much of the Western world, I felt the shock and panic that so many others shared. And when I thought about the work that I do in the spa and wellness industry – tied so closely to the international travel market – I was quite sure it would all dry up.

Needless to say, I was wrong. Not only has this industry showed incredible resilience in the face of such an unexpected global crisis, but wellness, once again, seems to be on the rise – only this time, perhaps with a little less Instagram and a little more authenticity. Numerous consumer surveys back this up; people have a newfound desire to keep their bodies as healthy as possible, and when all this is finally over, they'll be clamouring for wellness travel with a hefty dose of nature (see page



13, pages 138-140 and pages 162-165).

For this year's *Spa Handbook*, we turned to some of the brightest people in the industry to give us their thoughts on what lies ahead for spa and wellness (see pages 67-152). While no one can truly know the future, we hope this collection of well-respected industry voices will help give shape to the wellness industry in 2021 and beyond; taken together, they form a snapshot of all the ways that we can collectively pivot in the face of such challenging times, and come out the other side stronger.

We are on the cusp of something new, and something big. The world we left behind in 2019 is in the past, and nothing will ever be quite the same as it was. This is the chance for our industry to really shine (there's a reason we chose yellow for our cover) and to show the world all the ways that wellness can help build a bright new future.

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

To order extra copies of the *Spa Business Handbook 2020 - 2021* please visit www.spahandbook.com/subs

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Spa foresight™ 2021

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

- 1 Touch hunger
- 2 Return to nature
- 3 Loneliness
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XOOLIBELLINE/REXUSA

▲ Spas, whose main commodity is touch, have a huge opportunity ahead

HEALING

1. TOUCH HUNGER

In the COVID-19 era, human touch and physical connection are being restricted like never before, but results from the world's largest global touch study show 54 per cent of people felt they experienced too little touch, even before the pandemic hit.

Developed by researchers at Goldsmiths University of London, *The Touch Test* ran from January 2020 to the

final week in March and was based on 40,000 people from over 100 countries. The study indicates that we're witnessing a dramatic longing for touch in society.

Spas around the world, whose main commodity is touch, have a huge opportunity to create havens of 'safe touch' by adopting the highest levels of health and safety, and winning over the trust of consumers in this respect.



▶ Armathwaite Hall has launched a 'wild swimming and waterfalls' wellness package



VITAMIN N

2. RETURN TO NATURE

Spas and nature have always gone together, and *Spa Business* has been tracking consumer interest in reconnecting with the natural world for some time.

In 2018, we identified 'Rewilding' in our *Spa Foresight* as a longer range trend, in large part due to our increasing dependence on technology. But this year,

when most of the world has spent months in lockdown with nothing but the same four walls or various types of screens to look at, many people are yearning for wide-open spaces and fresh air.

Combining a serene natural setting with wellness programming will be appealing, as will adventure-fueled challenges and wellness recovery programmes.

Resorts can take advantage of existing natural areas and offer outdoor treatments or programming, or they can make use of the surrounding landscape.

At Armathwaite Hall, for example, a 'wild swimming and waterfalls' package introduces guests to the benefits of cold-water therapy while exploring local natural water features. Properties with natural hot springs are also poised to do well as travel resumes, as they naturally combine wellness and the outdoors.

With COVID-19 spreading more easily indoors, most people are generally more comfortable being outside. Spas have the chance to use the local natural landscape to create true points of differentiation. ▶

MAKING CONNECTIONS

3. LONELINESS

With almost the entire world experiencing some form of simultaneous isolation this past year, the epidemic of loneliness has again been brought to the forefront.

A study of 200,000 Europeans found that lockdowns have had an alarming effect on loneliness in young people under 30. Even before the pandemic, loneliness was a growing problem and studies suggest it's as unhealthy as smoking and obesity.

Spas have an opportunity to create services that help people feel connected to each other, such as music or art classes, group forest bathing, or outdoor yoga.

BOUNCE BACK

4. RESILIENCE

Initiatives that strengthen mental and physical resilience have been a growing trend for some time, but we need them now more than ever.

With many people pushed to breaking point after enduring months of lockdown, a global health crisis and financial recession, people are looking for ways to boost their resilience.

Spas that can offer wellness programming that asks guests to set physical goals, such as climbing a mountain, or which offer programming designed to make guests mentally stronger, will all be appealing in a post-COVID world.



DANONIMAGES/SHUTTERSTOCK

▲ Breathing techniques, such as pranayama, can be incorporated into offerings

BREATHE EASY

5. LUNG HEALTH

Back in 2014, the *Spa Business* team highlighted the growing importance of clean air as the world becomes increasingly toxic and polluted.

We expect this trend to accelerate as consumers seek out ways to boost their lung health to combat the acute and longer-term effects of COVID-19.

Spas will offer access to purified environments – either by natural or artificial means. Think special ‘clean

air’ rooms, oxygenating rooms such as hyperbaric chambers and sensory rooms with 360-degree screens where it will be possible to simulate standing on a beach, in a forest, or in a lavender field.

Programmes will also home in on halotherapy (salt therapy) and specialist breathing techniques such as pranayama, kapalabhati or tummo. Consumers will value the opportunity to take a healing break from unhealthy atmospheres.



► Touchless treatments, such as the Zerobody floatation bed from Starpool, are also less labour-intensive

STARPOOL

HANDS OFF

6. TOUCHLESS SERVICES

In spite of the financial challenges many spas face, experts suggest that now is the time for operators to explore and invest in innovations to make themselves stand out from the competition – and touchless experiences are a hot topic.

While many typically require a big up-front investment, providers say there's potential to increase profit margins in the long-run. Examples include everything from programmable Vichy showers and

hydromassage beds, to light stimulation, cryotherapy chambers, dry floatation, chromotherapy, mindfulness experiences, hydrotherapy tubs with underwater massage, halotherapy rooms, infrared sessions and programmable VR.

These kinds of treatments and experiences minimise exposure to people, and in many cases can be automated – meaning they're less labour-intensive – leading to payroll savings. Even before the

pandemic, one of the biggest challenges facing wellness operators was finding therapists with the necessary skills and knowledge to ensure consistent quality of treatments. And while the role of therapists should never be replaced and cannot be underestimated, touchless experiences are certainly piquing the interest of operators.

Read more in *Spa Business* Q3 2020: www.spabusiness.com/touchless

CLOSE TO HOME

7. STAYCATIONS

We've already seen the transformation of travel to focus more on 'staycations' and exploring the many wonders in our own backyards – mostly a necessity based on strict travel restrictions. But while international travel will eventually return, it will take some time – and many people, meanwhile, have discovered that driving a few hours or taking a train to a new part of your own country can provide a welcome change of scene without the jet lag.

Spas are already reaching out to a new clientele that's closer to home, but the local market can continue to provide needed revenue, even after things return to normal.



▲ People have discovered the wonders of travel in their own country

JOA SHUTTERSTOCK

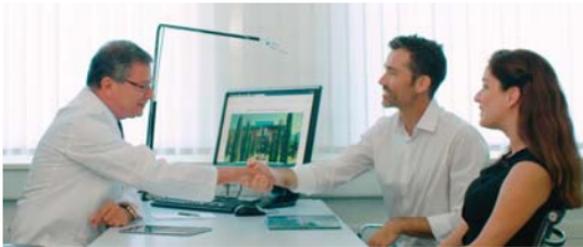
COVID-SECURE

8. A NEW KIND OF EXCLUSIVITY

With spa consumers potentially nervous about social distancing, there's an emerging demand for exclusivity, with operators hiring out everything from dedicated facilities such as VIP suites to whole spas and resorts, so that there's guaranteed personal space and safety.

Anantara was one of the first, offering private-hire resort packages at its island destinations in Mozambique, the Maldives and the UAE.

Others following suit include Six Senses Zil Pasyon in the Seychelles and Naladhu Private Island in the Maldives.



CLINIQUE LA PRAIRIE

▲ Spas such as Clinique La Prairie are offering tailored immune boosting programmes

NEED A BOOST?

9. IMMUNE PROGRAMMES

Immunity-boosting programming will become an essential part of the spa and wellness menu. Well-known spas around the world, including Clinique La Prairie, Sangha Retreat and Chablé have begun offering immunity packages.

These aim to strengthen body and mind and reduce the main risk factors for severe COVID-19 cases – obesity, cardiovascular disease and diabetes – as well as support the immune system.

Nutritional therapy, traditional Chinese medicine, acupuncture, infrared saunas and cryotherapy can all be offered. Anantara has even created an immune-boosting massage oil.

For spas offering more advanced diagnostics, complete health check-ups, cardiovascular assessments and body composition analysis can drive the prescription of programmes which support overall health and wellbeing.



DOCTOR IN THE HOUSE

▶ RAKxa is a new fully integrative wellness and medical retreat that opened in Thailand in late 2020

RAKXAWELLNESS

10. MEDICAL WELLNESS

As we emerge from a global pandemic, we think there will be a significant move towards medical wellness and that businesses in this part of the sector will fare well in the new reality post-COVID.

Operators include Lanserhof in Europe, Portugal's Longevity Wellness facilities, and Thailand's new RAKxa facility,

developed as a collaboration between a subsidiary of Bumrungrad International Hospital and Minor Hotels.

The specialist services they offer include hyperbaric chambers, IV nutrition, cryotherapy and a number of other treatments led by medics and delivered in luxury environments.

A growing number of hotels are expanding their spa offerings to incorporate a medical wellness element as well. Anantara, for example, has created a concept combining aesthetic hubs and IV nutrition bars in partnership with Verita Healthcare. It's planning to roll out three of these across Asia. ▶

FINDING CALM

11. MENTAL WELLBEING

We've written at length about mental wellbeing, but it has never been as important as it is today.

Even before a year that left us dealing with a global health crisis, job losses, civil unrest and isolation, the world was already crying out for help with mental health, so it's no surprise that the Global Wellness Institute has named mental wellness as a US\$121bn (£101.6bn, £91.8bn) segment of the global wellness economy.

Self-improvement, meditation, mindfulness, nutraceuticals, and sleep are all part of this sector – and areas where we expect the industry to see significant growth.



SHUTTERSTOCK/FEBRUARY_LOVE

▲ The industry is strongly placed to offer mental health support

MAKING IT COUNT

12. SLOW TRAVEL

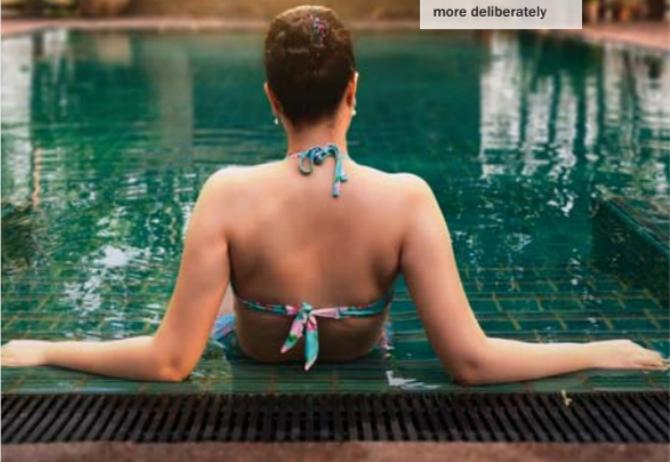
With most of the world putting travel plans on hold in 2020, the trend towards a new kind of 'slow travel' is emerging – one that, much like the slow food movement, emphasises quality, depth and local flavour over fast-paced quick travel fixes.

People will make fewer journeys, but will travel more deliberately,

taking 'bucket list' trips while they can. And with the headache of masking and testing required before most flights, guests will want to make sure their destination is worth the effort.

As providers of luxury spa and wellness experiences in some of the most exquisite locations in the world, this bodes well for our industry.

► People will take fewer trips but travel more deliberately



SHUTTERSTOCK/INNO

AMPLIFYING EXERCISE

14. POST-EXERCISE HEAT TREATMENTS

Staying warm after a workout can amplify the effects, according to new research from the American Council on Exercise. Researchers tested three groups – a control group, one that spent 30 minutes in hot water and another where people wore sauna suits following their workout.

Both passive heating strategies were equally sufficient to raise core temperatures, and both stayed below temperatures (102° F/ 39° C) that might increase the risk of heat illness.

After three weeks, the mean VO2max and lactate threshold changes in both the hot water immersion and the sauna suit groups were “statistically significantly greater” when compared to the control group. Researchers said these post-exercise heat interventions allow people to “augment their training without adding volume and/ or intensity, meaning they can achieve performance gains without increasing the risk of over-training or injury.” ▶



UNESP/ASH/FRANK CHRISTOPHOLLOU

▶ Spending 30 minutes submerged in hot water after a workout amplifies the effect of the exercise

▶ Research shows exercise can help people survive COVID-19 by promoting the secretion of the antioxidant EcSOD



JACOB LUND/SHUTTERSTOCK

COVID PROTECTION

13. ECSOD – EXERCISE TO PROTECT FROM THE EFFECTS OF COVID-19

Professor Zhen Yan at the University of Virginia set out to find out why approximately 80 per cent of confirmed COVID-19 patients have mild symptoms and do not need respiratory support.

Yan found regular exercise may reduce the risk of complications in people with COVID-19, as well as offering the potential for alternative treatment approaches. He studied an antioxidant called extracellular superoxide dismutase (EcSOD) that's released in the body during exercise.

His work “strongly supports” the possibility that higher levels of EcSOD in the body can prevent or reduce the severity of acute respiratory distress syndrome

(ARDS) – one of the worst outcomes of COVID-19. EcSOD hunts down free radicals, binding to organs and protecting tissue. “Our findings strongly support that enhanced EcSOD expression from skeletal muscle, which can be redistributed to lung tissue, could be a viable preventative and therapeutic measure in reducing the risk and severity of ARDS,” he said.

Research suggests that a single session of exercise increases the production of the antioxidant, with cardiovascular exercise thought to drive the highest immediate levels of EcSOD production. Strength training increases muscle mass, also playing a part in the equation.

GUT FEELING

15. HEALTHY MICROBIOME

We've been talking about gut health for a while in the wellness industry (we named faecal transplants as a trend in our 2015 Spa Foresight), but this may be the year it really catches on.

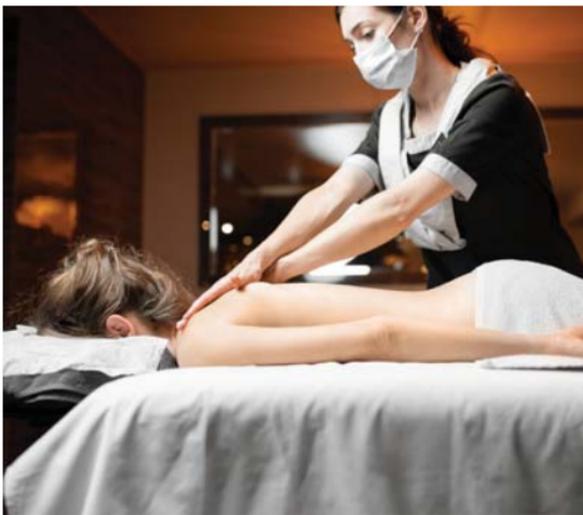
Studies are revealing just how important the gut microbiome is to our mental and physical health – and our immune system. In fact, studies have suggested that gut microbiota may play an important role in determining the severity of COVID-19. Already, locations such as SHA Wellness in Spain are offering gut health programmes to 'help build an immune system for prevention'. We think we'll see more of this in years to come.

INCLUSIVITY

16. WELLNESS FOR ALL

While wellness for all is something many have paid lip service to, for the most part, the spa and wellness industry has catered to an elite clientele – rich and often white.

The pandemic has forced us all to examine what really matters – and health and wellness is at the top of that list for nearly everyone. Wellness concepts that address the need for more inclusivity and affordability have a real chance to tap into an under-served market – one that's ready to embrace a new kind of wellness.



ROSSHLEN/SHUTTERSTOCK

▲ Most spas have reopened with reduced capacity

PEAK PERFORMANCE

17. MENU ENGINEERING

A significant number of spas that have reopened are running at reduced capacity due to social-distancing measures, the need to factor deep-clean time into the schedule and the fact that they're still ramping up business.

With a need for businesses to make up the shortfall in revenues in such a challenging environment, now is the time for treatment menu engineering to really come into its own.

Some savvy spas are already equalling, if not exceeding, pre-COVID figures by only offering their most profitable services. Others are testing peak and off-peak pricing, as the need to work from home has led to more flexible working schedules – meaning some consumers have more free time in the week.

Yield management has always been an option for spas, but operators have been slow to catch up...until now.

SUPPORT

18. COVID RECOVERY

With COVID-19 having infected 119 million people globally by March 2021, according to Worldometer, and long-COVID impacting people for months, if not years, spas offering COVID recovery programmes will see an uptick in business as people work to regain control of their wellbeing.

At The Hotel Savoy Westend in the Czech spa town of Karlovy Vary, the 'Life After COVID-19' programme uses the local mineral-rich spring water – participants drink it, bathe in it and inhale steam from it – along with other medically-supervised treatments, to help people recover.

Medical wellness operator Lanserhof has created a programme which involves a comprehensive set of diagnostics, that inform an individualised therapy concept.

Prescribed therapy options include nutritional therapeutic measures, bowel cleansing, IV infusions, lymph treatments, healing and connective tissue massages, respiratory therapy, oxygen therapy, cryotherapy, and sports science consultations.

While some spas don't have the mineral water of Karlovy Vary or the expertise and equipment of Lanserhof, there's an opportunity to treat people who are suffering longer-term effects by packaging goods and therapies that support recovery. ▶

▶ At The Hotel Savoy Westend in Karlovy Vary, guests bathe, drink and inhale the local mineral water in a 'Life After COVID-19' programme



CORRIDORS OF POWER

19. LOBBYING

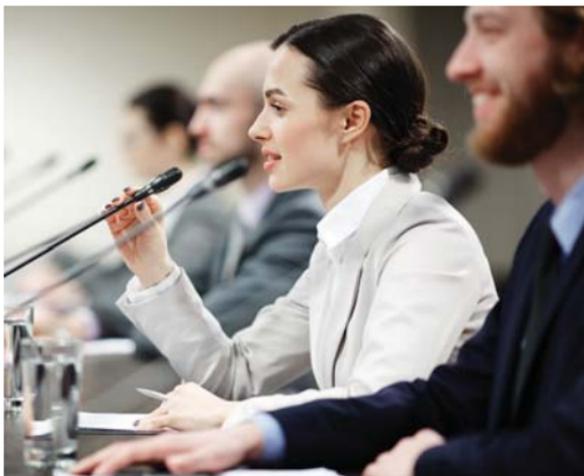
The global pandemic has shone a huge spotlight on the need for better health the world over and put the spa and wellness industry in a strong position for growth.

However, one of the biggest lessons learned is how little heft our sector has when it comes to political lobbying.

Major politicians across the globe have betrayed a lack of awareness of the personal, economic and social value of the sector, meaning an entire US\$119bn industry is being largely overlooked.

Trade associations have deployed every weapon in their arsenal to fight our corner, but it should not have been that hard. There's a huge amount of work to do to build our reputation and win support in the corridors of power through effective lobbying. This work is vital to ensure we never face such and constraints again.

Read more in *Spa Business Q4 2020*:
www.spabusiness.com/lobbying



PRESSMASTE/SHUTTERSTOCK

▲ There's a huge amount of work to do to build our reputation in the corridors of power

NEW ZEALAND, CHINA & JAPAN

20. COVID COOL SPOTS

Countries that have acted fast and stamped out the threat of coronavirus will be ripe for spa (and other) investment, and will also be the first to tempt tourists back once international travel becomes possible without quarantine.

Examples include New Zealand, which – under the leadership of Prime Minister Jacinda Ardern – quickly set up strict border control measures to protect its islands. Meanwhile, China says it was

able to stem the spread of coronavirus, it seems, through extremely stringent lockdown measures.

Japan has also reported low death rates and says that its economy is back to normal. The country attributes to social cohesion and a collective effort across the nation to abide by mask-wearing and social-distancing rules, as well as an underlying tendency for good diet, health and low obesity levels.



ALEXANDROS MICHALIDIS/SHUTTERSTOCK

▲ New Zealand's Prime Minister Jacinda Ardern set up strict border-control measures

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

PHOTO CREDIT: JEWEL GRANDE



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

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This is our 12th year of publishing Spa Foresight™ in the Spa Business Handbook. Here, a look back at some of our previous predictions over the past eleven years.



2019-2020

- Climate emergency
- True North (and South)
- Altitude rooms
- Olfactory therapy
- Gen Alpha
- Swaddling
- Rocking
- Vibration therapy
- Outdoor spas
- Co-working spaces
- Brain optimisation
- Stress programmes
- Train like an athlete
- Forest bathing
- Dementia
- Amplified workouts
- Reverse Ageing
- Eating flowers
- Spa circuits
- Leon Chaitow



2018-2019

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



2017

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



2016

- 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
- Tribal investments
- Sport & spa
- Next gen skincare
- Haemoglobin levels
- Sexual wellness
- Biomimicry
- Hot spot: Bintan
- Animal movement
- Age-friendly design
- Face massage

2014

- Loneliness
- Edible environments
- Living food
- Neuroplasticity
- Cellular health
- Robot therapists
- New superfoods: fats & carbs
- 3D printed product
- No front desk
- Hot spot: Japan
- Virtual trainers
- Circadian programmes
- Microgyms
- Gut health - microbiome
- Clean air & water
- Facial recognition
- Wellness cities

**2013**

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

2012

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

2011

- Express treatments
- Location-based marketing
- Discounting
- Treatment room size
- Part time staff
- Global marketing partnerships

2010

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

2009

- Spa benchmarking
- Yield management
- Online booking
- Diagnostic spas
- Organic certification
- RFID
- Olfactory marketing
- Wellness real estate
- Medical tourism
- Sustainability
- Spas for men
- Sleep health

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DEVELOPMENT PIPELINE

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

▶ AFRICA



Architect Bill Bensley used Asian influences in the hotel's design

Anantara Maia Seychelles Villas

Mahé, The Seychelles

Opening: Q3 2021

Anantara will debut in the Seychelles with the upcoming rebrand of the iconic Maia Luxury Resort & Spa, which will represent the luxury brand's launch in the archipelago, complementing its existing

collection of Indian Ocean resorts in the Maldives, Mauritius and Sri Lanka.

An Anantara Spa will be home to three open-air treatment rooms dedicated to rejuvenation and restoration. Located in the resort's fragrant gardens, the spa sanctuary will offer tailor-made Balinese massages and a range of beauty and facial treatments from Hungarian product house Omorovicza. With yoga and qiyong already available to guests, a wide range

of new activities will also be offered with a dedicated wellness focus.

The resort also offers a fitness centre with TechnoGym Excite equipment, a swimming pool, paddle boarding, snorkelling and kayaking.

Designed by architects Bill Bensley and Lek Bunnag, the resort features Asian architectural influences, including distinctive thatching and carved stone.

■ lei.sr/z5x5X_B



Anantara Spa at the resort will be home to three open-air treatment rooms

Nobu Hotel Marrakech

Marrakech, Morocco

Opening: Q3 2021

Global lifestyle brand Nobu Hospitality, founded by Robert De Niro, Nobu Matsuhisa and Meir Teper, will open a new luxury destination in Marrakech – their first location in Africa. The 71-key Nobu Hotel Marrakech will be located in the Hivernage district, steps from the historic heart of the city, souks and vibrant Djemaa el-Fna, and is being realised through a collaboration between Hivernage Collection, MC Hotels, and Nobu Hospitality. The hotel will house 2,000sq m (21,500sq ft) of spa and fitness facilities, a selection of dining venues, rooftop spaces and indoor and outdoor swimming pools.

■ http://lei.sr/v7x5c_B



The hotel will have a 2,000sq m spa



A new wellness space will include a deck, pool and spa



WILDERNESS SAFARIS

Little DumaTau

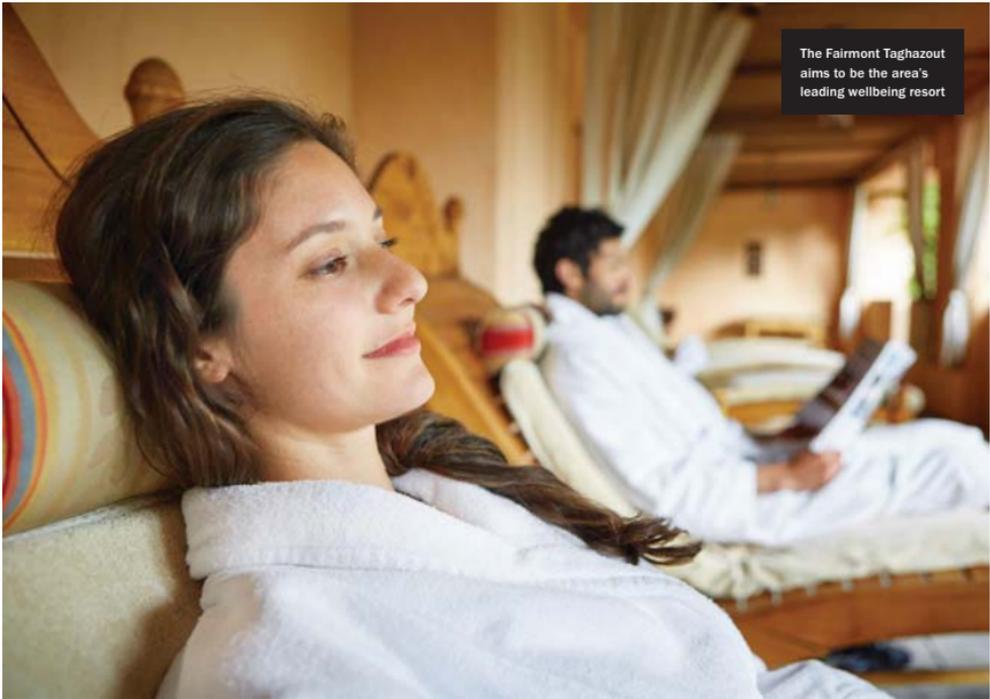
Botswana

Opening: 2021

Wilderness Safaris will introduce Little DumaTau, an intimate camp featuring four tented suites, an addition to its DumaTau Camp, in northern Botswana. DumaTau and Little DumaTau will form

part of Wilderness Safaris Premier portfolio, and a new wellness space and spa scenically located between the two camps will include a shaded deck, a lap pool, spa, snack deli and safari boutique. The camps both provide expansive guest rooms and decks with indoor and outdoor showers and plunge pools, as well as a Star Bed sleep-out to experience views of the Zibadianja Lagoon.

■ http://lei.sr/m3s3K_B



The Fairmont Taghazout aims to be the area's leading wellbeing resort

WIMBERLY INTERIORS - PART OF HWANG

Fairmont Taghazout Bay

Agadir, Morocco

Opening: April 2021

Architecture studio HKS along with Wimberly Interiors are designing the 150-bedroom Fairmont Taghazout Bay, a 615-hectare seaside resort on the coast of Morocco, which draws its inspiration

from the semi-nomadic Imazighe tribe's lifestyle.

The resort's spa aims to be the leading wellbeing resort in the region and reflects the brand's philosophy of a connection to local natural elements and is inspired by the local culture. The Fairmont Taghazout spa is designed to inspire and guide guests towards a healthier lifestyle through self-discovery, and will promote both physical and mental health through

a wide variety of wellness experiences. The spa will include eight single treatment rooms, two couple's treatment rooms, two single hammams and a couples' hammam, experiential wet thermal areas, a relaxation lounge, an outdoor wet circuit with a salt therapy pool, and outdoor garden with space for cooking lessons, yoga and meditation space, and outdoor treatment spaces.

■ http://lei.sr?a=C3d7f_B

▶ ASIA & AUSTRALASIA



Bill Bensley's 'human zoo' project includes seven hotels

© JEFFREY M. HARRIS

World Wild

Guangdong, China

Opening: 2022

Perhaps the most ambitious hotel project in development, architect Bill Bensley's sustainable 'human zoo' project in China includes seven hotels set across 654,867sq m, with 95 per cent of the land dedicated to space for rescued wild

animals. The other five per cent is for human 'viewing cages,' with a train taking visitors to eight different whistle stops to educate them on wildlife, environment protection and sustainability. Four Seasons, Hyatt, Hilton and Conrad are all on tap to operate the hotels, which will be themed around Asia, Africa and Australia. A whopping 2,400 hotel rooms are planned across the seven hotels, and the hotels will also feature luxury sustainable spas, infused with the character of

each hotel and location, and offering treatments using local techniques and ingredients of each continent.

The Asian hotels are inspired by Bhutan, Ladakh, Nepal and Tibet, while the African hotels take their inspiration from termite colonies and the cliff homes of the Dogon and Telem people. The Australian hotels are inspired by the country's gold rush and the many types of people who fled to the country.

▶ http://lei.sr/T8F7k_B



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Opuke Thermal Pools and Spa

Methven, New Zealand

Opening: 2021

Opuke Thermal Pools and Spa is an inclusive thermal wellness resort using glacial waters and powered by solar energy. The destination will include a collection of pools differing in temperature as well as an adults-only section with a combination of large communal hot pools, secluded private pools, a pool bar and private cabanas for treatments.

The spa will include five multifunctional treatment rooms, including two for couples and a relaxation lounge, as well as a custom rasul from Kurland. Consultants Spa Vision and Spa Guru Consulting are both working on the project.

■ http://lei.sr/e7Q6y_B



The spa is designed to be inclusive and uses glacial waters and solar energy

COURTESY: OPUKE

Janu Tokyo will include a 3,500sq m spa with extensive wellness facilities



AMAN RESORTS

Janu Tokyo

Tokyo, Japan

Opening: 2023

Aman is planning to debut its sister hotel brand Janu in the heart of Tokyo in an urban redevelopment project, called Toranomon-Azabudai development. Janu was unveiled in 2020 with a fresh philosophy based on social connection, equilibrium and human interaction.

Janu Tokyo will comprise 120 luxury guest rooms and suites and occupy a prime position facing the project's central square within a building identified as the B-2 District Tower. The hotel will be designed by Denniston under the

leadership of Jean-Michel Gathy, and will house a 3,500sq m spa featuring extensive wellness facilities. All Janu spas will include extensive hydro and thermal offerings intended to be used as social spaces, while hotel design will focus on space and light. Plans have been confirmed for a further two Janu destinations in Montenegro and Saudi Arabia.

Aman has also revealed details about its first residence-only destination – called Aman Residences, Tokyo – which will be located in the same development as Janu Tokyo, which will include 91 urban residences designed by Yabu Pushelberg, as well as lifestyle services and a residents-only 1,400sq m Aman Spa with panoramic city views.

■ http://lei.sr/B4E3A_B

Aman Niseko

Niseko, Japan

Opening: 2023

The fourth Aman resort in Japan will be set on a mountainside in Hokkaido, the onsen capital of the world. Both indoor and outdoor onsen (Japanese hot spring bathing pools) will be a feature in the Aman Spa and the residences.

The Aman Spa is designed for residents and guests to reconnect with nature while healing, strengthening and rejuvenating body and mind. Drawing on Japanese healing traditions, therapists

will curate year-round holistic wellness experiences encompassing bodywork, nutrition, movement, and beauty. Kampo herbs, Anma and Shiatsu massage techniques, and Zen meditation will all be incorporated.

As well as indoor and outdoor onsen, extensive thermal spa areas will include Finnish saunas, Watsu chambers, cold plunge pools, steam rooms, hammams and a range of experience showers. An indoor lap pool and an aqua fitness pool will overlook an outdoor terrace with breathtaking forest and mountain views, and a tea room is designed as a tranquil oasis within the spa sanctuary. Designed by the late architect Kerry Hill to



AMANRESORTS

Indoor and outdoor onsen will be a feature

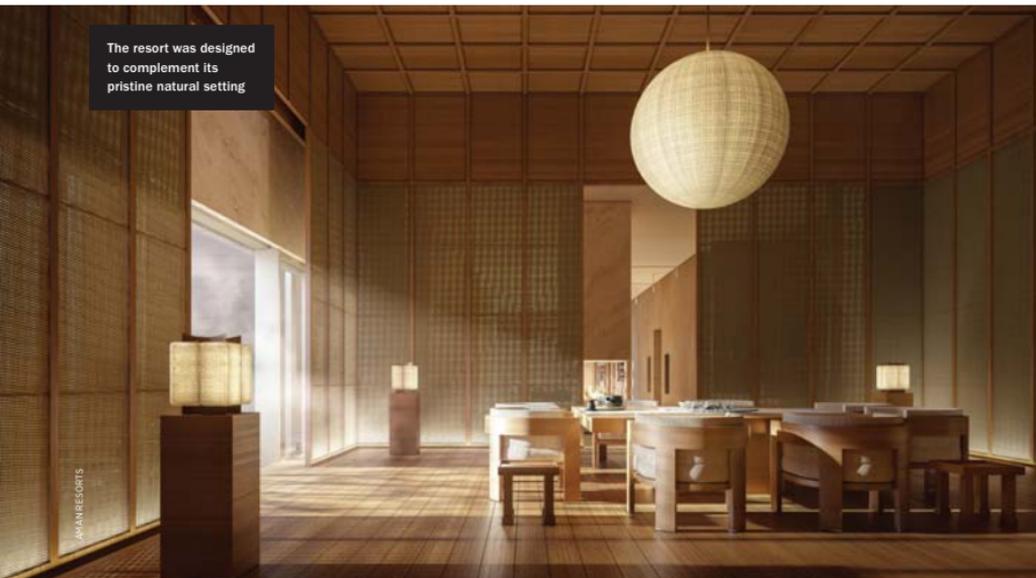
complement its pristine natural setting, the architectural concept is deliberately contemporary, with subtle references to traditional design motifs of Hokkaido's indigenous people, the Ainu.

■ http://lei.sr/H3N2C_B



The resort was designed to complement its pristine natural setting

AMANRESORTS



Tri Vananda

Phuket, Thailand

Opening: 2022

Bangkok-based developer Montara Hospitality Group (MHG) is investing THB 6,600bn (US\$209m, £165m) into a large, comprehensive wellness residential community, Tri Vananda, in Phuket, Thailand. The project is being developed with the help of industry figure Sue Harmsworth, who is acting as wellness advisor to MHG, and wellness consultancy Under a Tree, led by Amy McDonald.

Spread across 230 acres in a hillside setting, the community will be surrounded by lakes and anchored by a wellness resort specialising in cognitive wellbeing and integrative and functional medicine, with a focus on blending the best of medical and holistic wellness. Tri Vananda's health and wellness amenities will include a health centre equipped with consultation rooms for medical and preventative treatments and traditional Thai medicine therapies, a cognitive health centre, and facilities for functional health diagnostics aimed at treating residents and guests with tailored



Wellness residences at Tri Vananda



The community will be surrounded by lakes and anchored by a wellness resort

programmes. The destination is going to focus, in particular, on the importance of cognitive health, the gut microbiome, respiratory health and building a strong immune system.

In addition, guests will be able to visit a 30-treatment-room-spa with separate-sex thermal rooms, relaxation spaces, a hammam, sauna and private spa suites, as well as a lake-side fitness centre with a swimming pool, gym, juice bar and lake pier for recreational water sports. The destination has been conceptualised to welcome all ages to experience wellness and will include a dedicated club for young visitors aged 8-13 years, designed to help foster a wellness-led lifestyle. The club will offer activities such as foraging, cooking and crafting along with educational experiences to teach younger guests about skincare, meditation and yoga. A dedicated mindfulness centre with visiting monks will be situated atop one of the destination's lakes, with an indoor hall and outdoor areas for meditation.

■ http://lei.sr/7y6b6_B



Tri Vananda will include a 30-treatment-room spa and a wellness club for younger guests



Six Senses Fort Barwara

Rajasthan, India

Opening: late 2021

A 14th century fort will become a Six Senses resort dedicated to wellbeing. The conservation effort incorporates a palace and two temples within the walled fort, as well as a 30,000sq ft (2,800sq m) Six Senses Spa and fitness centre, which is located within the original women's palace. The spa will offer an extensive Ayurvedic "whole body" healing system, meditation and personalised wellness programmes based on the preventative principles of Eastern medicine and results-oriented Western influences, and will use Six Senses own signature range of indigenous essential oils, muds, clays, gels and vegetable oils.

Spa facilities include a single treatment room, three couples' treatment suites, two Ayurveda treatment rooms, a fitness centre and CrossFit outdoor circuit, changing room and relaxation areas and more.

■ http://lei.sr/D9r5E_B



The spa will focus on Ayurvedic healing

COURTESY SIX SENSES



COURTESY WAI ARIKI HOT SPRINGS & SPA

The spa will use thermal water and will have elements of Maori culture infused throughout

Wai Ariki Hot Springs & Spa

Rotorua, New Zealand

Opening: 2022

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

Tgati Whakaeu, 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 "chieffy waters," and is a reminder of the origin of Rotorua's thermal waters. The spa will have elements of Maori culture infused throughout, including the design of the building and its wellness offerings. The brand has been developed by Ngati Whakaeu local Inia Maxwell, of Ngati Whakaeu and Ngati Rangiwewehi descent, who is known for his work on the Addidas campaign for the 1999 Rugby World Cup.

■ http://lei.sr/G2c8F_B



COURTESY SEACOMBE WEST

The AU\$100m luxury hot springs retreat will have sustainability as a key focus

Nunduk Spa Retreat

Victoria, Australia

Opening: unconfirmed

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

The project will have sustainability as a key focus, and will include a hot springs spa hotel and retreat powered by renewable energy, and with a focus on Aboriginal culture through art, songs and stories, along with Aboriginal medicinal experiences. It will include 36 luxury

bedrooms in the hotel and 45 villa units, as well as restaurants, galleries, lounges and a deck alongside the hot springs spas. Thermal waters lie 1,300 metres below the surface of the location, which will provide a source for the thermal bathing pools.

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

■ http://lei.sr/a6t4e_B

Mandarin Oriental Saigon

Ho Chi Minh City, Vietnam

Opening: 2022

Mandarin Oriental, Saigon, will form part of Union Square Saigon, a commercial building in the heart of the city that is currently under renovation. The 227-bedroom hotel will be situated on the upper floors of this mixed-use complex, which will also house a variety of international luxury retail outlets. The project owner is Union Square Company Limited.

The hotel is adjacent to the Saigon Opera House, and music and sound therapy will be a signature component of the spa. Treatments will feature a variety of sound therapies including singing bowls, gong baths, traditional Vietnamese folk music, and other classical or opera pieces in homage to the visiting performances at the theatre. ▶



COURTESY MANDARIN ORIENTAL

Music and sound therapy will be a focus

CENTRAL & SOUTH AMERICA



The hotel has been designed by renowned architect Jean Nouvel

ATELIER JEAN NOUVEL



The Asaya Spa uses local ingredients

COURTESY ROSEWOOD SÃO PAULO

Rosewood São Paulo

São Paulo, Brazil

Opening: 2021

Rosewood São Paulo's 2021 opening will mark a milestone as the brand's first South American property. Located in the heart of São Paulo's Cidade Matarazzo, the 151-guestroom hotel will be situated in a new tower designed by Pritzker Prize-winning architect Jean Nouvel, with interior design led by notables in the space including Philippe Starck and renowned Brazilian artists Vik Muniz and Saint-Clair Cemin. The hotel will also include an Asaya spa, Rosewood's



COURTESY ROSEWOOD SÃO PAULO

integrative wellness concept, which is rooted in the belief in self-acceptance and self-discovery. The Asaya experience fuses alternative therapies, lifestyle and nutrition coaching, educational wellness programming, fitness activities, specialised healing treatments, a dedication to authentic ingredients, and "thoughtful" design. Asaya spas generally utilise visiting experts and local practitioners, as well as 'Wellness Ateliers,' who help design tailored guest experiences. In keeping with Rosewood's 'A Sense of Place' concept, locally inspired, culturally authentic treatments at Asaya spas incorporate traditional formulas and resurrected techniques.

■ http://lei.sr/v4h8_B

Six Senses Papagayo

Costa Rica

Opening: 2021

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

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

■ http://lei.sr/r7R9e_B



The highlight of the resort will be the extensive wellness programming

COURTESY SIX SENSES

Viceroy Bocas del Toro

Bocas del Toro, Panama

Opening: 2022

Viceroy is set to open a resort and residences in Panama with overwater villas and a 1,80sq m (11,625sq ft) spa featuring private rejuvenation pools tucked in blossoming pockets of the rainforest. The spa will include two double and four single treatment rooms plus an over-water spa suite and two treehouse treatment rooms. A rainforest outdoor bathing circuit, beauty salon, mind and body studio, spa cafe and gym complete the offerings. The 42 overwater villas will each have their own private plunge pool and direct access to the ocean. 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. The resort is a partnership between VHG, West Resort and Hospitality Investors Group. Zurcher Architectos will oversee the development and Wimberly Interiors will be responsible for the interior design.

■ http://lei.sr/P9T8z_B



The resort will have overwater villas

COURTESY OF VICEROY



COURTESY OF SIX SENSES

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

Six Senses St Kitts

St Kitts

Opening: 2021

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

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

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

■ http://lei.sr/T6r9W_B



Four Seasons Caye Chapel

Belize

Opening: 2021

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

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

■ http://lei.sr/z3s3v_B

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



The resort will be situated on the island's Half Moon Bay

COURTESY ROSEWOOD



Rosewood Half Moon Bay

Antigua

Opening: 2023

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

the location. The resort will include a Sense, a Rosewood Spa, a concept that focuses on reviving local remedies in a luxury setting. The spa 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 activities and excursions, as well as biking and walking trails.

■ <http://lei.sr/2E1z9>



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EUROPE

Svart Hotel

Norway

Opening: 2022

Designed by Norwegian architecture firm Snøhetta, the 99-bedroom Svart Hotel bills itself as the 'world's first energy-positive hotel,' and its spa offerings will provide a personalised, outcome-focused wellness plan that invites guests to blend wellness with adventure.

The circular hotel will be situated on the Holandsfjorden fjord at the foot of



The Svart Hotel bills itself as the 'world's first energy-positive hotel'

SNØHETTA/STUDIO POLARIS/ENRIS

the Svartisen glacier, raised up above the fjord on a wooden supporting structure. It's a location that's home to some of the rarest flora and fauna species in the world, and Svart guests will be offered a range of activities year-round, such as ice climbing on the glacier, practising yoga under the midnight sun, wildlife-spotting, diving, fishing and foraging.

On arrival, guests will have a one-to-one consultation with the spa team and resident health concierge to discuss and select a unique programme of services, therapies and supplements. Each bespoke programme will be created around a three-part conditioning series – 'Climatise, Condition and Evolve' – individually tailored to support and enhance the outdoor activities guests wish to pursue during their stay.

Treatments and therapies will range from massages and facials using indigenous Nordic elements, to sound-healing, cryotherapy and transformative health and nutrition coaching incorporating wearables to help guests better understand their bodies and enhance goal-orientated efforts. Therapies will use locally grown natural products made with herbs and marine ingredients.

Facilities will also include outdoor bathing facilities, a relaxation lounge, swimming pool, yoga and sound-healing studio, steamrooms and a gym. In addition to the wellness centre, the property will have four restaurants, a sustainable farm, education centre and design laboratory.

■ http://lei.sr/X6S7y_B





Svart's spa offerings
will blend wellness
and adventure

SHANE/STUDIO CITY/GETTY IMAGES

Sky Lagoon

Reykjavik, Iceland

Opening: 2021

An oceanside geothermal wellness lagoon featuring cold pool and sauna experiences is set to open in Kársnes Harbour, minutes from Reykjavik city centre. The destination will offer expansive ocean vistas punctuated by awe-inspiring sunsets, Northern Lights and dark sky views, and will feature an infinity-edge design to produce a visual effect that will blend into the ocean landscape.

Developed by attractions and hospitality brand Pursuit, the project's overall design draws inspiration from the dramatic Icelandic landscapes, and is being created to provide an oasis within the city. Further design elements are influenced by Icelandic culture, creating a distinctive guest experience modelled after Icelandic turf houses and its restorative spa-like rituals rooted in Icelandic tradition. Additional amenities will include an in-lagoon bar, dining experience and retail offerings.

■ http://lei.sr/S2c8R_B



Sky Lagoon features Icelandic spa rituals



LOUKELO FOR FOSTER + PARTNERS

Six Senses London will include a spa that is designed to mirror the energies of city life

Six Senses London

London, UK

Opening: 2023

Six Senses will open its first UK property as part of a mixed-use redevelopment of former Art Deco department store Whiteleys in London's Bayswater neighbourhood. The hotel will include 110 guest rooms, 14 branded residences, and a Six Senses Spa, which will be reminiscent of an old-fashioned London underground station. The spa will offer a spa journey designed to mirror the different energies of the city life; lively and vibrant areas will flow into more serene and silent ones to offer energising

and restorative sensations. Highlights will include a fitness space, an indoor pool and a relaxation room with dramatic vaulted ceilings. On the second floor, residents and members will access a new kind of social and wellness club. Conceptualised as a haven from busy city life, this space will feature a central bar and lounge, co-working spaces, a restaurant and wellness rooms, and offer a mindfulness programme to encourage growth, reflection and reconnection.

British architectural firm Foster + Partners are restoring the building, and they plan to preserve the original Grade II facade, central courtyard and dome, along with the internal staircase, which is modelled on the staircase of the La Scala opera house in Milan.

■ http://lei.sr/p8r51_B



The subterranean health and wellbeing centre will have spa, fitness and bathing facilities

Cavendish Square

London, UK

Opening: 2023

A 280,000sq ft (26,000sq m) subterranean health and wellbeing centre is planned for London's Westminster neighbourhood, hosting a wide range of spa, fitness, clinics and bathing facilities, along with shops and restaurants. Developed by Reef Group at a cost of over £150m (US\$185m, €171), the mixed-use destination is being created from what is currently an underground park. Wellbeing and sustainability have been key in influencing the design, which is by architects UrbanR, with support from Gensler and Sonnemann Toon.

■ http://lei.sr/a4e4B_B



COURTESY/REEF GROUP

DEVELOPMENT PIPELINE: EUROPE

Palácio de Canavezes

Canavezes, Portugal

Opening: 2021

A 52-bedroom riverside wellness destination and spa will be developed in a historic hotel building in Portugal dating to the early 1900s. Palácio de Canavezes will be set on the edge of the River Tâmega, where hot springs have attracted visitors since the early 12th century. International consultancy Resources for Leisure Assets (RLA) is working on the project, and Campbell Gray Hotels will operate the destination.

The resort will feature one of the hotel group's signature Puregray Health and Wellbeing Centres, spread across a total 1,366sq m (14,700sq ft) with nine treatment rooms – four of which will be dedicated to medi-wellness therapies. Plans include treatment rooms and a hammam built into the rockface on which Palácio de Canavezes is based, along with a thermal spa centre, sauna, steamroom, relaxation rooms, indoor pool and fitness suite.

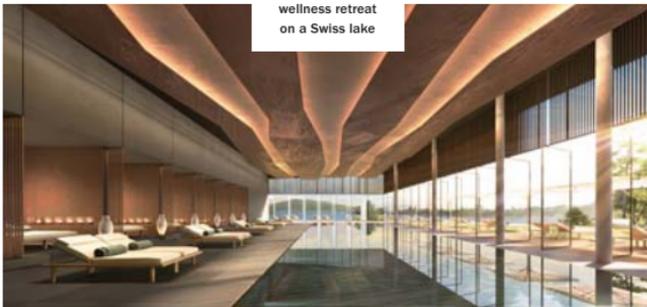
■ http://lei.sr/r4Q7R_B



The location is built around a hot spring



The first Allila in Europe will include a 3,000sq m wellness retreat on a Swiss lake



IMAGES COURTESY HYATT HOTELS

Allila la Gruyère

Pont-la-Ville, Switzerland

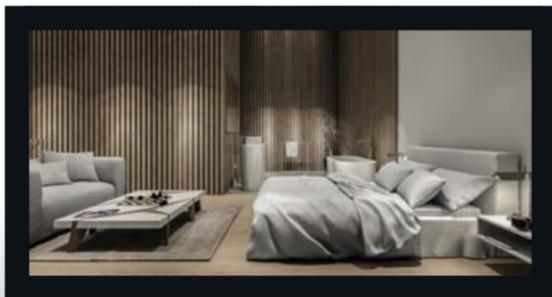
Opening: 2023

Hyatt Hotels will bring the Allila brand to Europe for the first time with the Allila La Gruyère, an 85-bedroom resort set to open in Switzerland in 2023. Overlooking a picturesque lake, Allila La Gruyère will offer a 3,000sq m ((32,000sq ft) wellness retreat as well as a high-end golf course and 27 residences. The resort

marks a significant growth milestone for Hyatt since the Allila brand integrated into the Hyatt portfolio in late 2018.

Designed by AW2, Allila La Gruyère will be located in Pont-la-Ville in the district of La Gruyère, which belongs to the Canton of Fribourg in western Switzerland. The property will focus on recreation and wellness, and will share the brand's philosophy of creating authentic experiences and personalised guest services that are rooted in the destination and guided by local experts.

■ http://lei.sr/5E3Q7_B



Lanserhof Sylt has been designed by architect Christoph Ingenhoven



Lanserhof Sylt

Sylt, Germany

Opening: 2021

With its natural landscape and temperate climate, the German island of Sylt will welcome Lanserhof Sylt in 2021. 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

IMAGES: BLOOM IMAGES



One&Only Kéa Island

Kéa Island, Greece

Opening: unknown

Europe will get its second One&Only resort on a 60-acre beachfront site on Greece's Kéa Island, which will include a "destination spa with holistic wellness at its heart." One&Only has partnered with the health, beauty and wellness brand Chenot to develop wellness approaches across the brand.

Two different wellness approaches are being introduced across the One&Only resort collection – the well-established Espace Chenot and the new One&Only Spa by Chenot, which has been created exclusively for the ultra-luxury resort portfolio. One&Only Kéa Island is described as an ultra-luxury development, and will encompass 75 resort villas, as well as One&Only Private Homes. The resort will celebrate the natural setting of the Cyclades and honour the country's rich culture and traditions.

■ http://lei.sr/Z3S7v_B



COURTESY ONE&ONLY

One&Only has partnered with Chenot

Water Cures Spa

London, UK

Opening: Q3 2022

The River Thames is set to welcome a floating botanical wellness spa and hot springs, created on a Dutch barge moored near London's Canary Wharf. Conceptualised by bodywork therapist Nico Thoemmes, the Water Cures Spa will present a sauna and icy plunge cycle as a practical treatment for improving mental wellbeing and offering natural pain relief. The 1,000sq m (10,800sq ft) spa will be spread over two floors and also include an open-air pool and between two and six treatment rooms. The spa's focal point will be a traditional Finnish sauna and steam bath on the top deck, overlooking a naturally filtered and landscaped pool with a cold plunge, swimming zone and heated hot spring style zone. On



The spa will float on the River Thames

the ground floor, the wellbeing concept will include changing and shower facilities, treatment rooms and a large event space to host a range of wellbeing events including yoga, meditation, talks, exhibitions and music events.

Water Cures will provide a range of spa therapies such as body scrubs, venik, massage and bodywork, but Thoemmes has ambitions to incorporate treatments such as coaching, acupuncture and nutritional therapy. "I wish to create a new spa culture in the UK, doing away with 'luxury' and 'pampering,' and instead, share the mental wellbeing, physical recovery and social benefits of the spa," says Thoemmes.

■ http://lei.sr/2G9T3_B

WATERCURES SPA

Six Senses Össurá Valley

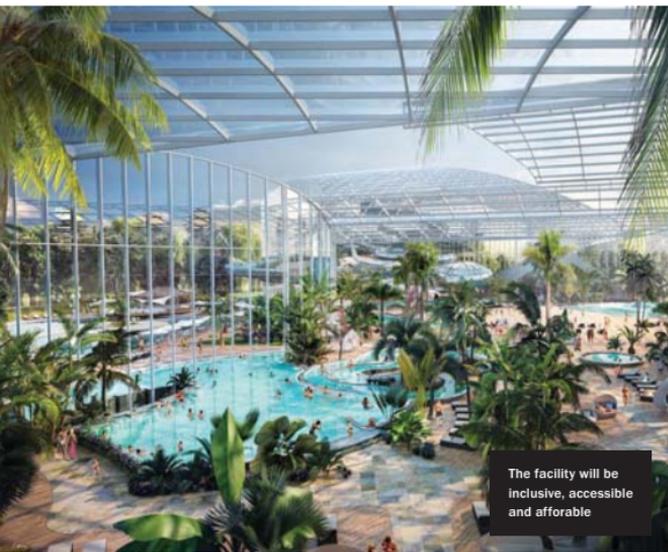
Svínhólar, Iceland

Opening: 2022

Six Senses will open a new resort in the country of fire and ice: Six Senses Össurá Valley. Designed to be a hub for people passionate about nature, wellness and adventure, Six Senses Össurá Valley will be located on 4,000 acres (1,619 hectares) of privately-owned land in Svínhólar near Lóni. The first phase of the project will see the opening of a 70-guestroom resort and private cottages

built using renewable and locally sourced materials. Architect John Brevard has added a layer to the design brief to create a space that considers the implications of human bioenergy, electromagnetism, astrology, sacred geometries and the principles of Feng Shui. The goal is to align guests and residents with natural order and hyperdimensional realities so they recharge and reconnect. A Six Senses Spa will include a functional fitness centre, yoga studio and comprehensive wellness programming, and there will be a farmhouse with an organic garden and a cooking school.

■ http://lei.sr/Y4J6E_F



The facility will be inclusive, accessible and affordable

PHOTO: SHREINIL

Therne Manchester

Manchester, UK

Opening: 2023

Global wellbeing organisation Therme Group will construct a £250m (US\$324m, €274m) city-based wellbeing resort in Manchester, combining hundreds of water-based activities with wellbeing treatments, art, nature and technology. Designed to be inclusive, accessible and affordable, Therme Manchester will meet

the growing social need for 'staycations' with a tropical environment including a large family area with water slides, a wave pool, indoor and outdoor pools, steam rooms, exotic palm trees, and relaxation areas. A dedicated adults' area will have warm-water lagoons among botanical gardens, swim-up bars, therapeutic mineral pools and steam rooms and saunas. Programming will include water-based fitness classes, and the gardens surrounding the area will feature spaces for yoga, Pilates and other activities.

■ http://lei.sr/S7R2e_B

Kemerli Park Hotel

Jurmala, Latvia

Opening: 2022

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

Kemerli 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 set 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



COURTESY KEMERLI PARK HOTEL

The hotel is set in a 1936 health resort

MIDDLE EAST



An integrative holistic wellness centre is planned

COURTESY: AMAALA

Amaala Island

Saudi Arabia

Opening: 2030

An ultra-luxury, zero-carbon, mixed-use resort destination with a focus on wellness is planned in northwest Saudi Arabia by the Red Sea. The project has tapped some of the top names in the wellness industry for its advisory board, including Sue Harmsworth, founder of ESPA International; Neil Jacobs, CEO of Six Senses; and Ingo Schweder, CEO of GOCO Hospitality. Set in the Prince Mohammed bin Salman Nature Reserve

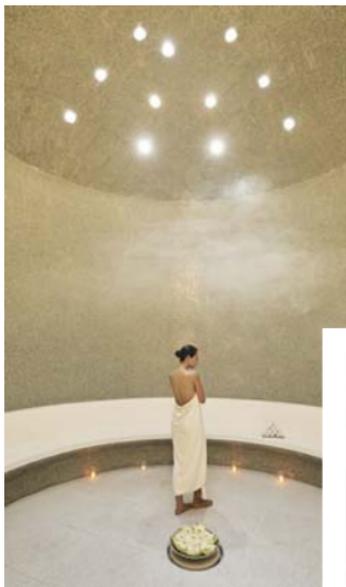
across three unique communities, Amaala Island is a 3,800sq km (1,460sq miles) year-round destination, and will include 2,500 hotel rooms and more than 800 residential villas, apartments and homes.

Triple Bay, one of the three communities, will be the heart of Amaala, and will include wellness, medical and surgical facilities, as well as an integrative holistic wellness centre, medical wellness resort, wellness village and a wellness research institute. The institute will serve as an on-site centre for wellness scholarship grounded in Arabian culture, knowledge and science, and will facilitate research into ways of combating lifestyle diseases and promoting

preventive health measures. Other plans include a fully integrated sports and entertainment community, an exclusive art community, and an Arabic botanical garden complemented by a collection of sculptural pieces.

The project has received initial seed funding from the Saudi Public Investment Fund and is part of the Vision 2030 Programme, which aims to reduce the Kingdom's dependence on oil. French-Belgian architect Jean-Michel Gathy of Denniston has been named master planner, and has said of the project: "This is truly unique; nothing like it has ever been planned before."

■ http://lei.sr/5E6E6_B



Zual will focus on Traditional Arabic Islamic Medicine (TAIM) and explore healing remedies of the Middle East

IMAGES COURTESY OF CHIVA-SOM

Chiva-Som Zual Wellness Resort

Khasooma, Qatar

Opening: 2021

Destination wellness resort Chiva-Som will expand into the Middle East at the Zual Wellness Resort in Qatar. Industry consultants Simple Lotus, Spa Strategy and Trilogy Spa Holdings collaborated on the early development of the concept, and Qatar-based Msheireb Properties is developing the property. Msheireb appointed Chiva-Som to operate the resort, marking the first time Chiva-Som has embarked on a management

contract. Msheireb Properties also worked on the resort's design, which features architecture inspired by the local area; the name "Zual", which refers to "purified water", is inspired by a people's historic journey across land to the sea and the ever-present search for water, the seed of life – a concept that encapsulates the history, culture and heritage of Qatar.

Zual claims to be the largest wellness destination in the country, and also the first centre for Traditional Arabic Islamic Medicine (TAIM), which explores the healing remedies and traditions of the Middle East. The resort will include two parts: the Zual Serenity adults' resort, and the 120-bedroom Zual Discovery

resort for families, which invites multi-generational groups to embark on wellness activities that can be done together, including cooking classes, dance and creative expression, breathing meditation and mental health exercises.

At the adults-only Zual Serenity, which will have 60 suites and villas, guests can enjoy a wide range of spa treatments, mind-energy work, fitness tracks and aesthetic beauty, as well as detox, cleansing, fasting and meditation. Each guest will have their own Wellness Advisor, who will develop programmes in accordance with the guest's needs, goals and preferences.

■ http://lei.sr/K6w4p_B

Mandarin Oriental Muscat**Muscat, Oman**

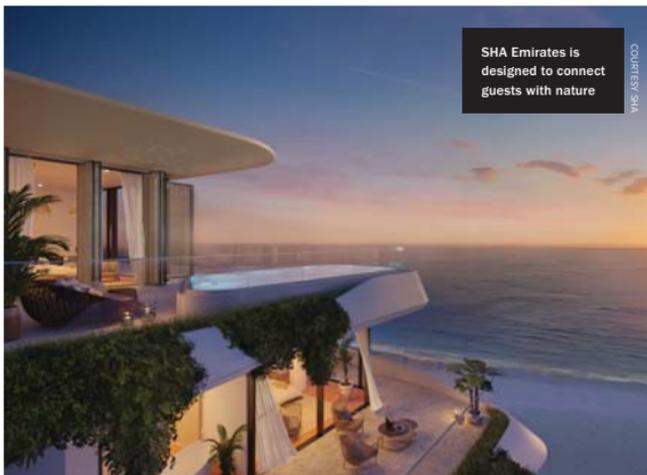
Opening: 2022

Mandarin Oriental's upcoming spa in Muscat will include an Oriental meditation garden with a labyrinth, a Persian hamman suite for private rituals and rasul clay treatments, and a Spa Studio with modern, advanced skincare and beauty treatments. A hammam purification ritual will be offered to all guests in the heat and water facilities and will include heat, steam, a body scrub by a spa therapist, a vitality pool and a cold deluge shower. The spa menu will include Essence of Oman treatments, which combine hammam rituals with local ingredients, including a line of treatments using rose essences. Traditional Oriental healing arts, which encompass Mandarin's signature treatments derived from Traditional Chinese Medicine will also be offered, as well as therapeutic massage services.

■ http://lei.sr?a=U5p8Z_B



The spa will have a meditation garden



SHA Emirates is designed to connect guests with nature

COURTESY, SHA

SHA Emirates at AlJurf**Abu Dhabi, UAE**

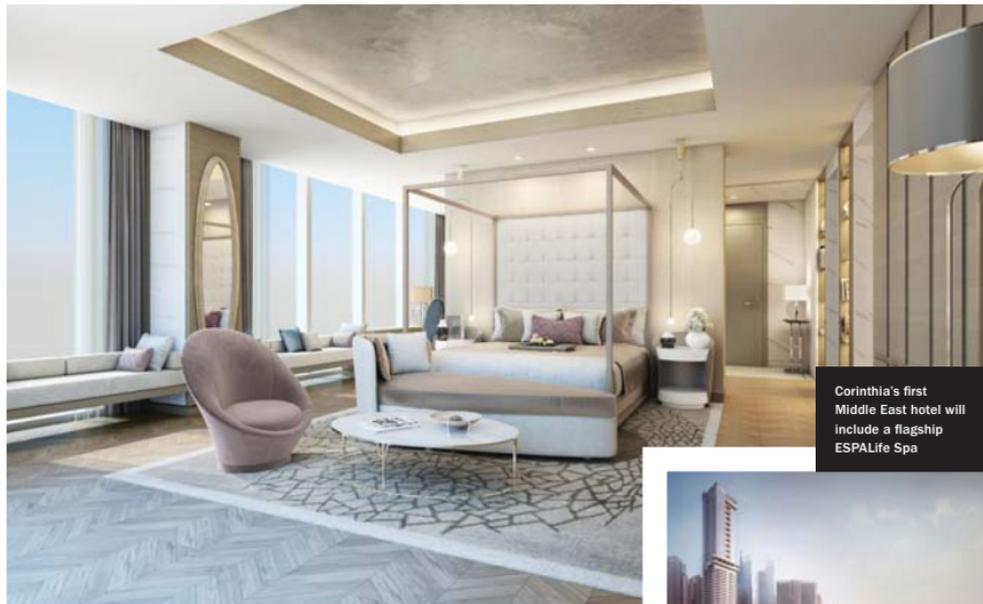
Opening: 2023

SHA Wellness Clinic, the destination medical wellness spa in Spain, has an ambitious plan for global expansion that includes a SHA location on every continent. The brand's second location will open in Mexico, and following that, SHA Emirates will open at AlJurf in Abu Dhabi, in partnership with place-maker IMKAN.

Dedicated to improving guests' health through the fusion of ancient Eastern disciplines with cutting-edge Western

techniques, SHA Emirates' concept will emulate that of its two counterparts in Europe and Latin America. Located along the Sahel Al Emarat, the Emirates location will include 120 suites as well as 293 private residences, and has been designed to work in synergy with its surrounding environment. Architects MYAA and BSBG CONCEPT have developed the concept, which uses local materials and provides a sleek design, while making extensive use of the inbuilt features to limit carbon footprint. Constructed using a biophilic approach, SHA Emirates is designed to connect guests with nature, featuring clean, white elegant curves and soft-layered edges.

■ http://lei.sr/B4C9c_B



Corinthia's first Middle East hotel will include a flagship ESPALife Spa

IMAGES COURTESY CORINTHIA

Corinthia Meydan Beach

Dubai, UAE

Opening: 2021

Luxury hotel brand Corinthia will open its first hotel in the Middle East, the Corinthia Meydan Beach Dubai, which marks the beginning of ambitious expansion plans by the hotel group, and will feature the region's first ESPALife Spa. The flagship ESPALife Spa will be an impressive 5,000sq m (53,820sq ft), with a concept that offers a holistic approach to mind, body and spirit.

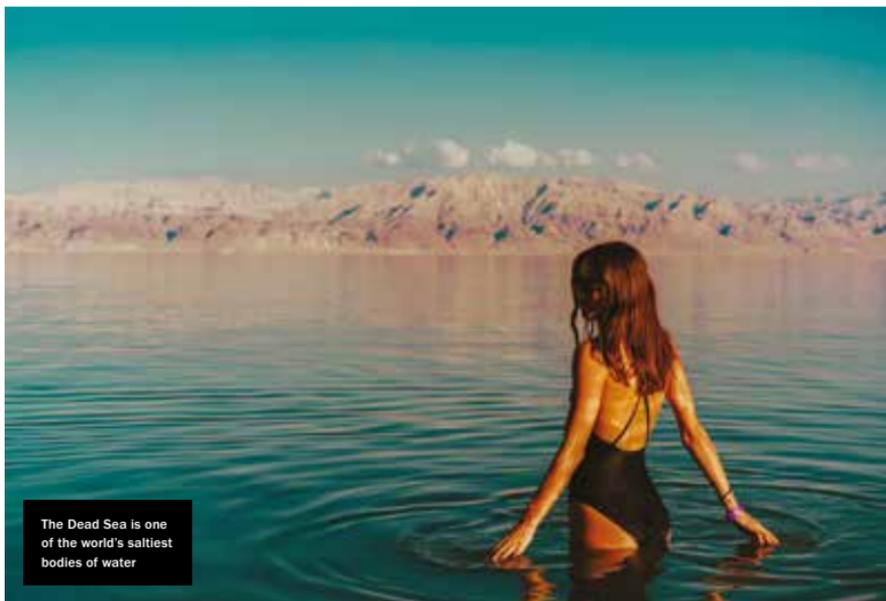
This will be represented by an array of therapies where ancient practices and technological advances work in harmony. As well as luxurious treatments, the spa's ethos encompasses mindfulness, fitness and nutrition, to provide a well-rounded service to enrich and uplift lives.

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



London, as well as Corinthia Hotels in Budapest, Malta, St Petersburg, Prague, Lisbon, Khartoum and Tripoli, each connected by a strong Corinthia philosophy inspired by its Mediterranean, family-run heritage. Additional hotels are due to open in Doha, Rome, Brussels, Bucharest and Moscow.

■ http://lei.sr/g9N5n_B



COURTESY DEAD SEA VALLEY COMPLEX

The Dead Sea is one of the world's saltiest bodies of water

Dead Sea Valley Complex

Israel

Opening: unconfirmed

The Israeli government is planning to expand and upgrade the neglected Dead Sea resort area into “one of the world’s top tourism destinations.” The plan will include 5,000 hotel rooms on the shore of the Dead Sea – 3,500 new rooms and 1,500 renovated rooms – as well

as a state-of-the-art spa, a visitor and information centre, conference centre, entertainment centre and promenade connecting the hotels, facilities and attractions. Nature, health and sustainability will be at the project’s core, and architect Moshe Safdie – who worked on the Marina Bay Sands in Singapore – is working to merge the new buildings into the unique landscape, and work with green and eco-friendly construction.

The extensive public development of the Dead Sea Valley includes the

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

■ http://lei.sr/s2y4j_B



The resort will offer the Six Senses Integrated Wellness programme



IMAGES COURTESY SIX SENSES

Six Senses Shaharut

Shaharut, Israel

Opening: 2021

Located in the Negev Desert, Six Senses Shaharut will be the brand's first property in Israel. Nestled into a dramatic cliff with panoramic views of the desert, the resort will be located in the small community of Shaharut, which translates as 'the moment just before dawn'. It will include 58 suites and villas, including a three-bedroom retreat. 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 an indoor swimming pool, outdoor lap pool, gym, yoga studio with desert views, alchemy bar, and a nail bar.

■ http://lei.sr/x7j4g_B

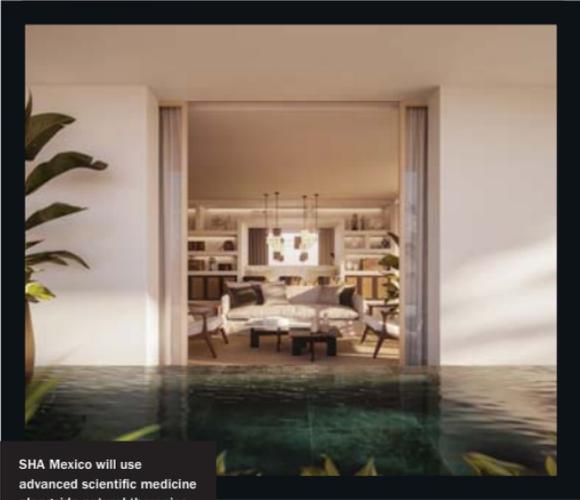
NORTH AMERICA

SHA Wellness Clinic Mexico

Cancun, México

Opening: 2022

Destination spa SHA Wellness Clinic is expanding from its original location in Spain to include two new locations within the next three years, including one in Mexico. With a concept focused on integrated medical and holistic wellness, SHA Mexico will build on the success of the original clinic in Spain using the SHA Method, which integrates advanced scientific medicine treatments – especially in the field of preventive, genetic and anti-ageing medicine – with the natural therapies. Different health programmes are personalised and adapted for each guest upon arrival, following expert medical and therapeutic evaluations.



SHA Mexico will use advanced scientific medicine alongside natural therapies

IMAGES COURTESY SHA



The expansion plan has been developed by SHA's founders, the Bataller family, to reflect the consumer demand to place health and wellbeing at the forefront of all areas of life – business and personal. SHA Mexico will be located in the Quintana Roo state of Cancun, 30 minutes from Cancun's international airport. The property will include 100 suites and private residences with views of the Pacific Ocean, and will stay true to the brand's principles of sustainability, employing natural construction materials and renewable energy sources in order to minimise environmental impact.

■ http://lei.sr/y6g4H_B



COURTESY OF CHABLÉ

The spa will focus on self-transcendence and has an extensive hydrotherapy area

Chablé Resort Sea of Cortez

La Paz, Mexico

Opening: unknown

Following on from the success of Chablé Yucatan, the newest Chablé resort in Mexico will include a 2,100sq m (23,000sq ft) spa created with the help of Alquimia Wellness Experts, which includes spa consultants Diana Mestre, Adriana Azuara and Carmelina Montelongo. The team has created a spa that focuses on self-transcendence, and to highlight this, a round emotional water tunnel will sit at the heart of the spa as part of the extended hydrotherapy facilities. The water journey will represent the Sea of Cortez, one of the world's best spots for biodiversity. The spa will also include four individual suites, three



GOVERNO / SORDO MADALENO ARCHITECTOS

Chablé has a branched, undulating design

couples suites, and one VIP couples suite. Additional facilities include a spa atelier boutique and blending bar, full beauty salon, wedding suite, relaxation lounge, Janzu room, flotarium, cryotherapy room, labyrinth, herbal garden, diagnosis quantum room, movement studio, gym,

wellness cafe, and extended hydrotherapy facilities, including an experience pool and a water tunnel.

Chablé is focusing on redefining wellness, and bringing the concept of wellness without borders to the entire resort. This includes silent wellness spaces like meditation pods, social wellness spaces like yoga and wellness workshops, sensory wellness spaces such as the spa, personal wellness spaces in all the resort suites, environmental wellness spaces including botanical gardens, and culinary wellness options at the dining facilities.

The resort has been inspired by the surrounding mountains, and Sordo Madaleno Arquitectos have created a branched, undulating design for the 40 villas, 24 wellness suites, and 20 residences.

■ http://lei.sr/A9C2R_B

Four Seasons Resort Tamarindo

Tamarindo, Mexico

Opening: 2021

Four Seasons is working with Mexican real estate development company Paralelo 19 Desarrollos to develop the Four Seasons Resort Tamarindo, which will include an organic spa with eight treatment rooms, saunas, steamrooms, and hot and cold plunge pools. Additional facilities will include three pools, a 24-hour fitness centre, young adults club and lounge, water sports centre and tennis courts.

Located on a private peninsula in a protected eco-reserve on the Pacific Ocean, the resort will house 155 rooms. The contemporary architectural and interior design by the firms of Legorreta + Legorreta and Taller Mauricio Rocha + Gabriela Carrillo is designed to blend with the natural surroundings and showcase local materials and textures. The resort will be part of the 2100-acre (849 hectare) El Tamarindo master-planned development featuring multiple beaches and private coves.

■ http://lei.sr/r6k8D_B



The resort will have an organic spa

FOUR SEASONS



COURTESY THE MAJESTIC HOTEL

The hotel is set to feature a four-level, 70,000sq ft spa, fitness centre and medical facility

The Majestic Hotel

Las Vegas, US

Opening: 2024

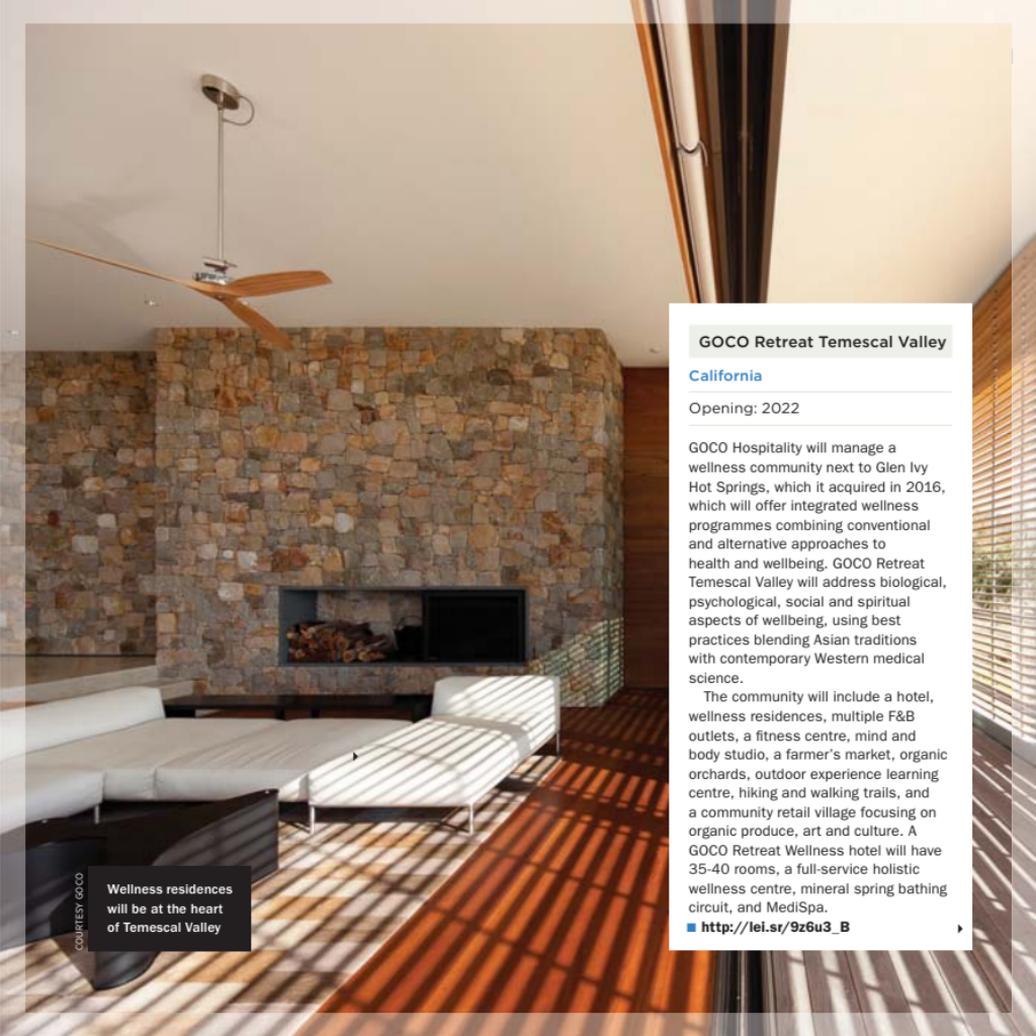
The Majestic Hotel is a new US\$850m, 620ft tall Las Vegas hotel that will feature a focus on health and wellness. Plans include a four-level, 70,000sq ft spa, fitness centre and medical facility.

The brainchild of Las Vegas developer Lorenzo Doumani, The Majestic Hotel will serve as a state-of-the-art medical wellness destination, offering traditional body treatments and activities such as

yoga and spinning, as well as amenities such as personal nutritionists and comprehensive executive physicals.

Drawing inspiration from architect Paul Williams' iconic La Concha design, built in 1961, the Majestic Las Vegas is a contemporary structure by architect Paul Steelman with a design that is both futuristic and a throwback to the 1960s. The five-star, non-gaming, non-smoking, 720-room, all-suite resort will sit on the site formerly occupied by the Clarion Hotel, across from the new Las Vegas Convention Center opening in 2021, and two blocks from the Las Vegas Strip.

■ http://lei.sr/N6Y4h_B



GOCO Retreat Temescal Valley

California

Opening: 2022

GOCO Hospitality will manage a wellness community next to Glen Ivy Hot Springs, which it acquired in 2016, which will offer integrated wellness programmes combining conventional and alternative approaches to health and wellbeing. GOCO Retreat Temescal Valley will address biological, psychological, social and spiritual aspects of wellbeing, using best practices blending Asian traditions with contemporary Western medical science.

The community will include a hotel, wellness residences, multiple F&B outlets, a fitness centre, mind and body studio, a farmer's market, organic orchards, outdoor experience learning centre, hiking and walking trails, and a community retail village focusing on organic produce, art and culture. A GOCO Retreat Wellness hotel will have 35-40 rooms, a full-service holistic wellness centre, mineral spring bathing circuit, and MediSpa.

■ http://lei.sr/9z6u3_B

COURTESY GOCO

Wellness residences
will be at the heart
of Temescal Valley



The spa will span 10 acres near Calgary

COURTESY GROUPE NORDIK

Nordik Spa-Nature

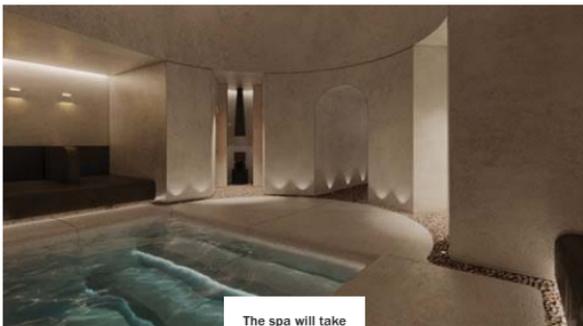
Calgary, Alberta, Canada

Opening: 2022

Groupe Nordik will be constructing its fourth spa in Canada in the development of Harmony, a residential community at the foot of the Rocky Mountains near Calgary. The spa will span ten acres in the heart of Harmony's village centre on the water of Harmony's second lake. The spa facilities propose several ways to enjoy the thermal cycle in every season, and guests can take respite in a 'silent zone' or reconnect with friends in another more communal area. Massages, body treatments and sauna rituals are all part of the offering.

With plans to develop 10 spas across North America by 2027, Groupe Nordik says it wants to push the industry to new heights and become a leader in wellness spas, and it also has its eyes set on international expansion.

■ http://lei.sr/v9F4j_B



The spa will take inspiration from Mayan culture

MADE MESTRE AND MESTRE SPA AND WELLNESS CONSULTING



Auberge Etéreo Riviera Maya

Playa del Carmen, Mexico

Opening: 2022

Diana Mestre of Mestre & Mestre Spa and Wellness Consulting is helping to create a new spa in Mexico's Riviera Maya inspired by ancient Mayan myths. The Auberge spa concept is part of Etéreo a new luxury destination, and treatments will take their inspiration from local healing traditions and the Mayan reverence for the celestial. Mestre's vision is to create a spa which

guides guests through a magical journey where they travel from the dark into the light, leaving behind the Mayan underworld of stress and fear, called Xibalba, and making a journey to the final destination of Ka'an – Mayan heaven. Treatments in the 1,029sq m spa will be integrated into the natural environment, with private gardens with outdoor showers and baths. Spa facilities will include a clay room, healing sound cave, cenote pool, sauna and herbal steamroom, as well as an outdoor experience pool, polar pool and mangrove lounge.

■ http://lei.sr/a8X9c_B

Amanvari will feature an Aman Spa at the heart of the Los Cabos resort



Amanvari

Los Cabos, Mexico

Opening: 2022

Aman has chosen Los Cabos for its first Mexican resort, Amanvari, which takes its name from the Sanskrit words for 'peace' and 'water'. Set within Costa Palmas, a 1000-acre resort community in Baja's East Cape, Amanvari is being designed by architects Heah & Co., who have approached the design of Amanvari with the overriding objective of allowing the surreal landscape to take center stage.



This is Aman's first Mexican resort

The resort design includes 20 bi-level hotel pavilions spread across the resort's landscape with floor to ceiling windows that open onto an outdoor terrace and wraparound sundeck, some with a cantilevered pool. The Aman Spa pavilion is planned to be steps from the main pavilion along a treed pathway, nestled at the heart of the site.

The Costa Palmas master plan also includes 18 acres of organic farms, a private members-only Costa Palmas Beach & Yacht Club, the Four Seasons Resort and Residences Los Cabos at Costa Palmas, and a golf course.

■ http://lei.sr/U5m5P_B

IMAGES COURTESY AMAN

Lake Nona Resort

Lake Nona, Florida

Opening: 2023

A 'performance resort' and spa are coming to master-planned wellness community Lake Nona, outside of Orlando, Florida. The Lake Nona Resort will include a 45,000sq ft spa and fitness campus with in-depth indoor and outdoor programming for all ages and levels. Designed by Miami-based Arquitectonica, the eight-storey Lake Nona Resort will be located along the shore of Lake Nona, within the community's growing sports and performance district and near the new USTA National Campus – one of the world's largest tennis campuses, with 100 courts. Spa consultancy WTS International has worked on the market analysis, strategic planning, programming and financial analysis for the Lake Nona Spa. The resort has been inspired by Lake Nona's mission statement "to create the ideal place that inspires human potential through innovative collaboration", offering performance and healthy living in a resort setting.

■ http://lei.sr/R4w6d_B



Healthy living is key at Lake Nona

COURTESY ARQUITECTONICA



First developed in the 1960s, the iconic resort is known for its palm thatch roof haies

COURTESY ROSEWOOD

Kona Village, A Rosewood Resort

Hawaii, US

Opening: 2023

The iconic Kona Village in Hawaii will reopen in 2022 as a Rosewood Resort, after a complete renovation of the property. Located on the Kona Coast of the Big Island of Hawaii, the Hawaiian retreat has laid dormant since 2011. Conceptualised and developed by explorer Johnno Jackson in the early 1960s, the original Kona Village Resort was best known for its free-standing, palm thatch roof 'haies' and tranquil location.

Spearheaded by Hawaii-raised architect Greg Warner of Walker Warner Architects, each of the 150 renovated standalone guest 'haies' will offer a private lanai, outdoor shower and locally inspired decor. Guests will have access to new leisure facilities including Sense, A Rosewood Spa, a fitness centre, as well as multiple

pools and tennis courts. Spanning 81 acres of geologic landscape and richness, Kona Village, A Rosewood Resort, will draw inspiration from the history of the site, local culture and natural elements to create a guest experience that complements the distinctive Hawaiian setting.

■ http://lei.sr/T5X7h_B



A Sense, A Rosewood Spa will be added

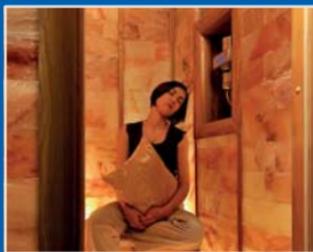
COURTESY ROSEWOOD

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Six Senses New York

New York, New York

Opening: 2021

Six Senses Hotels Resorts Spas will debut in the US with its first urban location, Six Senses New York, a luxury hotel being developed by HFZ Capital Group in New York City between Manhattan's popular High Line and the Hudson River. The flagship urban location is located on 10th Avenue and encompasses the entire block between 17th and 18th streets in the heart of Chelsea. The overall project, named The Eleventh, features two soaring towers designed by architectural and design group BIG (Bjarke Ingels Group).

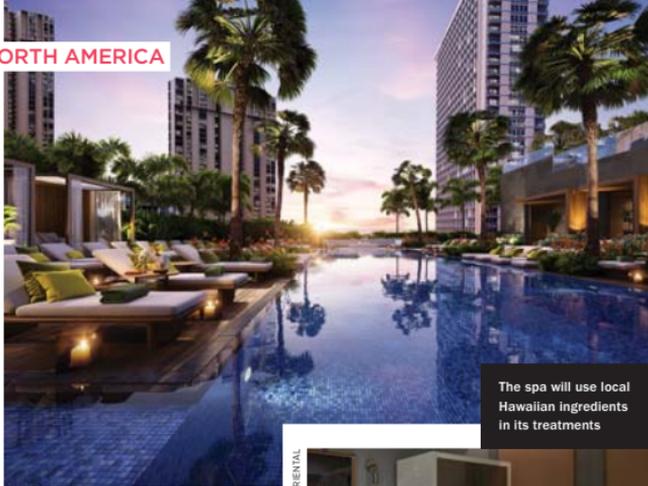
Six Senses Spa New York will offer a layered approach to wellness, with treatments that are a mix of science and human awareness, with a high-tech and high-touch approach that is crafted around the individual.

■ http://lei.sr?a=r6G9W_B



Six Senses New York will be the brand's first urban location

XOB0



The spa will use local Hawaiian ingredients in its treatments

Mandarin Oriental Honolulu

Honolulu, Hawaii, US

Opening: 2022

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. It will include a Spa at Mandarin Oriental that will offer holistic rejuvenation and relaxation, with eight treatment rooms. The Spa at Mandarin Oriental Honolulu will take advantage of the diversity of local ingredients in Hawai'i. Depending on the treatments selected, guests will be invited to a mix bar where they can select from a variety of fresh local ingredients and essential oils to customise their own spa blends. Further leisure options include a comprehensive fitness centre and an outdoor swimming pool.

IMAGES: COURTESY MANDARIN ORIENTAL



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 resort's 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



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INDUSTRY PREDICTIONS

In the midst of a year that's shown us that we need to prepare for anything, we turned to the best and brightest in the spa and wellness industry to ask what they think lies ahead

Jane Kitchen, editor, *Spa Business Handbook*

“The future is bright for those that dare to adapt, think differently, and who are open to trial and error”

Anna Bjurstam, wellness pioneer, *Six Senses*

C OVID-19 has affected all of us in a variety of ways. We have seen businesses in our industry crumble and people's lives shattered with loss of both work and freedom. Yet there is no challenge that does not present an opportunity. We have an opportunity to take a fresh look at our business. Health is the new wealth, and prevention is going to be key going forward. Now is time to look at what we do differently, get into our customer's mind and truly understand what they are looking for and how they would like it served. While massages and facials will always be important, there are also opportunities for education, workshops, technology, digital, nature experiences and so much more that we have not truly developed yet. Perhaps because we have not needed to.

At Six Senses, our vision is “To Reconnect with yourself, others and the world around you,” and we found that this resonates more than ever with our guests. We are introducing several reconnection rituals, as well as a number of talks on subjects such as “Boosting your immune system”, “Resilient



mind”, and “Reconnect with your heart”.

We've found that people want to learn and understand more about how they can become healthier, be more mindful in times of stress, and connect with what really matters.

We're also launching our Reconnection Days, such as “Reconnect with nature,” which involves guests gardening in our organic garden and picking ingredients for a scrub that they then create at our alchemy bar, as well as slow cooking with our chef, a barefoot grounding walk in nature, planting a tree or a coral and ending the day with a treatment out in nature. This way we include

wellness, sustainability, experience, fun and creativity in one day. Finally, we are soon introducing three new wellness programmes around the immune system, mind, and heart, for our guests to find purpose, strengthen their body and mind and so much more. The future is bright for those that dare to adapt, think differently, and who are open to trial and error!

■ *Anna Bjurstam has worked in wellness for the past 30 years, and is a Board Member of the Global Wellness Summit.*



■ A Reconnection Day lets guests pick spa ingredients and mix them at the alchemy bar



“Hot springs offer some of the best of what today’s traveller will be looking for”

Charles Davidson, chairman and founder, Peninsula Hot Springs

Sharing the perspective of hot springs operators around the globe, here are some of the ways this industry sector is re-creating, re-imagining and re-inventing our businesses to operate during these times. The goal is to move from surviving to reviving, and then into thriving. The key, in the immediate social-distancing-mandated world, is finding ways to generate greater return from fewer visitors by delivering more value.

- Work-cations (working vacations). Many regional hotels are promoting their facilities as an alternative to the home office.
- Day retreats that incorporate immune-boosting wellness activities sold at a higher price to the previous general entry rate. Some activities include Fire & Ice (hot and ice cold) bathing, guided forest walks, body clay painting and yoga (on land and in the pools).

- Cabanas. Private tented rooms available for day hire are set up around the gardens of the bathing facility, so that guests can rest and relax as well as enjoy spa treatments and meals all in the privacy of their own cabana.
- Glamping (glamorous camping) accommodation – luxury tents with power and light, heating and cooling, wifi, king or queen-size beds – all set in a blissful nature setting with hot mineral spring pools readily available.
- Hot springs offer some of the best of what today’s traveller will be looking for: a relaxing activity with proven health benefits, where you can connect with family of all generations in a natural setting.
- Charles Davidson is chairman, founder and creative director of Peninsula Hot Springs in Australia, and chairman of the Global Wellness Institute Hot Springs Initiative.



“COVID-19 has forced spas to rethink how they can deliver experiential services and stay connected to their customers”

Tony DeLeede, founder and owner, Gwinganna Lifestyle Resort

The COVID-19 crisis has certainly forced spas to rethink their business model. One problem already affecting spas is the increasing costs of labour and the reduced availability of quality labour to deliver the multitude of treatments that have been spas' core business. COVID-19 has forced spas to rethink how they can deliver experiential services differently and hopefully stay connected to their customers in between their spa visits.

One of the things that should be looked at is the evolution of technology-enhanced experiences that do not require a hands-on attendant. With the evolution of wellness/wellbeing products and services, there are many high-end experiential services, such as flotation tanks or cryotherapy, that do not require hands-on attention. Traditional massage chairs and other devices, which have become far more sophisticated over the past few years, now offer an experience which may not equate to a hands-on experience, but is still very enjoyable and can be delivered at a far lower price. Spas are becoming a "third place" for their customers to indulge in a lower-cost range of services that they can hopefully come and enjoy on a more frequent basis in something like a Wellness Lounge, which would have a number of different wellness pods for things like breathing and meditation, infrared saunas, recovery chairs etc.

The other consideration is that in the COVID-19 world, people now fear being touched by anyone. How long this fear will last is a huge question, but it will be here for a while. Offering experiences that are more private, clean, low-touch and more high-tech is something I believe spas should embrace.



■ Spas can serve as a 'third space' where customers can enjoy technology-enhanced experiences in a Wellness Lounge



COURTESY WELLNESS SOLUTIONS

■ Tony de Leede has been involved in fitness and wellness for nearly 40 years. He is the founder and owner of Gwinganna Lifestyle Retreat in Australia and Bali, and co-owner of surf/active resort Komune in Australia and Bali, and the founder of Fitness First Australia. He currently heads up Wellness Solutions, a global wellness brand. ▶

“Both high-end and affordable travel destinations will step up to meet the needs of wellness-seeking digital nomads”

Susie Ellis, chair and CEO, Global Wellness Summit and Global Wellness Institute

While COVID-19 has hurt so many spa businesses, there is one extraordinary silver lining: By exposing the terrible cost of not controlling chronic, “underlying” conditions, it has radically strengthened the case for preventative wellness, and will make wellness the Number 1 consumer priority for years to come. And it’s accelerating crucial wellness trends that were percolating pre-pandemic.

Back in January 2020, I named the “wellness sabbatical” a top trend for the year – a concept born of the steady rise in remote work and defined as a longer (3-week-plus) stay at a destination where hours of work and wellness experiences were blended each day. COVID-19 turned the majority of us

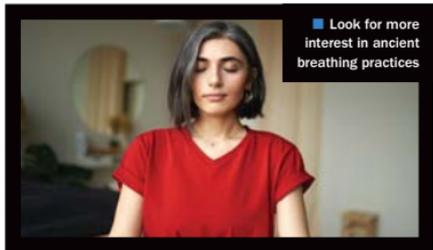


into digital nomads overnight, and as the world slowly opens up, more people will embrace their work-from-anywhere future; millions will escape crowded cities in search of healthier destinations where they can work and experience nature and wellness. The wellness sabbatical concept will redefine the very ideas of “work”, “travel” and “wellness”, and both high-end and affordable travel destinations will step up to meet the needs of wellness-seeking digital nomads – whether Rancho La Puerta in Mexico’s wellness sabbatical programme, where your suite is set up as an amazing private office, or platforms like Selina (with dozens of remote work-wellness locations globally) launching a subscription programme allowing people to move from property to property starting at \$500 a month.

COVID-19 will make immunity and inflammation their own “lane” in wellness, not just as a short-term reaction to the virus, but repositioning immune health as the window into overall health. We’ll see much more sophisticated, evidence-based (not silly supplements) immune-focused programmes at wellness resorts such as at SHA Wellness Clinic in Spain, where they’ve developed a new programme with NASA and Harvard focused on building natural immunity.

We will also see a much more intensive focus on learning how to breathe correctly, with approaches that can boost our lung capacity and oxygen-CO2 exchange. The simple act of changing our breath has been the most overlooked approach in health and wellness (impacting everything from our weight to our immune system) and extending our longevity. For millennia, breathing was considered a medicine in Eastern cultures, so look for more interest in ancient breathing practices such as Pranayama, Sudarshan Kriya and Tummo, as well as some very modern new solutions.

■ *Sue Ellis is the co-founder, chair and CEO of the Global Wellness Summit and the nonprofit Global Wellness Institute.*





■ The wellness sabbatical concept will take off post COVID-19

DAVID LAIBINUTESTOCK

“The menu of the future spa will be perfectly curated and concise, geared to ultimate health”

Mary Bemis, editorial director, insidersguidetospas.com



The good news: The pandemic has brought us closer together as an industry — colleagues, once competitors, are sharing best practices and putting their collective minds together to re-win consumer trust. That means coming back to what’s real: The comfort and wisdom and proven immune support of what I call the ‘Timeless Truths of Spa’ — water, touch, beauty. As spas strip down their menus and start from scratch, they should embrace the tried-and-true tenets of the classic destination spa model and spa modalities that have survived countless pandemics. Resort and hotel GMs and corporate need to realise that spa is an integral part of a property that lasts — that spa’s fingerprints should lovingly touch every department, from food and beverage, to fitness, to guest room to outdoor space.

There is a simple and precise language of spa that consumers intuitively understand and value. It’s not “forest bathing” (aka,

a walk in the woods), and it doesn’t require a headset. The menu of the future spa will be perfectly curated and concise, geared to ultimate health. All spas will have an MD onboard (at the very least in an advisory capacity). Spiritual options will abound — without the nonsense.

Regional spa groups, as part of their outreach, will work together with local schools and hospitals to educate and inspire a life of health and wellbeing. We must remember that spa is not trivial. Its meaning and mission are ancient and real: To take a step back and a deep breath in — to be a better person in the world at large.

■ *Mary Bemis is a journalist, spa advocate, editorial director of InsidersGuidetoSpas.com and co-founder of Organic Spa and American Spa magazines.*

“Retreats that focus on wellbeing will soar in popularity”

Andrew Barnard, deputy managing director, BodyHoliday

The COVID-19 pandemic has highlighted the importance of wellness, as seen during previous global recessions. The long-term effects of the pandemic will be felt long after the virus is under control, and people will seek a humanising experience that will help them to reconnect and be social. There will come a time where we will be able to meet new people and reignite old friendships, and this will be crucial for our wellbeing in the future. Wellness centres provide the perfect outdoor environment to facilitate coming together safely.



I also believe the spa industry will see an increased demand for immunotherapy and bespoke wellness programmes and regimes. COVID-19 has made people more aware of inner health and wellness, with the pandemic shining a spotlight on the importance of healthy living. Holistic treatments including yoga, meditation and Ayurveda, personal wellness consultations, and retreats that focus on wellbeing will soar in popularity.

■ *Andrew Barnard is the deputy MD of BodyHoliday in St Lucia.*



“Spas that adapt through virtual treatments and creative online solutions are delivering the spa experience into their guests’ everyday lives”

Lynne McNeas, president, ISPA

The spirit of collaboration demonstrated throughout these extraordinary times has been a silver lining amidst the uncertainty facing our beloved industry, and we can’t let that disappear going forward. “A rising tide raises all ships” sounds like a cliché, but sharing critical insights, experiences and successes has been – and will continue to be – key to overcoming the challenges we face.

Beyond that, spas should remain nimble and creatively meet guests where they are as the industry continues to safely rebound. For example, the consumer research ISPA conducted with PwC during the pandemic’s early days suggests that spa-goers have adapted to focus more on at-home wellness solutions.

Spas that adapt alongside their guests through virtual treatments, fitness classes and creative online retail solutions are delivering the spa experience into their guests’ everyday lives.

Spas are safe havens for guests, so if they can’t be inside spa walls in exactly the way we would like right now, spas can bring the safe haven to them. The challenges spas now face



■ Spa-goers have adapted to focus more on at-home wellness solutions

can be overcome. This industry’s creativity has long been a foundational strength, and by working together, we can find the solutions that will carry it forward, stronger than ever.

■ Lynne McNeas is president of the International Spa Association (ISPA).



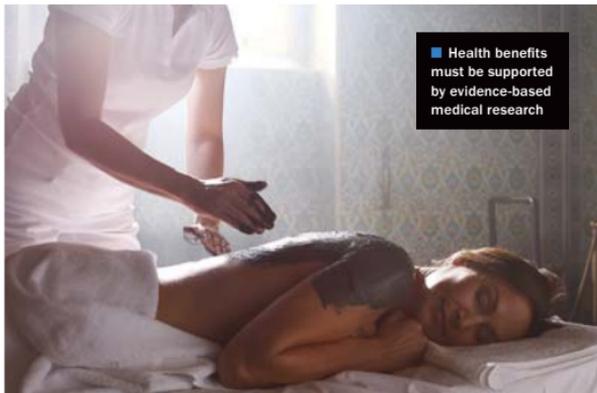
“The trend of integrative medical treatments will accelerate with the renewed focus on health arising out of the pandemic”

Mark Henneby, chair, Ensana

For some years now, I have flagged the impending explosion in demand for medical health spas – the type of spas that go beyond pampering and leisure treatments to address underlying health issues. Like all good forecasting, you know it is coming, you just don't know when. We have already seen mainstream spas begin to extend their treatment menus to include integrative medical treatments – this trend will accelerate with the renewed focus on health arising out of the pandemic. The risk for the spa industry as a whole is that phrases like “wellness”, “immunity boosting” and so on will be thrown around with abandon and potentially cause credibility issues with consumers. It is critical that where spas introduce new treatments claiming health benefits, they are supported by evidence-based medical research.

These long-term trends will be further underpinned by the demographics in Europe – the +65 age group will increase by 27 million people in the next decade. However, it is the younger age groups that are already interested in their health – creative treatment menus will attract them to instill health activities into all aspects of their lives.

The democratization of health is another factor that will impact the spa industry in the future. Ultra luxury spas are



COURTESY ENSANA

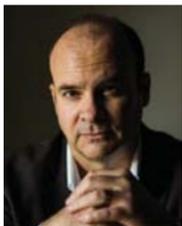
■ Health benefits must be supported by evidence-based medical research

wonderful; however, by definition, they are only accessible to the few. Those spas that build their business model around a much wider and deeper market segment at accessible price points, will, I believe, develop a long-term sustainable future.

■ Mark Henneby is the chair of Ensana, Europe's leading owner/operator of natural resource health spa hotels, which includes 25 properties across five countries. Mark has a background of over 25 years in the hotel, spa, financial and private equity sectors. ▶



■ Younger age groups are already interested in their health, and creative treatments will attract them to spas



I believe that the spa of tomorrow may be only 20 per cent of what the spa of today is. That 20 per cent will be the familiar services like massage, manicure, facial, etc., but the other 80 per cent may be different from one spa to the next, depending on the specific market and clientele each spa targets.

The spa of tomorrow must be adaptable – a

multi-function, multi-product, multi-service offering.

A city spa may be a combination of an express spa, beauty salon, executive lounge, butler service and business centre, while a resort spa may become the hub for all things health, wellness, culture and nature.

Spas could be the organisational face of wellness – a bridge between the wonderful world of wellness and a world in need. Need a wellness holiday? The spa becomes your wellness travel agent. In the market for wellness real estate? The spa is your one-stop-shop for all things wellness.

To survive, spas must stop looking in the mirror and start looking out the window. We must learn lessons from industry sectors outside of our own; this is where we will find truly innovative opportunities.

What would a spa look like if Nike created it? How would Facebook create its own version of spa?

■ *Trent Munday is the senior vice president – international for Mandara Spa, a global operator of spas in hotels and resorts and a OneSpaWorld Company.*

“Spas must stop looking
in the mirror and start
looking out the window”

Trent Munday, senior vice president
– international for Mandara Spa

“The Chinese are
consciously enhancing
their wellbeing”

Yvonne Cheung, co-founder, Yu Sum Tong



Mainland China was the first to discover COVID-19, but today, the rest of the world may not be able to imagine how “normal” it is in China. Most hotels re-opened in time for the May 1, 2020 Labour Day holiday, and China has seen a strong demand for domestic travel since then. Throughout the summer, hospitality businesses were

packed with Chinese families that usually travel Japan, Thailand or Europe. By September and October, most spas were performing at 70-90 per cent compared to the same time last year. Customers are conscious that they need to strengthen their immune system, and that a stronger, healthier physical condition can protect them from viruses and disease, which has meant good business for spas.

Of course, there are more precautions added to the SOP in every spa. Fitness rooms and swimming pools are limiting the number of guests to ensure social distancing, and spa treatment rooms, changing rooms and relaxation areas are disinfected at least two times per day. As a consultant, we have received more enquiries on how to ensure a hygienic environment, and many operators are interested in adding halotherapy or Himalayan Salt chambers to their facilities.

Things are now returning to normal in China. The Chinese are consciously enhancing their wellbeing, and they are more active than ever before.

■ *Yvonne Cheung is co-founder of Yu Sum Tong and PA Wellness Consultancy.*

“Physical and mental wellness is at the forefront of everyone’s thoughts right now”

Suzanne Holbrook, senior corporate director, spa division, Marriott International



The pandemic has devastated the hospitality and hotel spa industry, along with so many others – but it’s always in a spa leader’s DNA to find a silver lining.

As we look to the future, there are a few things that I see driving the industry forward:

- **A new way of doing business.** The local market – which includes anyone who is able to drive to your spa – will be even more critical with the loss of convention guests and air travel.
- **Spa memberships** (think of luxury Massage Envy concepts). If you build it, they will come!
- **Trust is the new luxury** Surgically clean, safe practices, high level of personal service. Understanding our guests’ wishes and needs even more than we did before.



■ **A new way of designing spas** Outdoor spaces, non-touch service rooms, private relaxation areas, modular lockers, and eco green roof tops for urban spas to add outdoor treatments.

■ **Digital retail affiliation program** Partnering with suppliers to revenue-share product delivery and develop a virtual skincare education platform. (This saved many product companies during lockdown).

■ **Physical and mental wellness** is at the forefront of everyone’s thoughts right now. There is even more opportunity for spas to be the catalyst to living a life of wellness.

■ *Suzanne Holbrook supports all existing and future-owned and managed spas for Marriott International in the Americas.*



“There is an opportunity for spas to revisit their roots and embrace water as a magical, life-giving substance”

Marc Cohen, founder, Extreme Wellness Institute

The spa industry is based on the principle of ‘salus per aquam’, and it is widely recognised that clean water is the simplest, cheapest and most effective health intervention on earth. Yet while water has the ability to bestow health and vitality, it can also transmit disease by transmitting toxicity and pathogens.

The global pandemic has seen a focus on hygiene and disinfection, and current water treatments often operate from the policy of ‘health through poison’ with water being intentionally contaminated by toxic chemicals such as fluoride, chlorine, bromine and other disinfectants.

Water quality is vitally important to spas, which may obtain water from natural aquifers, geothermal springs, rain, or municipal treatment facilities, and may filter, structure, magnetise, alkalise, ionise, mineralise, or bless their water to further enhance its properties. Spas also offer hot baths, cold plunges, steam-rooms, saunas, etc. that have the capacity to enhance public health and treat and prevent viral illnesses along with a wide range of chronic diseases.

There is therefore an opportunity for spas to revisit their roots and embrace water as a magical, life-giving substance and thereby pivot from being a somewhat frivolous service industry to an essential service integrated into mainstream health settings and public life.

■ *Dr Marc Cohen is a medical doctor, university professor and wellness trailblazer. He has a medical degree and two PhDs, and has spent more than 30 years practicing and researching holistic health. He is the founder of the Extreme Wellness Institute and Co-Founder of the Bathe the World Foundation.*



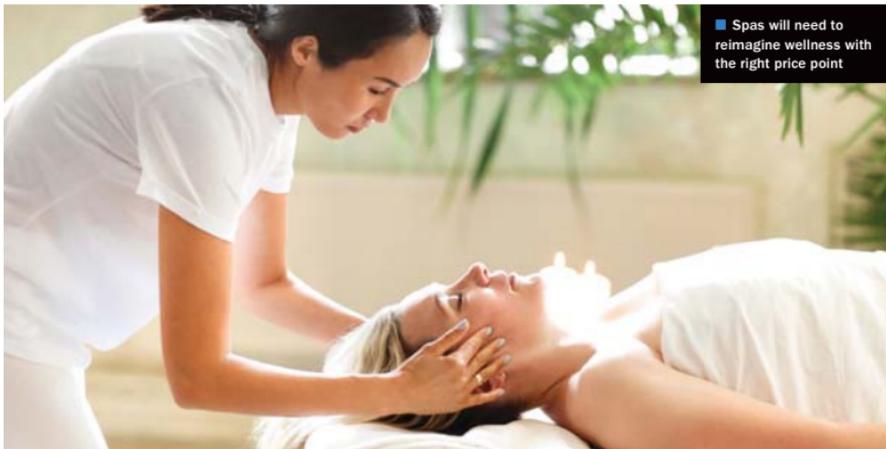
COURTESY MARC COHEN

■ Cohen's Extreme Wellness Retreats include contrast bathing in natural settings



■ Cohen has held
Extreme Wellness
Retreats in New Zealand,
Thailand and Bali

COURTESY MARC COHEN



■ Spas will need to reimagine wellness with the right price point

DANA B. BENO/SHUTTERSTOCK

“Affordability is something that needs to be considered in order to access a wider demographic”

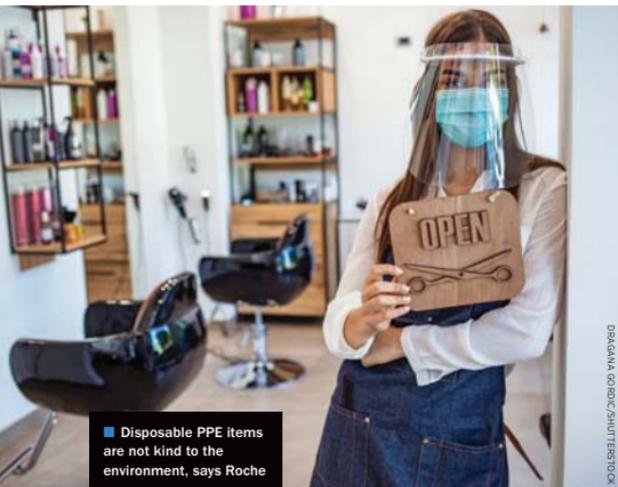
Kathryn Moore, founder & managing director, Spa Connectors and Hall of Wellness Awards

This pandemic has thrown everyone in a loop, and the spa and wellness industry is no exception. With so many redundancies over the past few months – from therapists through to senior management – it does mean that eventually, employers will have the pick of the litter. However, with many economies suffering from recession right now, the question is: will these talented employees accept less to get a job? The spa and wellness industry will still be in demand as self-care has become a priority. Spas are at an advantage



if they can take this opportunity to reimagine wellness experiences with the right price point. Until now, wellness travel has been out of the average traveller's price range, so affordability is something that needs to be considered in order to access a wider demographic. Collaborations with local and independent wellness providers can also help to execute the perfect services for guests who're looking to “relax and rejuvenate” from the chaos this pandemic has brought.

■ Kathryn Moore is the founder and MD of Spa Connectors and the Hall of Wellness Awards.



DRAAGNA GO/BOIC/SHUTTERSTOCK

■ Disposable PPE items are not kind to the environment, says Roche

“The best thing we can do for the planet is to behave as a global community and shift our perspective from ‘me’ to ‘we’”

Joanna Roche, executive director, Green Spa Network

The current global health threat of COVID-19 has changed the way most of us see and experience wellness; things we once took for granted have been rearranged, and our lives look very different than they did a year ago. The spa and hospitality industry are facing issues that will redefine the way we look at wellness, sustainability, and immunity. Here are a few observations.

1. Wellness is the new luxury – we all truly learned what it was like to go months without a mani/pedi or a haircut or a massage.

Those basic maintenance services we took for granted for so long have now been elevated to luxury status, or as I call it, ‘Grateful Wellbeing’ – services that contribute to us feeling healthy and positive. The world needs these often-simple luxuries to smooth over the other sacrifices we are making, like masking and not hugging.



2. Sustainability – we are facing a backlash to the single-use plastics movement, and every one of us needs to be responsible for thinking through our consumption of plastic both as businesses and as humans. Recycling of PPE and how we use masks is critical as we move into this new normal. Disposable items are not always better, and they’re certainly not kind to our environment.

3. Community – the best thing we can do for the planet is to truly behave as a global community and shift our perspective from that of ‘me’ to ‘we,’ and focus on raising

awareness on how to thrive during times of change. Coming together to support each other individually and as an industry will benefit all of us and drive creativity and innovation.

■ Joanna Roche is executive director of the Green Spa Network, a not-for-profit association promoting sustainability in the industry ▶

“Evidence-based education for lifestyle transformation will be the way forward for post-COVID renewal”

Professor Gerry Bodeker, chair, GWI Mental Wellness Initiative

As the world looks to life after COVID-19, mental wellness is a front-burner priority, and will be the challenge of our generation. More than half of those admitted to hospital in Italy in 2020 with COVID-19 had a psychiatric disorder a month later, with 28 per cent showing signs of post-traumatic stress disorder (PTSD), 31 per cent depression, and 42 per cent anxiety. Insomnia and obsessive-compulsive symptoms were common. For those under lockdown in Britain, Lancet research found that young people, women, and those with small children saw their mental health worsen the most. At the same time, the Global Wellness Institute's White Paper on Mental Wellness offers strong evidence that wellness habits promote our brain to change and rewire itself. That the brain can grow and develop integrated neural connections in response to consistent lifestyle changes (i.e. neuroplasticity) offers hope that recovery from the social and clinical trauma of COVID-19 is possible.



This new foundation for building evidence-based pathways to mental wellness offers fresh horizons for spa and wellness.

The new normal will be: Staff and guest safety through innovative spa technologies with strong safety protocols.

The new horizons are: Direct and online science-based wellness education for self-care through transcendence through meditation; food-is-mood training; integrative movement – yoga, Tai Chi and dance; self-massage; mental wellbeing communities – including laughter yoga; and re-connection with nature. The

science is there. The brain will re-wire, the gut will respond, the heart will ease. Evidence-based education for lifestyle transformation will be the way forward for post-COVID renewal.

■ A Harvard-trained public health academic, Gerry Bodeker researches and advises on integrative medicine and wellness. He has taught in medical sciences as a professor of epidemiology at Columbia University.



■ Yoga and connection with nature are two important pathways for mental wellness



RAYMUND CONSULTING/ISTOCK

■ **Prioritise the quality of your services over the quantity, says Kyricos**

“The greatest opportunity wellness leaders have today is to reevaluate HOW they work, not just WHAT they do”

Mia Kyricos, president & CEO, Kyricos & Associates

C OVID-19 has clearly forced the world and our industry to stop and reconsider all that we've taken for granted both personally and professionally; from business performance to family and community health to how we educate our children and staff. The greatest opportunity wellness leaders have today is to reevaluate HOW they work, not just WHAT they do. This includes:

- 1. Self-Care.** Find ways to prioritise it for yourself, your staff and your consumers, and in that order. Gone are the days of delivering wellness at the risk of your own.
- 2. Hours of Operation.** Ask yourself if you are truly operating when your consumers are most interested in consuming your services, or only when you wish to deliver them. Honesty counts.



3. Delivery of Service. Now that you have reconsidered the best ways to deliver your services while caring for the safety of colleagues and guests, be sure to market them.

4. Expectations of Staff. Share your uncertainty and humanity with your staff and listen to theirs. Revisiting expectations of one another is crucial to best succeed moving forward.

5. Menu of Services. Reconsider quality over quantity, and if you can't see a direct line to profit, then stop it.

■ *Mia Kyricos is a globally respected thought leader with 25+ years of experience cultivating*

wellness, hospitality, lifestyle, and travel brands across 100+ countries. She is President of Kyricos & Associates LLC, a strategic advisory and referral firm for wellness-driven businesses.

“People will still want to travel and explore their world, to be touched, to visit places that provide a calming environment for self-healing”

Jeremy McCarthy, group director of spa & wellness, Mandarin Oriental Hotel Group

What hasn't changed? Every article that I read wants to define “the new normal,” emphasising how the world will never be the same. I think a more interesting question is, “what hasn't changed?”

This is not to diminish the impact of the pandemic – certainly living through this experience will change us all in deep and meaningful ways. But it is also interesting to consider what timeless aspects of humanity will continue, even despite the current global crisis.

My feeling is that people will still want to travel and explore their world, they will want to be touched, they will want to visit places that provide a calming environment for self-healing, they will want to find places to disconnect from technology, and they will want nurturing healers who can guide them on their wellness journey.

So while there are logistical details that may change around how we deliver these experiences in the safest ways possible, the fundamental aspects of what spas do will not change. And they never have.

■ *Jeremy McCarthy is group director of spa & wellness for Mandarin Oriental Hotel Group.*



■ While logistical details may change, the fundamental aspects of what spas do will not change, says McCarthy

Local community farms can help supply products to spas



AVA IMAGES/SHUTTERSTOCK

“There will be an accelerated demand for sanitised nature to be made accessible to urban populations”

Andrew Gibson,
chair, Wellness Tourism Association

Two respected surveys on the future demand for wellness experiences, post-COVID, have recently been completed. These global surveys were conducted by the Wellness Tourism Association and the Global Wellness Institute. The main discovery from both surveys was that people all around the world want to connect more closely with nature, want a sense of adventure and want some form of safe socialisation.

One consequence is already apparent with increased sales of self-camper vehicles, camping holidays and trips to the countryside. However, not everyone has access to nature, which provides opportunities for urban developers.

There will be an accelerated demand for sanitised nature to be made accessible to urban populations. This could be through the more obvious increase in vertical gardens to the development of microclimate arenas and environments within multi-use developments. Gaming and technology advancements will provide virtual-reality experiences,



communal, hydroponic micro-farms and adventure courses. To successfully integrate these features into an urban development will require an overall wellness strategy, a public champion and community cooperation. One simple example could be a micro hydroponic farm on a housing development. To make this sustainable would require every resident to commit to the project not only financially, but also in time allocation. A few of the benefits from such a project are increased community socialisation, local produce for all and a healthy educational environment for the youth.

As a spa operator, this presents some exciting opportunities to think about in terms of how to bring more nature to your community. Perhaps you can work with local communal farms to supply products for use in the spa, or team up with technology experts to produce virtual-reality programmes that help people relax. This is a great time for spas to become wellness centres.

■ *Andrew Gibson is an international wellness and hospitality specialist who has worked in the industry for 30+ years.*

The COVID-19 crisis may have affected the travel industry in the short term, but I strongly believe that the wellness sector is resilient and will bounce back. In the long term, it may even be reinforced, accentuating the current generation's tendency to invest in transformational experiences. People are now more aware than ever of the importance of their health, recognising that health is our main capital. Consumers will be even more demanding regarding the reason behind their trip and the expectations of it. If they choose to leave the comfort and security of their space at home, there must be a good reason for it. They will be looking for not only an experience, but for a super-customised transformational journey.

Having that said, there is no doubt that more medical institutions will become wellness institutions and vice versa, with a strong increase in epigenetics, energy medicine as well as regenerative medicine and cell therapies. Right now, we are witnessing how plasma treatments and cell therapies are among the most successful in helping people to regain their health. The future trend is a multi-dimensional approach where natural therapies are part of conventional medicine and incorporated in public health systems.

This pandemic has also taught us that nature keeps going on, favoured by the reduction of the human footprint. So, sustainability will be significantly accentuated as well as the value of the component of nature, green spaces, outdoor activities in natural environments, etc.

This situation has allowed us to pause and reflect on our priorities and has shed light on the importance of the holistic understanding of health and the different dimensions of wellness, including a bigger focus on mental wellness. We must take advantage of it and learn.

■ *Alejandro Bataller is vice president and co-founder of SHA Wellness Clinic in Spain.*



■ **Guests will be looking for a transformational journey**

“People are now more aware than ever of the importance of their health, recognising that health is our main capital”

Alejandro Bataller, vice president, SHA Wellness Clinic



■ For guests to leave the safety and comfort of their own home, there must be good reason

“This new era will bring huge opportunities to those who embrace and grow within it”

Sue Harmsworth, founder, ESPA

In these uncertain times, there is one thing we must all get used to, and that is that there is no certainty and probably won't be for some years to come. Health, wellbeing and mental health have become even more important, and as an industry, we need to rise to the challenge of fully supporting our clients, guests and teams with a level of expertise never needed before.

The time for lots of hot air and words is gone, and now we really have to action and deliver the expertise, knowledge and skill that communities and individuals need. Therapists will need more training and in-depth expertise in things like anatomy, physiology and psychology, in order to recognise lifestyle diseases like cancer, type 2 diabetes, sleep deprivation, anxiety, stress and mental health. They will also need coaching in recognising the contraindications for all of these, as well as coaching in emotional intelligence, recognising personality types, empathy, and how to talk to clients who have physical or mental issues. And with one in two people forecast to be touched by cancer, it is imperative now that all therapists have some post-graduate training in how to deal with these clients both mentally and physically.

It's also important that we teach our therapists how to take care of themselves – how to deflect negative energy to protect themselves emotionally, and also postural training on how to stand and move to keep themselves well, as well as nutritional expertise for themselves and their clients.

Breathwork is going to be increasingly important for everyone – for managing stress and for helping with anxiety and panic attacks – so all staff need training in methods. If



■ Staff will need increased training in things like self-care

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they can ground themselves before treatments they will be more productive. This is all easier said than done, as our industry is short on the advanced life skills needed for the next decade. So it falls on us as leaders to empower, train and upskill our teams, to not over promise what we are offering to our clients, to use our industry words with care – not wellness if it is spa, not medical if it is wellbeing, etc. We need to be innovative with everything we do, and to be ready for this new paradigm and era, which will bring huge opportunities to those who embrace and grow within it.

■ Sue Harmsworth is founder of ESPA.

“Today’s consumers want tools to enhance and improve the physical, emotional and social aspects of their lives”

Niamh O’Connell, group vice president – wellness and brand experience, Rosewood

C OVID-19 has intensified clients’ demand for wellness solutions, bringing about a shift in our industry from its traditional mode of business. Historically, our industry has been a one-to-one, in-person, immersive experiential journey; now we have had to adapt this experience, without diminishing the journey, to reflect our new non-traditional setting. What we have learned from our individual experiences during lockdown is our innate need and desire to connect to others and with ourselves in a meaningful manner.



Consumers choose a brand that reflects and supports their belief system and values, and will rally behind a business that is actively participating in and contributing to the local community. We need to ask ourselves how our offering is genuinely contributing to and supporting our local community; how are we building a ‘sense of belonging’? Today’s consumers want transformational experiences and tools to enhance and improve the physical, emotional and social aspects of their lives. While there is no turnkey solution, the opportunity and objective is to develop a trusted partnership with each individual, mapping out a programme that will cater to their requirements as a holistic ecosystem vs a one time treatment, service or experience.

■ *Niamh O’Connell is group vice president of wellness and brand experience for Rosewood Hotels.*



COURTESY ROSEWOOD

■ **There is opportunity to develop a trusted partnership with guests by mapping out a holistic programme, says O’Connell**



“Feeling safe and secure is the new luxury, and spa operators will need to demonstrate this through their design, services and marketing”

Anna-Cari Gund, managing director, Raison d'Etre

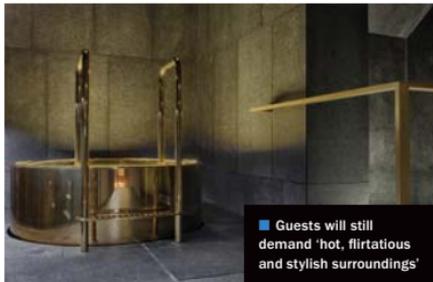
The future is safe, sustainable – yet seductive. These are the three new pillars of wellness for spa development post COVID-19, as identified by the Raison d'Etre Think Tank. Feeling safe and secure is the new luxury, and spa operators will need to demonstrate this through their design, services and marketing. Making the spa guest feel less anxious will be a priority – but not at the risk of harming the planet. Sustainability has taken a central role in guests' purchasing

choices as they support brands aligned with their own values; those brands putting it at the forefront will not just evoke goodwill, but will also secure a distinct market advantage.

While the Instagram moment may have subsided, this doesn't mean that guests are any less demanding when it comes to hot, flirtatious and stylish surroundings. In fact, trends show that guests will be more discerning, looking for meaningful experiences that are unique to them – and willing to pay for the right kind of experience.

This means that it's more important than ever to garner creativity and innovate with wellness solutions that are tailor-made to your guest profiles, location and demand, in line with the three new pillars of wellness.

■ Anna-Cari Gund is managing director of Raison d'Etre.



■ Guests will still demand 'hot, flirtatious and stylish surroundings'

IMAGES COURTESY RAISON D'ETRE



■ Business models such as skincare subscriptions could help spas thrive

“COVID-19 highlighted the urgent need for our industry to update a dated business model”

Noel Asmar, founder Noel Asmar Group

Spas will need to integrate e-commerce to round out their business models, and they have the unique positioning to enhance their guest experience with product subscriptions as they look to create new revenue streams. New business models will emerge; for example, spa memberships, which could include a skincare subscription and monthly or bi-monthly facials that follow up with tweaks to their skincare subscriptions. In this, spa professionals have a unique advantage. Your most valuable “asset” is your client. You know them, you spend one-on-one time with them and you are trusted to work on their face and body. You know what products work and don’t work for your client, and you may even know about their families, their schedules, and their stress levels. Your customer relationship is private, but it’s your competitive advantage in the marketplace.



COVID-19 highlighted the urgent need for our industry to update a dated business model. While other beauty retailer giants were able to shift their efforts online with great success, the spa industry was not prepared. With few knowledgeable e-commerce staff on hand and lack of warehouse or distribution capabilities in-house, companies turned to drop-ship models to generate much-needed revenue. These may have been quick to implement, but taking the time to understand the trade-offs around passing your customer information to a third party is critical to your long-term success. Your brand is

your business, and if you can incorporate a strategic, successful ecommerce model to support your physical location, you will reduce your business risk and potentially morph your business valuation into a hybrid service and e-commerce business.

■ Noel Asmar is founder of the Noel Asmar Group.

“Sustainable development will be the umbrella under which new business models will grow”

Tom Bauer, COO, Vamed Vitality World

The global happenings over the past year will have a long-lasting effect on our planet – and on us human beings. Especially in our industry, which I like to call the “happiness business”, growth by volume, which was already on the edge before COVID-19, is not the answer for the future.

The latest tourist offers need to fulfill the highest requirement in regards to hygiene, health and safety. Our guests will see this as a minimum acceptable quality level – a new basis standard. In terms of products and services in our offers and design for our ‘happiness temples’, my answer centres around two major factors for our guests – more space and more time.



Criteria such as whether a spa is environmental friendly or shows regionality and social responsibility will also be additional boxes to tick for purchase decisions. Sustainable development, therefore, will be the umbrella under which new business models and business structures will grow, providing a new way of looking at the idea of prevention.

Living in these times, we as hosts for our guests have to make sure that we restore hope and confidence, learn to transform these difficult life experiences into useful insights and integrate these insights into our daily living.

Our guests will embrace these new experiences to come.
■ Tom Bauer is COO of Austria-based Vamed Vitality World.

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■ More space and more time will be key to design and offerings at spas



■ Many spas have introduced 'touchless' treatments like reiki

“Touchless treatments are important to entice more cautious individuals back into the spa”

Irene Forte, wellness director,
Rocco Forte Hotels

We are in unprecedented territory and it is likely that we will not recover for a long time. However, health and wellness have become more important than ever before and people are desperate to bolster their immune systems and look after themselves. In addition, many in the wellness industry have quickly managed to pivot.

A number of businesses that didn't have a digital or virtual offering have adopted one. People are looking for products and services that they can use or do from home, so a hybrid model is becoming increasingly important. Gyms, fitness studios and personal trainers have started doing virtual sessions. Spas and beauty brands have started offering virtual skin consultations. Self-care tips are being shared by brands via social media, and many businesses are putting a greater emphasis on their direct-to-consumer channel.

Spas have been inventive in adapting their offering. Many have successfully introduced 'touchless' treatments, such as



reflexology, meditation, reiki, shiatsu, sound therapy, and more. These are important to entice more cautious individuals back into a spa. Spas have also been quick to launch immune-boosting programmes to help protect people from or even help them recover from the virus. They are also moving what they can outdoors; the power of nature was gaining momentum at the beginning of 2020 and is now more important than ever.

Last but not least, I believe that having a business with purpose is more important than ever. Businesses need to intentionally act with a positive impact on others. I strongly believe that

wellness businesses will have to work hard to support the less fortunate in bolstering their health and wellbeing; this cannot just be for the privileged few. They will also have to play an important role in response to the mental health crisis that we face.

■ *Irene Forte oversees the wellness offering at Rocco Forte Hotels, a family-run luxury hotel chain, and is also the founder of her eponymous skincare line Irene Forte Skincare.*

The global pandemic has shown everyone the importance of a good immune

system and long-term preventative healthcare. Spas that focus on innovative holistic health and medicine are perfectly set up to guide and advise people during this time.

At Lanserhof, the medical services offered by orthopaedists, general practitioners and cardiologists are complemented by a team of physiotherapists, osteopaths and chiropractors who use pioneering analytics and equipment to create bespoke health and wellbeing plans. State-of-the-art medical technology complements the holistic approach. As a result of COVID-19, we have developed and now offer a bespoke post COVID-19 recovery package, which includes a comprehensive diagnosis that addresses both physical and mental health; based on the examination results, each person receives an individually adapted therapy. Everything is based on the Lanserhof cure, in which the body is freed from unnecessary and disease-causing burdens through individually adapted fasting cures.

As we begin to adjust to a different world post-COVID, the wellness boom will continue to rise. People will attach even more importance to improving their health in their free time. The Corona era has once again shown that health is our most important possession.

■ Nils Behrens is chief marketing officer of the Lanserhof Group.



“People will attach even more importance to improving their health”

Nils Behrens, CMO, Lanserhof Group

COURTESY FARRIS BAD



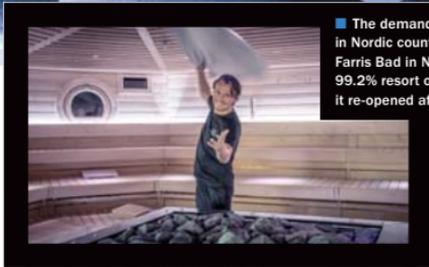
“We need to support and actively engage with wellness medical science”

Lasse Eriksen, development manager, Farris Bad

In the midst of COVID-19, the spa industry was one of the first businesses to close down and one of the last to re-open. Why is that and how can we prepare for the future? First, bathhouses have a history of being both incubators and cures of disease, and second, we are in dire need of an acknowledgement of wellness science within most national healthcare systems.

Now is the time for leading spa and wellness centres to stand up and take action. We need to set new standards for hygiene and rules, become the hub for science and scientific studies, and make the connection between





■ The demand for wellness in Nordic countries is growing; Farris Bad in Norway had a 99.2% resort occupancy when it re-opened after lockdown



the spa industry and government standards. Collaborating, funding and engaging with authorities and science are some of the important future tasks ahead, as well as organising for lobbying with a stronger impact – because the demand for wellness is stronger than ever. When most of the Nordic spas re-opened in June 2020, we experienced a surge of guests in need of wellness; at Farris Bad in Norway, we had a staggering resort occupancy of 99.2 per cent, and 95 per cent therapist occupancy through the summer months of June and July.

With such a significant demand, the need for a strong workforce and safe work environment are two key issues for future success. The increased need for quality therapists, sauna masters and wellness professionals has been and will be challenged in the near future. Safety, salaries, insurance and contracts will be some of the issues for attracting new students and therapists to the profession.

Collaborations between medical science and the wellness industry are also needed to bolster our industry's future, as these collaborations will be a significant factor in how national healthcare systems approach spas and accept their importance for preventive medicine as well as treatment for illnesses. If we ever want wellness to be taken seriously by the authorities, we need to participate, support and actively engage with wellness medical science.

■ Lasse Eriksen is development manager at Farris Bad in Norway and a board member of the International Sauna Association. ▶

“The demand for online content is an opportunity and a necessity”

Lindsay Madden-Nadeau, founder,
Meraki Bespoke Wellness Strategies



In many hotels, spa managers have the opportunity to support the building of a successful wellness programme for their customers, and this couldn't be a better time to make that move. From in-room wellness, sleep programmes, and different ways to unwind within the guest room, to fitness, movement and nutrition programmes to get

guests in motion or out exploring the natural surroundings, wellness is an opportunity which is now a guest expectation. Wellness has also expanded beyond the four walls we know, and that expansion has happened even faster because of COVID-19. With a rise in online workouts, coaching and mentoring sessions, the demand for online content is an opportunity and a necessity. Practitioners have needed to remain agile and adapt quickly to the market demands or lose their piece of the pie. It's more competitive than ever, as the customer's comfort of the virtual world has combined with the convenience of being at home. Companies who are moving towards driving valuable content are going to be the next big winners. Embrace the opportunity of wellness to expand your overall offerings, and take a stride into truly owning this space. Wellness offers many different perspectives – choose one that inspires you and your guests to discover a life of genuine wellness.

■ *Lindsay Madden-Nadeau is the founder of Meraki Bespoke Wellness Strategies.*



As the world starts to return to normal, travel will not look quite the same as it once did; the way we travel – and where we travel – will change, but there is opportunity in this. In the wake of a global pandemic that disproportionately affected those with underlying medical conditions – many of which are preventable – a focus on health has never felt more important.

Wellness programming that focuses on lung health, preventative or restorative health, or immunotherapy will be attractive to a whole new range of guests. Hotels that offer programmes designed to build strength or resilience, both mental and physical, will also be appealing post-COVID. Goal-setting, challenging oneself while travelling, or learning while on holiday are all ways that guests can hope to better themselves while they're away from home. Programmes that emphasise ways that guests can stretch their goals, such as climbing a mountain, swimming across a lake, or learning to tolerate hot and cold environments will all be appealing.

This year has given people the chance to slow down and reevaluate their normal fast-paced lives, and prioritise what really matters. It's also offered people the opportunity to take stock of what they miss, and what they value. For many, travel and personal health top those lists. That's good news for those of us in the wellness travel industry, which marries both of those things; for us, the light at the end of this bleak COVID tunnel should look very bright.

■ *Franz Linser is founder of Linser Hospitality and a board member of the Global Wellness Summit.*

“A focus on health has never felt more important”

Franz Linser, founder,
Linser Hospitality

“People are looking for a feeling of inner strength and balance – especially at a time of outer chaos”

Anne Biging, co-founder, Healing Hotels of the World

In the current event of a worldwide pandemic, ideas about a new, more fulfilled way of living are experiencing a new boost. People are searching for hope and they're looking to receive healing in times when they cannot or don't want to travel. They're looking for peace of mind, a deep connection with their inner selves, and a feeling of inner strength and balance – especially at a time of outer chaos.

Even before the coronavirus crisis, loneliness, stress, anxiety, depression, obesity and other chronic maladies were on the rise — but now the entire planet has been rung like a bell, awakening a new global awareness. We have to act now to find solutions to reconcile humankind with itself and the world around it. The lasting solution cannot be superficial; it has to address the purpose of life in all its dimensions. It



has become clear that humanity will need to cooperate with the coronavirus. This has a huge impact on the overall economy, social life and consumer behaviour, especially in the field of travel. But instead of thinking about post-Corona efforts, we should rather focus on establishing a co-Corona culture.

At Healing Hotels, we have offered a series of Virtual Retreats that offer practical tools to navigate through these difficult times and give people techniques to use in their own self-care rituals. The world of travel will change in the long run – people will travel more

consciously and mindfully – and we are pretty sure that the mix between travel and virtual experiences is here to stay.

■ Anne Biging is co-founder of Healing Hotels of the World and the Healing Summit.

■ People will travel more consciously and mindfully after COVID-19



IMAGES COURTESY CLINIQUE LA PRAIRIE

■ A human-centric and personalised approach is key to helping people



“The health and wellbeing sector is continuously being revolutionised by technological advances”

Simone Gibertoni, chief executive officer, Clinique La Prairie

envisage there will be an increased desire for a holistic and long-term approach to health and immunity, beyond a single programme or medi-spa visit. As a result, I expect products such as functional supplements, long-term immune-boosting solutions, epigenetics assessments and health apps to rise in offer and in popularity. Key to this is the role technologies are to play in the future of global healthcare, developing products and services to support this demand. The health and wellbeing sector is continuously being revolutionised by technological

advances in genomics, AI and robotics. Exploring ways to help customers continue their health journey once they leave the wellness retreats is essential. At Clinique La Prairie, we use different tools with a high level of customisation to enhance the follow-up service and offer an unprecedented level of health coaching. Our objective is to inspire long-term changes in habits. A human-centric and hyper-personalised approach to preventive medicine is the key helping people to live better and longer lives.

■ *Simone Gibertoni is CEO of Clinique La Prairie.*



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THE FUTURE OF SPA DESIGN

From social distancing to antimicrobial materials, the pandemic has changed the way spas will be designed. We asked some of the biggest names in wellness what the spa of tomorrow will look like

Jane Kitchen, editor, *Spa Business Handbook*

“Incorporating biophilia and authentic, natural elements enhances the well-being of occupants”

Kay Sargent, senior principal and director of WorkPlace at HOK

C OVID-19 has necessitated the need to provide physical distancing, enhanced cleanliness and assurances of health and safety. It has also added anxiety on top of stress and burnout that was already at an all-time high before the pandemic. Maslow's Hierarchy of Needs noted that until a person's physiological and safety needs are met, they would be incapable of thinking about the kinds of things we now know to be a prerequisite to wellbeing. To create spaces that meet our psychological needs, we should start with the basics. We need to ensure that spaces provide optimal ranges for temperature, lighting, air quality, and noise, and that they are a safe haven. Beyond the basics, we need to meet privacy and safety ideals for wellness. And incorporating biophilia and authentic, natural elements into high-tech work environments mitigates the negative impact of stress and enhances the well-being of occupants.



Enhanced cleaning protocols will also be an essential component for a safe return to spas. A new wave of options are emerging to address the new challenges of the day, which includes self-cleaning facilities; sensor technology supported by the IoT to enable touchless access to rooms and lockers; real-time monitors to enable just-in-time cleaning; robotic delivery and cleaning systems; antiviral fogging; less porous materials and more durable, easy-to-clean materials; and more individual changing and bathroom facilities. All these options will not only help instill a sense of safety, but will also enhance the spa experience and promote best practices.

■ Kay Sargent is senior principal and director of WorkPlace at HOK, and serves on the board of directors. She brings over 35 years of experience in the interiors industry, has worked with multiple Fortune 500 companies on their global real estate strategies, and designed workplaces of the future. www.hok.com



■ Spaces should provide optimal lighting, temperature and air quality, says Sargent

“This is not the end of communal thermal bathing – Millennials and Gen Zs will continue to want group activities”

Don Genders, CEO, Design for Leisure

Even four months into the pandemic in the US and Europe, Design for Leisure didn't have a single enquiry from any client asking how to 'redesign' their spa for the Post-COVID world; in fact, we have seen the popularity of thermal rooms continue to rise.

Addressing COVID-19 has been only a passing concern on the many working design calls DFL has been on, yet self-proclaimed leaders/visionaries have been burning up the Zoom lines with knee-jerk design solutions for our "new normal." I firmly believe that sensible minds will prevail and that, while the best idea/solution is often the most prominent, it's rarely the best. Ideas must evolve – this is what design is all about.

What will happen:

- Cleaners will no longer be banished to work only when the spa is closed; they will be 'displayed' as a sign of a safe, caring business
- Mandatory PPE (face masks, visors and protective screens), will become optional in the future
- UVC air purifiers will be added to the HVAC systems – and likely portable units in the short-term



COURTESY DESIGN FOR LEISURE

■ Automatic sanitising systems can be installed in wet rooms

- There will be new liability waivers for everyone entering a spa
- Automatic sanitising systems for 'wet' thermal rooms will finally be embraced for use in thermal cabins during the operating day. This technology has been around for 30 years, but owners and operators were reluctant to install it due to cost. This won't likely be the case in the future.

What won't happen:

- This is NOT the end of communal thermal bathing! Millennials and Gen Zs will continue to want group activities and experiences
 - Thermal bathing areas will not become the preserve of only those who can afford to hire private 'suites'
- Finally, though predictions of controlled exits/entries and occupancy rules abound, it's important to note that naked or partially-clothed people simply don't enjoy close contact with strangers. They typically only enter a thermal room when they feel it is 'safe' to do so.
- Don Genders is CEO and founder of Design for Leisure (DFL), creators of award-winning hydrothermal areas, with clients including Canyon Ranch, Disney, Four Seasons, and Six Senses. He also chairs GWI's Hydrothermal Initiative. www.designforleisure.com



It is still unclear how pandemics will impact our lives in the long-term. What we do know, however, is that the response to the COVID-19 pandemic varies greatly from one region/country to the other. There is no 'one size fits all' solution, and we must take a market-specific approach to this challenge.

If we imagine how spa & wellness design will look in 2030 and assume that social distancing requirements become permanent, this will have the greatest impact on design. The use of outdoor space will be maximised for a spa in a weather-friendly location, and in a city location, space will have to be re-optimised to ensure social distancing. Providing more personal space to guests will be key to a unique luxury experience.

At Resense, we started implementing various concepts of personal space a while ago, including private changing and relaxation suites (to replace communal changing and relaxation areas), thus allowing guests to have their own private space to be used at their leisure during their time at the spa.

These types of initiatives, driven by the local sanitary legislations, will reshape our approach to spa and wellness design and, more than ever, creativity and innovation will be key to offering guests a superior experience – and to offering business owners a profitable and sustainable model.

■ Emma Darby leads the strategic direction of Resense spa & wellness operations and brands. www.resensespas.com

“Providing more personal space will be key to a unique luxury experience”

Emma Darby,
chief operating officer, Resense

“We must release business concepts that no longer serve”

Liz Ugrin, co-founder, Illyria Wellness



In these times, we must release business concepts that no longer serve, and transform to fit new circumstances. Illyria Wellness recently delivered two spa concepts to help our clients adapt. In one, buildable indoor space was tiny, and talent was a problem. Our solution was a walled garden with 70 per cent of treatment

space outdoors. A minimalist menu was paired with spaces that solved for weather. Smart flows enabled control by a minimal team, with self-serve, silent-spa user guidance to reduce interaction. Pavilions and pool areas supported classes, and could be booked for private dining or events. We developed Sento-style changing rooms that can be rinsed down. This spa concept stands apart with safe, monetised outdoor spaces and diversified streams of revenue.

In another, the client wanted to draw the young clientele away from pools and beaches. We created an express spa concept with retail, wipeable seating clusters, and 2+ meter distanced treatment stations. The modular menu leveraged gender-inclusive, results-focused offerings for skincare, foot massage, clothed bodywork therapies, and a menu of micro-upsells. The result turns appointments over faster, reduces laundry and surface cleaning, features safer ventilation in a large open airspace, and supercharges average revenue per minute — all while showcasing retail to passing foot traffic.

■ Liz Ugrin is co-founder of Illyria Wellness, designers and spa consultants serving the EU and US. www.illyriawellness.com



■ Studio Apostoli is working on this project in the Italian Dolomites

“Many spa designs in the future will consist of widespread buildings with a few common areas”

Alberto Apostoli, founder, Studio Apostoli

After the pandemic, every spa will have to make some changes, and in fact many have already done so. A complete checkup of the ventilation system is mandatory. If possible, they should equip the structure with automatic doors, taps, dryers etc. It would be helpful to eliminate or coat those surfaces that are difficult to clean.

Some aesthetically pleasing partitions should be placed in the relaxation areas. Encourage, where possible, the use of outdoor areas, and think of re-sizing some areas where possible. The ventilation plant must be easy to inspect and maintain. Dark corners can give guests doubts about hygiene, so lighting design becomes important. Choosing light colours for surfaces will also help; it's important to choose the right materials and construction techniques. Avoid grouting floors; instead, use easy-to-clean, non-porous materials, as well as new antimicrobial finishes such as those that feature silver



ions. Better signage can help with guest flow and provide reassurance. The important thing is that it is creative, almost fun – we shouldn't make guests feel like they're in a hospital.

Where space allows, many spa designs in the future will consist of widespread buildings, with a few common areas and many private small buildings that can be reserved.

But spas have always been places for socialising – it has always been this way throughout history, with the Romans even going to the spa to do business. We certainly will see private spas in some houses or hotel suites, but the spa as we understand it is a place where you can meet other people and socialise, perhaps with just a smile or a glance.

So, if you ask me what a spa will look like tomorrow or in 10 years, I will answer: the same as in the last two thousand years.

■ Based in Italy, architect Alberto Apostoli is founder of Studio Apostoli. www.studioapostoli.com



“This reinforces a broader trend in luxury hospitality design for intimately scaled environments”

Tracy Lee, founder and president, TLee Spas

The COVID crisis has reinforced my belief in the positive power of nature: placing it front and centre of the spa experience through outdoor facilities, natural light and fresh airflow. It also reinforces a broader trend in luxury hospitality design for intimately scaled environments that emphasise privacy and personal space.

Technology will likely become more prevalent within the spa setting, including LED and infrared light therapy to reduce inflammation and speed the recovery process, sound therapy and acoustic resonance technology to target stress and anxiety, and halotherapy to improve respiratory health and boost immunity.

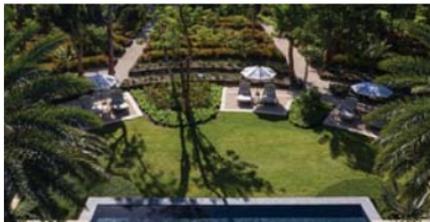
We are also looking at a radically simplified approach to menu design that replaces endless variety and choice with a session-based approach that highlights the technical skills and intuitive intelligence of the therapist.

From an aesthetic standpoint, we recommend natural and non-porous finishes that can withstand the rigours of daily operations, as well as stringent disinfecting procedures.

We hope the spa environment doesn't become inundated with toxic chemicals that wind up doing more harm than good, so we're keeping close tabs on the latest non-toxic sanitation innovations that are good for both people and the planet. Surfaces and materials with antimicrobial properties, such as copper, will likely become more prevalent.

Looking at the silver linings, COVID has engaged a broader and hopefully more diverse audience seeking healing, health and human touch. Now is the time to double-down on what we do best: helping ourselves, our teams and our guests to be the best we can be.

■ Tracy Lee is founder and president of TLee Spas, a consultancy firm with offices in San Francisco and New York. www.tleespas.com



■ Tracy Lee's spa designs have often placed nature at the heart of the spa experience, a trend that is poised to grow post-COVID



“We are seeing a new model that offers both a resort experience and a residential accommodation component”

Amy McDonald, CEO, Under a Tree Health & Wellness Consulting

Under a Tree Health & Wellness Consulting currently has four mixed-use projects set to open between 2022 and 2024. In all of these projects, we’re seeing more of a focus on outdoor programming and community experiences, as well as a bigger emphasis on facilities and programming for multi-generational families.

But in several of our projects, we are also seeing a new model arising that offers both a resort experience and a residential accommodation component, much like Airbnb. This will allow for multi-generational and or small group stays, so people feel like they are in a home with their inner circle, but with access to the expected amenities of a hospitality property.

Offerings will include extensive indoor and outdoor wellness programming beyond a traditional spa. It is a “wellness community resort” concept and we believe we will see more of this model as a natural evolution for hospitality that will increase even more due to COVID-19.

In addition, we have been seeing – even before the pandemic – a significant focus on equipment-driven treatments and experiences to support immune function, inflammation reduction, improved cognitive health, and sleep efficiency. This includes things like halotherapy, infrared therapy and in-room sleep technology. We expect to see a continued growth in these areas as the public awakens to the importance of their immune health in a post-pandemic world.

■ Amy McDonald is the founder and CEO of Under a Tree Health and Wellness Consulting, and is a 30+ year health, wellness and sustainability expert who merges the best in resort hospitality and urban healthcare. www.underatree.com



SHUTTERSTOCK/SWEET MASHMALLOW

■ Multi-generational wellness stays will become more important



“The ability to keep distance will become paramount, requiring more square footage in spaces where people congregate”

Mary Lynn Mellinger,
director of design and planning,
WTS International

“Space” has always meant “luxury,” but in a post-COVID world, “space” will also mean “healthy.” The ability to keep one’s distance will become paramount in our minds, requiring more square footage in spaces where people congregate. Places such as locker rooms will require more area for social distancing, which is anticipated to become the norm. No more squeezing past each other on busy days! Anti-microbial finishes, now found in paint, metal surfaces, fabric, tile and more, will help to inspire confidence when visiting a spa or club. Air purification will take centre stage, with a return to open windows providing fresh air within a room, as well as newly developed UV technology for HVAC systems to continually circulate and clean the air we breathe indoors.



As our world builds the future, touchless systems will be expected. Never again will guests reach out for door handles, faucets or light switches. Even today, touchscreens are becoming “touch-less,” as all one has to do is hover a finger over a touchpad for access. The future is now, as the technology already exists. Truly, 2020 was a turning point. Humankind will surely pivot, as it has countless times before – to meet the challenges head-on. Our creativity is boundless, as are the opportunities.

■ *Mary Lynn Mellinger serves as the lead project designer for key accounts within the WTS portfolio. In her career as an interior designer, she has designed a broad spectrum of hospitality projects including hotels, private clubs and senior living environments. www.wtsinternational.com*

“Clients must immediately feel they are in a healthy environment – one that prioritises their wellbeing and safety”

Bob Henry, founder and principal, Robert D Henry Architects

How are we designing wellness environments differently post-pandemic? In a word: hygienically.

As a client opens your door, they must immediately feel they are in a healthy environment – one that prioritises their wellbeing and safety. Today, we need to design a hygienic cocoon both physically and perceptually.

If we can't clean it, we don't specify it. We take an evidence-based approach, where material selection and mechanical systems are evaluated using hard science. Our materials must be cleanable, durable and practical, withstanding multiple disinfectant cleanings. This includes soft goods: upholstery, fabrics, floor coverings, wall coverings, ceilings and floors.

Recently, the COVID crisis halted construction on our Airem - Modern Beauty Rituals Spa in Syosset, New York. We chose to turn this into an opportunity, and re-evaluate our material selections for the project. In the entry and retail area,



we had originally designed a stunning earth-toned porcelain tile floor with mortar joints – gone. We replaced it with a poured, seamless epoxy floor, which is easier to maintain and antimicrobial, with no vulnerable grout lines. Overhead, we had a porous acoustic ceiling – nixed. We swapped it for a high-luster polished plaster, which is easily cleanable and spotless. We dialed up the warmth through biophilia and our millwork/ furniture selection of natural quarter-sawn oak.

For the treatment room floors, we chose cork for its antimicrobial and mold/mildew resistant qualities, sound dampening as well as soft underfoot, so therapists can sustain long hours on their feet.

The new challenge today is to create a ‘hygienic cocoon’ that still looks, feels and even smells good!

■ *Bob Henry is the founder and principal of Robert D. Henry Architects (RDH-architects.com) an international design firm specialising in wellness design – offering architecture, interior design and brand identity.*



■ Robert D Henry Architects recently designed the Airem Spa in New York using antimicrobial and easily cleanable materials



“Expect to see an explosion in the utilisation of outdoor space in spa and wellness experiences”

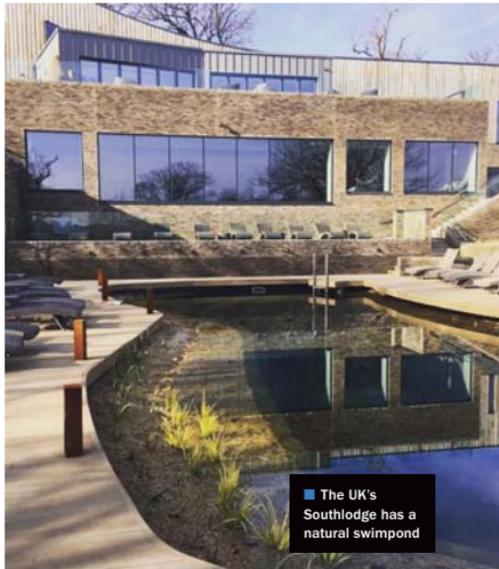
Beverley Bayes, director, Sparcstudio

As we move into the next decade post-pandemic, spa design will continue to embrace new technology, but retain human and sensory experience at the heart of the spa in order to future-proof the business model for years to come. Tech should enable and facilitate in a discreet way, rather than translate into clinical, sensory deprived environments. For example, Cottonmill Spa at Soppwell House has digital screens to indicate available space within the Relax Room. The importance of clean air in spas will see the introduction of mechanical ventilation and air conditioning antiviral treatment systems, while also exploiting the opportunity to naturally heat and ventilate spaces.

Expect to see an explosion in the utilisation of outdoor space in spas where spa and wellness experiences in the fresh air and connecting with nature will prove popular with guests, such as at Southlodge, where a ‘natural Swimpond’ forms the centerpiece of the extensive spa gardens. New-build properties will rely on naturally antiseptic materials such as copper, and include homogenous and large-scale floor and wall finishes, which reduce grout and are easier to clean. Changing pods, private spaces, zones for small groups and personalised experiences – building on the concepts seen at the UK’s Aqua Sana spas – will be welcomed by guests who have become used to social distancing.

With all technological advances and design developments, spa designers must always consider how to integrate the human experience into a guest journey – perhaps drawing on a ‘barefoot luxury’ style. This ideal must always maintain priority, so that it is elegant, beautiful, functional and people-friendly.

■ Beverley Bayes is director of Sparcstudio www.sparcstudio.co.uk.



■ The UK’s Southlodge has a natural swimpond



“Resilient design allows spaces of all kinds to be adaptable in even the most unforeseen circumstances”

Josephine Leung, group director,
design & development GOCO Hospitality

C OVID-19 has already forced a real shift in what we find important in spa design as a whole. As guests become acutely aware of health, safety and cleanliness, the spa must adapt to fulfil these needs.

Resilient design, a concept that will one day be as common as universal design is today, allows spaces of all kinds to be adaptable in even the most unforeseen circumstances.

In the wake of the pandemic, I see spas and wellness destinations utilising design and technology in new and innovative ways to create guest journeys that are focused more on health and immunity enhancement, and performed in guest-centric spa treatment suites, where therapists and treatments come to them.

Through wearable tech, digital integrations with smart building management systems will be used to enhance the wellness experience, adjusting lighting, temperature, music and aromas to synchronise with the physical state of the guest.

When it comes to cleanliness through design, spas will need to walk a thin line between necessary changes and overcompensation. Interior fittings and furniture coverings will need to be easy enough to clean, or even self-cleaning. In the near future, in-room UV light fixtures that sterilise entire spa suites and touchless processes, from opening doors to checking-in, will become standard.

At GOCO Hospitality, we're already working on several projects that incorporate resilient, sustainable design to create unique and adaptable wellness spaces that I believe will be the precursor to a new design movement that we like to call resilient wellness. Whether the future needs more privacy or our pent-up need for intimacy and community flourishes, the spas of the future will need to be designed in a resilient way that allows for both eventualities, individually and simultaneously.

■ *Josephine Leung is group director of design and development at GOCO Hospitality, and works on concept creation, masterplanning, strategy, programming and technical services for GOCO's spa and wellness projects. www.gocohospitality.com*



■ **AMAALA** in Saudi Arabia is sustainably and resiliently designed

“Our ethical responsibility is to create the future structures that will improve our existence”

Diana F Mestre, founder, Mestre & Mestre Spa & Wellness Consulting



FRANK TAYLOR

■ Mestre says new technologies will change spa design in the future

Ontological Design is a concept that describes the circularity or feedback loops inherent in the way we design our lives. We shape the world and spaces we inhabit and they, in turn, mould us, changing our behaviour and lifestyle. In other words, what we design is designing us back. We mirror the environment we create, and our ethical responsibility is to create the future structures that will improve our existence. Based on this, the outlook in spa design will incorporate a myriad of elements impacted by technological advancements, sustainability, the science of longevity and life extension. Such design will respond to the need for better ventilation, improved oxygen-infused airflow, and advanced antimicrobial materials, including antiviral coatings and surfaces. It will incorporate water quality, biophilic design, and outdoor spaces, and be enhanced by energy-efficient strategies like solar and geothermal technology and botanical herbal spa gardens.

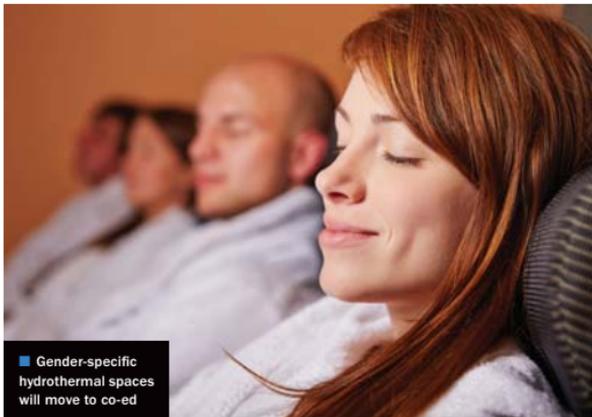
We will also see spatial reconfiguration and multisensory experience spaces based more on psychological and physiological responses to stimuli, such as neuro-dreaming and mind-renewal hubs. There will be an increased interest in genomics and DNA analysis and personalised programmes created to improve health, nutrition, and fitness. Quantum rooms, where noninvasive magnetic resonance diagnosis brings the latest technology to repair and renew the body, will be seen in more and more spas.

However, it is vital to remember that we need the connection to others, to nature and to ourselves in order to thrive. Creating safe wellness spaces where we can nurture these connections will remain the foundation of future wellness design.

■ Diana F Mestre has more than 35 years experience developing spa and wellness projects through Mestre & Mestre Spa & Wellness Consulting. www.mestre-spa-mestre.com

“Spa design of the future needs to be more adaptive and resilient to accommodate the unknowns before us”

Claire Way,
managing director, Spa Strategy



SHUTTERSTOCK/ROBERT KAESCHKE

We are at the beginning of a new juncture of disease and design, where confidence controls what kind of space we want to be in.

Physical spacing and sanitisation will drive the design of wellness spaces moving forward. Where development budgets once allocated more to the aesthetics of the space and less to how the mechanics of it could improve health, in a post COVID-19 world, these less visually appealing items will demand a larger slice of the budget.

HVAC systems with individual controls that ensure return and supply air is separate from other rooms will become the norm, limiting cross contamination. Innovation in material finishes will be sought from the medical field, where developments in antimicrobial surfaces such as copper-laced flooring and the use of silver compounds will continue to inspire new innovations that also offer antiviral properties. One such development from Manchester University uses sugar to create a broad-spectrum virucidal antiviral. This is currently an ingestible or topical application, but who



knows what direction this innovation could take; sugar, long seen as the enemy in wellness, could provide a non-toxic antiviral solution.

Adoption of technologies such as RFID-activated doors and lockers, sensor-activated faucets and hand dryers, and voice-activated lighting will become standard. Surface coverings such as carpets and window coverings will be eliminated in favour of hard surfaces that are easy to clean and hygienic. And gender-specific hydrothermal spaces in the changing rooms will give way to larger, co-ed spaces that move guests into a space that allows for easier management of physical spacing.

Finally, there has been much talk in recent years about biophilic design and moving towards an integrated wellness offering. Now is the time to embrace this movement; spa design of the future needs to be more adaptive and resilient to ensure the business model can accommodate the unknowns before us.

■ *Claire Way is the managing director for international spa and wellness consultancy Spa Strategy. www.spastrategy.net*



■ Germany's Jod Schwefelbad uses natural materials and indoor greenery in its design



JOD SCHWEFELBAD



“The focus on one’s inner self will be of high importance in order to nurture and stimulate inner peace”

Matteo Thun, founder, Matteo Thun & Partners

For spa projects, stringent hygiene and generous space will be a top priority for interior design. Besides private treatment rooms, the layout of high-traffic social spaces will be revisited in terms of proportions that allow for social distancing and an intuitive access to sanitizers and wash basins throughout the design. The size, location and ventilation of spaces will become critical considerations in keeping guests safe and healthy, with state-of-the-art air purifiers integrated into and hidden within the architecture.

Immune-boosting features will become a focal point, and we will see the introduction of innovative treatments and superfoods in F&B packages in hotels. Virtuality will direct our lives, and we will use technology to do most things we used to do in person.

We must now bring in safety-conscious procedures that will



PHOTO: NACHO ALEJOS

involve modifying layouts to include personal distancing and the need for modularity and flexibility resulting from it, with thermo scanners, touch-free doors and surfaces, sanitised air conditioning units, more indoor greenery, sealed flooring, walls and ceilings, and so much more.

In the current and future scenario, the focus on one’s inner self will be of high importance in order to nurture and stimulate inner peace rather than social interactions. A warm and humane atmosphere will and can be easily conveyed through natural materials, lush indoor air purifying greenery and of course, timelessness.

■ Matteo Thun heads up the Milan-based architecture firm Matteo Thun & Partners. Founded in 1984, the company operates internationally in the hospitality, healthcare, residential, office and retail sectors, and includes a team of 70 interdisciplinary architects and designers. www.matteothun.com



“Hemp materials will be utilised in hempcrete, hemp wool insulation, sustainable finishes and breathable fabrics”

Kim Collier, founder, Collier Concepts and Jamu Organic Spa & Rituals

If we only had one plant, one seed for humanity and sustainability for the world to thrive, it is the 6,000-year-old hemp plant. Food, fibre, fuel, textiles, building materials, medicine and more – over 50,000 potential uses from the entire hemp plant continue to contribute to global wellness, from soil to oil and beyond. It all starts with the soil and seed genetics, keeping in mind the bio-accumulating benefit of long tap roots of hemp, which effectively “decontaminate” the soil.

Future spas will integrate hemp into healing cannabinoid products and services, as well as “hemp-up” the entire hospitality experience, including interior design, furnishings, built environment and fine dining. From the ground up, hemp materials will be utilised in hempcrete, hemp wool insulation, sustainable wall finishes and breathable



fabrics from nature – all of which contribute to a healthy and sustainable built environment.

Applications for hemp have expanded into absolutely all market sectors. For the spa experience, all parts of the hemp plant are invited to the spa party! Look to the hemp flower for cannabinoid-rich medicine, to the leaves for healing teas, to the stalk for herb and fibre, to nourishing hemp seeds, which are high in protein and fatty acids. The humble hemp plant has something for every spa, and for mother earth too.

Healthy hemp contributes to daily wellness for our planet and inhabitants, leading the way for sustainability and a circular economy.

■ *Kim Collier is an educator, executive and spa practitioner focused on plant-based holistic wellness. www.collierconcepts.com*



We always include hygiene as one of the most important

considerations that influence our design; however this has now gained additional importance due to the pandemic. Most wellness facilities have begun focusing more on hygiene and creating dedicated areas for sanitisation; the future

design of spas will put more consideration into this element from the concept stage. Reference to such requirements can be found in hospitals, and while the requirements for a wellness facility will never be as extreme as a clinic, this can provide clear direction for future spa design in general. The challenge is to make sure that we have a clear direction that focuses on how to avoid any kind of contamination and how to integrate all equipment required for sanitisation without interrupting the smoothness of the spa journey. Moreover, one design approach to fit the current situation is to create more of an independent room or ensuite solution to ensure proper social distancing is kept; however the space availability and the revenue generation of spaces must be taken in consideration. Private wellness concepts will see a spike, where more people will have their own spa, gym, pool and kids concepts in their homes. Such private concepts will be customised to reflect each user's need, which in turn leads to faster, more effective healing and wellbeing results.

■ *Mohammed Ibrahim is CEO at The Wellness, which specialises in spa and pool consultancy. www.thewellness.ae*

“More people will have their own spa in their homes”

Mohammed Ibrahim, CEO, The Wellness

“We will see rooms becoming more multi-purpose”

Sonal Uberoi, founder, Spa Balance Consulting



The best way to approach spa design now is to think beyond just pandemic-proofing our industry. While younger people will likely be braver in engaging the outside world, we must not lose sight of the fact that the bulk of the western population is aged 50 years and above. We can't turn a blind eye to this large segment. The

element of human touch is the core of the spa industry – our ‘super-power’ if you will. Any technology and creative design elements that we introduce going forward must revolve around enhancing this aspect of the business in a healthy and safe way for both the therapists and the clients.

The design of treatment rooms can shift to create a more privatised and hyper-personalised experience. We will see rooms becoming more multi-purpose, where a client can have their full, tailored wellness experience exclusively within that room – from their yoga session to their massage therapy. The entire room can then be thoroughly sanitised in preparation for the next client.

The role technology will play in wellness is to enhance health and safety, operational efficiency and the quality of the experiences delivered, without losing essence of our core purpose. A successful future-proof model will revolve around personalised experiences that cater to the spiritual, mental and physical wellbeing of the client and staff.

■ *Sonal Uberoi is founder of Spa Balance Consulting. www.spa-balance.com*

“We are now looking at minimum sauna sizes to allow for proper social distancing”

Tom Devin, managing director, Devin Consulting

Does your spa offer some of the safest places for your guests to relax? The answer is probably yes.

In a sauna, the temperature is typically 70°C - 90°C. When one considers that the COVID-19 virus is killed at a temperature of 56°C, then it is clear that the sauna is a very inhospitable environment for the virus, and subject to proper social distancing, should be a very safe place to relax. Sauna users in the UK naturally social distance – it is a cultural thing – and we are now looking at minimum sauna sizes to allow for proper social distancing. Where the internal space is restricted, separate entrance and exit doors could be considered, so that sweat bathers can enter and leave without having to cross over.

It is not dissimilar in swimming pools, where chlorinated water at 1.5mg/l and pH 7.0 – 7.4 also provides a very inhospitable environment for the virus, and again – subject to proper social distancing – should be a very safe place to relax. Managing



■ At Center Parcs, everyone has their own changing cubicle



social distancing in the smaller hydrotherapy and spa pools when used by discrete groups of bathers should not present too many challenges.

For many facilities, the bigger challenge will be getting from the entrance to the pool or sauna, via the changing rooms. The wet and dry changing village approach used at Center Parcs pools – where everyone has their own cubicle and you enter from the dry side and exit directly onto the wet side – allows for almost complete segregation of bathers in this area. This approach can easily be applied to new spas and potentially to existing ones if there is space.

■ *Tom Devin is managing director of Devin Consulting, a pool and spa engineering specialist for water treatment systems, movable floors and booms, decorative and interactive water features and heat experiences. Tom founded the company in 2000, and Devin Consulting has completed more than 500 projects around the world, working alongside leading architects, engineers and project management teams. www.devin-consulting.com*



■ The tepidarium at Carden Park has glass screens between seats

“We could see mini spa pods encompassing your changing, wet experience, treatment and relaxation”

Graeme Banks, design director, Barr + Wray

There are still a lot of unknowns with COVID-19 and whether it will be eradicated, so we have to be thinking of ways to adapt our spa designs going forward. Social distancing and minimal physical contact can help combat the spread of the virus, so looking to the future these aspects have to be taken into consideration.

Ideas to implement for existing spas include contactless registration and payment; RFID bands for access to lockers and payments; infrared sensors for everything including starting and stopping hydro/thermal experiences, taps, showers, WCs and more; and a thorough sterilisation programme, with records for users.

In terms of future spas, ideas to implement include



larger experiences with space for social distancing and segregation in experiences. An example is the tepidarium we have just installed in Carden Park Spa in the UK, where we have individual dedicated seats with glass screens between each other.

Other ideas include full-body dryers to alleviate using towels, which could be integrated within shower stalls. We could even see mini spa pods, like preformed bathroom pods, where everything is within the pod and is designed for a single use at a time, encompassing your changing, wet experience, treatment and relaxation.

■ Graeme Banks is design director for Barr + Wray, a leading provider of spa engineering solutions and ideas for water and thermal experiences. www.barrandwray.com



■ These two Deep Nature spas in Europe incorporate natural elements in their designs



“We need to embrace this green building movement because our buildings are the ones that need to be healthy”

Rene Pier, co-founder, Schienbein + Pier

In ten years, we will hopefully be looking back at what has been achieved in reducing the carbon footprint and paving the way for emission-free building construction throughout the world towards 2050. We as spa architects need to embrace this green building movement, because our buildings are the ones that need to be healthy in a holistic manner.

Health is becoming a major issue during the pandemic, and the spa as a realm of preventive health is becoming more important. To live in a healthy way means to be aware of everything that keeps us healthy, including movement, awareness, nutrition, a balanced approach to good and bad stress, as well as good sleep and a sense that humans are part of nature.



Nature is the best way to be deeply touched when human touch is still out of reach. Until the virus can be beaten by an available vaccine for all the people in the world, social distancing will be a part of our life routine. In this way we need to focus on one-to-one services to allow the human touch, delivered through a massage.

Digitally controlled systems will help to book, track and distribute guests in a spa so that space can be shared in a highly effective way. Programmes that help us connect with nature and set goals will blend nature, health, sustainability and digital sensitivity.

■ René Pier is an interior designer and co-founder, along with Claudia Schienbein, of Schienbein + Pier, which specialises in international spa projects. www.spa-id.de

“We will be working more with innovative futuristic materials”

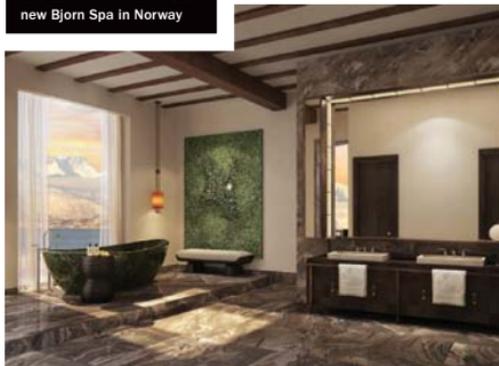
Marie Soliman & Albin Berglund,
founders, Bergman interiors

It is important to separate the temporary impact of COVID-19, such as heightened sanitation measures, social distancing and impact on travel, versus the longer-term impact on consumer attitudes and behaviour. We believe that the impact long-term will see people wanting to make an even greater investment in health and wellbeing. There are very strong push and pull factors that were accelerating the guest demand for health and wellbeing experiences before COVID, and these will only grow stronger. These push factors are the relentless pressures on our health – such as less physically active work, the prevalence of processed food, air quality concerns, light and noise pollution – all of which create malaise, illness and stress. COVID-19 has been a super-accelerator to these push factors globally, with a cross-generational embrace of the need to invest in one's wellbeing and a clear reminder of the benefit of leading a preventative lifestyle. Then we have the pull factors; wellness is a highly appealing touch-point among consumers, a desirable draw that promises unique, enriching, relaxing experiences that help us define and express ourselves.

In designing spas, we will be working more with innovative futuristic materials, such as air purifier tiles and antibacterial flooring, especially in the wet areas and spa environments. Bitter metal is a sleek material that can be used on walls and domestic floors, which has a silver-based substance mixed into the glaze before firing that



■ Albin Berglund has won awards for his work on the new Bjorn Spa in Norway



makes it antibacterial. Thermal Tile has all the qualities of conventional tile, but with significantly better insulation, an extremely high anti-slip factor, and antibacterial qualities.

We have seen more interest in technology like automatic doors and facial recognition, and in offerings like infrared saunas, sensory deprivation pods, and salt chambers, which offer touch-free treatments as well as help with recovery and immunity. Zoning will be important in determining how to design a functional spa and organise the flow within the space, and things like HEPA air filters and UV sterilisers will help with disinfection.

■ Marie Soliman and Albin Berglund are founders of Bergman Design House, a luxury interior and architectural design firm. www.bergmaninteriors.com



Wellness expert Starpool offers complete wellness solutions with Italian design flair

“Tomorrow’s spas will need to have a clear identity – unique, distinguishing and specifically designed”

Riccardo Turri, CEO, Starpool

While attention will obviously be put on materials, quality and hygiene in the near future, I believe that tomorrow’s spa will need to have a clear identity – unique, distinguishing, and specifically designed according to the needs of a clear-cut user group.

The market will inevitably adopt, at least at an early stage, some “private” solutions, with an increasingly strong focus on hygiene and the reorganisation of spaces and services that are offered. Using smooth and closed-cell materials, such as solid-surface, glass or stoneware characterised by low porosity on the surface, limits the proliferation of bacteria and ensures easy sanitisation. Using large slabs of materials reduces the grouted surface area, thus also reducing the spaces in which bacteria can more easily proliferate. In saunas and steam rooms, suspending



benches and keeping them detached from the walls means there is no infiltration of water between the benches and the walls, and makes it easier to sanitise the floors. Technology will also play a part in keeping spas clean; our DeepClean software, for instance, allows a programme of automated cycles of thermic shock to reduce the bacterial or viral load.

Lockdowns around the world have brought out a latent need for therapies to relieve stress, especially true holistic experiences that offer mental and physical regeneration. An increasing multitude of people – men and women alike – have rediscovered the pleasure of taking care of themselves, spending their time and money on treatments and therapies that have an inside-out action and help rebalance their emotional state.

■ Riccardo Turri is the CEO of Starpool. www.starpool.com



■ Increasingly, people have rediscovered the pleasure of taking care of themselves

“Wellness at home will see an incredible upturn”

Thorsten Bichler, group director of international sales, Klafs



Following COVID-19, there will be an even greater desire to be fit and well, and wellness and self-care will become more of a priority rather than a trend. Instead of a slow-down during the pandemic, we have seen an increasing number of enquiries for thermal rooms in commercial projects and especially in the ‘wellness at home’ sector, which will see an

incredible upturn. Existing spas will need to focus on smarter technologies and protocols in order to reassure guests that health and safety is their top priority. We will see intensified cleaning protocols, liability waivers for everyone entering the spa, one-way halls, touch-free sanitising stations, UVC air purifiers, and more ‘touchless’ therapies and ‘self-service’ areas, such as saunas or salt inhalation rooms. Anticipating guests’ desire to spend more time away from large groups post-COVID, hotel room layouts could be modified for multifunctionality, enabling guests to enjoy in-room wellness with things like space-saving saunas. Spas might either see fewer but larger thermal rooms with easy-to-clean materials, or will include more small, unique thermal areas to guarantee social distancing with the option of private bookings or use. Relaxation areas will shift from small spaces with lines of loungers to bigger, more unique areas of well-being, and adding in outside areas such as wellness gardens could be an option for some.

■ Thorsten Bichler is group director of international sales for Klafs GmbH and MD of Klafs Asia Pacific. www.klafs.com



This pandemic will necessitate long-term changes to how we design and operate spas. Designs will be based on a far more minimalistic approach, with decluttering needed to cope with our new sanitisation protocols. We will also introduce more technological solutions, making the look and feel of spas more futuristic.

Our designs will be heavily influenced by reducing touch zones – whether that’s the use of electronic sliding doors, opening of lockers or the disappearance of doors altogether – and finding alternative solutions. Remaining surfaces will be anti-microbial, either embedded in the material itself, or permanent coating solutions to reduce cross-contamination. Air purification will play a big part in this new era, and we shouldn’t be surprised if we come across disinfecting robots working along corridors. Smaller gadgets such as UV cleaning cases for our guests’ mobile phones and jewellery or fogging devices to reach those difficult places to sanitise will also become more common, and social distancing auras will remind us to keep our distance in common areas.

It’s important to remember our guests will want to see a new approach. It seems almost ironic that our industry is all about touch and now we find ourselves reducing the very thing that built us – thankfully we have hand sanitiser!

■ Based in Dubai, Daniella Russell is a recognised spa and wellness industry pioneer, innovator and expert with over 40 years in the industry. www.dr-global.com

“Designs will be based on a far more minimalistic approach”

**Daniella Russell, founder,
Daniella Russell Global**



■ Non-therapy led experiences like saunas, snowrooms and rasul provide guests with non-contact wellness experiences



“Rethinking of spaces and the push for new innovative experiences may make our industry more profitable”

Neil Owen, director, Spa Vision

We expect that experiences will increasingly become health-benefit driven, from the wellbeing benefits of daylight therapy, to the respiratory benefits of halotherapy or the warming therapeutic effects of infrared. Relaxation and de-stressing will become increasingly important, and private self-guided relaxation experiences such as dry floatation will play a more significant role in the future. The benefit for the operator is that relaxation – which is often a non-revenue generating necessity – will increasingly become a revenue-generating stream for the spa.

Contact-based treatments will in time return and continue to be a core offering within spa services; however, it is realistic and prudent to anticipate that ‘hands-free’ treatments will increase in popularity. Treatment rooms will be increasingly multifunctional and feature equipment that can accommodate



both modalities. This will not only maximise usage and cater for non-therapy-led experiences, it will enable operators to extend their hours. Operators need to provide packages with sensory experiences designed for couples and small groups. Experiences such as rasul will increase in popularity, providing guests with private, non-contact, chargeable treatments that allow the operator to maximise revenue in small spaces.

We can't predict the future; however, recent events will force us to rethink our design processes. Flexible layouts and multi-functionality should be at the forefront of our thoughts. Some of the enforced changes, rethinking of spaces and the push for new innovative experiences may make our industry more profitable in the long-term.

■ Neil Owen is director of Spa Vision, a supplier and consultancy, and heads up the Asia Pacific division. www.spavision.com

FUTURE-PROOFING WELLNESS DESIGN

Designer Adria Lake on the
future of wellness spaces

The future of spa design requires a fundamental change in our mindset and how we define and understand wellness. The current definition emphasises the importance of an **active** pursuit of good or holistic health. And our spas, wellness facilities and WELL-certified buildings are designed and built as temples to this ongoing pursuit of a subjective, unquantifiable aim.

The issue that we, as wellness designers, need to address is that while our endless pursuit has made the wellness industry a US\$4.5 trillion business, the rate of preventable diseases as well as mental health issues such as depression, anxiety, and addiction, in wealthy and developed countries where wellness thrives, has

Designer Adria Lake at home
in Colorado with her partner,
architect Marc Gerritsen



continued to rise. There are two possible interpretations for this conundrum. One is that we need more wellness; the other is that the methods and message of wellness may not be working.

The current method and central message of wellness makes intuitive sense to us because it falls very much in line with our survival instinct to avoid discomfort, protect ourselves from harm, and control our environment. And the global outbreak of COVID-19 has intensified our defensive responses and increased the demand for wellness products and services.

RESILIENT DESIGN

But the onus is on us to get this right.

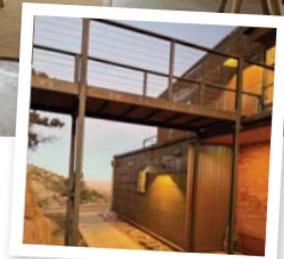
To future-proof our business model, we need to understand what makes us well. So, although Covid-19 has ramped up the demand and desire for safety and

Lake and Gerritsen have designed a resilient home in the mountains of Colorado

sanitation, it would be short-sighted to let it drive our design.

The ultimate pandemic-proof business model in wellness design rests on our understanding of the following two facts:

1. In addition to – or perhaps even more important than – diet, exercise or our genetic dispositions, environmental adaptation plays a big factor in our wellbeing. For hundreds of thousands of years, we have had to adapt and thrive in unpredictable and constantly changing environments. The modern human, however, has become so adapted to a highly controlled and sanitised



environment that millions of us now suffer from autoimmune diseases where, in the absence of foreign enemies, our immune system attacks itself.

2. Although we are hard-wired to avoid discomfort, protect ourselves from harm, and control our environment, we must also recognise that all living systems – including our immune system ▶

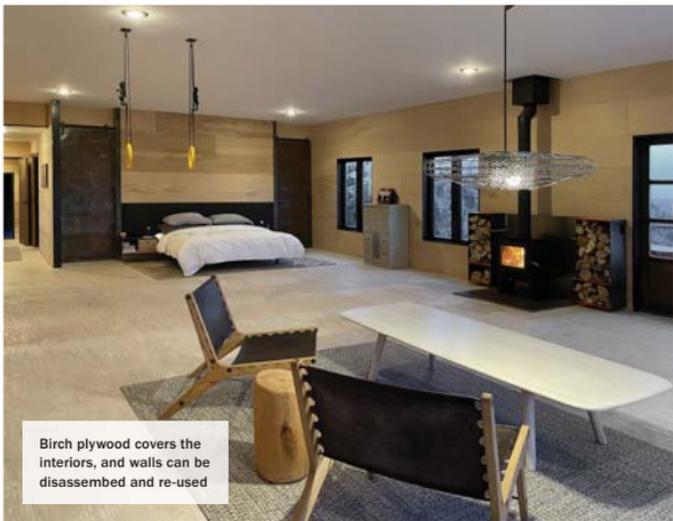


► – require stress and exposure to varied and unfamiliar environments to become stronger and to adapt. Or that in the absence of stress and exposure, we become fragile and more vulnerable to the very things we seek to avoid.

The idea that exposure increases tolerance and adaptability or hormesis is a fundamental concept in evolutionary theory. We see hormesis at work in vaccines, when we exercise, or hone our skills and abilities. Hormesis is also required to strengthen our biological systems – respiratory, digestive, cardiovascular, but most importantly, our immune system. Yet our design focuses mainly on maintaining stability or homeostasis. Our built environments are designed to protect and shelter us from the world “outside”, maximise comfort, and minimise changes and unpredictability.

EXPLORATIVE ENVIRONMENTS

As wellness designers, we are called to design environments, not just spas, that support and strengthen our ability to adapt, rather than protect and weaken



Birch plywood covers the interiors, and walls can be disassembled and re-used

All living systems require stress and exposure to varied and unfamiliar environments to become stronger

our biological systems. Spaces that prepare and prime our bodies to function optimally in even the most stressful and hostile environments; places that allow us to visualise healthier and stronger, more resilient versions of ourselves and to condition our minds and bodies for success.

We need to design more open environments that provide exposure to sunlight, fresh air, and the changing or unpredictable nature of the elements. Science and research show that an airtight environment and indoor spaces

are breeding grounds for viruses, while sunlight and open, outdoor environments increase the production of Vitamin D, and provide UV rays and airflow that may reduce the rate of viral infections.

Explorative environments encourage interaction, active engagement, creativity and curiosity. Many areas in our spa and wellness facilities are passive environments designed to calm and cocoon us. While silence, stillness, and sensory deprivation may induce relaxation and reduce anxiety, the effect is often short-lived and the experience may increase,



The exterior is clad in raw, untreated steel that transforms with the elements



PHOTOS: MARC GEBERTSEN/MAAD PROPERTIES LLC

not reduce, our intolerance to the noisy and chaotic world outside.

Examples of explorative environments may be spaces where we can meet our “future selves” by using A.I. and digital technology to model or stimulate different habits, behaviours and outcomes. Or diagnostic tools that provide 3D-visuals of our health and fitness or biological markers. Virtual reality experiences could map out and take us on a virtual tour of our complex biological systems and processes, and allow us to understand their functions or how our diets, exercise regimes, and our environments affect these systems. Or creative learning pods could be places where guests can create digital artwork, compose music, learn to design or make things, alone or in collaboration with

creatives/artists/makers from all around the globe.

I've also argued in the past that wellness should be expansive and fully integrated into the overall design of a hotel or resort, rather than confined to the spa or wellness facilities. This concept of “wellness without walls” is even more relevant today and it embodies our new understanding of wellness.

DECONSTRUCTING OUR APPROACH

While safety, calm, and comfort are important, our well spaces must also strengthen and support our built-in resilience and adaptability. More importantly, wellness should not be a goal but a means to live the best and fullest lives we can imagine. And to do so in a world that is increasingly uncertain,

chaotic and rapidly changing, we need to embrace, not avoid, discomfort; increase our tolerance to – rather than shelter ourselves from – nature’s and life’s unpredictability and volatility, and work with, rather than control, our environment. We will need to reimagine wellness.

Deconstruct our approach and transform our mindset, from one that is defensive, constrictive, and restrictive, to one that is open, explorative, expansive. ●

■ About the author:
Adria Lake is owner and managing director of AW Lake, a wellness design and consultancy firm that works with some of the world’s top hotel brands designing spa and wellness facilities.



BEST OF BOTH WORLDS

One of the fastest-growing trends in the wellness industry today is the merger of medical and wellness services. Ines Hunziker and Ingo Schweder outline what's involved in creating a successful integrative wellness destination

The coronavirus pandemic, which has affected every aspect of people's lives worldwide, has fast-tracked interest in the already burgeoning health and wellness industry. Stricken by the social and economic damage that the pandemic has caused, accompanied by increased awareness of personal health and well-being, both healthcare and preventative wellness offerings have been pushed to the forefront of peoples' minds.

Today, the concept of wellness and medical tourism are, at times, becoming increasingly interwoven. Wellness resorts, which are traditionally known

for their holistic programming, are increasingly incorporating diagnostics and advanced results-driven treatments, while medically-focused destinations are seeking to broaden their offering to include more wellness services.

This is particularly evident within integrative wellness destinations where the established concept offers both medical and holistic treatment modalities. This article sets out to clarify the primary differences between medical and wellness

tourism, to discuss key service platform characteristics of integrative wellness destinations that incorporate treatments and services from both industries, and to provide best practices and considerations aimed at successfully operating such establishments.

Medical vs wellness tourism

As defined by the Organization for Economic Co-operation and Development ("OECD"), medical tourism is often associated with "travel across international borders with the intention of receiving some form of medical treatment." Medical

Personal wellbeing has been pushed to the forefront of peoples' minds



AMARILLO/SHUTTERSTOCK

An ageing population is driving medical tourism

tourism is driven by various factors, including the needs of an ageing population, increasingly unaffordable healthcare costs, the availability of cost-effective and quality treatments in emerging nations, and wider availability of advanced medical technologies throughout the world.

Wellness tourism refers to “travel associated with the pursuit of maintaining or enhancing one’s personal wellbeing”, and focuses on promoting engagement in wellness activities that lead to a state of improved holistic health. Unlike medical tourism, wellness tourism is driven by an increased prevalence of non-communicable diseases, work-related stress, poor lifestyle choices, rising mental health concerns and the negative effects of environmental degradation, such as air pollution and climate change.

Over recent years, both the medical and wellness tourism industries have witnessed rapid growth. As of 2019, the size of the global medical tourism industry was estimated at US\$65bn to US\$88bn, with up to 24 million people traveling for healthcare services annually. The global medical tourism market is forecast to record double-digit growth in the coming years, reaching over US\$200bn in value by 2023.

MEDICAL TOURISM VS WELLNESS TOURISM

Reactive approach

MEDICAL TOURISM

Generally people who have health concerns

Travel to receive treatment for a diagnosed disease, ailment, or condition

Motivated by lower cost of care, higher quality care, better access to care, and/or care not available at home

Activities are reactive to illnesses, medically necessary, invasive, and/or overseen by a medical doctor

Proactive approach

WELLNESS TOURISM

Generally people who do not have any health concerns

Travel to maintain, manage, or improve their wellbeing

Motivated by healthy living, disease prevention, stress reduction, management of poor lifestyle habits, and/or authentic experiences

Activities are proactive, voluntary, non-invasive, and nonmedical in nature

Source: Global Wellness Institute, 2015

The global medical tourism market is forecast to record double-digit growth in the coming years, reaching over US\$200bn in value by 2023

Integrative Wellness Destinations

As noted by the Global Wellness Institute, at times, the catch-all term “health tourism” is used to describe both medical and wellness tourism modalities, from surgery to yoga retreats. In fact, although often interrelated, medical tourism and wellness tourism are fundamentally different, as they target various types of travelers with different needs.

However, some resorts combine the two; for instance, in integrated wellness developments such as health resorts, sanatoriums or medical spas that feature a service platform that

is both preventative and curative. Integrative resorts usually have a more comprehensive service platform and a broader treatment offering than traditional wellness resorts, including check-ups, diagnostics, consultations, alternative healing, hydrotherapy, and many others.

Integrative wellness destinations generally have a basic wellness offering comprised of massages, body treatments and facials, hydrothermal experiences, nutrition and healthy meals, fitness and mind and body, and wellness programming, as well as extra dimensions that include activities and educational components. ▶



KARL HANCIK/SHUTTERSTOCK

These extra dimensions go a step further by including a number of medically-oriented services such as:

■ **Check-ups and diagnostics**

Assessment of the guest's current state of physical and psychological health is the first step on their journey to healing, given that it allows the medical team to formulate an appropriate programme, and therefore represents a key pillar at integrative wellness destinations.

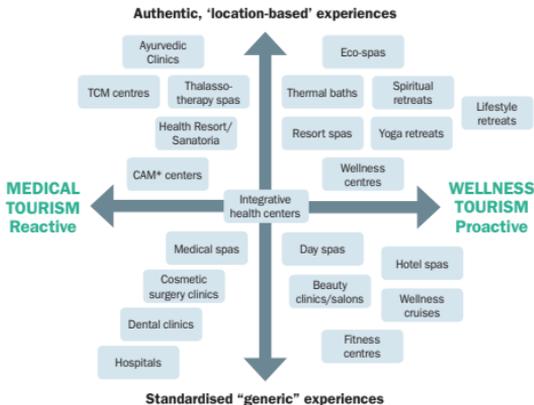
■ **Medical, specialised therapies and biohacking**

Given their inclusion of medical services, integrative wellness destinations commonly offer a plethora of specialised therapies, combining both Eastern and Western healing modalities such as cryotherapy, colonic hydrotherapy, physical therapy, osteopathy and kinesiology.

■ **Rehabilitation**

In these instances, guests who visit an integrative wellness destination may have just undergone surgery and need assistance in getting back into physical shape. These guests require the destination to be modelled slightly differently to others,

MEDICAL TOURISM VS WELLNESS TOURISM



including round-the-clock medical assistance, which may be required in the event of an emergency.

■ **Aesthetics and dermatology**

To capitalise on the higher demand for quick fixes, integrative wellness destinations are increasingly incorporating a selection of aesthetic and dermatological services, such as ultrasound, radiofrequency, laser treatments, body contouring, cosmeceutical treatments, injections, and fillers.

A fine line

The line becomes clearer when a property marketing itself as a medical destination curates more of a hospital-like atmosphere and experience instead

of a relaxing stay within a hotel or resort. A hospital-like atmosphere is usually created once the property includes invasive surgery (ie, rhinoplasty) as part of its service platform, which requires a surgical team and associated facilities. On the other hand, an integrative wellness destination does not necessarily require a comprehensive medical or surgical team, and communicates a very different guest environment, which is more relaxed and comforting, suited to the needs of its target audience.

A prime example of the preventative approach is found at Waldhotel Bürgenstock in Switzerland, which offers minimally invasive medical services while also providing the option of more

Source: Global Wellness Institute, 2018. *Y. CAM - Complementary and Alternative Medicine

An integrative wellness destination communicates a guest environment which is more relaxed and comforting

Dermatological treatments can be offered at integrative wellness centres

SHARON BURTON/SHUTTERSTOCK

extensive treatments, such as wisdom tooth removal, conducted on-site through a local partnership. Thus, the atmosphere conveyed to its guests is not one of recovering patients, but rather of one where guests are focused on prevention and improvement.

An example of a medical destination that is respected for its wellness programmes is Clinique La Prairie, a globally renowned medical clinic and wellness destination. Indeed, Clinique La Prairie is a leading light in preventative medicine, combining bespoke lifestyle and nutrition plans with pioneering medical treatments. Its flagship Revitalisation programme is tailored to clientele's unique requirements to promote

vitality, enhance the immune system, and slow down the ageing process.

Repositioning

For resorts to reposition themselves as a successful integrated wellness destination, certain key elements need to be considered. These include hiring a team of experts and professionals, creating a different organisational structure, implementing equipment usage protocols, establishing local hospital partnerships, and adopting a specific marketing strategy.

■ Hiring of Experts

In order to offer medical therapies within a resort environment, it is fundamental that the property acquires the relevant

licensing and hires recognised medical professionals with the approved qualifications to support the legal requirements. Omitting this part of the process may lead to strict limitations on the range of medical services that can be provided. Additionally, it is important to understand to what extent the medical services offered form a core part of the property's positioning and concept. Indeed, if international expansion is envisioned, the standard medical offering of the property in one country may not be permitted in another due to licensing restrictions. Furthermore, the property must ensure the hiring of a team that delivers a high level of professionalism and creates an environment of safety and trust for guests that come to undergo medical procedures.

■ Organisational Structure

If medical therapies are to be integrated within a resort, it's essential to have both medical and wellness-focused operational teams working together, each having clearly defined roles and responsibilities.

In order to provide a seamless guest flow within the property, the organisational structure must differ in comparison to a typical wellness resort. Ideally, the wellness operational team works under a director of wellness who manages all of the therapists and line staff, while running the day-to-day operation and administration of the department. On the ▶

Establishing a partnership with a local hospital allows the property to provide a wider range of services

► medical side, a senior medical doctor is in charge of all medical treatments and other doctors. Both the director of wellness and senior medical doctor report to a managing director or CEO who verifies that the teams are cohesive and deliver exceptional service and a seamless guest journey.

■ Specialised Equipment Management

It is important to understand whether the use of specialised medical equipment requires the expertise of a registered nurse or a trained doctor. Some of these services may be classified as advanced services and, therefore, may only be administered by a licensed professional. However, training therapists to deliver such procedures would result in payroll inefficiencies, as higher paid specialists can be allocated to other services.

■ Local Hospital Partnership

If the property does not have the resources to provide on-site medical services or wishes to position itself with a more holistic offering, it is recommended that a partnership with nearby healthcare establishments be explored in order to outsource medical services (ie, X-ray scans, bloodwork, etc). Establishing a partnership with a local hospital would allow the property to provide a wider range of services without the fixed costs.

■ Marketing Considerations

A property offering a broad service platform that includes both medical and



GHORNTEN/SHUTTERSTOCK

A number of spas have started providing diagnostics as part of their offering

You can read the full white paper at Horwath HTL's website. www.horwathhtl.com

wellness services will attract customer segments with different expectations. It's recommended that an integrative wellness destination have different sales and marketing teams dedicated to each group, which facilitates the clear and defined promotion of group-specific offerings.

Future outlook

One of the fastest-growing trends in the wellness industry today is the merger of medical and wellness services within wellness resorts. In line with this growth trend, a greater number of spas and resorts have started providing diagnostics and specialised therapies as part of their health and wellness offering.

While the wellness tourism economy has slowed down due to the global pandemic, it is expected to pick up with increased positive momentum as many individuals seek to boost their immune systems, undergo check-ups and diagnostics, and learn how to live a healthier life. Given that most integrative wellness resorts attract a more affluent guest, the pandemic may encourage a shift, opening up a market for more democratic access to treatments and more mid-range integrative wellness resorts that target a broader customer segment. ●

■ About the authors:

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Ingo Schweder is managing director at Horwath HTL Health & Wellness. ischweder@horwathhtl.com



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THE COLOUR OF SPA

Rianna Riego on the need for diversity in our industry

The 'Black Lives Matter' movement that gripped the world in 2020 has re-awakened it to the existence of a system that still discriminates on the basis of colour, gender, age and religion. Being a darker-skinned female and immigrant, my career path in the US has been 'coloured' with many stories of bias, discrimination or assumptions about my abilities due to my appearance or place of origin. At times, that unfortunately has included my beloved spa industry, which prides itself in being a multi-racial/gender/generational tribe of professionals devoted to the cause of wellbeing.

The systemic bias that exists is not intentional on the part of our family of caregivers and nurturers, who are more open-minded than most. The spa industry originated as a counter-cultural cottage industry seeking to connect the mind,

body and spirit. It was later adopted into the larger hospitality world, which failed to be an advocate for the spa mission or to deepen spa's role as a profound healthy experience rather than a checklist amenity item. As spa and wellness services migrated from their cottage origins to the established travel industry, the biases of society also bled into our industry. Even in a female-dominated, environmentally conscious workforce, women became managers and operators, but were not fully represented in corporate decision-making. Many biases I experienced were subtle and part of the power dynamics within a company, but others were more apparent.

I've had the opportunity to be the face and voice of a brand, and was surprised to hear later that some of the ownership were not aligned with the idea of having me represent the



brand. I wondered if it was the fact that I was older and not white, because it couldn't have been my qualifications. At another facility, I was astonished when one of the co-owners admonished me for hiring a Black male director for fear of 'scaring' the guests, who they felt might find his presence intimidating.

Having had a record of hiring a very diverse, multi-cultural staff, I have witnessed certain guests indicate a preference to not have Black, Hispanic,

An industry that started out wanting to heal the world needs to rediscover and articulate its commitment to humanity.

This is our strength and we should champion it.



Millennial customers
– and workers – are
increasingly non-white

gay or older therapists through direct statements, or by changing or cancelling their appointments. The spa experience is very personal, and there are levels of comfort and discomfort we should respect. But is the discomfort from a white woman being touched by an African American male therapist a cultural issue or a privacy right? What should the ideals of our industry be? How do we balance personal and social dynamics (separate from protected class law)? And where do we draw the line?

The demand for spa and wellness services is growing, but the experienced workforce is shrinking. Our industry has not been able to attract a proper representation of the millennial

workforce, which is now closer to 50 per cent non-white in the US. This next generation workforce needs to see more diversity at the helm to attract them. Furthermore, a spa and wellness career is a noble vocation, but unfortunately service is being confused as subservience by a younger workforce that finds the dot.com world more alluring. An industry that started out wanting to heal the world needs to rediscover and articulate its commitment to humanity. This is our strength and we should champion it.

Social issues are complicated, requiring thoughtful deliberation and strategic action. Most people in our industry are tolerant, socially conscious and caring. We are at an inflection point in our

society. Our industry was borne out of a passion to care for others, and we now have an opportunity to help calm and heal the world while redefining how the world views wellness – as a lifestyle choice that embraces diversity as its norm. Setting the example, stretching the boundaries and holding our space is the only way. And if anyone can do it, we – the spa and wellness industry – can. ●

■ About the author:

Rianna Riego is a Philippine-born spa consultant living in the US, who has more than 20 years of experience in opening, operating and consulting for spas. www.therianna.com



Nature & Wellbeing

In an excerpt from his new book, *COVID-19: The Great Reset*, economist Thierry Malleret explains how access to nature has taken on an even greater importance for our mental and physical health

During lockdown, many people in cities reported longing for green spaces

The pandemic has proven to be a real-time exercise in how to manage our anxiety and fears during a period of extraordinary confusion and uncertainty. One clear message has emerged from this: nature is a formidable antidote to many of today's ills. Recent and abundant research explains incontrovertibly why it is so. Neuroscientists, psychologists, medical doctors, biologists and microbiologists, specialists of physical performance, economists, social scientists: all in their respective fields can now explain why nature makes us feel good, how it eases



Scientists can now explain the physical and mental benefits of being in nature

SPA PRODUCT TONSASHUTEROCK

physical and psychological pain and why it is associated with so many benefits in terms of physical and mental wellbeing. Conversely, they can also show why being separated from nature in all its richness and variety – wildlife, trees, animals and plants – negatively affects our minds, our bodies, our emotional lives and our mental health.

Longing for greenery

COVID-19 and the constant reminders on the part of health authorities to walk or exercise every day to keep in shape place these considerations front and centre. So

did the myriad of individual testimonies during the lockdown showing how much people in cities were longing for greenery: a forest, a park, a garden or just a tree. Even in the countries with the strictest lockdown regimes like France, health authorities insisted on the need to spend some time outside every day.

In the post-pandemic era, much fewer people will ignore the centrality and the essential role of nature in our lives. The pandemic made this awareness possible at scale (since now almost everybody in the world knows about this). This will create more profound and

personal connections at an individual level with the macro points about the preservation of our ecosystems and the need to produce and consume in ways that are respectful of the environment. We now know that without access to nature and all it has to offer in terms of biodiversity, our potential for physical and mental wellbeing is gravely impaired.

Immunity and Inflammation

Throughout the pandemic, we were reminded that rules of social distancing, hand washing and mask wearing (plus self-isolation for the most vulnerable

Getting outside for a daily walk helped many people cope during lockdowns

people) are the standard tools to protect ourselves from COVID-19. Yet, two other essential factors that are strongly contingent upon our exposure to nature also play a vital role in our physical resilience to the virus: immunity and inflammation. Both contribute to protecting us, but immunity decreases with age while inflammation does the opposite: it increases.

To improve our chances of resisting the virus, immunity must be boosted and inflammation suppressed. What part has nature to play in this scenario? She is the leading lady the science now tells us! The low-level of constant inflammation experienced by our bodies leads to all sorts of diseases and disorders, ranging from cardiovascular conditions to depression and reduced immune capabilities. This residual inflammation is more prevalent among people who live in cities, urban environments and industrialised areas. It is now established that a lack of connection with nature is a contributing factor to greater inflammation, with studies showing that just two hours spent in a forest can alleviate inflammation by lowering cytokine levels (a marker of inflammation).

Lifestyle Choices

All this boils down to lifestyle choices: not only the time we spend in nature, but also what we eat, how we sleep, how much we exercise: these are choices that point to an encouraging observation: age does not have to be a fatality. Ample research shows that together with nature,



SHUTTERSTOCK/STEFAN SCHNEIDER

It is now established that a lack of connection with nature is a contributing factor to greater inflammation

ABOUT THE BOOK:

COVID-19: The Great Reset is a guide for anyone who wants to understand how COVID-19 is disrupting our social and economic systems, and what changes will be needed to create a more inclusive, resilient and sustainable world going forward.

Klaus Schwab, founder and executive chair of the World Economic Forum, and Thierry Malleret, founder of the Monthly Barometer, explore what the root causes of these crises were, and why they lead to a need for a great reset. The book can be found on Amazon.

diet and physical exercise can slow, even sometimes reverse, our biological decline. There is nothing fatalistic about it! Exercise, nature, non-processed food... They all have the dual benefit of improving immunity and suppressing inflammation.

The reset for individuals: the pandemic has drawn our attention to the importance of nature, and going forward, paying more attention to our natural assets will progressively become paramount. ●

■ About the author:

Thierry Malleret is the managing partner of the *Monthly Barometer* – a succinct predictive analysis provided to private investors, global CEOs and some of today's most influential opinion and decision-makers. He and his partners also run the Summit of Minds.





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Adapting to a post-COVID world

Kevin Kelly, a 30-year-veteran of the spa industry, reflects on what the future holds for spa and wellness

As companies in the high-touch spa and wellness industry grapple with COVID-19, including closings, reduced service menus, new hygiene protocols and testing, there is an overarching new normal that businesses should prepare for. In the post-COVID world, adapting to the rippling impacts on global connectivity (climate, supply chains, disease, economies and politics) requires rapid adoption of evolving technology.

According to a McKinsey & Company report, during the initial three months of the COVID-19 outbreak, many industries implemented technology and “touchless” services at a scale that would normally have taken three years. And many companies are quickly establishing new remote-work policies that will alter real estate demands, workplace socialisation and customer service expectations. So, what does this mean to the wellness industry?

Human interaction is the hallmark of our industry, and will remain so for at least another generation or more until

telepresence technological options are viable. Even then, the human element, combined with artificial intelligence (AI), will be important to provide an emotional experience that is integral to wellbeing. To grow, the spa and wellness industry must integrate better content, diagnostics and technology to elevate the quality of the services, particularly coming off a pandemic in which health and science were brought to the fore. For instance, the US\$16.2bn health and fitness wearables market is forecast to grow to US\$24.5bn in 2023, in large part due to the virus outbreak.

Wellness redefined

Kai-Fu Lee’s book, *AI Super-Powers*, provides a graph with four quadrants showing where AI will reside in the workplace. In the near term, two quadrants show the symbiotic benefit of AI and human interaction and the

The health and fitness wearables market is forecast to grow to US\$24.5bn



ARTEN WANTSIN/SHUTTERSTOCK

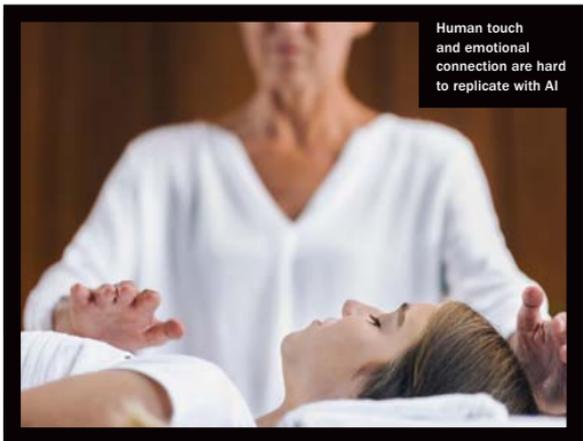


The spa and wellness sector can no longer define itself as either a hotel amenity or alternative health treatment – both are too limited

other two suggest AI will replace human labour. Based on his description, I would rather be a massage therapist than a medical radiologist in five years. AI may be able to read an X-ray and CAT Scan better than a human can soon, but it will take longer before telepresence and robotics can provide a substitute for human touch and emotional connection.

Two lessons from the COVID tragedy are 1) companies that are nimble and embrace technology will advance faster than their competitors who don't, and 2) according to a study conducted by American LIVES, after living a "compromised-year" many people are reorienting their lives and choosing to focus on their health and emotional wellbeing. The spa and wellness industry can play an important role in response to this growing consumer need.

To capture market-share, the spa and wellness sector can no longer define itself as either a hotel amenity or alternative health treatment – both are too limited. Wellbeing is the culmination of one's lifestyle and involves many



Human touch and emotional connection are hard to replicate with AI

MICROSOFT/SHUTTERSTOCK

disciplines in a globally connected world. This means we need to be proficient in the healing arts as well as meditative, nutritional and fitness best-practices and content development and data and technology integration delivered in an emotionally safe environment to support behavioral change.

An open lane

To borrow an example from another industry, Tesla combines a multitude of technologies and disciplines involving transportation, energy, data collection and human behavioral sciences. It understands its role in an interconnected world. Just as Tesla is not simply a car company, a wellbeing organisation must be more than its treatments and tools. In an ever-connected sustainable world in

which people will strive to achieve greater wellbeing, the spa and wellness industry has an open lane. Those who can adapt by incorporating technology and science within its human-touch practices will excel, and those who can't will adhere to Schumpeter's economic market theory of creative destruction, and go the way of the horse-drawn buggy whip. ●

■ About the author: Kevin Kelly, CEO of Sensei, is a wellness and hospitality leader with more than 30 years in the industry. Prior to Sensei, his roles included founder/chief executive officer of CIVANA, partner and chief executive officer of Two Bunch Palms, and chief branding officer and president of Canyon Ranch.



WELL RATED

COVID-19 has meant a renewed focus on placing health at the centre of design. [Ann Marie Aguilar outlines details of a new health and safety rating that can help provide confidence and trust to your guests](#)

TUPHOTOENGINEER/SHUTTERSTOCK

Buildings are where we live our lives: we spend 90% of our time indoors



The physical and social environments we live in influence our well-being

JACOB LUND/SHUTTERSTOCK

The spa and hospitality industry has been hit particularly hard by the COVID-19 pandemic. Locations around the world have been forced to close at a time when the restorative, health-promoting measures that spas and wellness rooms can offer are critically needed to help support people dealing with both physical well-being and mental health challenges such as stress, anxiety and isolation.

At the International WELL Building Institute, we recognise that our buildings, organisations and communities are our most powerful tool in supporting our health and well-being. According to the US Centers for Disease Control and Prevention (CDC), the majority of what

influences our health and well-being is based on the physical and social environments that we live and work in. The WELL Building Standard (WELL), a framework utilised by more than 4,900 projects across 698 million square feet, supports the creation of physical and social environments that give people an opportunity to be the healthiest versions of themselves. With its foundation in research and evidence, as well as global focus, WELL translates what we know into what we practice. Many of the research-backed strategies within WELL, spanning from building design and operations, to company programmes and policies, provide an actionable framework for organisations and communities to move toward a safer and healthier future.

HEALTH-FOCUSED DESIGN

As a result of this global crisis, we're seeing renewed attention to our buildings and the need to place health and equity at the center of their design, construction and operation. Buildings are where we live our lives, and they can help, or they can hinder. A greater focus on ventilation, fresh air, filtration, and hygiene and handwashing support is critically needed as all types of organisations prepare to get back to business. Organisational policies and practices, too, have the potential to help mitigate the spread of the disease, as well as influence the mental health of employees during a time like this. Providing mental health support, maintaining connectedness and providing education regarding the benefits of a

INDUSTRY INSIGHTS

healthy lifestyle are important as ever. Transmission of COVID-19 largely occurs within indoor and enclosed environments, where people spend 90 per cent of their time. And while longer-term design strategies are important in reducing the risks of infectious disease spread overall, the urgent need to meet high health and safety standards in the existing buildings we need to return to has prompted a laser focus on strategies that can be implemented immediately to protect all stakeholders from acute threats.

WELL HEALTH-SAFETY RATING

What has emerged is the WELL Health-Safety Rating for Facility Operations and

Management, an evidence-based, third-party verified rating focused on operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post COVID-19 environment now and broader health and safety-related issues into the future. Drawing on principles established by the WELL Building Standard, the rating focuses on key elements such as cleaning and sanitisation procedures; emergency preparedness programmes including plans to support business continuity, remote work readiness and project re-entry; health service resources such as improving access



The COVID-19 pandemic has highlighted the critical role that buildings play in supporting people's health, safety and well-being

ALLIANCE IMAGES/SHUTTERSTOCK



A greater focus on ventilation, filtration and hygiene is needed

to healthcare, vaccinations and paid sick leave; and air and water quality management. Finally, stakeholder engagement and educational resources are critical to help individuals cultivate healthy habits and resilience in response to physical and mental health stressors.

Air and water quality management has been of particular interest to businesses across the industry, as these interventions can reduce exposure to pathogens which can enter our system through breaks in the skin or through our body's natural openings, such as our mouth, nose, and eyes. Without proper maintenance and filtration, heating, ventilation and air conditioning systems can build up mould and particulates that can propagate respiratory diseases, especially after periods of inactivity. Specific measures to help minimise the spread of infectious diseases such as COVID-19 include mitigating indoor air pollution by increasing



Air quality management has been of particular interest in the industry

MARCO MOUTRIFF/ISTOCK

fresh air supply through mechanical and/or natural means, avoiding air stagnation, implementing proper maintenance and air filtration through inventories of air treatment systems, and monitoring water and indoor quality parameters.

INTERNATIONAL GUIDANCE

The WELL Health-Safety Rating is informed by guidance developed by the World Health Organization (WHO), the CDC, global disease control and prevention centres and emergency management agencies, recognised standard-making bodies, such as ASTM International and ASHRAE, leading academic and research institutions, and IWBI's Task Force on COVID-19. The rating also includes insights collected through the WELL Advisory for Hotels and Resorts – comprised of representatives from Mandarin Oriental Hotel Group and Loews Hotels – along with co-chairs Richard Carmona,

17th Surgeon General of the US, and Stacey Rizza, MD, Professor of Medicine-Infectious Disease and President of the Staff at Mayo Clinic Rochester.

Already, more than 7,000 properties totaling nearly 400 million square feet in 21 countries have enrolled in the WELL Health-Safety Rating programme across every type of building and facility – from offices and hotels, to schools and sports stadiums, as well as retail establishments, restaurants, and theatres and entertainment venues. A number of notable organisations from around the world – the New York Yankees, Royal Albert Hall and the Empire State Building – have already committed to the programme so that we can get back to our workplaces and many of our favourite pastimes and wellness activities sooner than later.

The COVID-19 pandemic has highlighted the critical role that buildings play in supporting people's health, safety and

well-being. Earning the WELL Health-Safety Rating seal can help properties signal to employees and guests that evidence-based protocols, grounded in science, have been adopted and verified with third-party document review. This is an important first step as we help ensure investors that their assets are resilient and prepared and provide much-needed confidence and trust to the people inside our buildings. ●

■ About the author:

Ann Marie Aguilar is senior vice president, commercial for the International WELL Building Institute (IWBI). Based in London, she oversees the day-to-day activities of IWBI across the EMEA region. She supports the business development and technical teams and is the first point of contact for clients and design teams interested in all applications of WELL Certification.



FUTURE SHOCK

Technology and artificial intelligence are increasingly finding their way into the wellness space. Professor Mary Tabacchi explores some of the questions we should be asking ourselves as an industry



In the coming years, one of the most profound changes to our industry – and to our world – will come in the form of artificial intelligence, or AI. AI may sound scary and futuristic, but it's already here, and being used for some incredible purposes.

It was advanced AI technology that allowed a genius like Steven Hawking to communicate in spite of his deteriorating ALS. Now, some paralysed people depend

upon neuron stimulation that allows them to move damaged limbs. With similar technology, it may be possible to control impulses such as overeating or overreacting – a new way to combat obesity or too much sedentary activity, or to help people control venting anger in an unsafe manner. I've worked with a few groups who, in concert with physicians and scientists, have developed new ways to help treat those who may be stressed, using devices that can read the balance of the parts of the brain where excitability, stress and fright originate, and designed a system where people can get both personal and AI assistance.

In the beauty and wellness industry, some examples of AI already in use include shopping with virtual mirrors that let you try on makeup, clothes, or even a new hairstyle virtually. Apps that manage stress and anxiety, including HeadSpace for meditation and

mindfulness, or nutrition trackers like FoodUcate and virtual trainers like Vi Trainer, are increasingly moving into the wellness space. There seems to be an app for every wellness practice: food and nutrition, fitness, meditation, even communication with a trainer.

Move over *Star Wars* – a hologram receptionist meets you at the front lobby of the hotel or spa, and a robot delivers your room service order. How about robots who give massages? California-based Massage Robotics is proposing just that, with a full-size robot that can give customised full-body massages. "Naked, are you safer with a stranger or a robot?" the company asks on its crowd-sourcing page. It claims robots will open up the massage market to a whole new group of people, explaining: "A robot will never judge a person's body, never get tired and never need a tip."

Robots may soon find their way into hospitality



JULIA SHUTTERSTOCK



Do we really want machines that can properly massage our bodies? Perhaps this may be an answer while COVID-19 is still an issue, but what about the need to be near humans – something that has been possible for years? I'd prefer a human masseuse – but reducing infections is truly necessary.

So why AI for wellness? Due to the presence of COVID-19, we may become more dependent on both apps and even AI. Perhaps AI can emulate experiences at health resorts. Could technology help bring the relaxing sound or vibrations of natural springs to people at home? Or could AI deliver the same kinds of experiences we have at the best destination spas? AI might be able to emulate such experiences at destination spas – but is it the same? Would AI even be competition for destination and day spas in the absence of the camaraderie of humans?

Due to COVID-19, we may become more dependent on artificial intelligence

It is important to understand how serious AI is to all destination spas, wellness centres, senior homes and day spas

It is important to understand how serious AI is to all destination spas, wellness centres, senior homes and day spas for both personnel and patients. The spa and wellness business is changing rapidly, and I am not sure that we will go back to pre-COVID days. The question remains: how can we use AI to enhance mental and physical health? For our industry, there are likely as many questions as answers, but these are important issues all of us should be carefully considering. ●

■ **About the author:** Mary Tabacchi, professor emerita at Cornell University, is a founding member of Cornell Institute for Healthy Futures. Dr Tabacchi also serves on the board of directors for the Global Wellness Summit, The New York Spa Alliance, the Green Spa Network, and has served on the board of ISPA. She has a PhD in biochemical nutrition, biostatistics and is a well-respected author and researcher. ▶



INDUSTRY INSIGHTS

In the face of the pandemic, spas are in the position to bring nutrition centre stage with a focus on holistic wellbeing. Cornell University's Heather Kolakowski details the latest in nutritional trends and science

EATING WELL



Plant-forward dishes can provide colourful options for spa guests

The pandemic has impacted the ways spas conduct their programming and structure their in-person offerings and as people seek to better their health, the role of nutrition has become increasingly important in this wellness space. Many well established spas, such as Canyon Ranch in the US, have offered healthy cuisine, as well as diet and nutrition educational programmes, to guests. The pandemic has heightened the desire to boost and maintain health to withstand illness, and spas are in a position to address this need.

Remote-access settings like podcasts or Zoom meetings to discuss healthful eating and to offer virtual programming when in-person experiences are limited can reach further than the traditional market for a spa. This opportunity to have a broader target market to promote

product offerings, such as healthy foods and nutritional education, can help sustain the brand awareness of a spa during a time when it may be forced to reduce its in-person guest interactions.

The Mediterranean diet and plant-forward offerings

While some spas are focused more specifically on weight loss, many more have the opportunity to promote overall healthy eating habits for their guests. The Mediterranean diet is one of the healthy eating plans recommended by the *Dietary Guidelines for Americans 2020-2025* to promote health and prevent chronic disease, and has been consistently ranked by the *US News & World Report* as one of the best overall diets. This diet is typically high in vegetables, fruits, whole grains, beans, nut and seeds, and olive oil.

Plant-forward, while not a new concept in the spa world, continues to rise in popularity in the mainstream food service sector, lending itself to unique offerings in the spa market. According to Technomic's '50 Menu Trends to Watch' in the third quarter for 2020, plant-based items such as coloured chickpeas, banana blossoms as a meat substitute, plant-based caviar, and yarrow, to name a few, are on the rise in popularity on menus. Continuing the trend of focusing on local, sustainable and organic food offerings in spa menus will also be important, in addition to the added factor of how climate change is affecting the food supply.

Anti-inflammatory/immune boosters

Our immune systems require balance and harmony to work effectively. While there is a lot of discussion about how

ITALIANA BRANOW/SHUTTERSTOCK



The pandemic has heightened the desire to boost and maintain health to withstand illness, and spas are in a unique position to address this

Leafy greens, nuts and healthy oils are part of the Mediterranean diet



Several studies support the idea that chronic inflammation can lead to weight gain and disease

to boost your immune system through supplements and nutrients, there have been relatively few studies of the effects of nutrition on the immune system of humans. A healthy, balanced diet can help support the immune system by providing regular nourishment.

There have been several studies, however, that support the idea that chronic inflammation can lead to weight gain and disease. According to Harvard Health Publishing, an anti-inflammatory diet should include tomatoes, olive oil, green leafy vegetables, nuts, fatty fish and fruits such as strawberries, blueberries, cherries and oranges, if tolerated. To reduce inflammation, aim for an overall healthy diet, in particular the Mediterranean diet, which is high in fruits, vegetables, nuts, whole grains, fish and healthy oils. Fresh herbs and spices add antioxidants and flavour, and turmeric and garlic can help curb inflammation, if tolerated.

Food Safety

With the reopening of in-person services, the consideration of food safety is paramount in whichever culinary



A healthy, balanced diet can help support the immune system

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programme a spa implements. Following health guidelines and policies during meal preparation and service, such as frequent hand washing and sanitising procedures, is critical to ensure guest and employee safety. Whether a spa outsources its food preparation to a local restaurant or hotel kitchen or prepares the meals on-site, clear communication of the practices in place will help ease the mind of guests that might still be uncertain about their safety. From placing posters or signs informing guests of the safety measures implemented, verbally confirming hygiene practices or even demonstrating them in front of the guest, your organisation can reassure them that you have their best safety interests top of mind.

Keeping these particular food items and safety measures in place when planning culinary options for guests at the

spa can help to increase their awareness of the impact of nutrition on their overall wellness. These concepts can help spas focus on a new kind of healthy eating, which considers many factors such as nutrition, food safety and flavour. ●

■ About the author:

Heather Kolakowski is an associate director for the Cornell Institute for Healthy Futures and Lecturer in Food and Beverage Management at the SC Johnson College of Business, School of Hotel Administration at Cornell University. As a passionate foodie, Heather studied at the Culinary Institute of America, as well as the School of Hotel Administration, and currently teaches an elective course in Non-profit Social Enterprise and Food Justice.



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spa business

2020 – 2021 HANDBOOK

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MANNER OF SPEAKING

As restrictions limiting travel and gatherings slowly ease, businesses – including spas – are beginning to reopen, and consumers are returning to the routines that COVID-19 disrupted. However, to what extent and at what pace consumers will return to spas is less certain. After all, many reopened facilities will only be able to serve a limited number of guests, and stringent sanitation and physical distancing protocols will likely remain in place for a while. Will at-home treatments replace the spa-going experience for some? Will guests balk at the idea of receiving treatments where distancing isn't possible? How attentive will they be to spa sanitation and hygiene policies?

ISPA's latest study reveals consumer attitudes to pay attention to in the aftermath of COVID-19. Josh Corman picks out key details



PHOTO: SARA CORMAN

Those are just a few of the questions that a recent International Spa Association (ISPA) Consumer Snapshot study attempted to answer. Conducted in tandem with PricewaterhouseCoopers, the study, which surveyed more than a thousand people in the US, highlights consumer attitudes toward visiting reopened spas (75 per cent of respondents were spa-goers and

25 per cent were non-spa-goers). The survey also looked at their broader expectations for and concerns about returning to "normal life" after pandemic-related restrictions are lifted.

Heightened wellbeing

When the study was conducted in April, 2020, 90 per cent of respondents said they were only leaving the house

Table 1: Once the coronavirus situation improves and businesses reopen, how nervous are you about doing any of the following?

	Not nervous	A little nervous	Very nervous
Attending a work-related conference/convention	28%	42%	30%
Getting a nail service (eg manicure/pedicure)	31%	44%	25%
Getting a haircut at a salon	37%	46%	17%
Participating in a group fitness class/activity	27%	44%	28%
Visiting a spa	28%	47%	25%
Eating out in a restaurant	27%	51%	23%
Going to a shopping mall	27%	47%	27%
Visiting family or friends	48%	39%	13%
Taking a flight	19%	43%	38%

Source: ISPA Consumer Snapshot Volume X, May 2020



Lingering concerns about COVID-19 may delay the return of a significant portion of spa-goers beyond the earliest stages of reopening



PETER HASSEL PHOTOGRAPHY/COURTESY OF NORTHERN QUEST

Northern Quest Resort has maintained revenues by only offering high profit services

to perform vital tasks such as grocery shopping. During this period of isolation, substantial portions of those surveyed said they were eating more healthily (41 per cent), getting more exercise (40 per cent) and doing more to look after their mental wellbeing (55 per cent). Given the many stresses of life during the COVID-19 crisis, it may be unsurprising that respondents reported increased attention to their own wellbeing.

When it came to approximating their spa routines at home, however, spa-goers revealed a mix of habits. While 58 per cent claimed that they were maintaining at-home skincare regimens and 50 per cent were performing nail

Average call times went from three to nine minutes... spas should consider hiring or assigning additional staff to field such enquiries

services themselves, only 22 per cent were attempting massage (74 per cent said they were going without). Just 31 per cent were undertaking their own hair services (63 per cent said they were going without). For some consumers, purchasing habits related to personal

care also shifted during the pandemic. Twenty-two per cent of respondents, for example, said they were spending less money on skincare products and 31 per cent were spending less on nail polish.

Pent-up demand

This combination of a heightened attention to physical and mental wellbeing and some attempts to keep up with spa routines suggests that these services remained in high demand, regardless of whether respondents had access to professional service providers. As spas in the US have begun to reopen in recent months, the suspicion that this pent-up demand would result in a bookings

boom has been borne out, at least anecdotally. Respondents to ISPA's June Snapshot Survey (a more informal trends survey collecting real-time feedback) noted that consumer response to their reopening efforts has been positive. Ninety-three per cent of those questioned labelled guest response to reopening as "favourable" or "highly favourable," while 76 per cent reported that the volume of bookings at their spas had fallen into one of those two categories.

Concerns remain, however, that this high demand for services could give way to more modest demand following an initial surge of especially eager guests. When respondents were asked how

nervous they would be to visit a spa once they reopen, 28 per cent said they would not be nervous at all and nearly half (47 per cent) said they would be a little nervous (see Graph 1). A quarter of respondents, meanwhile, claimed that they would be very nervous to visit a spa. These totals compare favourably to the nervousness respondents expressed regarding other public activities. For example, 38 per cent of respondents said they would be very nervous to take a flight, 27 per cent would be very nervous to go to a shopping mall and 23 per cent very nervous to eat at a restaurant.

Though it's impossible to know exactly how those attitudes will translate to

real-world behaviours, the balanced responses suggest that lingering concerns about COVID-19 may delay the return of a significant portion of spa-goers beyond the earliest stages of reopening. However, because of occupancy restrictions and the resultant reduction of available appointments at many spas, such a delay may not be readily apparent for some time, if it occurs at all.

Reopening advice

Unfortunately for spas attempting to forecast revenues and set budgets, this sort of uncertainty may well linger for the foreseeable future. In part, that's because the behaviours that consumers anticipate adopting and the behaviours that they ultimately exhibit are not likely to align perfectly. The extraordinary steps – including heightened sanitation standards and extensive use of PPE – that many spas have taken to reassure their guests may prove key in reducing the nervousness mentioned above. To that end, spas should be prepared to educate their guests on any new policies or operating procedures and to answer their questions.

According to ISPA's study, this information will almost certainly be in high demand: only 15 per cent of spa-goers said they would be unlikely to ask about or seek out a spa's sanitation and hygiene practices, while 60 per cent said they would be likely to do so. During a series of virtual Town Hall events hosted by ISPA in June and July 2020, Katlyn Hatcher of Nemaocoin Woodlands Resort in Pennsylvania noted that reservation calls often "became an education session on COVID-19 and [our] new processes." While other operators said "average call times went from three to nine minutes",

About two-thirds of people plan to spend at least the same amount of money as usual on spa services, while 16% actually expect to spend more



Table 2: Once the coronavirus pandemic ends, do you expect to spend more, less or the same amount on the following activities?

	I expect to spend more	I'll spend the same as usual	I expect to spend less
Online shopping	18%	64%	19%
Shopping in stores	25%	58%	17%
Beauty products	13%	71%	15%
Spas	16%	65%	19%
Salon services	17%	70%	13%
Fitness centre/gym	22%	64%	14%
Travel	31%	51%	18%
Leisure activities	28%	61%	12%
Eating out	31%	51%	17%

Source: ISPA Consumer Snapshot Volume X, May 2020

By leveraging relationships with vendors, Trilogy Spa Holdings was able to sell products even though spas were closed

suggesting spas should consider hiring or assigning additional staff to field calls.

The Town Hall series also highlighted the benefits of technology partners and some key advice on getting creative to keep up revenues. Mario Tricoci salons took pressure off its call systems, for example, by first guiding guests towards its app developed by Zenoti, while Shane Bird from Turning Stone says online forms, created in collaboration with Book4time, helped ease physical check-in pressures.

To help keep revenues up while operating at reduced capacity, Yvonne Smith from Northern Quest Resort used ResortSuite's yielding tool to work out which treatments offered the highest profits – by only offering those services the spa has managed 80 per cent of revenues for the same period a year ago. Garrett Mersberger at Blue Harbor Resort said a number of its therapists have been more flexible with working hours, which has helped it to treat more guests than expected in its restrictive Thursday to Sunday opening period.

In other advice, Brennan Evans of Trilogy Spa Holdings says it's had good results with group deal sites such as Groupon (while paying strict attention to yield) and by leveraging relationships with vendors such as Naturopathica, FarmHouse Fresh, NuFace and Babo,



At Nemacolin Woods booking calls have become 'education sessions' on new policies

NEMACOLIN WOODS ANDER RESORT

which enabled it to make retail sales even when those spas were closed.

Also encouraging for spas is this final piece of data from ISPA's Consumer Snapshot: when spa-goers return, about two-thirds say they plan to spend at least the same amount of money as usual on spa services, while 16 per cent actually expect to spend more than they did prior to the pandemic's arrival (see Graph 2). For an industry eager to rebound from such a financially uncertain and trying time, hopes will be high that those figures do indeed bear out once the doors are open more regularly again. ●

To download a full copy of ISPA's Consumer Snapshot Volume X study, visit www.experienceispa.com



■ About the author: Josh Corman is director of education and research at ISPA ispa@ispastaff.com



New perspectives

Surveys from the UK Spa Association and *Good Spa Guide* gave the country's operators valuable industry and consumer insights. We examine how they're helping spas to reopen in a much-changed, post-lockdown world

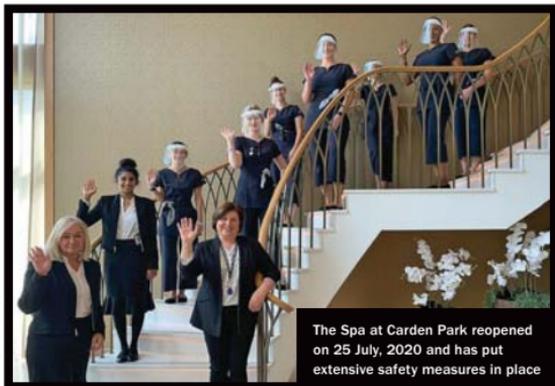
After nearly four frustrating months, spas across the UK were legally allowed to reopen on 13 July, 2020 – a positive move for the nation's 3,500-plus facilities that make up the seventh largest spa market in the world (according to the 2018 *Global Wellness Economy Monitor*).

But the reopening was short-lived; in November, a second nationwide lockdown forced spas to close their doors once again. They reopened at the beginning of December, but the country was soon rushed into various states of lockdown as a new variant of COVID-19 saw cases rising quickly. By January, 2021, the

UK was in its third full lockdown, and spas were closed once again. As of press time, the word is that this could last until at March. It's difficult for spas to know how to plan for the future with things changing so quickly, but earlier in the pandemic, two respected organisations – the UK Spa Association (UKSA) and spa-goer-focused *Good Spa Guide* – co-ordinated efforts to canvass both industry and consumer expectations to get a clearer idea of the lay of the land. *Spa Business* analysed the findings to pinpoint the potential challenges and opportunities that lie ahead.

Returning to spas

The good news is that there are strong indications that the UK will experience the same trend for pent-up spa demand that's happening elsewhere in the world. In its *CV-19 Spa Report*, based on a survey of 5,000 spa-goers in May 2020, the *Good Spa Guide* found that people said they'll go back to spas as soon as they reopen (48 per cent) or within a couple of months (36 per cent). The core market, aged 46-60, are reportedly the most confident to return, and overall 6 per cent of respondents plan to visit



The Spa at Carden Park reopened on 25 July, 2020 and has put extensive safety measures in place

COURTESY OF CARDEN PARK



Expect a spa boom once lockdown eases

Daphne Metland, Good Spa Guide

more regularly than before. Furthermore, 80 per cent of people expect to spend the same amount of money or more, than they did before the pandemic.

Good Spa Guide director Daphne Metland says: "Expect a spa boom once lockdown eases; people haven't been able to treat themselves for a long time and now more than ever we're reminded that we must look after our own wellbeing. After 9/11, spa bookings increased dramatically. Many people who thought they would get around to booking a spa trip 'some time' suddenly realised the future was uncertain. I think we're seeing the same effect here and will see spa bookings increase."

Even before Lockdown 3, the UKSA's *What's Next for Wellness?* survey, which was based on the views of 380 operators, consultants, therapists and suppliers in May 2020, found that only 13 per cent of all industry respondents anticipated opening in full and were expecting lower occupancy levels. Twenty-two per cent

of spas felt they'd run at 26-50 per cent occupancy, 14 per cent predicted 51-75 per cent occupancy, 12 per cent expected 0-25 per cent occupancy. Only 2 per cent predicted 76-100 per cent occupancy.

COVID-safe spaces

With nationwide social distancing measures in place, the majority of UK spa-goers believe spas offer a safe environment, and only 13 per cent of Good Spa Guide survey respondents were apprehensive about going to a spa. Yet, they did expect adequate protocols, and 82 per cent of people said they want to know about a spa's hygiene policy in advance. Many expect that policy to include regular testing of staff and a limit on the number of guests in the spa.

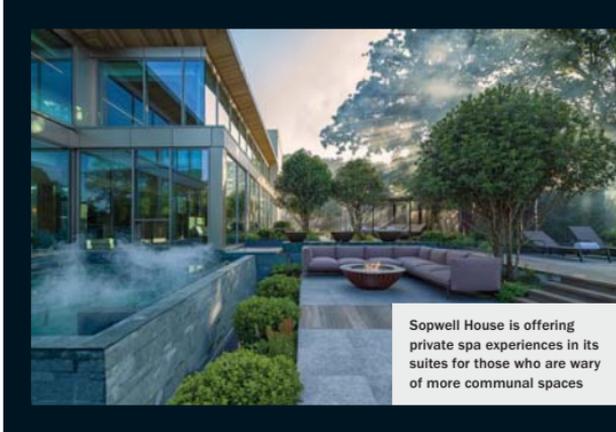
Metland says: "Following the pandemic, we'll all need more privacy. Timed use of facilities, screens in relaxation rooms, and more private areas will become the norm, so spas with private areas will win customers, as will smaller spas that can

be booked by friends and families who want a private experience."

Overall, consumers want therapists to wear PPE such as a mask, gloves and a disposable apron, while a smaller group suggested therapists should wear full-face protection such as a visor. Nearly every spa-goer surveyed (98 per cent) would be happy to have their temperature checked on arrival, followed by some respondents explaining they'd expect to re-book their spa day at no cost if they were barred entry.

The UKSA survey shows that spas are putting a number of measures in place (see Graph 1). When asked "What actions should spas be considering in light of COVID-19?" the most popular suggestions were contactless payments, updated terms and conditions in relation to COVID-19, restricted use of communal spaces, visible hygiene signage, limiting footfall and phased reopening.

After an urgent call for official reopening rules, the UK government finally



Sopwell House is offering private spa experiences in its suites for those who are wary of more communal spaces

COURTESY OF SOPWELL HOUSE

► published its recommendations – *Keeping workers and clients safe during COVID-19 in close contact services* – on 23 June, 2020. (To view the document, go to www.spahandbook.com/closecontact).

The UKSA, which was involved with governmental conversations during the process, published its own more spa-specific COVID-19 Reopening Guidelines a day after that, which can be read in detail using this link: <http://lei.sr/5b2x9>. They feature advice about managing risk of infection, returning to the workplace, PPE, social-distancing, cleaning and equipment, as well as information on how to approach treatments and handling treatment room sanitation. There's also guidance on reopening pools and thermal areas, managing retail, laundry procedures, bookings and handling marketing and communication during reopening.

UKSA chair Adam Chatterley says: "We all know spas already have rigorous hygiene procedures and ever since lockdown, they've been working hard to prepare as best they can to start welcoming people back. But they've been 'flying blind' to some degree. Finally having guidelines from the government allows spas to assess their own efforts and make any adjustments where necessary – and in most cases their preparations far exceed what's been laid down in the government's document."

What's on the menu?

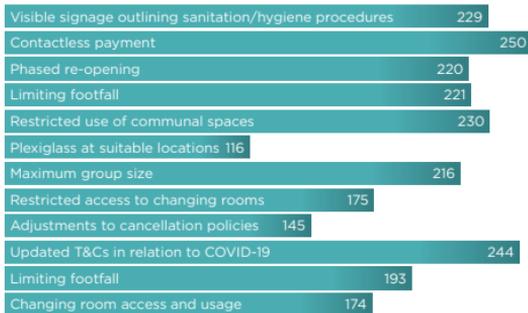
So, when spas in the UK begin to reopen, how will they adapt their offerings? According to the *Good Spa Guide*, only half of spa-goers say they will be happy having a facial or eye treatment, while 60 per cent would be comfortable with a massage and 69 per cent would opt



In most cases the preparations made by spas far exceed what's been laid down in the government's document

Adam Chatterley, UKSA

GRAPH 1: What actions should spas be considering in light of COVID-19*



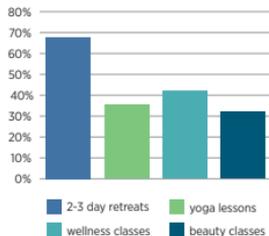
*Source: UK Spa Association's *What's Next for Wellness?* survey, May 2020

for beauty services like manicures. Moreover, the UKSA survey shows that 38 per cent of operators plan to restrict the use of thermal facilities and 22 per cent are planning a phased reopening of pool areas, with restricted usage also. This again aligns with spa-goer feelings, as only 44 per cent said they'd feel happy using thermal facilities after the pandemic.

In response to the findings, the UKSA says the spa industry may have to get creative in how they encourage clients to spend the same money as before. The organisation sees huge potential for the industry to establish itself as a platform from which to educate the consumer with regard to their physical and mental health and wellbeing, and is encouraging members to embrace this

Expect to see spas, such as Ridding Park, ramp up their outdoor packages and facilities

GRAPH 2: What other experiences would you like to see spas offer post-lockdown?



*Source: Good Spa Guide's CV-19 Spa Report, May 2020

COURTESY OF RIDDING PARK



opportunity. Yet, spa consumers do not agree – no respondents from the *Good Spa Guide* survey said they would want mental wellbeing sessions (see Graph 2). Instead, when the *Good Spa Guide* asked spa-goers what new offerings they'd like, the most popular suggestion was ramping up outdoor spa facilities; nearly two-thirds of the sample said they'd feel happier using spa areas outside.

Metland says: "We're going to see more use of outdoor space at spas because meeting others outside has become the norm during lockdown, and due to scientific evidence supporting that the outdoors is safer, in terms of risking COVID transmission. The survey shows that spas have got to consider making more use of the outdoors with new facilities such as gardens,

About the surveys

The UK Spa Association is a leading trade body and authority with 500-plus members and partners across the country's spa, salon and wellness sector. Its *What's Next For Wellness?* survey was conducted in May 2020 and received 380 responses from a combination of operators, consultants, therapists and suppliers.

The Good Spa Guide, a directory of the best spas in the UK and Ireland, revealed its CV-19 Spa Report in early June 2020. It was based on an online survey of 5,000 spa-goers.

rooftop spas, woodland walks and even treatments in private cabins outside."

Other popular requests included two-to-three-night wellness breaks focusing on sleep and nutrition, 'connection classes' to help people reconnect after lockdown, and online follow-up consultations.

Chatterley concludes: "Spa usage is going to shift fundamentally when we start to reopen and people understand the relaxing possibilities spas offer in a controlled, safe, hygienic environment. No longer will a visit to a spa be seen only as a special treat or something to do with friends. People will start to use them more frequently, with friends and also on their own, as working from home and flexible working hours, set to increase post-lockdown, allow them more time to focus on themselves." ●

Rest & relaxation

The Wellness Tourism Association's 2020 Consumer Survey looks at post-pandemic wellness vacation motivations from more than 4,000 consumers around the world. Anne Dimon shares the highlights

As we anticipate the slow, smart and safe recovery of the tourism industry, many of us agree that health and wellness will be a continuing priority that may very well deliver a generous boost to the wellness sector, allowing it to rebound stronger than ever. With that in mind, the Wellness Tourism Association (WTA) set out earlier this year to discover the various motivations that might drive consumers to plan and book post-pandemic wellness vacations.

Incorporated as a not-for-profit in the US in 2018 with the mission to

support and further the development of the wellness tourism industry for the global good, the WTA is, to date, a community of 100-plus members and partners from 22 countries.

The WTA 2020 *Wellness Travel Consumer Survey* collected responses from nearly 4,000 consumers from 48 countries and territories. Administered in collaboration with Professor Danny Kessler, PhD, from Youngsan University, in Busan, South Korea, the three-month (April, May, June 2020) online survey presented a total of 77 questions relating to basic demographics, quality of life, and subjective wellbeing, as well as wellness vacation motivations. A follow-up to the association's 2018 survey, which explored the topic of "Top Must Haves for a Wellness Vacation," the 2020 survey was based on academic resources as well as industry data and expertise, and laid out across seven themes: movement and fitness, healthy food and diet, meditation and mindfulness, rest and relaxation, learning about wellness, nature and disconnect.

Each of the above themes was represented by four statements for a total of 28 possible motivations. The survey asked the question: When it comes time

to book a wellness vacation/holiday, what would be your main motivation? In order to respond to that question, participants were asked to rate each of the 28 possible motivations on a scale of 1 to 7 (1 representing 'Not Important at All' and 7 representing 'Most Important'). To ensure a group of qualified respondents, the survey was promoted with the help of WTA members and partners. To encourage participation, all respondents were told they had the opportunity to win one of five prizes selected at random from all those who responded.

Demographics

Of the survey's 3,931 respondents, a total of 85 per cent were US-based, 75 per cent were between the ages of 40 and 74 (Gen X and Boomers), followed by Millennials (age 26 to 39) at 20 per cent; 67 per cent indicated they had a Bachelor's degree or higher, and 45 per cent had an income of US\$75,000-plus. While 71 per cent said they had never been on a designated wellness vacation, close to 78 per cent indicated they generally include wellness practices and activities when they travel.

One surprise was the number of men who responded. In contrast with the



KARL MAJAK/SHUTTERSTOCK

Almost half of the respondents were men



All three age groups
– Millennials, Gen X
and Baby Boomers
– indicated 'rest and
relaxation' as the top
motivational theme

2018 survey, where the vast majority of participants were female, the 2020 survey indicated only a slim majority (54 per cent) identifying as female. Of course, the only thing we know for certain here is that more men participated in 2020 than they did in 2018. However, for those of us who remain optimistic, we might assume that more men are becoming interested in being more proactive with their own health.

Top wellness vacation motivations

Based on the 28 statements rated on the scale of 1 (Not Important at All) to 7 (Most Important) and across all age categories, the six top wellness vacation motivations were as follows:

To return to everyday life feeling rejuvenated	6.4
To escape the demands of everyday life	5.75
To experience activities outdoors	5.65
To look and feel better	5.68
To experience activities outdoors	5.65
To connect with nature	5.51

The next three most highly-rated motivational statements were: 'To find peace and quiet', 'To get a better night's sleep', and, 'To learn general ways



Photo: Katerina Krasova / iStockphoto

Consumers are motivated
by a desire to 'return
feeling rejuvenated'

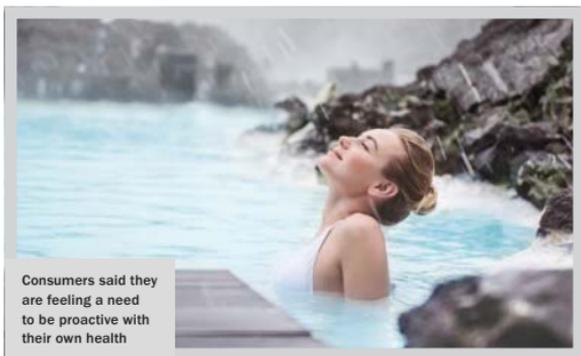
to improve my health.' When the top motivational themes were broken down by generational cohorts, the survey found that all three age groups (Millennials, Gen X and Baby Boomers) indicated 'rest and relaxation' as the top motivational theme. 'Nature and disconnect' placed second with Millennials and Gen X, and Boomers selected 'movement and fitness' in second place, with 'nature and disconnect' in third position.

It was interesting to note that the top two most highly-rated motivational statements were the same for both men and women; these were: 1. To return to everyday life feeling rejuvenated and 2. To escape the demands of everyday life.

Of those respondents who indicated they were currently planning a wellness vacation, 36 per cent were Millennials, 20 per cent Gen X and 18 per cent Baby Boomers, and the highest-rated motivational statements for these three groups were:

To return to everyday life feeling rejuvenated	5.92
To escape the demands of everyday life	5.70
To experience activities outdoors	5.68
To look and feel better	5.59
To experience activities outdoors	5.45
To find peace and quiet	5.41
To be at peace with myself	5.39
To connect with nature	5.31

To afford respondents every opportunity to express their personal thoughts and perspectives, they were encouraged to respond to the open-ended question: 'As a result of COVID-19 affecting your life, what are some new motivations for going on a wellness vacation not mentioned in previous questions?' This question



Consumers said they are feeling a need to be proactive with their own health

WWW.ONSIGHTSTOCK

Just over half of respondents indicated they would be likely to book a wellness vacation within the next two years

generated more than 17,000 words from 2,435 individual respondents.

Top-line themes were:

- To be proactive with their own health
- To reevaluate and reset priorities
- To simply get away
- YOLO (You only live once)
- For mental health
- For social connection
- To spend time in nature

Certainly not a motivation but of equal importance was the emerging theme of "safety and trust." Comments from survey participants who responded to the open-ended questions indicated their safety concerns include "I am more concerned with sanitising equipment and

things I touch that do not belong to me." "Looking forward to going somewhere where strict protocols have been maintained." And, "Ensuring I do not bring illness to loved ones when I return." One important result of the survey was that just over half of respondents indicated they would be either extremely likely (17 per cent), very likely (14 per cent) or likely (20 per cent) to book a wellness vacation within the next two years.

Where consumers are turning for information

When the question was asked about preferred sources of wellness travel information, the four top overall



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'A desire to spend time in nature' is a common motivational denominator across all age categories

responses were internet search, friends and family, e-mail newsletter that they subscribe to and special interest brochures. It bodes well that 75 per cent of participants indicated they wanted to receive monthly information about wellness travel and wellness vacations.

Final takeaways

What are the main takeaways from this 2020 Wellness Travel Consumer Survey?

1. 'Rest and relaxation' was the most prominent motivational theme across all generational cohorts.
2. 'To return feeling rejuvenated' was the most highly-rated motivational statement.

3. The generation between the ages of 26 and 39 (Millennials) is the group most likely to be planning a wellness vacation in the next two years, and their top motivational theme, the same as that of Gen X and Baby Boomers, is 'rest and relaxation'.
4. 'Desire to spend time in nature' continues to be a prominent theme, and is the common motivational denominator across all age categories. Compared to the 2018 survey, the 2020 survey reinforces the importance of nature/the outdoors as a key pillar of wellness vacations.
5. The motivation of a proactive attitude is expected to prevail post COVID-19

as people are more concerned about their health, learning about ways to keep themselves healthy, and boosting their immunity systems.

6. Social connection has become a more important focus for wellness travel and might become a post-pandemic trend.
7. Safety and trust are major concerns for travellers moving forward. ●

■ About the author:
Anne Dimon is a travel writer, journalist, owner/ editor of the consumer-facing TravelToWellness.com and president and CEO of the Wellness Tourism Association



The wellness effect on real estate

The *Wellness Real Estate Report*, recently published by Resources for Leisure Assets, explores how spa, wellness and wellbeing activities impact hotel revenues and profits. Roger A Allen shares the key findings

Evaluating the tangible effects of spa, wellness and wellbeing offerings on the financial performance of hotels and resorts has never been more important, as investors and developers are exploring ways to satisfy new customer expectations and boost operational efficiency in a post-COVID era.

Industry stakeholders often face challenges in assessing the intrinsic value of these features, as benchmarking the competitive set of hotels and resorts with a wellness proposition is an increasingly complex process because of the broadening landscape of activities and experiences, including spa, sport, fitness, healthcare, leisure and recreation.

The *Wellness Real Estate Report* aims to support investors and developers in determining how wellness and wellbeing services and features impact the bottom line of their existing asset or planned project. It uses market data from P&L benchmarking firm, HotStats, on the performance of 3,200 hotels of all classes globally to provide insights into how such activities contribute to revenue and profit.

Shifts in Demand

Real estate markets were greatly affected by new customer expectations and socio-economic factors in recent years, including increasing health-consciousness, which led to



TABLE 1: Impact of wellness on hotel revenue generation

Daily total revenue per available room (TRevPAR) in 2019



* Wellness revenue exceeding \$1mm and 10% of total property revenues ** Wellness revenue less than \$1mm and 10% of total property revenues

more spa visits and higher spend at wellness facilities, and the emergence of new customer groups, such as Gen Zers, who have a heightened focus on self-care and a willingness to pay premium for wellness products.

These trends have been best indicated by key adjustments in the hotel industry. Spas have become essential components in most hotels; thermal and mineral springs grew in popularity due to the rising demand for authentic and natural spa experiences, and wellbeing offerings often became integrated through the entire property rather than focusing only on the spa area.

Focus on health

Widespread concerns related to the COVID-19 pandemic have further strengthened customer focus on health, which translated into an increased demand for wellbeing services. Digital wellness products and remote healthcare solutions became highly popular, which may affect how real estate space can be used efficiently for wellness activities after COVID-19 is subdued.

City hotels with limited space should look closely at how wellness adds value

Revenue Generation

Partially as a result of increased customer demand, spa, wellness and wellbeing activities may positively affect the business performance of hotel and other real estate properties. They offer great opportunities for market differentiation, upselling and diversifying revenue streams through treatments, experiences, food and beverage and retail.

The *Wellness Real Estate Report* finds that hotels and resorts with major wellness operations – where annual wellness revenues exceeded US\$1m and



Hotels with extensive wellness operations generated 48% higher TRevPAR than hotels with minor wellness offerings

accounted for over 10 per cent of overall property revenue – generated 43 per cent higher total revenues per available room (TrevPAR) in 2019 than their peers with no wellness offerings. The huge difference is partially due to a gap of over 9 per cent in average room rates (ARR), to the advantage of wellness hotels. Higher ARR at hotels and resorts with major wellness offerings certainly reflects that many of these properties operate in the luxury category, where a wellness component is an essential requirement and widely expected by guests. ▶

- Discretionary spend is usually higher at luxury properties, which is also reflected in our data about daily food and beverage revenues. On average, guests spent nearly twice as much on food and beverage at hotels and resorts with extensive wellness operations last year than at properties with no wellness services whatsoever.

Hotels with major wellness generated 48 per cent higher TRevPAR than hotels with minor wellness operations, where annual wellness revenues totaled less than US\$1m and were below 10 per cent of overall property revenue. Major wellness hotels benefited from nearly 20 per cent higher ARR compared to hotels with relatively small wellness elements.

It is particularly striking that hotels and resorts with minor wellness recorded almost 6 per cent less TRevPAR than those with no wellness, and the difference in average ARR was nearly 11 per cent between these two categories, also to the advantage of regular hotels without wellness.

Although this gap in average room rates is only significant if the context of the wellness investment is addressed, the results do offer statistical evidence that simply adding wellness or wellbeing features doesn't necessarily translate into higher revenues per room.

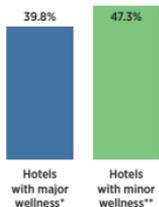
Operating Expenses

Hotels and resorts with extensive wellness or wellbeing services normally have higher operating costs compared to standard hotels because of increased energy, utility and staff expenses. Regardless of the wellness and leisure size, it is the labour expenses which represent the highest cost ratio versus revenues.

Economies of scale and efficiency may greatly impact operating expenses,

TABLE 2: Leisure payroll expenses at wellness hotels

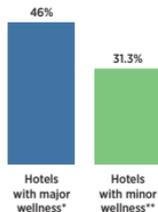
Leisure payroll costs in % of leisure department revenue in 2019



* Wellness revenue exceeding \$1mn and 10% of total property revenues
 ** Wellness revenue less than \$1mn and 10% of total property revenues. Source: HotStats

TABLE 3: Leisure department profitability at wellness hotels

Profit conversion in % at leisure departments in 2019



* Wellness revenue exceeding \$1mn and 10% of total property revenues
 ** Wellness revenue less than \$1mn and 10% of total property revenues. Source: HotStats

“Wellness and wellbeing investments, particularly in the hospitality industry, require the same scrutiny as any other real estate transaction”

data from our report confirm. Payroll expenses at properties with major wellness totaled less than 40 per cent of leisure revenues in 2019 and were about 7.5 percentage points lower than those at hotels with relatively small wellness.

These cost indicators provide an insight into the difference in overall profitability of leisure departments at big wellness hotels compared to hotels with minor wellness. The departmental profit conversion rate at properties with extensive wellness was almost 15 percentage points higher than their smaller rivals.

In other expense lines, like energy and utility costs, there are opportunities for efficiency improvements by adopting new

eco-friendly and sustainable solutions, such as LED lighting with sensors, remote systems tracking temperature or humidity, or artificial intelligence solutions helping reduce energy waste.

Factors to Consider

Our results about revenues and operating costs highlight the importance of selecting the right business model for wellness facilities and services (in-house management, partnerships or outsourcing) and also underlines the need to properly determine how much of the real estate should be dedicated to wellness.

One of the many other aspects real estate investors and developers must

Resorts need a specific wellness proposition to differentiate the property

consider before starting wellness or wellbeing projects include location. City hotels, for example, which have limited availability of space, should be more thorough in defining and measuring how wellness amenities can add value compared to expanding room capacity or introducing other services.

Resorts and hotels need a much more specific wellness and wellbeing proposition to define and differentiate the property. Such differentiators could include a specific approach to products, treatments and facilities – like anti-ageing or lifestyle medicine – and geographical features or natural elements, such as nearby thermal and mineral springs.

Investment Approach

Corresponding the wellness and wellbeing activities to the specific characteristics of the property is important, while understanding the direct internal rate of return (IRR) on investments related to these activities is fundamental.

For further data and analysis on how wellness and wellbeing impact hotel profitability at the property level, download your free copy of the *Wellness Real Estate Report* at www.wellnessrealestatereport.com

Wellness and wellbeing within hotels and other real estate projects will continue to be a popular and important attraction. Investments in these features, particularly in the hospitality industry, require the same scrutiny as any other real estate transaction. ●

■ **About the author:**
Roger A Allan is Group CEO of global advisory firm, Resources for Leisure Assets (RLA) and a member of the International Society of Hospitality Consultants (ISHC).



Matter of **minds**

A new study is the first to define and put a value on the global mental wellness industry – estimating it to be worth US\$121bn. Katie Barnes outlines what this means for spas

There's been a huge shift in the way people think about mental wellness this year. Even before the coronavirus pandemic, 15 per cent of the world's population suffered from mental illness and substance abuse disorders, dementia was on the rise, and happiness was declining. In fact, the economic and social burden of mental illness and mental unwellness is predicted to reach US\$16.1tn (£13.5tn, £12.2tn) globally by 2030, according to the World Economic Forum. Beyond this, it's linked to high rates of poverty and has a wide impact on individuals, families and society.

Being 'healthy of mind' could help to address some of these needs and increase people's overall wellbeing, as well as helping to ease the cost burden of mental illness, giving governments and businesses – including spas – an incentive to support and promote it. Up until now, however, there's been no attempt to define or quantify this burgeoning market.

First of its kind

It's with this backdrop that the Global Wellness Institute (GWI) has unveiled a new study that defines mental wellness as an industry for the first time. It pinpoints its worth as a US\$121bn (£101.6bn, £91.8bn) sector, based on consumer spending in four markets in 2019. *Defining the Mental Wellness Economy* was released at the Global Wellness Summit (GWS) in the US on 9 November, 2020.

Presenting the research, study co-author Ophelia Yeung said: "This grim picture is why mental wellness is so important now and why it has attracted so much interest from consumers and business."

The study defines mental wellness as more than just an absence of mental illness. It's "an internal resource that helps us think, feel, connect and function; it is an active process that helps us to build resilience, grow and flourish". The GWI study homed in on consumer-facing



Mental wellness is an internal resource that helps us think, feel, connect and function.

It is an active process that helps us to build resilience, grow and flourish



Multi-sensory experiences are part of the US\$45.9bn 'senses, spaces and sleep' subsector

businesses that provide products and services specifically for mental wellness to calculate its value. Yeung added: "People are desperate for strategies to improve their mental health, and businesses have been jumping in with all kinds of products and solutions."

Four main markets that are coming together in an 'emerging mental wellness industry' were identified in the study. These markets, or subsectors, include self-improvement (therapy, coaching, mentoring and cognitive enhancement); meditation and mindfulness; brain-boosting nutraceuticals and botanicals; senses (sensory experiences), spaces and sleep.

As a caveat, the study acknowledges that these subsectors are not necessarily the most important or effective for helping with mental wellness. "They are



COURTESY GWI

People are desperate for strategies to improve their mental health and businesses

Ophelia Yeung

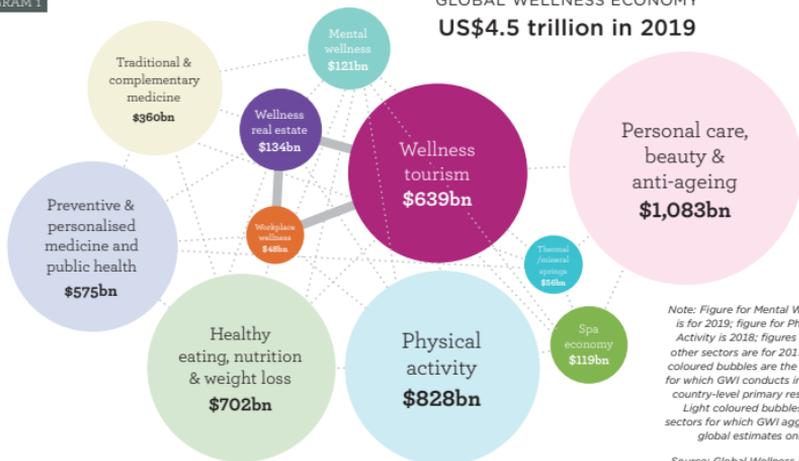
simply the practices that are most closely and proactively identified by businesses and consumers as being related to mental wellness," it notes.

Spa relevance

The 122-page industry white paper *Mental Wellness: Pathways, Evidence and Horizons* has already highlighted how services offered by spas are already proven to benefit the mind (see <http://lei.sr/f8n1s>). This new piece of research from GWI now gives spa stakeholders an idea of how to better position themselves in the emerging mental wellness industry. Maybe there's a niche they haven't considered, potential for them to specialise in a certain area, or perhaps they might want to span all of the subsectors.

Study co-author Katherine Johnston added: "Businesses can shape and

DIAGRAM 1

GLOBAL WELLNESS ECONOMY
US\$4.5 trillion in 2019


Note: Figure for Mental Wellness is for 2019; figure for Physical Activity is 2018; figures for all other sectors are for 2017. Dark coloured bubbles are the sectors for which GWI conducts in-depth, country-level primary research. Light coloured bubbles are sectors for which GWI aggregates global estimates only

Source: Global Wellness Institute

► support our mental wellness at an individual and at a community level. They have a huge role to play. At the individual level, businesses are helping to bring new mental wellness modalities and practices to more and more consumers through different channels and at different price points. At the community level, businesses also shape our built environments and the culture of those environments.⁷

■ GWI values the senses, spaces & sleep subsector at US\$49.5bn (€41.7bn, £37.3bn), which makes it the biggest in the mental wellness industry. It covers a broad range of products, services and designs that target our senses – sound, scent, light and touch. Spas fit neatly into this category with the growing number

offering mood-boosting, multi-sensory experiences – from forest bathing and cuddle therapy to VR and floatation. Sensory-based design and architecture, especially in wellness real estate developments, is a growing part of the sector too. The goliath in this market, however, is sleep and consumer spending on the array of products and services that promote a good night's sleep.

■ The self-improvement subsector, estimated to be worth US\$33.6bn (€28.2bn, £25.5bn), includes a wide range of self-help and personal development services and activities – anything from self-help books, apps, online platforms and guru to organisations and institutes offering

classes, workshops and retreats. Destination spas that dedicate numerous sessions to teaching self-care spring to mind here; some, such as Multiversity 1440 in the US, even dedicate their whole offering to this concept.

■ Supplements, herbs and botanicals, and traditional remedies we take to improve our mental health and wellbeing all fall into the brain-boosting nutraceuticals & botanicals subcategory. Also included are functional foods and beverages that claim to have brain health benefits and the growing area of cannabis and its (legal) derivatives for mental wellness and treatment purposes. Maybe this is a subsector that spas could specialise



1440 Multiversity is a prime example of a spa that focuses on self-care and -improvement

PHOTO: MULTIVERSITY, USA

in to differentiate themselves? Or at the very least, this could be a way to boost retail offers. GWI research puts its value at US\$34.8bn (€29.2bn, £26.4bn).

- The meditation & mindfulness subsector encompasses all forms of meditation/mindfulness practices and supporting products. Key revenue categories include classes, retreats, online platforms, apps, books and videos. The research also notes a growing market for accessories and gadgets, trackers and monitors. Estimated to be worth US\$2.9bn (€2.4bn, £2.2bn) it's by far the smallest of the subsectors, but GWI points out that millions of people practice meditation and mindfulness worldwide without spending any money on it.

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New 'industry bubble'

The GWI first published its *Global Wellness Economy Monitor*, which defines and measures the wellness industry worldwide, in 2014. It spans 10 industries, and the latest update values it at an impressive US\$4.5tn (€3.8tn, £3.4tn). For the first time, it is now adding a new 'industry bubble' with the mental wellness industry (see Diagram 1).

"This study is the first time anyone has measured the mental wellness industry and it's exciting to see these big numbers," said Johnston. "With the mental wellness crisis the world is facing due to COVID-19, there are massive needs to be met. There's huge demand and there are huge opportunities. Business innovation



With the mental wellness crisis that the world is now facing due to COVID-19, there are massive needs to be met

Katherine Johnston

is important. But businesses also need to be cautious, because they're responsible for what they offer and do. We should not look at this US\$121bn industry and this study as the next profit-making grab, but rather as an opportunity to make sure we're offering the right kind of mental wellness solutions to the people who desperately need this help."

Johnston revealed that next year's GWI research will focus on updating the numbers in the *Global Wellness Economy Monitor*. This is set to give some indication of how coronavirus has impacted the industry, as well as potential recovery, following a vaccine rollout. ●

Read more about how the myriad of services offered by spas have already been scientifically proven to benefit the mind in the white paper *Mental Wellness: Pathways, Evidence and Horizons* – see <http://lei.sr/f8n1s>.



Spokespeople from leading spa software suppliers globally share their insights on booking trends and standout data since the first lockdown

ALL BOOKED UP

SHUTTERSTOCK/DAVIDLAIN

Madeleine Raynel

TREATWELL

Across Europe, Ireland and the UK, there's been a real uplift in weekday bookings. Fridays and Saturdays used to make up 41.4 per cent of all bookings, and that's dropped to 34.7 per cent with the rest equally spread. With more flexible work/home lives, customers aren't restricted by 9-5 hours and can escape to

spas more easily. Operators might now want to relook at traditional peak and off-peak pricing and availability and adjust everything from rates to employee rotas to ensure they're matching demand.

During lockdown, we saw consumers booking spa breaks and paying comparatively more for them – £344 (US\$448, €381) in July 2020, up 22 per cent from £282 (US\$367, €312) in July last year – as people



“There's been a real uplift in weekday bookings”

dreamed of escaping and a nervousness to travel abroad encouraged staycations. However, that boost was short-lived and the average dropped to £262 (US\$341, €290) in September, minus 8.3 per cent year-on-year, as consumers feel less confident about spending money and return to a price-conscious mentality. This means spas will need to be mindful of pricing well, and offering flexible cancellations.

“Spas with a membership programme and/or strong local following took two or fewer weeks after reopening to generate about 50 per cent of their pre-COVID daily revenues”

Theresa Hamberger

SPRINGER MILLER (SPASOFT)



Travel restrictions and fear of travel is having a significant effect on our industry and we're seeing that in SpaSoft's big data. On average spas with a membership programme and/or strong local following took two or fewer weeks after reopening to generate about 50 per cent of their pre-COVID daily revenues while destination spas took eight–12 weeks. But the good news is that demand is there.

Initially our spas saw a huge increase in lead booking time during closure, with several consumers pushing their appointments out by

six months or even a year, which indicates trust in their spa/wellness provider. But this lead time reduced by 20 per cent on average after reopening, which suggests that while guests are still excited to get back into spas, and they trust them to provide a clean and safe environment, they're less likely to book trips/experiences too far into the future due to uncertainty.



NICOLE BA/SHUTTERSTOCK

Consumers are hesitant to book treatments too far in advance

Darren Pick

ISALON

Average bookings pre-lockdown for all our spa clients were 7,000–8,000 a day. These jumped back once restrictions were relaxed and have now settled down to around 6,000 a day. It can be assumed that the slightly

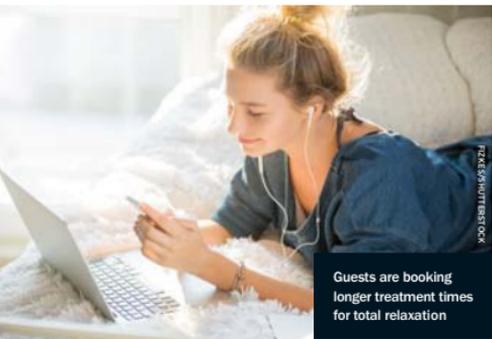
lower number of bookings is a result of reduced capacity at peak times as a result of restrictions in spas.

It's interesting to note that the average spend per customer is higher than the pre-lockdown rate of £38 (US\$50, €42). In Q2, during lockdown, average spend went up to £40 (US\$52, €44), which we believe is due

to online retail. It then spiked in July at £50 (US\$65, €55), probably a result of people having multiple treatments and services, and now sits at around £42 (US\$55, €46). This could be the result of an increase in prices, spas applying a COVID charge or only providing services of a higher value and removing services with little value.



“Average spend per head is now higher than the pre-lockdown rate of £38 (US\$50, €42)”



“Three out of five people who go to a spa are now requesting contactless booking experiences”

Stavros Mavridis

SOUL TAILORS

Spas which use our Aphrodite Software are reporting longer treatment times. Before COVID-19, the average length of a booking was 50-60 minutes. Now, eight out of 10 consumers are booking 90- to 120-minute sessions – they want total relaxation.

There's also an increased desire for touchless journeys and three out of five people who go to a spa are now requesting contactless booking experiences.



Finally, there's a change in demand for where people workout. Five out of 10 guests say they'd love to have an outdoor physical activity rather than using the gym, enabling facilities to be more creative and develop new concepts.

“Bookings have rebounded to about 65 per cent of pre-COVID levels”

MINDBODY

Figures from some 3,000 spas using Mindbody software in the US show that bookings for the industry have rebounded to about 65 per cent of pre-COVID levels and have levelled out there. This is likely to be because of

[capacity and social distancing] restrictions put in place by local governments.

We've also found that post-lockdown, the length of spa services has decreased across the board by approximately 10 minutes per service on average. We believe this might be because of the increase in cleaning protocols.

Brett Smith

CONCEPT SPA & GOLF



Overall, spa occupancy is down about 70 per cent and average operating hours have dropped from 12 to nine hours a day. This isn't surprising, but it's interesting to see that the 60/40 female/male gender ratio was maintained.

Guests are consuming longer treatments post-COVID – from 64 to 75 minutes on average. Massage service bookings have picked up, but the demand for facials has decreased by 60 per cent, which we think is partly due to health and safety measures. Social distancing and new procedures means class capacity has decreased significantly. But to combat this loss, spas are now also scheduling significantly more classes and optimising their people and rooms as much as possible.

“Massage service bookings have picked up, but the demand for facials has decreased by 60 per cent”

Frank Pitsikalis

RESORTSUITE

Since reopening, there's been an increase in younger guests, day guests, and more people opting for outdoor activities. The biggest change, however, is the limited menu of services. As a result, some operators are implementing advanced yield management techniques to ensure that the limited number of treatments and services they offer can generate better profits.

The booking window has compressed, with more reservations happening within 24-48 hours of an appointment. Automated revenue management tools are even more critical to make adjustments in real-time availability based on changing business conditions.



“Some operators are implementing advanced yield management techniques to generate better profits”

Guests are returning with new expectations, anxieties and preferences, and they're seeing much higher call times. This requires more labour – at a time when spas have less staff. Technology can assist by providing efficiencies through online booking, and the trend towards 'everything mobile' has been accelerated.



DAKON/MADE/SHUTTERSTOCK

Oliver Cahill

PREMIER SOFTWARE

Demand for health and wellbeing retreats in spas are high as restrictions are lifted and staycations become popular. In addition to rebooking appointments lost during lockdown, spas have seen a spike in new bookings, and managers have used Core by Premier Software's 100+ reports to efficiently schedule



“We've seen a clear interest in maximising time slots to cover any shortfall”

clients back in. One report, for instance, quickly pinpoints clients who had to cancel while another identifies those who purchased gift vouchers just before closure, enabling staff to prioritise them.

Another key change we've witnessed is the reduction in the number of treatments offered across each day to allow for equipment sanitisation between each client. However, as spas are now running at reduced

capacity, with more time and money allocated to hygienic practices, this has undoubtedly impacted revenue.

We've seen a clear interest in maximising time slots to cover any shortfall. We give spa managers functionality to easily reduce or amend longer treatment times by five to 10 minutes, to allow for cleaning, while still being able to fit in the same number of daily services they offered pre-COVID. ●

Luxury travel in the post-COVID world

Agility Research's *Affluent Traveller TrendLens Report* finds reasons to be optimistic about the return of luxury travel. Amrita Banta highlights the report's most interesting insights

Limitations in international travel brought about by the COVID-19 pandemic are clearly affecting the bottom line not only of travel and hospitality brands, but of the luxury sector overall, with sectors heavily reliant on travellers suffering the most.

While it may take some time before the situation normalises, our data from across eight key Asian markets and the US shows that there are reasons to be optimistic in the mid- to long-term.

As travel restrictions start to loosen up with the establishment of travel bubbles between countries and as affluent individuals around the world start making new, tentative travel plans, we see that the past year of repressed travel needs will fuel a resurgence of travel to those destinations that are able to reassure guests they are safe to visit.

What follow are some of the most interesting insights we picked up from our *Affluent Traveller TrendLens™ 2020/21 Report*, studying affluent Asian and American consumers' behaviour and needs post-pandemic:

■ **Women will drive the luxury rebound in Asia:** in China, affluent women see their future being as bright as men, with 54 per cent of both men and women expecting their income to increase.

About the Report

The *Affluent Traveller TrendLens™ 2020/21 Report* is a complete insights and research programme designed for the travel industry, helping marketing and insights teams and C level executives understand affluent and high net worth consumers' post COVID-19 travel trends in key global markets.

Completed after interviewing more than 5,000 affluent and high net worth individuals in Asia and the US, the report offers travel, tourism and hospitality brands a guide to affluent and high net worth individuals' post COVID-19 travel needs.

This is good news for many luxury travel brands, given how important the female segment is in driving growth, especially in the wellness and health category. Women in the US tend to be less optimistic: they believe that the COVID-19 crisis will have an impact on their income, with only 29 per cent believing that their income will increase, vs 42 per cent of US men.

■ **Consumers have different travel plans:** While affluent consumers in larger Asian countries like China, Indonesia and India are optimistic about restarting leisure travel – particularly domestic travel – within the next 12 months, affluent consumers in the US are not: a majority of them expect to considerably decrease their travel overseas (58 per cent) and domestically (56 per cent) in the next year.

■ **Key reasons for taking the next leisure trip:** Given that 2020 has been such a stressful year, spent mostly indoors, it is not surprising that 'to relax and unwind' and 'to enjoy nature' are the main reasons for affluent Asian

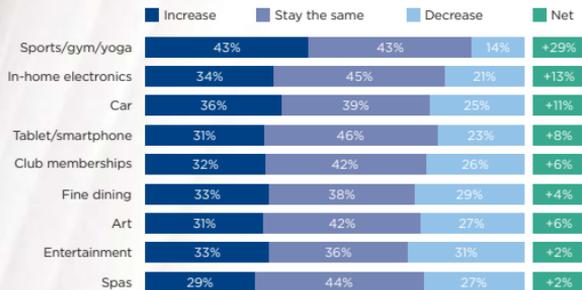
'To relax and unwind'
'and to enjoy nature'
top the list of reasons
for future leisure travel



The past year of
repressed travel needs
will fuel a resurgence
of travel to those
destinations that
are able to reassure
guests they are safe

Experiences and big ticket items China

GRAPH 1: Net expecting to increase spend, next six months*



*Source: The Affluent Traveler TrendLens 2020/21

Spa spending is set to increase for 29 per cent of Chinese respondents

Affluent Asians say they prefer to stay closer to home when they travel again: in six different Asian markets, Japan and Australia dominate the top five destinations to travel to

► consumers to take their next leisure trip. In addition, US affluent consumers say they plan to travel to 'visit a loved one'. Interestingly, American male travellers are more likely than women to take leisure trips 'to improve their health'.

■ **Key reasons not to do any international leisure travel:** Understandably, in both Asia and the US, 'fear of getting infected with COVID-19' emerged as the top reason not to travel internationally in the next 12 months, followed by imposed 'COVID-19 restrictions' and to try to 'limit the spread of the virus'.

■ **The top 5 destinations to travel to:** In general, affluent Asians say they prefer to stay closer to home when they travel again: in six different Asian markets, Japan and Australia dominate the top five destinations to travel to in the next 12 months, followed by South Korea and Thailand. The US and Europe rank high on the Korean and Japanese travellers' list. With seven out of every 10 Americans having some domestic travel plans, the US is the top leisure travel choice for affluent Americans, followed by key European countries – Italy, the UK and France. ●

■ **About the author:** Amrita Banta is the managing director of Agility Research and Strategy, a global research and consulting firm in the luxury and premium brand research space.

Having carried out over 500 consulting engagements over a 25-year career, Amrita is an expert on Asian luxury consumers. She is a frequent speaker on everything luxury on the BBC, CNBC, Bloomberg and other international media outlets and at conferences all over the world. email amrita@agility-research.com



spa business

2020 – 2021 HANDBOOK



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Régis Boudon-Doris,
co-founder and CEO



Background

In an extremely competitive world where customers are more demanding every day, creating successful spas is increasingly complex and challenging.

To help you differentiate yourself and protect your investments, we founded bbspa_Group, a global consulting company dedicated to wellness and spa projects, which puts the focus on your success.

Main products and services

The technical advice offered by bbspa is delivered via four specialist departments which offer turnkey services, developed to be in synergy with your objectives, budgets and performance expectations.

1. bbspa Consulting our 360° management consulting service supports the creation of profitable spa businesses.

We support you and your team at every stage of your wellness project, enabling you to achieve your profit targets.

2. bbspa Engineering and **3. bbspa Building** together put their specialist know-how at your service in the design and construction phase and are thus able to effectively support you, your architects and your entire team, advising them in the choices that will make your spa unique and profitable like few others, optimising time and costs at the same time of realisation.

4. bbspa Management has a mission to translate the concept of spa into a profitable commercial reality through strong management.

USPs

bbspa's eight values and objectives include:

- We protect your investments to maximise your profits
- We offer more than just consulting: we have a practical and pragmatic approach
- Our synergistic services for turnkey spa projects
- Customised teams create tailor-made spa concepts and projects

- Sustainable spa = sustainable business
- We share bbspa Group's network and expertise to build your success
- Use your unique style to forge a profitable business
- Work with us to build a wellness community

Where in the world?

bbspa operates internationally, thanks to its vast network of partners, with a special focus on Europe and Asia, but always ready to take up challenges wherever they are.

Future plans

The plan for the next few years is to become the leading independent consultancy firm for wellness and spa investors worldwide.

Who's who?

With his 30 years of experience in wellness, cosmetics, aesthetics and spa, Régis Boudon-Doris is the co-founder and beating heart of bbspa_Group.





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Cary Collier and Doug Chambers,
principals & co-founders

Background

Since the 1998 launch of spa & wellness design and planning company Blu Spas, Cary Collier, Doug Chambers and their international team have provided solutions for a wide variety of projects, including hotels, resorts, clubs, mixed-use and residential properties.

Main products and services

Blu is a full-service firm offering consulting, advisory and operating solutions. Blu has extensive experience in the wellness, spa, salon and fitness industries, masterplanning and concept development, business analysis and modeling, design and project planning, FF&E and product designation, pre/post-opening support and creation of experiences, branding and wellness partnering.

USPs

Blu Spas' long-standing commitment is to create extraordinary experiences and adventures for people of all ages. How "living well" is created and delivered is at the core of what Blu does. Blu has been recognised for its innovative concepts; for capturing authentic and marketable qualities from local



Blu Spas creates 'sensory sanctuaries' that celebrate a sense of place

cultures; for delivering memorable facilities and guest experiences; for its market-based approach to planning; for its detailed technical services and for its pre-and post-opening business advisory services.

Features that today's spa goers consider de 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; Belmond; Marriott | Ritz-Carlton Reserve, Luxury and Autograph Collection, St. Regis, W Hotels, Bulgari, Le Meridien, Tribute Portfolio; Hilton | Waldorf-Astoria; Hyatt; Kimpton; Nobu; Hard Rock; Blackstone.

Where in the world?

Blu Spas is an international firm and has worked on over 400 projects, including hotels, resorts, clubs, mixed-use and residential projects, in more than 40 countries.

Future plans

Continued advancement of our Blu Galaxy soaking retreats, new thinking and partnering for wellness development, alliances, proprietary concepts and technological innovations.

Who's who?

Cary Collier & Doug Chambers, principals and co-founders; Brian Lombardi, design and technical services; Kim Collier, educator and experience planner. Blu Spas collaborates with extraordinary talent around the world.

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PROJECTS

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Bulgari Hotel, Knightsbridge
Dream House Wellness, Beijing

Private Spa, New Delhi
Cashel Palace, Ireland
Al Sharaan Resort, Saudi Arabia
Therme Bath Spa
Wellness Centre, Kiev

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www.devin-consulting.com



Tom Devin,
managing director

devin
consulting

Background

Devin Consulting, an international pool & spa engineering consultancy, founded by Tom Devin in 2000, 20 staff and working on its 607th project.

Main products and services

Devin Consulting are specialists in the design, engineering and specification of environments that use water for wellness, leisure and sport.

We focus on the design of pool water treatment plants and pool tanks, water features and heat experiences. Working

alongside the spa consultant and the interior designer, we engineer the systems that work.

Our exacting integrated specifications are the most comprehensive in the industry. They are written to provide the right design solution and to protect the client's best interests. This serves to level the playing field for competitive tendering of the pools, treatment and features so the right solution is achieved at the best price.



Devin Consulting are specialists in the design and engineering of pools and spas

USPs

We are unique in that we are consultants who are independent from the trade contractors. We are focused on the best result possible for the client and the users alike.

Top clients

Exclusive Hotels, Four Seasons, Soho House, Qatari Diar, R&F Properties, Canary Wharf Contractors, Center Parcs, Raffles.

Where in the world?

Pool & spa developments in the UK, Ireland, Italy, Cyprus, the Middle East, China and South America.

Future plans

Design of pools and spas for exclusive hotel complexes in Cyprus, Italy & Kiev, luxury residential spa projects in Beijing and UK, and a unique fully transparent sky pool for Embassy Gardens.

Who's who?

Tom Devin, managing director; Colin Dougall, operations director.

What the clients say

"Devin's independent expert advice enabled informed progress for the team. Devin added value by getting the right design at the best cost, resulting in savings of 25 per cent. Devin's comprehensive quality control approach to design, installation and commissioning reduced risk."

*Phil Clayton, project manager
Prime Development for Bvlgari Hotel*

Is your spa alive?



graphic design: pxiyo

Wellness beyond the walls

With a daily wellness offer through your spa
With our original concepts merging authenticity with new technologies
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Project management • Brand & concept development • Brand roll out & representation



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Patrick Saussay, CEO

Background briefing

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

Main services

The wellness market is moving from an exclusive leisure activity to a global lifestyle concern, generating business opportunities, concept enhancements and profitability challenges. To support our partners on this path, GPSA services are:

- Business strategy and planning
- Brand and concept development
- Spa consulting
- Project management
- Spa management support

We focus as much on profitability as we do on customer experience, in the definition of global wellness services. Daily wellness is a trend we support. We define personalised services, integrating health prevention and all experiences that enhance the sustainability of personal 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.

www.spahandbook.com

Our experience of project development, spa management and investor focus helps us to create compelling and differentiating concepts aligned with a business strategy, rather than '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 roll-out strategy and represent exclusive brands in prospecting and new project assessment. We also undertake financial, operating and positioning reviews of existing spas and support their transition from traditional spas to global wellness services.

USPs

Advising on international spa projects has equipped the company with a wide knowledge of what wellness means in different cultures. Saussay has 25 years' experience – mainly with the 'big-five consulting firms' – and was involved in the change process of organisations such as the French Healthcare Ministry, before transferring this expertise to wellness.

GPSA's Christine Masson has 25 years experience in the industry, while the company's international network enables us to advise on strategy, economics, wellness and development, to reach sustainable solutions.

How many spas do you supply?

With 24 projects completed and five in progress, GPSA works in France, Italy, Japan, Switzerland, South Korea, GCC countries and Vietnam. The company supports evianSPA developments worldwide, and the transformation of a ski resort into a wellness destination.

What the clients say

"Since his decisive support in creating the evianSPA concept, strategy and business model, Patrick continuously demonstrates his expertise and dedication to our success.

From the identification and negotiation of iconic projects, to each step of the design, implementation and go-live process, he secures our brand identity, positioning and quality of execution. He's also overseeing evianSPA activity with the support of licensees." *Laurent Sacchi, Executive VP, Danone - Chairman, 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 and his ability to find the most relevant creative solutions to challenges. He's among these very rare individuals with whom you really want to work with effectively, efficiently and with confidence." *Sofiane Djadi, CEO, Charme d'Orient*



iMPACT
Business Health & Wellbeing



HEALTH FOR BUSINESS, WELLBEING FOR PEOPLE

At Impact, our unique approach to wellbeing comes from experience gained over 45 years working in occupational health, clinical and holistic spa and wellness.

Developing creative concepts with innovative designs we help create extraordinary offerings for tomorrow's guests.

And with a rolled-up sleeves approach to management consultancy, we'll inspire your people, helping to develop new, practical and effective operational practices.

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Felicity Leahy,
managing director

Background

Impact Business Health and Wellbeing was founded with the vision to provide creative and practical management consultancy services to clinical and holistic establishments. We identify growth pathways for spas through meaningful service offerings, leadership and human development opportunities and finding solutions where barriers have prevented business development.

Main products and services

We provide a range of services while approaching every project from a holistic perspective.

- Management consultancy
- Concept design
- Business development
- Service design
- Budgeting forecasting
- Risk Assessments
- Providing mentorship to empower individuals to become effective leaders

USPs

We work across medical aesthetics, occupational health and spa/wellness establishments bringing a diversity of operational know-how and a unique understanding of the changing human needs that are shaping the future of services.



The Svart Hotel in Norway which is expecting to open in 2022

We have a proven track record of supporting business growth by understanding the markets, the consumer and importantly working with company CEOs to develop their vision into a workable concept.

Our understanding of spa operations is founded on a solid blend of industry experience, from the front line to senior and board level leadership.

Top clients

Svart Spa Health & Wellness Clinic, Norway;
Cliff Hotel Spa, Bulgaria; Clinic Dr Dray,
Kensington, London

Where in the world?

Europe (but not limited to).

Future plans

The Svart Spa Health & Wellness Clinic in Norway, will be the first energy positive hotel, with a key emphasis on environmental sustainability. Guest programming will be centred around personal transformation and movement aided by technology.

Who's who?

Felicity Leahy, MD, management consultant, spa and medical aesthetics; Shane Leahy, occupational health and wellness lead.

What the clients say

"Taka Spa experienced five years of excellent cooperation with Impact Business Health and Wellbeing. Beneath Felicity's warm personality there's a serious professional with thorough and reliable expertise. She delivers quality in everything she does, is creative and focused on reaching the goal that's been set and monitoring the execution. *Agnita Vavere & Dina Vjaterre, founders, Taka Spa*



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Ilana Alberico and Christina Stratton

Background

Co-founded by Ilana Alberico and Christina Stratton, ISM Spa is a boutique wellness design and spa management firm which has partnered with select hotel/resort destinations, day spa and residential properties for over 15 years. We provide operational excellence and optimal experience for our partners, as well as unparalleled employee environments.

Main products and services

ISM Spa serves partners with personalised solutions, providing an unparalleled level of success through the critical management link between the spa brand and hospitality company.

With depth and breadth of knowledge in the wellness space, ISM's management services and consulting competencies include market analysis and feasibility assessment; brand story and concept development; spa design and wellness programming; technology innovation and software solutions; spa pre-opening and procurement services; spa management and marketing.

Whether a property requires full-service spa management or occasional support, ISM Spa serves as your wellness partner, wherever and whenever you need us.

www.spahandbook.com

USPs

Building on two decades of successful results in developing trusted client partnerships, ISM is renowned for its reputation delivering upon the promise of operational excellence and optimal experiences.

Operations subject matter expertise in financial modeling, feasibility, forecasting and market development are among the top solutions clients seek when partnering. Our nimble nature allows ISM to proactively lead the operation direction versus react to uncontrollable market factors. However, we also realise spa operations is only one aspect of the total holistic wellness proposition, for consumers and for our partners. Our approach to innovation and programming expands on the traditional definition of spa, beyond the four walls of a treatment room and it's a huge differentiator in the market, especially as we enable innovative technology and apply AI integrations into our business model.

Unique programming is designed to elevate the physical and the energetic experience of the spa in order to achieve the most impactful results. Guests who visit our spas often share that they experienced "the best treatment of their life" or that they've been "forever transformed."

Top clients

Kessler Collection's Poseidon brand, US (various locations); The Spa at Callaway, US; R+R Wellness, Nashville, US; Sanctuary Spa, Monterey Bay, US; Spa Space Chicago, US.

Where in the world?

ISM Spa partners can be found across the US and Caribbean, particularly on the North American west coast and south east.

Future plans

ISM is leaning into a future empowered by technology and is in late-stage testing on a patent-pending software solution that will offer new efficiencies and revenue optimizations for spas.

Who's who?

Founding partners: Ilana Alberico, CEO; Christina Stratton, CCO; Jaclyn McClure, VP; Pam Bauer, VP marketing and sales.

What the clients say

"Biltmore and ISM have been partners for several years now, and I've watched ISM continue to grow. Ilana is constantly on the cutting edge of new trends in the industry. Their team always provides consistent, excellent guest services." *Charles Thompson, director of rooms, Inn on Biltmore Estate*

WWW.RDH-ARCHITECTS.COM



VDARA - MGM, LAS VEGAS

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ROBERT D. HENRY
architecture + interiors



Robert Henry, founder

Background

Robert D Henry Architects (RDH-Architects) was founded in 1990 in New York City. Bob Henry has over 30 years experience in wellness and spa design. He is known as the "sensuous architect of serenity."

Main products and services

- Feasibility and planning
- Concept and brand identity
- Design development
- Architecture
- Interior design
- Hydrotherapy design
- Medical wellness

We strive to design sustainable environments that prioritise the wellbeing of our clients, promoting personal health and longevity.

USPs

Through architecture and interior design, our goal is to enhance health and wellbeing by utilising building systems with advanced technology that elevate health and comfort.

By marrying evidence-based practices with heightened experiential design, we seek to integrate the senses – sound, touch, taste, smell and sight – orchestrating them into a comprehensive, memorable guest experience.

Our evidence-based design and new building system technologies are seamlessly



MANDARIN ORIENTAL, NEW YORK

RDH Architects received Hospitality Design's Lifetime Achievement Award for Wellness Innovation

integrated within spaces for living, working, relaxing, and healing, to positively improve user health and wellbeing.

Our personal health and longevity philosophy includes physical, psychological, emotional, and social wellbeing design strategies.

Top clients

Our list of international clients includes: Mandarin Oriental Hotel Group, QC Terme, Canyon Ranch, Hilton Hotels & Resorts, MGM Resorts, Hyatt-International, The Setai Hotels, Wynn Resorts, Orient Retreat and the Royal Family of the Kingdom of Saudi Arabia.

Where in the world?

We work globally: North + South America, Europe, Middle East, Asia-Pacific.

Future plans

QC Terme, a 10,000sq m wellness destination on Governors Island, NY; Airem skin care regimen by Dr Eunice Park, Long Island, NY; Orient Retreat, a city wellness scape for gen Y & Z, NYC; Live-Well Residence, private wellness retreat, West 57th St, NYC; Hyatt House Hotel, Harlem, NY.

Who's who?

Robert Henry, founder; Michael Lim, principal



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www.spabureau.com



Inna Sidorova, CEO

Background

We are the team of multidisciplinary professionals in wellness architecture, engineering and design. The company Spa Bureau was established in 2009 by Inna Sidorova. The team has over 15 years' experience in spa and wellness.

Main products and services

United by a common philosophy, vision, and values, we provide practical business solutions for the spa and wellness industries. We are able to service customers worldwide.

Our core competencies include:

- business-modelling
- strategic concept planning
- design development
- interior detailed planning
- M&E concept planning

USPs

We create unique spas as profit centres and unique, memorable destination places for end-users. We believe that the real alchemy results from achieving a balance between creativity and practicality: of outstanding



Spa Bureau has more than ten years' experience designing spas

design, efficient operational management, and financial acumen.

We share the view that strategy, in a nutshell, is all about design: the ability of a company to purposefully and creatively blend multidisciplinary competencies into a unique value proposition for its numerous stakeholders.

Our core values:

- Deliver 'wow' through competence and service
- Be open-minded and creative

- Build long-lasting relationships via a "win-win" approach to business
- Do more with less
- Leave a positive footprint wherever we go and a positive handprint on whatever we do.

Top clients

We have created projects for the international hotel operators such as Hilton, Hyatt, Radisson, Swiss, we also launched five 5* projects during the Russian Winter Olympics.

Where in the world?

Eastern Europe, Russia, Kazakhstan, Georgia, Middle East, Uzbekistan, Azerbaijan, Ukraine..

Future plans

We've working on spas at the Mandarin Residential Moscow, Bulgaria SPA Moscow, Holiday Inn Kazakhstan, Mercury Kamchatka.

Who's who?

Inna Sidorova, founder and CEO
Irina Pakhol, partner and design director

SPA

Fitness

thewellness

DUBAI - HONG KONG - SINGAPORE

| Consultancy | Realization | Turn Key | After Sales |

&More

Pools

Leisure

The Wellness

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Mohammed Ibrahim, CEO

thewellness
DUBAI - HONGKONG - SINGAPORE

Background

The Wellness was founded in 2007. Based in Dubai, Hong Kong, and Singapore, The Wellness are the next generation of wellness consultants providing spa, fitness, hydro engineering and leisure related concepts for the global Wellness markets. We test the boundaries when creating and developing innovative and experiential Wellness projects.

Main products and services

Consultancy: Full interior design and engineering services, concepts and pre- and post-opening services for wellness, spa, fitness and leisure projects.

Spa equipment: thermal and cold wet areas and experiences.

Swimming pools: all varieties and types of installation of indoor and outdoor pools.

Site management: spa equipment, training and maintenance.

USPs

Guaranteeing economic success for our customers - as well as the ultimate wellness experience for their guests - we have tailored our divisions to fulfil every ideal and precondition needed.

We closely integrate everything through an organic work flow, combining strategic alignment and profitability calculation with



planning, design and engineering. This culminates in true turnkey implementations and convenient after-sales services.

We provide everything from one source, and promise first-class quality and efficiency in everything we deliver.

Top clients

St Regis Hotel Cairo, Egypt, Six Senses Seychelles, Six Senses Elite Shores Istanbul, Mandarin Oriental Jumeirah Dubai, Caesars Palace Blue Waters Dubai, Tropicana Day Spa, Germany, Mediterana Day Spa, Germany.

The Wellness provides interior design, spa concepts and operations along with equipment and training

Where in the world?

We work all over the world, with projects in Asia-Pacific, Europe, The Middle East, The Americas and Africa.

Future plans

Watch this space!

Who's who?

Mohammed Ibrahim, CEO.

Contract Management

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

lLife

Tel: +44 1480 484 260
Email: businessdevelopmentgroup@lilife.co.uk
www.lilife.co.uk

Aspen Spa Management

Tel: +1 805 259 5732
www.aspenspamanagement.com

Atelier LaPaz

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Consultants

A wide selection of consultancies worldwide which specialise in spa and wellness feasibility, design, development and operational advice

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3d Leisure

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Companies to help design and develop your spa

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Email: contact@spaprofits.com
www.spaprofits.com

Spa Project

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Email: info@spa-project.eu
www.spa-project.eu

Spa Sessions

Tel: +61 4 2358 8001
Email: naomi@spasessions.com
www.spasessions.com

The Spa Set

Tel: +44 7956 578 608
Email: lisa@thespaset.com
www.thespaset.com

Spa Solutions

Tel: +44 759 516 3615
Email: alison.white@spa-solutions.co.uk
www.spa-solutions.co.uk

Spa Solutions Training & Management Consultancy Ltd

Tel: +86 21 346 12353
Email: johnny.chang@spatm.net
www.spatm.net

Spa Strategy

Tel: +44 7969 686644
Email: info@spastrategy.net
www.spastrategy.net

Spa Success Consultants

Tel: +1 561 866 9601
www.spasuccess.com

Spa Vision

Tel: +44 1225 744450
Email: info@spavision.com
www.spavision.com

SPAD

Tel: +1 928 204 2338
Email: sylvia@sylviaspa.com
www.sylviaiplanninganddesign.com

Spabulous

Tel: +961 (0) 3 255 444
Email: nathalie@spabulous.com
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SPALIGN Concepts

Tel: +1 970 456 6594
www.spalign.com

SpaLution

Tel: +971 50 443 8812
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Sparcstudio

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Spa Wellness Consulting

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Star Wellness

Tel: +33 4 97 06 51 07
www.starwellness.com

Stephanie Crosby Holistic Spa Consultancy

Tel: +44 7855474967

Email: steph.crosby@me.com

Stevens & Associates

Tel: +44 1792 229 090

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Stolle Service Ltd

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www.stolle.com

Synspa Consulting

Tel: +1 619 500 4772

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Tavelis Spa Concept

Tel: +357 99 204 522

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www.tavelis.com

Thalgo Spa Management

Tel: +33 4 94 19 91 40

Email: tsm@thalgo.com

www.thalgospamanagement.com

The Spa Collaborative

Tel: +44 7816 817778

Email: hello@thespacollaborative.com

www.thespacollaborative.com

The Spa People

Tel: +27 11 784 3796

E-Mail: sheila@thespapeople.co.za

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Tip Touch International

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www.tiptouch.com

TLee Spas

www.tleespas.com

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VK Organisation

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Wellness Business Consultancy UK

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www.kisilifestyle.co.uk

Wellness & Beauty Consulting

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Email: office@thewellness.ae

www.thewellness.ae

Thia Wellness

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Email: barry@thiawellness.com

www.thiawellness.com

Wellness & Spa Solutions

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Email: info@spa-solutions.me

www.spa-solutions.me

Well World Group

Email: debrak@wellworld.tv

www.wellworld.tv

Wheway Lifestyle International

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Email: info@whewaylifestyle.com

www.whewaylifestyle.com

WTS International

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Email: svpdevelopment@wtsinternational.com

www.wtsinternational.com

Wynne Business

Tel: +1 610 368 6660

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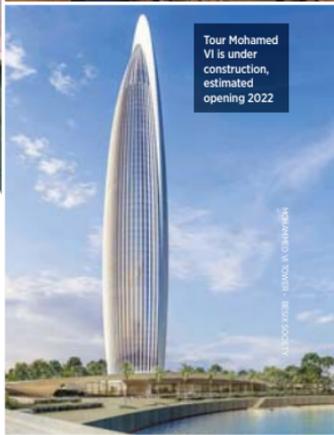
1-630-771-7455

Bodywork Mall is proudly partnered with





The pool at the Tour Odéon Monaco

Tour Mohamed VI is under construction, estimated opening 2022

Collaborator Extraordinaire

Vladi Kovanic, founder and CEO of VK-Organisation and Forum HOTel&SPA, collaborates with the best international specialists in the wellness sector to provide relevant and up-to-date information for those seeking solutions for their spa.



When working for hotel chains, cosmetic brands and spas, Vladi's goal is always to highlight new aspects of the wellness philosophy. A recent example of her work is the spa at the Tour Odéon in Monaco. In addition, she's currently working on creating a wellness concept for the upcoming hotel of the future Mohammed VI Tower in Rabat, Morocco.

With more than 20 years' experience in the health, wellness and spa industries, Vladi focuses on three main areas: spa consultancy, organising global networking platforms and masterminding industry events - including Forum HOTel&SPA and Medical Wellness Congress (MWC). She specialises in creating bespoke spa projects for luxury hotels and pre and post-opening services, including spa concept briefing and creation, designing philosophy and mystery shopping visits.

Vladi developed her company, VK-Organisation International, in 2003 as a leading wellness advisory and education company, with a vision to boost spas' profitability and teams' levels of engagement. In 2015 Vladi expanded her reach into education and began teaching Spa Management at the International Academy of Management in Paris AIM.

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

www.bodyminute.com

Buddha Spa

Tel: +55 11 97548-5555

Email: franquias@buddhaspa.com.br

www.buddhaspa.com.br

Camelot Spa & Consultancy

Tel: +27 11 880 3850 ext 2017

Email: info@camelotspa.co.za

www.camelotspa.co.za

Cinq Mondes

Tel: +33 1 42 66 00 60

Email: contact@cinqmondes.com

www.cinqmondes.com

Dragonfly Therapeutic Retreat

Tel: +86 21 6132 5068

Email: relax@dragonfly.net.cn

www.dragonfly.net.cn

EF Medispa

Tel: +44 207 1224918

www.efmedispa.com

Elements Massage

Tel: +1 877 663 0880

<https://endotaspa.com.au/about-us>

Endota Spa

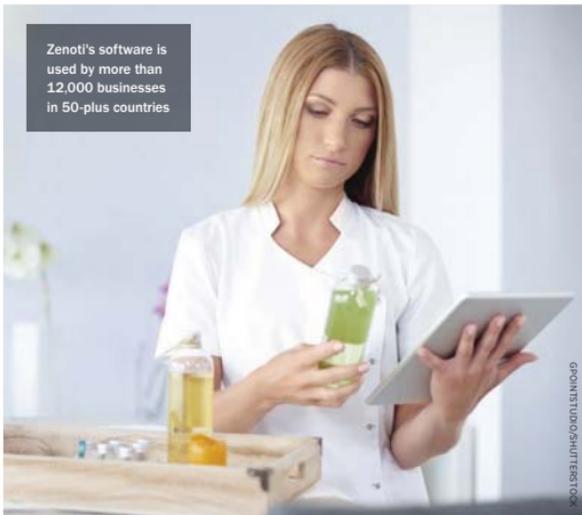
Tel: +61 3 5971 8700

Email: info@endota.com.au

www.endotaspa.com.au/franchise

www.spahandbook.com

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POINTSTUDIO/SHUTTERSTOCK

Four Fountains De-Stress Spa

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Email: ninad.mundhe@thefourfountains.in

www.thefourfountainsspa.in

Hand & Stone Massage and Facial Spa

Tel: +1 855 368 0158

www.handandstonefranchise.com

HerbaLine Facial Spa

Tel: +60 3 5121 5055

www.herbaline.com.my

LivNordic

Tel: +46 8 756 00 56

Email: info@despas.com

www.livnordic.com



An international consulting and management group dedicated to the design, planning and development, management and operation of spas and wellness centres.



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Email | george@tavelis.com

www.tavelis.com

► SPA FRANCHISES

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Email: franchise@marilynmonroespas.com
www.marilynmonroespas.com/franchise

The Massage Company

Tel: +44 1276 819588

Email: charlie@massagecompany.co.uk
www.massagecompany.co.uk

Massage Envy

Tel: +1 480 568 4938

www.massageenvy.com/about-us/own-a-franchise

Massage Green Spa

<https://massagegreenspa.com>

Massage Heights

Tel: +1 888 909 0974

Email: mhfranchising@massageheights.com
www.massageheightsfranchise.com

MassageLuXe

Tel: +1 636 680 9013

<https://franchise.massageluxe.com>

NStyle International

Tel: +971 4 431 8935 Ext 135

www.nstyleintl.com

O2 Spas

Tel: +91 924 702 0202

Email: info@o2spa.org
www.o2spa.org

Planet Beach

Tel: +1 888 290 8266

www.myplanetbeachfranchise.com

Salt Spa Planet

Tel: +38 050 561 09 79

www.saltspaplanet.com

Sense of Touch

Tel: +852 2201 4545

Email: enquiries@asiawh.com
www.senseoftouch.com.hk

Sirius Day Spa Franchising

Tel: +1 888 778 6747

Email: info@siriusdayspa.com
www.siriusfranchise.com

Siam Wellness Group

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Email: info@siamwellnessgroup.com
www.siamwellnessgroup.com

Spa by L'Occitane

<https://spa.loccitane.com>

Spa Creators Ltd

Tel: +44 1189 471 857

Email: enquiry@spacreators.co.uk
www.spacreators.co.uk

Spavia

<https://franchise.spaviadayspa.com/>

Taylor & Colt Barber Spa

Tel: +1 888 264 744

Email: franchising@gsbeautygroup.com
<https://gsbeautygroup.com/home/>

Waxing the City

<https://www.waxingthecity.com/franchise>

Woodhouse Day Spa

Tel: +1 877 570 7772

Email: derrick@woodhousespas.com
www.ownawoodhouse.com

YeloSpa

Tel: +1 646 630 8570

Email: franchise@yelospa.com
www.yelospafranchise.com

spa business

2020 – 2021 HANDBOOK



PRODUCTS & SERVICES

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Product Selector	p355

aquaform

well-being through water



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Facebook: <https://www.facebook.com/aquaform.af/>

Blog: https://www.instagram.com/aquaform_af

www.aquafirmsrl.com



Stefano Moretti, CEO and Alberto Moretti, general manager

Background

With thirty years' experience, aquaform offers a wide range of shower systems for the wellness sector. Thanks to tireless passion and a dedication to high standards, our products are among the most desirable to be found in both national and international markets, thanks to innovation and attention to detail.

Main products and services

Aquaform designs, develops and produces a range of products for wet areas of spas, including horizontal showers, wall-mounted (Zenit) or ceiling-mounted (Aquamotus and Nadir) experience and reaction showers with different sizes, finishes and functions.

Other very popular products are the tunnel experience with aromatherapy and music and the dry Kneipp path.

Aquaform created different sequential programme stations and systems to control the type of jets, the temperature of the water, chromotherapy, aromatherapy and music.

The aquaform team offers a consultancy service for spa specialists to support project design and the development of the wet areas of spas. This provides innovative solutions from both a functional and aesthetic point of view, by customising the management controls of the water, based on the project, installation needs and expectations of the final customer.



The horizontal shower from Aquaform

USPS

The strengths that characterise our firm include continuous investment in R&D to create new products, research into new advanced solutions to satisfy market needs and the dynamism and flexibility to realise custom-made products.

Aquaform's range has been specifically designed for the wellness sector. The products the company develops are designed for both professional and private spa use.

The wide range of water control systems allows Aquaform to always create flexible solutions designed and refined every time for each specific type of project.

Another strength is the option to create customised solutions. Aquaform shower systems can be tailored to customer needs in terms of size, finish, function and management system, as well as options such as chromotherapy, aromatherapy and music.

Top clients

Castrocaro Terme, Italy; Le Mount Stephen Hotel, Canada; Porto Sani Spa, Greece; La SPA du Sanglier, Belgium; Evian spa; Qatar Oasis Project, Qatar.

Where in the world?

Aquaform is an Italian company, but thanks to its specific focus on the wellness sector, Aquaform products are available worldwide.

Future plans

Aquaform is expanding its range of products by developing new systems for the world of swimming pools, an innovative outdoor shower column and a new, round, ceiling-mounted and wall-mounted showerhead.

Who's who?

Stefano Moretti, CEO;
Alberto Moretti, general manager

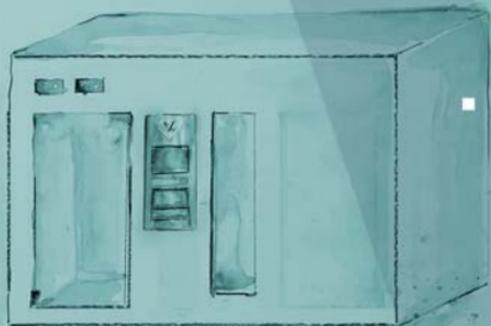
What the clients say

My company has worked with Aquaform since September 2019 and we have found the company to be an excellent collaborator!

On time deliveries, high standards and prefabrication are some of the advantages we enjoy.

George Patsianis, founding partner, Mechanical Engineer Contractus SA

art of
cryo
.com



Art of Cryo

A division of L&R Kältetechnik GmbH & Co.KG

Hachener Straße 90a-c, Sundern - Hachen, 59846, Germany

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LinkedIn: www.linkedin.com/company/artofcryo

www.artofcryo.com



Rainer Bolsinger,
CSO & CMO

Background

artofcryo.com is a division of family business, L&R Kältetechnik GmbH & Co KG. We have 30 years' experience working with ultra-low temperature equipment and a 25-year legacy of building the best quality cryo chambers for whole-body cryotherapy.

This is the year we are taking our Vaultz® cryo chambers directly to the market.

Main products and services

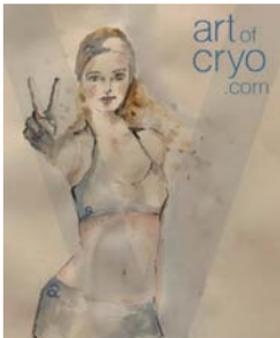
artofcryo.com offers a wide range of treatment solutions for whole-body cryo.

single Vaultz® are space-saving solutions. The V1 is the superior, innovative entry-level model. V1 lux is the professional, corner version, with an automatic air drying system and is also available as V1 lux pro2 for two and V1 lux pro3 for three guests.

vario Vaultz® offer real -110°C in a spacious treatment room, with one or two anterooms.

The control unit, designed in carbon by Antonio Capristo, houses a 22" display. CCTV, intercom and sound module in the treatment room as standard. Extra large windows give perfect visual contact with guests, many options are available.

unical Vaultz® are for the innovative, who like extravagance and have very special ideas or needs. They can be used to deliver special one-off projects for selected customers.



Art of Cryo is launching the Vaultz® brand

USPs

artofcryo.com products are made to the highest quality standards and are only powered by electricity. They're also extremely efficient and eco-friendly, delivering accurate temperatures.

Other USPs include our proven technical know-how, developed over 30 years and the fact our equipment is designed and manufactured by artofcryo.com's parent company, L&R Kältetechnik.

All products are made in Germany and our exclusive partnership with the best whole-body cryo treatment software provider, makes treatments even more secure and effective, easier to handle and offers individualised protocols for each guest. In addition, you get certification, ongoing online training updates and access to new research.

Top clients

We have manufactured, installed and serviced equipment for many internationally renowned spas, sports clubs, medical centres, aesthetic clinics and cryo centres, but not under our brand, as artofcryo.com Vaultz® are only just being launched.

Where in the world?

We work worldwide.

Future plans

To develop the division artofcryo.com with the brand Vaultz® from quality leader to be the absolute leader in WBC solutions.

Who's who?

Rainer Bolsinger, CSO & CMO;
Jürgen Cyba, head of service;
Marco Pantani, head of production and installations;
Robin Melenhorst, head of connectivity.



BARR + WRAY

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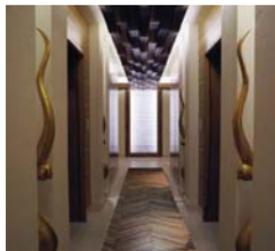
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Ian Montgomerie,
Group CEO

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.
- **After-sales:** offering a quality after-sales and maintenance service for all projects.

Additional products

Pools: vitality/hydrotherapy, lap/exercise, cold plunge, onsen and mineral. Thermal cabins: saunas, steamrooms, hammams, snow cabins, rasuls; experience showers, ice machines, and heated loungers/benches. FF&E: massage tables.

USPs

Being able to create award-winning spas, offering a full interior design package

and a technical ability to supply spa wet area solutions, offering flexible and cost-effective services unrestricted by geography or size.

How many spas do you supply?

More than 300 spas worldwide.

Top clients

Four Seasons, Le Meridien, Jumeirah Group, Mandarin Oriental, Ritz Carlton, IHG, Fairmont Raffles, Shangri-La, One & Only, St Regis, Grand Hyatt and Leela.

Where in the world?

Headquartered in the UK with subsidiary offices in Dubai and Hong Kong.

Future plans

To continue to remain a key driver in the design and engineering aspects of spa resorts worldwide, supplying both new and existing customers. Barr + Wray hopes to increase its presence across new



ESPA Rock Sauna at Resorts World™ Sentosa, Singapore

international territories and markets, helping to expand our client-based portfolio.

Trade shows

Spatec Europe; Global Wellness Summit

Who's who?

Ian Montgomerie, Group CEO
Lorne Kennedy, operations director
Derek Barton, MD, Dubai & Hong Kong
Corrine Sunter, sales director, Dubai
Graeme Banks, design director, Dubai
Cheryl Hanna, spa sales manager, UK & Europe

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email: enquiries@bcsoftwear.co.uk

LinkedIn: bc-softwear-ltd

Twitter: @BCSoftwear

Facebook: @BcSoftwear

www.bcsoftwear.co.uk



Barbara Cooke, founder
and managing director



Background

BC SoftWear is the leading textile supplier for luxury hotels and spas in the UK, France and worldwide. Products are designed for the most discerning customers, where quality and exceptional performance are the standard.

British-based, BC SoftWear was launched in 2002 by founder and managing director, Barbara Cooke. The company provides expertise in the manufacture of exceptional quality spa linen, luxury bathrobes and footwear to 34 countries worldwide, and is renowned for its unique understanding of the spa and hotel markets.

With an enviable reputation for supreme quality towels and robes that stay softer and fluffier for longer, we guarantee our clients will receive exceptional customer service and reliable supply, with many items immediately available from the UK warehouse.

Main products and services

BC SoftWear is unique in its exceptional level of off-the-shelf stock items and fast service. We moved to a larger premises to increase capacity and enhance efficiencies, so there's no waiting for stock and fast reliable service.

We supply pure spa linen for the most luxurious spa: superior 300 thread count, 100 per cent cotton sheets, duvets, duvet

covers and pillows to fit the treatment couch. Our new, eco-savvy SmartSoft® range, includes jumbo sheets, couch covers and header towels to provide exceptional luxury and softness; luxury bathrobes with sizes from age two-years-of-age to 4XL, because we think about your clients' needs; spa and hotel footwear with a unique anti-slip sole certification; couch covers, lounge chair covers, fleecy blankets, spa carry bags and a full range of towelling spa accessories.

We believe an exceptional treatment begins with the touch of the bathrobe and the smooth feel of the spa linen on your skin. Your luxury spa experience begins with BC SoftWear.

USPs

BC SoftWear's eco philosophy is evident throughout the product range. We manufacture exceptionally large spa towels to reduce the number of towels required during a treatment, accelerate the treatment turnaround, reduce drying times and minimise laundry costs.

Bathrobes provide superior luxury with exceptional quality. SupremeSoft spa linen absorbs less oil, repels odours and stays fresh longer.

Where in the world?

In addition to the UK, we have BC SoftWear agents in France and Germany and supply to 34 countries worldwide.

Top clients

Spa brands: Bamford, Gatineau, Germaine de Capuccini, Oskia Skincare, La Mer, L'Occitane, Voya. **Spas and hotels:** Bernard Loiseau, Carden Park, Champneys, Center Parcs Aqua Sana, Chewton Glen, Cowshed Spas, Galgorm Spa & Golf Resort, Pennyhill Park, The Deep Nature Group, Relais Châteaux, Rockcliffe Hall and many more.

Future plans

We develop products based on customer needs. Our latest collection, SmartSoft,® offers responsible, sustainable luxury that includes bathrobes, spa linen and towels, which have been rigorously tested to guarantee performance, robustness and longevity.

SmartSoft® is an energy saving collection designed to conserve 70 per cent energy and reduce costs right across your business.

BC SoftWear provides sustainable solutions from the hotel bedroom to the spa treatment couch. The collection is 100 per cent guaranteed for claims of sustainability and energy savings and verified by the Laundry and Technology Centre.

Who's who?

Barbara Cooke, MD; Sam Cooke, sales director; Karen Tidswell, Ireland & Northern business Manager.



BELTRAMI®

designing textile experiences

MADE IN ITALY

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Email: export@beltrami.it

LinkedIn: linkedin.com/company/beltramilinenitaly

Facebook: facebook.com/beltrami.linen

www.beltrami.it

BELTRAMI[®]
designing textile experiences
 MADE IN ITALY



Cinzia Imberti Beltrami,
CEO

Background

Beltrami is an Italian family-owned business with over 50 years' experience in textile manufacturing. We specialise in bespoke projects, designed and developed to customer specifications. We manage the complete production process, from the early stages of design through to weaving and customer service, which gives the highest quality standards.

Main products and services

We provide all textile products spa operators need, from oshoboris to complete treatment bed setups and from bathrobes to relax blankets, including a wide range of technical accessories, such as bespoke cushions in different materials and oil resistant covers.

All our products are customisable in different fabrics and tested for the specific use and heavy laundering. We offer a flexible service and specialised assistance from the very first steps of the project, putting our know-how and expertise to our customers' complete disposal.

USPs

Our approach to the spa world places a strong emphasis on bespoke design, where our close collaboration with our customers and their designers is a decisive factor.



Beltrami offers comfortable yet elegant designs

We aim to create products not only with aesthetics and brand consistency in mind, but also with a strong focus on their specific function and use. Our projects are fully tailored, often including items designed and developed for the specific services and treatments provided by individual spas, such as special massage and manicure cushions, body wraps and paraffin gloves. In addition, we offer towels in all sizes and a wide range of bathrobes and create treatment bed setups, specially for each bed shape and size.

Top clients

Spa Le Bristol by La Prairie (Paris), Goji Spa at K2 (Courchevel), The spa at The Merrion (Dublin), Lefay Resort & Spa (Italy).

Where in the world?

We have customers all around the world, whom we directly supply from our facilities in northern Italy or through selected local partners.

Future plans

We will focus on R&D, to expand our Autentica Fibra di Legno Beltrami collection (wood fibre) with some innovative, performing and unique products.

Who's who?

Cinzia Imberti Beltrami, CEO; Katia Gallizioli, International Key Account; Stefania Cantini, International Key Account/MKTG; Luca Imberti, Sales Manager Italy

What the clients say

"Over my last ten years as spa manager at Lefay, our partnership with Beltrami has been a certainty and a point of strength. I have had the possibility of creating and developing products responding to the new needs, requirements and evolution of the hospitality market."
Fabrizio Castellani SPA Director Lefay



BIOLINE
JATÒ



A Beautiful Secret

An Italian company that supports Skin Therapists' daily work with the unique Bioline Jatò® System working Method, safe and effective skincare products and treatments, for a customized result-driven wellness experience.

Developed from a school for aestheticians.

Since 1979 in the best SPAs only.



bioline-jato.com

Bioline Jatò

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Pinterest: Bioline Jatò Official

www.bioline-jato.com



**BIOLINE
JATÒ**



Tommaso Corradini,
general manager

Background

Bioline Jatò is an Italian family company that has been working in the professional skincare industry since 1979. Founded in the 1970s as a school for aestheticians, it evolved as an international brand, with education and innovation as its pillars, and is recognised worldwide for its effective and safe formulas.

Main products and services

The Bioline Jatò® System method, developed to support skin therapists' daily work and to satisfy the needs of every skin type, combines a diagnosis system and professional results-oriented treatments with exclusive application protocols, functional massage techniques and a range of face and body skincare, both professional and retail.

With its roots in education, knowledge and training have always been at the core of Bioline Jatò's philosophy. International trainers are constantly working to teach the Bioline Jatò® System to spas around the world, and to prove how the perfect match of skilled aestheticians and innovative products can enhance a treatment's results. The company's training programme offers detailed guidance and support for professionals. Over the years, we've built solid relationships with our distributors, gathering professionals from more than 40 countries.

www.spahandbook.com



The line uses effective, natural ingredients

USPs

Safe and effective formulas, based on the use of natural ingredients, combined with precious textures and scents: these are the results of Bioline Jatò laboratories' advanced research and of 40 years of innovation. Moreover, the company boasts the Bioline Jatò® System, an exclusive method which ensures the best performances and duration of the professional products and treatments thanks to a physiologically balanced sequence of manual skills.

Face and body beauty projects are structured in customised seasonal treatments that stimulate the skin functionality all year round, taking into account different climates and skin types, providing long-lasting customer satisfaction.

Top clients

Day spas, spas and spa chains that need to keep promises to consumers, offering visible results and wellness experiences.

Where in the world?

Products are distributed in the best spas in more than 40 countries worldwide.

Future plans

With the aim of meeting the needs of highly demanding customers, our R&D team has been devising a new line of multi-action products and a specific functional massage for men and will be launching new formulas for a timeless skin.

Who's who?

Tommaso Corradini, general manager
Clara Corradini, founder
Roberta Fiorentini, export manager

What the clients say

"I've had the pleasure of working with Bioline. The products are well-received by our clientele because they are results-driven. Bioline's training and customer support are outstanding. We'll continue to use them at more of our spas."

– Todd Hewitt, head of spas
Shangri-La Hotels-Resorts



HIGH-END PERSONALIZED BEAUTY CARE

For 45 years, the Biologique Recherche Methodology has a reputation of expertise based on a clinical and personalized approach in their beauty treatments. Using pure, concentrated and active ingredients within their products, as well as innovative protocols and specific manual techniques adapted to the different Skin Instants[®] it offers the best solution to building better skins.

CONTACT US

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Facebook: www.facebook.com/biologique.recherche.official

www.biologique-recherche.com



Left to right, Pierre-Louis Delapalme, Rupert Schmid and Dr Philippe Allouche

Background

Biologique Recherche was founded by a French family who are passionate skincare experts. Today, it is owned by Rupert Schmid, Pierre-Louis Delapalme and Dr Philippe Allouche, son of the founders. They remain loyal to the brand's founding principles, ensuring the transmission of its unique methodology and results-driven personalised approach.

Main products and services

The company's R&D team is driven to bring the latest unique products into the market. After three years of research, Biologique Recherche is proud to present its first tinted skincare serum: a perfect combination of skincare performance and an ideal skin tone adjustment. Five shades of tint for a perfecting and protection tinted serum, recommended for all Skin Instants®. Biologique Recherche also provides spas with communication and marketing tools that help them develop their businesses.

USPs

Biologique Recherche's best asset is its personalised methodology, which combines powerful products and effective treatment procedures that respects the skin's structure and physiology in order to ensure the best results. It took 45 years to build this rigorous, complex

methodology, and it can only be passed on through intensive training. The company's highly customised solutions targets a client's individual needs, making Biologique Recherche the choice of brand for the most discerning clientele. The unique manufacturing process is one of the main reasons for the effectiveness of the formulations; there is no mass production and every batch receives great attention. Biologique Recherche's products contain a high concentration of botanical, marine and biological active ingredients – over 20 percent in most products. The company chooses the highest quality active ingredients available and cold-processed formulations to preserve their structure. Finally, to preserve the integrity of our products and decrease the chance of allergic reactions, fragrances are not used.

Top clients

Our clients include Ambassade de la Beauté, Paris and worldwide. Four Seasons; Barrière Group; Grand Hyatt; Mandarin Oriental; Peninsula; Ritz Carlton; Shangri-La; St. Regis; One & Only and Sofitel.

Where in the world?

Biologique Recherche products are available in 3,000 locations in more than 85 countries worldwide.

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 counsellors 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 G eran, Mauritius

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Twitter: @askmindbody

Blog: www.mindbodyonline.com/business/education

www.mindbodyonline.com/spa-software

booker
by mindbody



Josh McCarter, CEO

Background

Booker by Mindbody is the industry's leading cloud-based spa and salon management platform. Our cutting-edge software is designed to meet the needs of today's beauty and wellness businesses owners, offering them everything they need to run and grow their businesses safely and efficiently.

Main products and services

You can get decent booking software anywhere – if that were all your business needed.

To keep you thriving, we offer a true all-in-one solution, empowering you with everything you need to promote your business and keep clients coming back. We also help you keep them safe with a seamless, low-touch experience from booking to check-out.

Booker creates software designed for the modern salon or spa:

- AI-powered messaging to free up staff and boost bookings
- Integrated suite of automated marketing tools
- Online appointment booking from your website and everywhere that clients book beauty and wellness
- Staff scheduling, payroll and reminders
- Comprehensive CRM and inventory management
- Integrated point of sale and powerful reporting
- Ability to sell memberships and gift cards

www.spahandbook.com



Booker software—designed for the modern spa

USPs

Our cloud-based platform gives owners and managers back-office access from anywhere.

The system enables businesses to offer a sleek, low-touch experience from booking to rebooking that keeps clients and staff safe.

With our business app, your team can manage schedules, update client info, and run transactions on the go.

Joining Team Booker also plugs you into Mindbody's exclusive consumer network, putting your business in front of millions of people booking and buying services just like yours.

We're also proud to offer the industry's best support and training to help get new customers up and running ASAP. And if you're tech-savvy, you'll love our robust APIs that enable custom integrations with third party apps, as well as our PMS integrations.

Top clients

The Ten Spot, Paint Nail Bar, Urban Wax, Sweet and Sassy Kids Spa.

Who's who?

Josh McCarter, CEO

Sunil Rajasekar, president and CTO

What the clients say

"I love that Booker is so accessible. For us as a franchise system, it gives us visibility into what's happening at location level."

Vanessa Yakobson, CEO, *Blo Blow Dry Bar*

"Booker is the most robust software I've ever used." *Simone Smith, owner, JBe Beauty*

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CIRCADIA®



Michael Q. Pugliese, CEO

Background

For three generations, the Pugliese family has been committed to elevating the profession of the aesthetician. We have participated in the advancement of skincare for almost forty years. We are honoured to continue to utilise our collective resources to advance the practice of professional skincare.

Main products and services

Circadia is dedicated to using the latest in skin technology. Our formulations combine pure botanicals, stem cells, second generation vitamins, and innovative peptide technology to achieve optimal skin health and beauty. Our speciality treatments and products utilise these technologies to address a multitude of skin conditions, including ageing, acne, dehydration, pigmentation, and rosacea. Our treatments and retail regimens deliver a luxury experience partnered with result-driven ingredients and formulations. Circadia's exclusive Chocolate and Champagne treatment uses raw Hershey's cocoa powder & digestive enzymes to exfoliate and prepare the skin



The boosters protect the skin from environmental damage.

for our signature oxygenating experience. The effervescence of pure oxygen boosts circulation, stimulates cell turnover and leaves the complexion hydrated and revitalised. This award-winning treatment is the perfect fit for all luxury & wellness spas.

USPs

The Circadia product line began with the awareness that certain biological patterns of the skin may be observed and enhanced. A true blend of science and nature, Circadia is

the culmination of our research into the ageing process and a specialised skill in cosmetic chemistry. Throughout our history as a company, our focus has been to honour the extraordinary structure and function of human skin. It is only through understanding this science that we are able to begin to significantly impact the appearance of the clients who come to us for help. Education is the cornerstone of our progress.

Top clients

Four Seasons, Ritz-Carlton, Marriott, Hyatt

Where in the world?

Circadia skincare is based in the US and is distributed in over 40 countries.

Future plans

Circadia's product development team is working with the latest in ingredient technology to stay at the forefront of innovation. Stay tuned for new product launches!

Who's who?

Michael Q. Pugliese, CEO & Owner



[comfort zone]
conscious skin science

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[comfort zone]

conscious skin science

Certified



Davide Bollati,
founder and president

Background

Made in Italy since 1996 with competence and care, [comfort zone] is a professional lifestyle brand offering results-oriented sustainable, clean skincare solutions, developed following a science-based, holistic approach. The advanced research of the in-house R&D laboratories is guided by Dr Davide Bollati, pharmacist and founder of the brand, and is supported by a multi-disciplinary scientific committee.

Main products and services

Comfort zone's comprehensive face and body range allows clients to experience memorable facials and rituals at day and destination spas.

Launching Fall 2020, the New Sacred Nature Cosmos-certified organic bio-regenerative line, represents a milestone in the evolution of the



[Sublime Skin]
global aging solutions

brand, containing powerful natural anti-oxidant extracts™, researched in the Scientific Garden at the Davines Village, the company's sustainable production site, and grown according to regenerative agriculture in Italy, to ensure the protection of biodiversity and a significant contribution to CO2 sequestration. The /skin regimen/ brand completes the range of facial solutions with a cutting-edge line of formulae clinically proven to prevent and correct accelerated aging caused by modern living, in particular stress, pollution and unbalanced lifestyle.

USPs

- 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 formulae are rich in naturally derived ingredients, combined with effective high-tech molecules and delivery systems. ■ Products are free from silicones, parabens, colorants, and animal derivatives. We're on a journey to remove acrylates.
- All packaging is recyclable CO2 compensated through a proprietary project in Ethiopia.
- We use certified FSC recycled paper for boxes, sugar-cane plastic for tubes, recycled plastic for bottles, glass for jars.

How many spas do you supply?

Over 5,000 across every continent.

Future plans

Constant improvement of sustainability, performance and educational support, to ensure partners' distinctiveness and success.

Who's who?

Davide Bollati, founder and president; Hervé Bouvier global brand director; 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, Wickaninnish Inn



/skin regimen/
modern plant chemistry™

SPA & LEISURE SOFTWARE

Concept creates global leading spa, golf and leisure activity management solutions, that provide functionality and management information for today's premier spa operators.

1

Maximize your therapists' and location occupancy, and manage rates, packages and groups.

2

Enhance your guests' experience through Concept's Guest iPad app and web booking platform.

3

Industry-leading resort integration with enhanced single guest itinerary.

4

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CONTACT OUR
TEAM FOR A DEMO



Brett R. Smith

Concept Spa & Golf

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<https://concept.shijigroup.com>



Main services

Concept provides golf and activity reservation management software solutions for enterprise hotels and resorts with locations around the world. With over 25 years' experience and installations in 58 countries,

Concept has developed a comprehensive reservation management product that includes solutions to manage every aspect of a golf, spa, or club operation.

Concept software is available in 15 languages and is multicurrency, multi-region, and fiscal compliant.

Additional services

The Concept product suite includes retail point-of-sale (POS), membership management, CRM, business intelligence, and web services.

A Mobile iPad application is also available as a companion to the Concept spa and activities solution. With Concept Mobile, therapists have all member and guest information and reporting at their fingertips.

Guest consultations cards, preferences and past bookings are available at one click. Spa receptionists and therapists may increase revenue by booking return and follow-up visits conveniently via the mobile app.

Concept Spa's iPad Application helps spas manage reservations quickly and efficiently.

USPS

■ **Modern and mobile:** iPad application allows for ultimate service-anywhere flexibility.

■ **Service and support:** Concept's world renown local service and support is ahead of the rest where contribution to customer success is always our first our focus.

■ **Internationalisation:** Concept is a global hospitality technology provider, with solutions that were developed to be implemented internationally.

■ **Flexible deployment:** products are deployed in the cloud from Concept's datacenters. On-premise options are also available.

■ **Business intelligence and reporting:** Concept offers a dynamic reporting tool aimed at providing properties with a simple yet effective method of extracting valuable data contained within the Concept applications, to analyse and make key business decisions.

■ **Integrations:** Concept is an open-platform system, as it integrates with most industry-leading third party solutions, and Concept's API makes building new connections fast and seamless.

Top clients

Hilton Hotels & Resorts, Fairmont Hotels & Resorts, Banyan Tree, IHG, Q Hotels, Shangri-La Hotels & Resorts, Marriott Hotels & Resorts and The Peninsula Hotels.

Where in the world?

Installations in 58 countries across Asia, Europe, and the Americas.

Future plans

Leveraging Shiji's global strengths, infrastructure and investment capabilities, the Concept team has grown threefold through a globalisation and product development strategy.

Expect feature-full releases delivered twice a year, targeting web and mobile user experience improvements.

There will be enhancements to online learning and webinars that interact with our helpdesk platform and focus placed on upgrading data centre technologies, increasing the value of data services and expanding payment capabilities.

The inaugural 2020 Concept customer advisory council will ensure that outside-in product methodologies lead future solutions.

Who's who?

Brett R. Smith, VP global strategy and product management

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www.crownsportslockers.co.uk



Sam Palmer, director

Background

Founded in 1990, Crown Sports Lockers are highly regarded by clients, interior designers, and architects as the specialists in design, manufacture and installation of bespoke lockers and furniture.

Main products and services

Lockers and furniture for wet and dry changing rooms, workplaces, schools and the healthcare sector. Available in a selection of finishes, lacquered real timber, painted real timber, melamine, melamine and anti-bacterial.

We also provide Corian fabrication, washroom vanities, cubicles, IPS, bench seating and reception desks.

USPs

- Nearly 30 years' experience
- In house design and manufacture
- Quality product and installation
- Made in Britain
- FSC accredited

Top clients

We partner with major hotel groups, independent spas, football clubs, gyms, golf clubs, schools, corporate companies, and healthcare providers.



Crown Sports Lockers specialise in bespoke timber changing room lockers and furniture

Trade shows

We usually exhibit at the Independent Hotel Show and Elevate

Who's who?

Spencer Grimwood, Director
Sam Palmer, Director

What the clients say

"I love Crown's install quality and workmanship. They are a top-drawer contractor, punctual and a joy to work with." *Simon Bantock of Ashton House Design consultancy, which has worked with Crown on Lincombe Hall Hotel, Thurlstone Hotel and Ilington Country House Hotel Spas.*



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Barry Smith, CEO

Background

Dröm UK was founded in 2002 by Kicki Carlsson and Barry Smith. The company specialises in the design and installation of luxury, bespoke spa and thermal wellbeing areas and has, over the last 18 years, brought exceptional, innovative wellness products to the industry.

Main services

■ **Consultancy:** Dröm UK provides expert consultation and coordination at all levels, from architects to builders. The company can offer advice on all technical aspects and design elements of your projects.

■ **Design:** Dröm UK's design team takes pride in meeting clients personally, to fully understand their dreams and requirements, before conceiving and constructing a bespoke sanctuary to suit each individual hotel, spa or health club.

■ **Project management:** Once the concept and specification is approved, the planning can be a multi-disciplined project requiring a high level of coordination of different works. A construction schedule is agreed and adhered to and any disturbance is guaranteed to be kept to a minimum, bringing the project to a satisfactory completion on time and to budget.

■ **Build:** All Dröm UK installations are built



Dröm UK showroom

to the highest specification and quality by the company's fully trained in-house team of professional specialist fitters.

USPs

Dröm UK's beautiful showroom, the only one of its kind in the UK, displays around 20 innovative, bespoke room designs. These showcase how Dröm's attention to detail and creative approach set it apart from its competitors. The showroom is constantly evolving and will see the addition of stunning, new, fully working rooms throughout the course of the coming year. It will continue to play host to groups of architects, designers and clients who look for inspiration within

the many roomsets and in the variety of finishes and accessories on display.

Top clients

Pennyhill Park Hotel & Spa; Coworth Park Spa; The Lansdowne Club; Stoke Park Country Club; Galgorm Resort & Spa; Four Seasons; Chelsea Barracks; Equinox Gym; The Glebe; ISG, Multiplex; Heckfield Spa and Atelier de France.

Where in the world?

We design, supply and install projects throughout the UK, Europe and the Middle East.

Who's who?

Barry Smith, CEO and co-founder;
Kicki Carlsson, ambassador and co-founder;
Erin Lee, project 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

TAKING WELLNESS TO THE NEXT LEVEL



GHARIENI
www.gharieni.com



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www.gharieni.com



Sammy Gharieni,
founder and CEO

GHARIENI

Background

The Gharieni Group, based in Germany, is a leading European manufacturer of high-end spa and medical equipment with almost 30 years' experience.

All the company's products are made in Germany and designed with the utmost attention to quality and detail.

For the second year in a row, Gharieni was chosen as the official Spa & Wellness Equipment Manufacturer 2020 for *Forbes Travel Guide (FTG)*, a global authority on luxury travel.

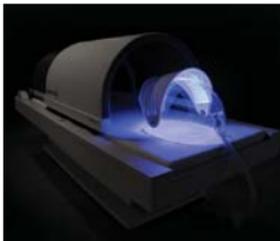
Selected to represent the best products and services in the luxury hospitality industry, Gharieni embodies the core values and exacting quality standards demanded by FTG, the only independent, global rating system for luxury hotels, restaurants and spas.

Main products and services

Taking wellness to the next level, Gharieni creates a unique and distinctive guest journey that fully integrates the mechanics of superior equipment with the practiced touch of the provider, and truly reflects the authenticity and messaging of each and every client's brand identity.

USPs

Innovation is our passion. We allow for transformation of flexible spaces within the



Gharieni's Triple Detox Therapy MLX iDome and the CELLISS (right)



treatment rooms, while retaining efficiency, functionality, and design aesthetic.

Our latest developments of touchless technologies meet the demand for contactless treatments in the times of COVID-19.

These include the Gharieni CELLISS, a unique slimming device that treats thighs and hips, buttocks or abdominals through a non-invasive aspiration/percussion process, and the award-winning MLX iDome, which combines three different detox methods in one, without the touch of a therapist.

Our partnerships outside the industry have led to the addition of binaural and augmented tech to treatment beds, thereby incorporating equipment into treatment protocols.

Top clients

Europe: Pine Cliffs Resort, Portugal; Vila Vita Parc, Portugal; La Butte aux Bois, Belgium; Euphoria Retreat, Greece; Parklane Resort; Cyprus; W London, UK; Rudding Park, UK; Hôtel de Crillon, France; Four Seasons George V, France

Africa: Vichy Célestins Spa & Hotel Casablanca, Morocco; Four Seasons, Tunisia; Four Seasons Hotel The Westcliff, Johannesburg

UAE: Park Hyatt Dubai; Mandarin Oriental, Doha; Sofitel The Palm, Dubai; Palazzo Versace, Dubai; Caesars Bluewaters, Dubai



THERE IS MORE TO LIFE THAN SAUNA ...BUT IT'S A GOOD PLACE TO START



PHOTO: RICHARD BRAUNZSCHOLL, GEMSI HOTEL EDLWEISS, GROSSAU, MICHAEL HUBER

Warmth, silence, a distraction-free environment... the sauna is a place where everyone has the chance to slow down and relax.

A pause from everyday life and at the same time one of the oldest and most uncomplicated natural remedies in the world – sauna is the perfect treat for body, mind and soul.

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Ksenia Filimonova,
area sales manager

Background

Motivated by his lifelong passion for wood, Josef Grabner founded J Grabner in 2002 as a wood veneer production specialist. In 2014, the company expanded its reach to also cover veneered panels for sauna construction, the furniture industry and interior wall finishes.

Main products and services

The company's core offering is called Saunaboard, consisting of veneered plywood panelling designed for finishing saunas. The panels have high technical characteristics which can be offered in a range of designs. Saunaboard's bonding material is also water and heat resistant, formaldehyde free and has been temperature tested up to 90°C.

In addition, J Grabner provides panels for the furniture industry and wall finishing, which are presented under the brands Prägeboard and Alpineboard. These divisions offer wooden panels with 3D embossing, featuring designs that help create a unique atmosphere in hotel suites or wellness areas.

USPs

Inspired by the beauty of nature, J Grabner offers a range of panels with different surfaces including 3D finishes, which imitate the structure of old balks. The



J Grabner produces and sells products made from high-quality wood sourced from all over the world

team consistently remains committed to re-imagining sauna design and helping to bring designers' and customers' fantasy to life.

Top clients

J Grabner collaborates with top architects, designers and sauna builders, who visualise and construct wellness areas across the globe.

Future plans

The company is busy developing unique sauna panels with new embossing and top layer materials, with the goal to break the mould in sauna design.

Who's who?

Ksenia Filimonova,
area sales manager Export Saunaboard.



MADE IN GERMANY

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Julian La Fontaine,
Managing director

Background

The history of IONTO-COMED began in 1979, when Gertraud La Fontaine – a pioneer with a passion for technology – opened up a cosmetic institution and developed a battery-driven iontophoresis-device.

Following this, the La Fontaine brothers founded the company and in 2015, Julian La Fontaine expanded what was by then a third generation family business.

Main products and services

The product range of IONTO-COMED includes a wide range of treatment beds offering maximum flexibility and the symbiosis of technical features and luxury for the customer.

Equipment-based treatment methods, such as ultrasound and microdermabrasion are increasingly being offered in spas. These methods increase the efficiency of cosmetic treatments and conserve natural beauty in the process.

Our treatment beds offer innovative features, such as our vibro-acoustic soundmotion technology, which deepens the impact of treatments, while maintaining the efficient management of the spa therapy room – something increasingly demanded by the spa and wellness industry.



The company's beds offer a range of features to enhance treatments, such as vibro-acoustics

USPS

We don't compromise on the quality of our products and use high-functioning materials, resulting in excellent longevity and reliability.

Alongside our quality standards, we also offer high security standards for our products, based on our quality management system, as a medical device manufacturer in accordance to DIN ISO 13485.

Even though not all of our products are certified as medical devices, they are all developed and produced according to the standards of medical devices.

Quality doesn't end with the product, it is rather a holistic claim, which also includes

the service processes and the support of customers. Customers of IONTO-COMED receive training provided by our own IHB academy and advertising material for marketing activities.

Top clients

Several luxury hotels, such as The Ritz Carlton, Hotel Adlon and the Resort & SPA Romantik-Hotel zur Bleiche are using products from IONTO-COMED.

Where in the world?

IONTO-COMED distribute in more than thirty countries worldwide, so that beauticians from the Arctic Circle to the equator are aware of the products.

Future plans

IONTO-COMED launches include GlowSolution a treatment for a smoother, brighter skin and the fully-automatic cosmetic treatment bed IONTO-DYNAMOVE C1 for footcare, wellness and massage treatments.

Who's who?

Julian La Fontaine Managing director of IONTO Health & Beauty.



IYASHI DÔME
INTERNATIONAL

HIGH-TECH JAPANESE INFRA-RED TECHNOLOGY
CONTACTLESS AND HANDS-FREE

For over 15 years, Iyashi Dôme has been supplying professional treatment devices and accessories to give everyone access to deep detox treatments which provide scientifically-proven benefits

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IYASHI DÔME
INTERNATIONAL



Shogoro Uemura, founder

Background

In Japan, there are centuries-old traditional detox cures called Suna Ryoho which can mainly be found in the hot springs of Ibusuki.

Following a family trip to Japan in 2004 Shogoro Uemura, the founder, created the Iyashi Dôme to give access to deep detox treatments to a wider public.

Main products and services

We offer two infratherapy treatment devices – the Iyashi Dôme and the Iyashi Dôme RenaiSens, as well as accessories such as the air device, enriched with oxygen and essential oils, Oshiboris and Osojis, tailor-made linen etc.

Also, we provide a training programme adapted for each professional partner, with a follow-up and re-training (if needed) during the first year, in order to a better support to our partners in their development, as well as support for their communication and the development of their social networks.

In order to adopt new security measures and to adapt our training programs, we now offer both face-to-face and remote training.

A follow-up and a comprehension test allow us to provide additional training and thus, to be able to accompany clients in the use of the Iyashi Dôme and ensure their full mastery of the Japanese sauna.

www.spahandbook.com

USPs

As pioneer for more than 15 years, Iyashi Dôme does not and has never responded to a fashion phenomenon but has always innovated by creating The Japanese Sauna.

A real Japanese sauna, the Iyashi Dôme acts in-depth to support detox, slimming and anti-aging, as well as muscle preparation and recovery. It also improves sleep.

Iyashi Dôme devices are the only ones on the market to have been the subject of clinical studies. They have been measured and assessed in relation to the benefits of 30-minute sessions in areas such as detox, slimming and anti-aging effects.

Thanks to the Iyashi Dôme patented catalyst, the Iyashi Dôme is the only infratherapy device that is proven to eliminate toxins in real-time during treatments.

Top clients

The Celebrity Apex Cruise Ship, The Four season resort in Dubai, The Spå-Hotel Vichy-Célestin in France, The Radisson Blue Collection in Russia, The Kisawa Sanctuary in Mozambique.

Where in the world?

In France or abroad, discover the Wellness world of Iyashi Dôme and live a unique experience all over the world!

Future plans

We aim to offer our equipment to as many professionals in the wellness sector as possible.

Our aim is also to expand our range of options and the accessories that are available for our equipment.

Who's who?

Shogoro Uemura:
Founder and leader of Iyashi Dôme.
Virginie Giron:
Communications and event manager
Florent Cornelis.
Training and key account manager.

What the clients say

"I chose the Iyashi Dôme for the seriousness of its clinical studies, which are carried out by independent external laboratories.

"I also appreciate the way the company approaches the creation of made-to-measure treatments.

"The Iyashi Dôme optimises the results of treatments as much by its epidermal and metabolic action, as by its extreme relaxation effects. The Iyashi Dôme is a care device with a global reputation which makes a huge contribution to wellbeing."

*Cécilia Vepori, founder of
A Perla Rara spa, Corsica*

Sustainability Innovation Satisfaction Quality



Aromée®

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

Kemiton is a manufacturer of high-quality products for the spa, sauna and wellness markets (technology, fragrances, cleaners, cosmetic). The company's focus is on best quality and workmanship. All items are "made in Germany". Kemiton's products are sold on the international spa and wellness market and can be purchased via our webshop on our homepage. www.kemiton.com

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Blog: <https://www.kemitron.com/kemitron-blog/>

www.kemitron.com



Stephan Mayer-Klenk,
managing director

Background

Kemitron is a German family-owned company specialising in the development and manufacture of high-quality products for the sauna, spa and wellness industry. Our portfolio is divided into four product areas.

Main products and services

Technico – technology

Our innovative technology developed and manufactured in-house includes dosing systems (for steam baths, saunas, whirlpools), steam bath controller, salt inhalation systems, room fragrancing, experience showers, hammam soap systems, light effects, sound systems and foot baths.

Developed, designed and produced at Kemitron in Germany.

Aromeo – fragrances

Our high-quality fragrances are designed for use in steam baths, saunas, whirlpools, hot-tubs, and experience showers.

Created, produced and bottled at Kemitron in Germany.

Pure – disinfectant and cleaners

We professionally and effectively fulfill the different cleaning and disinfecting requirements of swimming pools, saunas, steam baths, whirlpools and tubs.

Developed, produced and filled at Kemitron in Germany.

Skincare

After a sauna, steam bath, hammam or rhassoul, the skin is extremely receptive. Our products include creams, massaging soaps and peeling, which work on balancing stressed or irritated skin.

Created, produced and filled at Kemitron in Germany.

USPs

1. In-house development with professional support

All Kemitron products are designed, developed and produced in our company in Wendlingen, Germany.

We train and educate our employees ourselves, meaning that they are familiar with the products down to the smallest detail and can provide our customers with the best possible support.

2. Flexibility

Our technical equipment can be adapted to almost any room, so we can respond flexibly to characteristics of the building, culture and climate when constructing or redesigning sauna, wellness and spa facilities.

Designers and architects can plan freely in accordance with their project requirements. Our fragrance recipes can be adapted to special customer wishes. Custom creations are easily possible.

3. Claim for quality and sustainability

We only use first-class materials and raw materials for our products, which are thoroughly tested before they leave our premises. We believe good quality pays off and in the long-term, it saves both your money and our environment.

4. Customer proximity

The majority of our customers are personally known to us, so we are able to react quickly to market trends.

This enables us to respond to user needs and has led us to our greatest innovations, which are now standard in many sauna, wellness and spa facilities:

- Automatic sauna infusion system
- Adventure / feature shower
- Fragrance dosing pumps for steam baths, adventure showers, whirlpools and relaxation rooms
- Salt inhalation system
- Rhassoul system
- Hammam soap system

Where in the world?

Kemitron operates internationally!

Who's who?

Stephan Mayer-Klenk, MD and marketing director; Ingeborg Mayer-Klenk, MD; Susanne Keilich, sales manager,

LET'S FOCUS ON THE "WE" IN WELL-BEING.



KLAFS
MY SAUNA AND SPA

From the start of planning all the way to the finishing touches, we're your partner of choice when it comes to bringing health-promoting sauna and spa solutions to life. Whatever your wishes are and whatever the spa trend is, together we can make it happen. After all, one thing is for sure: guests will be looking for a healthy lifestyle, more than ever before. And where better to find it than in the unique spa experience you offer?

Be inspired, discover your spa vision of the future at www.klafs.com

KLAFS GmbH & Co KG

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www.klafs.com



**Thorsten Bichler, director
international sales**

KLAFS
MY SAUNA AND SPA

Background

Founded in 1928, KLAFS is known as an award winning, world-leading trendsetter in wellness and spa.

The company is recognised as offering innovative, one-stop solutions for unique spa design and custom-made products.

With a focus on sustainability and eco-friendliness, KLAFS is a reliable partner for residential and commercial clients globally.



KLAFS Sauna on AIDA NOVA

Main products and services

KLAFS scope of work includes the following:

■ Spa design and consultancy

With an experienced international in-house team of architects and designers KLAFS offers innovative, bespoke spa design and technical consultancy to turn every spa vision into a unique reality.

■ Custom-made products "made in germany"

KLAFS' product range includes custom-made and prefabricated thermal spa equipment offering wellbeing products from -15°C to +100°C, such as saunas, infrared cabins, steamrooms, hamams, ice and snow rooms and solutions for relaxation and treatment areas.

■ Supply and installation

With well-trained and experienced in-house project and assembly teams, KLAFS guarantees to implement even the most exclusive and ambitious spa globally.

www.spahandbook.com

Additional services

KLAFS offers worldwide after-sales service and maintenance following project completion, with on-site service provided by members of the company's global sales and service partner network who are trained in KLAFS' in-house academy.

With its own in-house R&D department, KLAFS can fulfil even the most extraordinary customer request, ranging from a single cabin to a complete turnkey project.

USPs

KLAFS keeps a close eye on the global spa and wellness market to spot and set trends. Innovation is a key part of the company's corporate philosophy and KLAFS introduces surprising new concepts for the health and spa industry with pleasing regularity.

Working with renowned designers, architects and hospitals worldwide, KLAFS is able to develop innovative and beautiful products and concepts continuously. Examples include the Sauna S1 – the first extendible sauna – and the medical-based KLAFS Microsalt system.

This commitment to innovation is proven by the numerous yearly awards won by the company, such as the gold iF Product Design Award, the Red Dot Design Award and the Interior Innovation Award.

Top clients

Euphoria Retreat, Mystras, Greece; ESPA at Mondrian Hotel, Doha, Qatar; Faena Hotel, Miami, USA; Four Seasons Hotel, Tianjin, China; The Dolder Grand, Zurich, Switzerland.

Where in the world?

Headquartered in Germany, KLAFS has subsidiaries in Austria, Switzerland, Hong Kong and the Netherlands, as well as 60 sales and service partners worldwide.

The company serves the entire wellness and spa industry worldwide.

Who's who?

Stefan Schöllhammer, managing director;
Thorsten Bichler, group director
of international sales;
Andreas Erke, head of interior design.

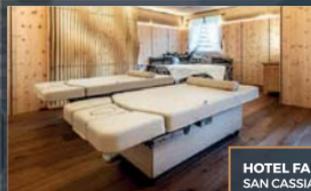


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SPA DREAM: WATER or QUARTZ



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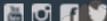
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Matteo Brusaferrì,
general manager

Lemi
ITALIAN WELLNESS EQUIPMENT

Background

The company was founded under the name of Brusaferrì & C by Emilio Brusaferrì and Silvio Genelli, cousins and close friends, who share the same passion for a great challenge. Brusaferrì 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.



Portofino series: the lowest tables on the market

USPs

As an exclusive guarantee of its products' authenticity, Lemi obtained the prestigious "100% Made in Italy" certificate in 2010. This certification requires the company to subject itself to a series of thorough inspections in order to certify that its production cycle is entirely performed in Italy. This complete autonomy also allows Lemi to guarantee customisation and to give a lifetime assistance on all its products. From conception to design, prototyping and packaging, the products' entire lifecycle is managed internally, with each individual part evaluated according to strict inspection criteria. The added value of Lemi comes from the company's excellent craftsmanship, maximum attention to detail, exceptional product quality, and comprehensive service.

Top clients

Sofitel the Palm, Dubai UAE; Four Seasons Hotel, Riyadh, Saudi Arabia; Forte Village, Sardinia, Italy; Carillon Miami Wellness Resort, Miami Beach FL; W Hotel Barcelona, Spain; Lefay Resort & Spa, Italy; Coquillade Village Gargas, France; Nana Princess, Greece.

Where in the world?

Lemi is present in over 100 countries around the world.

Future plans

Our R&D department is always searching for innovative solutions and unique experiences involving all the senses, anticipating trends and offering high-tech equipment.

Who's who?

Matteo Brusaferrì, general manager;
Simona Carrara, export manager;
Elena Bazzocchi, global hospitality manager.

What the clients say

"Our spa clients love the Lemi beds in our treatment rooms. The upholstery is so thick and relaxing, it perfectly complements our luxurious signature treatments. I couldn't recommend Lemi furniture highly enough."
– Stephen McCafferty, spa manager,
Portavadie Spa, Loch Fyne, Scotland



Parker Spa Trolley shown in a spa treatment room with a Century City table

PARKER SPA™ TROLLEY

ALL-IN-ONE AESTHETICS WORKSTATION

Clean up your aesthetics rooms! The Parker Spa™ Trolley neatly houses a professional Silhouet-Tone® steamer and a versatile Daylight Lamps® full-spectrum mag lamp in the confines of its compact roll-top trolley. Practical features include a tempered glass work surface, soft close drawers, surge-protected power strip, and soft rolling casters. Add an optional LEC Digital Warming Drawer for hot towels and you have a fully-functioning esthetics workstation.



Favorite Company for Manufacturer Support
2010-2019



INNOVATE AWARD



Favorite Treatment Table Manufacturer
2010-2020



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Jim Cheney, CEO

Background

Since 1973, LEC has been manufacturing premium spa equipment for the world's finest spas and resorts. The company has won numerous awards, including Innovative Product of the Year – Equipment in 2014, 2015, 2017, 2018 (ISPA), Sustainable Manufacturer of the Year 2016 (GSN), Treatment Table Manufacturer 2010-2020, Manufacturer Support 2010-2019 (AmericanSpa).

Main products and services

LEC has been innovating in spa equipment for more than 45 years. For example, creating luxury pedicure chairs that allow for simultaneous manicure/pedicure services, while economising on space with a small footprint that elevates the spa experience. Or the new Parker Spa™ Aesthetics workstation, which neatly houses a professional steamer and a versatile, full-spectrum mag lamp in the confines of its compact mid-century roll-top trolley, while incorporating practical features such as a tempered glass work surface, soft-close drawers, and an optional LEC digital warming drawer for hot towels, to build a fully-functioning aesthetics workstation.

USPs

Award winning designs and innovation

For three of the past four years, LEC has



The LEC Parker™ trolley collection

won ISPA's Innovative Product of the Year Award. We believe we have 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 Themasoft™ dual-zone warmers.

Build to Order Craftsmanship

Each LEC table and chair is built to order by our master craftsmen in our state-of-the-art manufacturing facility in the USA. We cut no corners, using the finest materials, best electronics, and sturdiest designs to ensure exceptional comfort, design and years of trouble free, commercial use.

Top clients

Peninsula Hotel Group, Mandarin Oriental, Ritz Carlton, Four Seasons, Rosewood, Fairmont, Miraval, Kempinski, JW Marriott, Auberger Resorts, Montage, Canyon Ranch, Como Hotels and W Hotels.

Where in the world?

Worldwide distribution with strategic warehouses in the US, Europe and Asia.

Future plans

We're extending our new line of mani/pedi combo chairs, with new products, featuring a retractable, motorised, fully-plumbed pedicure bowl for space-saving luxury and a perfect client/technician experience.

Who's who?

Jim Cheney, president and CEO; Erica Coble, vice president of sales; Blake Feeeney, vice president of business development; Cameron Butler, sales representative.

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, former VP wellbeing, Accor

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.

“bespoke”
HOTELS


**THE
ASCOTT**
LIMITED

 **INTERSTATE**
HOTELS & RESORTS


MARRIOTT

*Hand***PICKED**
HOTELS
BUILT FOR PLEASURE

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www.matrixfitness.co.uk



James Blower, sales
director hospitality &
wellness EMEA & APAC

MATRIX

Background

Matrix Fitness – one of the world's leading commercial fitness brands – is a division of Johnson Health Tech, founded in 1975. Preferred by some of the world's finest hotels and resorts, Matrix offers an array of premium cardio, strength, and integrated technology solutions, which support the demands of boutique hotels and spas and enable customers to create an inspirational fitness experience for their guests with minimal effort – regardless of size or budget. With more than four decades of experience in the fitness industry and an extensive understanding of user behaviour, Matrix knows what guests expect from their workouts, and the company's goal is to help the customer to deliver that and more.

Main products and services

Matrix strives to offer innovative and aspirational equipment that will captivate users, is easy to maintain, facilitates wellness programming, and delivers the best return on investment.

■ **CARDIO:** Intuitive operations on the company's full range of stylish, durable cardio equipment make it easy for guests to get on and go, while its consoles provide the most cutting-edge, fully integrated entertainment options, from regular television programming to Internet connectivity and virtual workouts.

■ **STRENGTH:** Matrix offers an extensive strength range to enable the customer to address all end-user needs and craft a fitness experience tailored to each individual guest profile. Durable finishes keep products looking new, and simple operation makes them easy for guests to navigate.

USPs

The Matrix ethos spurs innovation and values creative problem-solving. As a result, the company has set the standards for which others strive to, and its drive for excellence ensures the needs of customers are always met.

Top clients

Hyatt, Four Seasons Hotels & Resorts, Marriott Hotels, Accor, Carlson Rezidor Hotel Group, InterContinental Hotels Group, Wyndham Hotels & Resorts, Starwood Hotels & Resorts, Club Med.

Where in the world?

30 wholly-owned subsidiaries, and a distributor and service network in 60+ countries.

Future plans

Matrix launched the Glute Trainer, activating bar-hip thrusting without the difficulty and discomfort of free weights, and the Connexus Compact and Column, part of the extended Connexus line. Matrix have also announced

MX4 Active, a safe and effective small group training programming solution designed to meet the needs of ageing individuals and those with a low baseline fitness. With a drive to combat 'Fitness Failure Syndrome' by helping clubs to increase retention through their Connected Solutions offering, Matrix continue to focus on aspirational technology solutions, meeting the needs of the customer and metrics that matter through their Target Training Cycles.

As a total solutions partner, Matrix continues to deliver a range of services working in collaboration with selected and talented partners to provide customers with bespoke packages to suit all needs.

Who's who?

Matthew Pengelly, UK managing director; James Blower, sales director hospitality & wellness EMEA & APAC; Nigel Tapping, head of sector hospitality.

What the clients say

"The original solutions offered by Matrix help us deliver exceptional guest experiences, and, coupled with its exceptional customer service, make Matrix an ideal preferred supplier for Marriott Hotels." – Alison Ainsworth, senior director of golf, leisure & spa operations Europe, Marriott Hotels



MCCM Medical Spa has developed a whole line of products and treatments for the ultimate facial and body care range!

mccmmedicalcosmetics.com/medical-spa

MCCM Medical Spa

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Facebook: www.facebook.com/mccmmedicalspa

www.mccmmedicalcosmetics.com/medical-spa



Francisco Magalhães,
general manager

Background

Mesosystem created the brand MCCM in 2006, following the desire of a concept to achieve the best results in the field of aesthetic medicine and medical cosmetics. Right now, we hold long accomplishments, standing side by side with the major global brands.

Main products and services

MCCM develops a state-of-the-art range of products and equipment, with the highest standards of care and accuracy. We maintain a long-standing commitment to the absolute quality of our products, treatments, training and service.

We are specialists in skin rejuvenation and whitening, along with body slimming and detoxification, and we guarantee that our products are not tested on animals and contain no genetically modified ingredients. MCCM Medical Spa provides a full line of indulging and advanced treatments, as well as tailored homecare recommendations. Our line of high-tech equipment offers different ways to get effective and unique treatments, ensuring maximum quality and efficiency translated into highly satisfactory results.

USPs

MCCM evaluates all aspects of the skin, from the inside out, developing procedures

www.spahandbook.com



T3P - the innovative peel

with demanding standards. We combine highly concentrated active ingredients, pure liquid solutions, and pioneering technology, creating visible results. We aim to offer a variety of solutions, creating unique treatments using precise and essential active principles that can be tailored to the needs of different bodies and skin.

As our treatments are to be performed with outstanding standards, we provide specialised training, ensuring a professional level of practice for every spa therapist. Clients all have a training programme to meet their needs and specificities.

Top clients

Four Seasons, Six Senses, Sha Wellness Clinic, Epic Sana, Bulgari, Ten Spa.

Who's who?

Ana Casas, CEO
Francisco Magalhães, general manager
Nuno Amorim, international spa trainer.

What the clients say

"Overall from clients and staff who have tried and used the products, MCCM is excellent skincare, with their innovative range that shows excellent results from the very first treatment. Additionally, their training programme is really well built, with full information on product details, as well on how to encourage the trainee to try hard and study more to improve their knowledge and skills."
– *Merry Naibaho* – spa supervisor,
Four Seasons Hotel Bahrain Bay



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Oakworks is ready to help spas reopen!



Tested Medical Grade Fabric

Proven Quality

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Proven to handle hospital grade disinfectant on a daily basis, passes ISO10993 standards for use in medical environments.

Reliable

TerraTouch upholstery has excellent resistance to oil, abrasion, and tears and passes testing for cytotoxicity, skin irritation and sensitization.



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www.oakworks.com



Jessica Wadley, Vice President
of Business Development

Background

Oakworks was founded by Jeff and Linda Riach with a focus on creating quality products that are built to last and offer superior client comfort and therapist ergonomics. Oakworks is a US-based FSC-certified manufacturer of spa, massage, and medical equipment. With over 40 years' design and manufacturing experience in a state-of-the-art facility in Pennsylvania, Oakworks is known for design innovation, sophisticated engineering and dedication to offsetting our carbon footprint.

Main services and products

Oakworks offers world class spa and massage solutions.

- Masters' Collection: Allows the customer to choose from thousands of finish combinations. We offer features such as the patented Adjustable Best Comfort System (ABC System), warming drawers, storage and heated tops
- Customers can design their own tables using our STUDIO online design tool – a real-time table configurator
- Signature Collection: A variety of wood finishes are available using water-based lacquers and stains. From manual to fully electric, we offer tables for the most luxurious or the most cost-conscious facilities.

www.spahandbook.com

USPs

- Comfort – our tables and associated accessories are designed to be the most comfortable on the market
- Style – largest array of styles in the market with the inclusion of the award-winning Masters' Collection
- Ease – designed with the most innovative configuration tools
- Warranty – most comprehensive and best warranty in the market
- Peace of mind – new plug-and-play service approach and full table UL/ETL Standard
- Manufactured to order in the USA
- Oakworks takes a step-by-step approach to ensure a high level of protection for human and environmental health.

Where in the world?

Americas, Europe, Asia, Middle East, Africa and Australia.

Top clients

Four Seasons, Atelier de Hoteles, Park Hyatt, Aman, Ritz Carlton, Marriot, Clarins, Hilton, ESPA, Intercontinental, Mayo Clinic, Peninsula, Canyon Ranch, Turtle Bay Resort, Massage Envy, Planet Hollywood, Banyan Tree, Fairmont, Melia, Grupo Posadas, Hand and Stone, Equinox, private spas in aircrafts, private airlines, estates and palaces.

Future plans

All of our equipment and accessories are covered with ISO-10993 TerraTouch fabric that has a list of hospital-grade disinfectants that can be used on it. We have made new innovations, such as one-piece and removable padded tops for a new modern look that make disinfecting and cleaning easier.

Who's who?

Jeff Riach, founder;
Jessica Wadley, Vice President
of Business Development
Integrative Health & Wellness.

What the clients say

"We have always valued our partnership with Oakworks, and truly appreciate their adaptability and innovation during this time of evolution for the spa industry. By including specific medical grade Protective features on their new Performalift table, while still thinking through what is important to the luxury spa guest experience, Oakworks continues to lead spa manufacturing and support the needs of the Hilton guest."

Jessica Shea

Senior Director, Spa & Fitness Ops
Americas - Hilton



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Tristan Lagarde,
International sales director

PHYTOMER

Background

Established in 1972, Phytomer is a skin care and wellness company fascinated by the sea and the power of its natural ingredients.

Phytomer remains an independent family business led by the founder's son, Antoine Gédouin. We count nearly 200 employees, at our head office and production site in Brittany, France.

Main products and services

Phytomer is one of the only laboratories in the world that perfectly masters marine biotechnology to effectively produce genuinely natural ingredients.

Throughout the manufacturing process we aim to limit our impact on the environment. The result is delivering outstanding products using eco-friendly methods.

Used by therapists worldwide, Phytomer treatments combine targeted professional products with restorative manual massage, providing clients with a unique holistic experience.

Increasing the profits of our partners is a priority. Therefore, the cost of our treatments is more affordable than those of our competitors and our exciting retail line is a great source of extra revenue.

Phytomer deploys an ambitious digital strategy to enhance its reputation, generating extra revenue. It also facilitates the training of spa teams via an online training website.

www.spahandbook.com



New elegant merchandising kit

USPs

Phytomer has been a pioneer in skincare for 40 years. It is the benchmark brand when it comes to marine biotechnology, with a unique catalogue of natural and high-performance ingredients.

In our laboratories, a team of skin biology experts invent the cosmetics of the future. These scientists develop environmentally-friendly formulas that are increasingly effective and delightful to use.

Phytomer is world-famous for the quality of its innovations and the outstanding proven quality of its professional and retail products.

In addition, Phytomer's professional know-how in creating original manual protocols gives the brand a strong international reputation. It ensures our presence in many of the most prestigious day spas and hotel groups in the world.

Top clients

Four Seasons Hotel, Las Vegas, US;
Mykonos Grand Hotel, Mykonos, Greece;
The Westin Santa Fe, Mexico City, Mexico;
Pullman, Maldives, Maamutaa.

Where in the world?

Phytomer has 10,000 points of sale in 80 countries, with 75 per cent of our business outside of France. Our top five markets are the US, Korea, Japan, Canada and Italy.

Future plans

Merchandising: Advanced guidelines and an elegant kit to help partners optimise the design of their spas with a story focus on retail. *Green commitment:* Phytomer is a partner of 'Time for the Ocean', a charity that uses art projects to protect oceans and coastlines.

The company contributes to *Sea Art*, an artistic documentary series that incites wonder via impactful films showcasing artists committed to protecting and preserving the sea, such as dance-diver Julie Gauthier and underwater sculptor, Jason de Cayres-Taylor.

Who's who?

Antoine Gédouin, president; Tristan Lagarde, international sales director; Mathilde Gédouin-Lagarde, marketing and communication director.



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James Strong, co founder and CEO and Bryan Gohl, co founder.

Background

Company is owned by the founders James Strong and Bryan Gohl. We launched in late 2017 and continue to grow.

Main products and services

We offer premium red light therapy devices to spas and clinics as a way to increase the services to their clientele and increase their profitability.

USPs

Red Light Rising offers the most powerful and largest single red light therapy unit on the market, meaning deeper penetration of the healing red light into the body and more benefits delivered in less time.

The benefits of red light therapy are far reaching and include supporting the immune system, enhanced sports performance and recovery, reduction in joint pain, improved sleep, increase in natural anti inflammatories, improved collagen production and skin health, hormone optimisation, increased cellular energy and much more!

Products are designed in such a way as to be unobtrusive and space saving in almost any treatment room. Users can choose to have an entire room dedicated to red light therapy, or to have it tucked away in a room only to be pulled out when needed.



The red light therapy unit from Red Light Rising is currently the largest on the market

Red light therapy is a non invasive, 100 per cent safe, zero touch therapy.

Treatment times are very efficient from

8 - 16 minutes, depending on product choice.

Red light therapy adds tremendous value to businesses by offering a scientifically proven therapy which can be offered as a supplement to almost any other existing therapy or treatment.

Where in the world?

Red Light products are available globally for sale to spa and wellness businesses.

Future plans

New products are being launched soon – watch our website for details – while a new red light therapy implementation suite will be opening by early 2021. Australia and Asia will be a target market for the company in 2021.

Who's who?

James Strong, co-founder and CEO;
Bryan Gohl, co-founder.

What the clients say

"There's one word to sum up Bryan and James, Integrity! They do what they say they will do when they say they will do it. That's all I can ask for from businesses I work with."
Aidan Robinson, clinical director, ITRM Clinic, UK

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Frank Pittskalakis, CEO

ResortSuite

Background

Since 2000, ResortSuite has been a global leader in guest-centric hospitality management software solutions, designed to help streamline operations, increase revenue and deliver personalised guest experiences.

Serving luxury leisure & wellness properties globally, ResortSuite provides a unique integration that offers guests a one-stop shop to book everything online that a property has to offer.

Main products and services

Built on a guest-centric technology platform, ResortSuite SPA can centrally manage all services, programmes and activities in one module, and can also be used as a retail module to sell product. Revenue management through dynamic availability enables spa operators to control the mix of services available, based on demand, and maximise profit for the Spa. Using a single guest profile, staff can also view and track property-wide guest information in one place. ResortSuite SPA, together with our best-in-class modules such as PMS, CLUB, GOLF, F&B, CATERING, RETAIL, SKI, and CONCIERGE, can be used to run your entire operation or integrate with existing solutions.

www.spahandbook.com

ResortSuite GuestEX also combines our WEB, MOBILE and CONNECT technologies that allow guests to easily book their entire experience in real-time, 24/7, including room reservations, spa treatments, classes, activities, golf tee times, events and dining reservations through ResDiary. Our contactless, mobile-enabled solution empowers guests and members to manage their entire stay and itinerary.

USPs

ResortSuite is designed as a fully integrated, guest-centric hospitality management system to manage guest information and streamline operations for destination spas, activity-based resorts, multi-location properties and large private clubs.

The unique opportunity that ResortSuite brings to spa operators that are part of these wellness establishments is the ability to streamline the entire guest journey with a single app experience. With the ability to deliver a single app that can manage the guest journey from end to end, ResortSuite MOBILE provides a seamless online booking that also enables guests and members to check-in to their spa services, complete forms, use Mobile ID to access facilities and checkout using contactless mobile payments.

Top clients

Champneys, Montage, Miraval, Jumeirah, Four Seasons, The Breakers, Sea Island, Hershey, Glen Ivy, Ojai Valley Inn & Spa, Lodge at Woodloch, Monarch Beach Resort, Spa Eastman, Old Course Hotel St Andrews.

Where in the world?

United States, Canada, UK, Europe, Mexico, the Middle East, the Caribbean.

Future plans

ResortSuite MOBILE delivers a touchless guest journey with a single app experience – from mobile check-in and digital keys, to mobile intake, menus, booking, itinerary, mobile ID and mobile payments.

Who's who?

Frank Pittskalakis, founder and CEO;
Matt Anderson, senior sales executive.

What the clients say

"With a combination of our destination resorts and day spas operating under the Champneys 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, Champneys Resorts



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Riadh Bouaziz, CEO

Background

RKF was born 20 years ago on the foundations of a century-old company. Today, RKF Group consists of five branches with two production units. RKF Luxury Linen fosters a culture of singularity and technological performance. The brand's all-encompassing textile expertise provides partners with cost-effective, ecofriendly operational solutions by developing patented and sustainable textile materials. RKF Luxury Linen is committed to bringing the future into focus with the highest standards of sensory experience, and is continuously striving to optimise linen management.

Main products and services

RKF Luxury Linen provides a custom-made line for each brand: massage table covers, bath sheets & towels, oshiboris, gloves, bath mats, bathrobes, pareos, headbands, relaxing eye masks, waterproof pillows, pillow cases, duvet & duvet covers, slippers, etc. RKF creates ranges in keeping with the identity of each brand through the colours and materials used, as well as careful attention to the finishing touches. The linen forms part of the overall decor.

USPs

The quality of its products is of paramount importance to RKF Luxury Linen. The French

company develops a full process, from the yarns to the final products through design and creation. Its innovation philosophy enables the company to provide each client with a unique and customised line that combines originality, comfort, quality and elegance.

How many spas do you supply?

RKF Luxury Linen exports directly in 77 countries and through the luxury brands it works with in 96 countries.

Top clients

Bulgari and Versace (Dubai), Guerlain (Moscow), Spa My Blend by Clarins (Maldives), Spa The Peninsula (Paris), Four Seasons (London), Spa Sofitel (Marrakech), Shisheido (Milano), Dior (Paris) and Mandarin Oriental (Doha).

Future plans

RKF Luxury Linen - with RKF Inside, continues its commitment to promote their societal values and are always looking for new solutions. They registered a patent for a new technology incorporated in all RKF Luxury Linen products: the Braille textile. Furthermore they aided the global shortage of PPE brought on by the covid-19 outbreak and worked with the French government to produce millions of masks and hundreds of thousands of protective gowns to

support the frontline staff. Their PPE products are perfectly adapted to the hospitality, spa and wellness market and they've also developed masks for children. The products are eco-friendly, 100% recyclable and reusable and offer optimal comfort to all users. Products can also be customised upon request. Products are 100% made in France and certified by the DGA, the French General Army Direction, and the French Institute of textile and clothing industry.



Who's who?

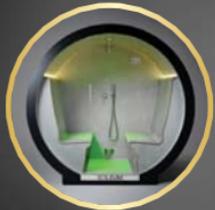
Riadh Bouaziz, CEO; Fadhel Bouaziz, project coordinator; Hanane Fares, production director & head of technical Innovations; Valentine Barrat, communication & marketing manager.

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, Haven



Health SPA



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<https://soleum.com/en/>



Thomas Kiesenebner,
Designer and CEO

Background

SOLEUM is an Austrian company specialising in design and realisation of outdoor and indoor sea climate chambers. After 20 years of experience in producing steam baths, a stunning new innovation – the SOLEUM® Health SPA – has been released in 2020.

Main products and services

The SOLEUM Health Spas come in three different designs: Omega, Egg, and Ellipse. These amazing new outdoor marine climate cabins are self-contained units are equipped with a built-in induction heating and misting system that can be used for brine/saltwater misting, tea misting, steam baths, and more. This healing and relaxation concept, called Thalasso, aids in breathing and helps to eliminate the stresses of modern life. Designed to duplicate ocean mist in a warm climate, this type of therapy helps to aid in sweating in a sauna, as well as opening up bronchial passages. Climate chambers deliver all the healing and relaxation of a traditional spa/steam bath, with the added sea climate feature that provides even more healthful benefits. "Thalassotherapy has been around for millions of years. Often, doctors and healers would send their patients to live near warm oceans, believing that the airborne water



SOLEUM sea climate cabin EGG

mist and minerals were therapeutic," said Thomas Kiesenebner, designer and CEO of SOLEUM® Health SPA. "While we can't speak to the medicinal effects, we can tell you that SOLEUM® Health SPAs are great for relaxing and making one feel invigorated."

USPS

SOLEUM Spas are a ground-breaking development delivering "Sea Climate" in an outdoor/indoor steam bath.

A misting system can be used for dry or moist salt inhalation to help with everything from respiratory disorders, sleep health and allergies to skin conditions and boosting the immune system – using the same technique, the cabin can be turned into a "teadarium",

where the air is infused with medicinal teas such as chamomile, mint, thyme and sage.

Features include coloured lights and music, that can be adapted to suit the user's needs via a smartphone, tablet or hotel computer, as well as customisable finishes in luxurious eye-catching materials, such as gold, copper and bronze.

Chambers can be produced in different countless colour combinations (inside and outside), and if a LAN access is available SOLEUM is able to service and update the software in the sea marine climate chambers all over the world via the internet.

Top clients

A luxury product for luxury clients, hotel spas, thermal and wellness centres, the new SOLEUM® Health SPA – Sea Climate Chamber provides a unique experience unavailable elsewhere on the market and revolutionises health, wellness, and lifestyle benefits.

Where in the world?

The new product development, the SOLEUM® Health SPA Sea Climate Chambers are now available for delivery worldwide.

Future plans

SOLEUM is looking for partners and co-operations all over the world.

A brand with strong added value

The values of a Family Business

Harmony with Nature

Products made in France 

An ability to innovate

Quality standard (OHSAS 18001)

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Christian Mas,
chief executive

Background

Founded in 1946, Sothys is owned by the Mas family. Chief executive Christian Mas oversees the company internationally.

For more than 70 years, the brand has remained passionate about sharing global beauty concepts with both women and men by combining wellbeing and efficiency.

Main products and services

As the world's leading skincare solution specialists, Sothys aims to provide solutions to every skin problem, using methods that are effective, yet pleasurable for the customer, and in harmony with nature.

Sothys employs a dedicated team of professionals who have made many cosmetic breakthroughs. As a result, the company has become the market leader and industry innovator in producing synergistic beauty treatments, techniques and world-class high performance homecare products.

Additional products

Sothys' formulations stand the test of time by employing stringent pharmaceutical production teamed with sensorial pleasures.

The brand uses an exclusive method – Digi-Esthétique – which is an original technique specially developed to heighten the effectiveness of treatments and the assimilation of active

ingredients. By combining Eastern and Western acupuncture methods and massage procedures, Sothys is able to achieve the absolute highest level of wellbeing for the customer.

As well as our cosmeceutical formulas, we've focused on body and wellbeing with three new signature treatments and personalised massages – leading Sothys to become a complete service provider, offering facials, body treatments, beauty and products and treatments for men.

USPs

The brand complies with the strictest international regulations and adheres to the highest standards of production to create formulas with minimum preservatives, and maximum tolerance and safety. Sothys' international reputation and presence in prestigious spas around the world is testament to its legendary formulations, excellence in treatments and the quality of its products.

How many spas do you supply?

Sothys supplies over 15,000 spa and beauty locations worldwide.

Top clients

The Milestone, London; Le Burgundy Paris; Club Med Guadeloupe; St Regis Bora-Bora;

Palais Ronsard Marrakech; Sofitel Legend Hanoi; St Regis Osaka; Four Seasons Buenos Aires; Four Seasons Chicago.

Where in the world?

Sothys is distributed worldwide and is currently available in 115 countries.

Who's who?

Christian Mas, chief executive.

What the clients say

"At Le Spa du Metropole in Hanoi, Vietnam, we share the same objectives in terms of quality and branding. Therefore, our partnership with Sothys has helped transform our spa into an unforgettable sensorial experience for our guests."

Ms Bac Ha, spa manager

"Our experience with Sothys can be summed up in several words: quality, experience, development and, above all, the most important: RESULTS! Our guests are fascinated after each treatment with Sothys, we are very confident when we recommend the brand to our customers, because we know there is a before and after after testing the brand."

Mr Rodrigo Romero, spa supervisor, Spa Cleo at Four Seasons Hotel, Buenos Aires

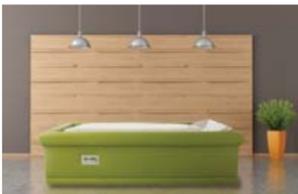
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Susan Auld, Colin Cameron and Neil Owen – directors

Background

Established in 2006, Spa Vision provides market-leading expertise and consultancy around supply and procurement.

Globally the business works with a broad spectrum of clients, including hotel, destination, medi and day spas, wellness centres, salons, yacht owners, independent therapists and residential homes. With offices in Australia and the UK, Spa Vision is well positioned to continue its growth.

Main products and services

- **Supply** A leading supplier of high quality equipment and furniture, offering an impressive portfolio which includes treatment tables, relaxation furniture, specialist thermal rooms, hydrotherapy, manicure and pedicure collections, plus hair, barber and make-up kit.
- **Procure** Working alongside operators, contractors, interior designers and architects, our procurement service delivers professional, comprehensive and efficient solutions for clients worldwide.
- **Consult** With global experience in delivering specialist operational and interior design consultancy services. The team has a wide range of skills, allowing it to work within both large international corporate frameworks and privately owned properties, providing bespoke spa design and operational concepts.

www.spahandbook.com

USPs

Spa Vision has a full service offering, specifically catering for the luxury spa and wellness market. The company thoroughly understands the market and has been actively involved in the sector for many years. All directors have been industry operators.

Each of our directors take personal responsibility for each client, developing long-term value-added business relationships which sit at the heart of our approach.

Where in the world?

Globally, with main focus in UK, Europe, Middle East, Australia, New Zealand & Asia Pacific

Top clients

- **UK:** The Langley Hotel, Buckinghamshire; The Lanesborough, Claridges and ESPA Life at Corinthia in London; The Newt, Somerset; Fife Arms, Braemar; Gleneagles, Auchterarder; The Gainsborough, Bath; Woolacombe Bay Hotel, North Devon; Babbington House, Frome
- **Europe:** Kempinski, Bulgaria; The Peninsula Paris Hotel, France; Radisson Blu Hotel, Latvia; Bliss Spa, Viceroy, Serbia; Cowshed Spa, Soho House, Barcelona, Spain; Corinthia, Malta
- **Rest of the world:** Leela Hotels, India; Ritz Carlton, Perth, Australia; W Hotel, Brisbane, Australia; City Square Hotel, Yangon, Myanmar; Ritz Carlton, Langkawi,

Malaysia; Park Hyatt, Auckland, NZ; Opuke Thermal Pools & Spa, Methven, NZ; Eos By SkyCity, Adelaide, Australia.

Future plans

Our focus is to continue offering our clients the widest selection of premium equipment and furniture. Our thermal offering will be developed with additions in areas such as halotherapy and cryotherapy in response to market trends. Our consultancy services have been developed to complement our equipment and thermal offering, allowing us to support new and existing projects from start to finish.

Who's who?

Susan Auld, director, UK, Europe & Middle East; Colin Cameron, director, UK, Europe & Middle East; Neil Owen, director, Australia, New Zealand & Asia Pacific

What the clients say

"I really enjoy working with Spa Vision. They are flexible, knowledgeable, competitively priced and have an extensive range of equipment from leading brands. They always give my clients and consultancy team the support they require, no matter how challenging the remit. I would highly recommend them."

*Paula Perkins, owner,
Paula Perkins Spa Consultancy*

A woman with a light-colored towel wrapped around her head like a turban is sitting on a dark wooden slatted bench. She is looking down and to the right with a serene expression. The background is a wall of dark, horizontal wooden planks. The overall mood is calm and relaxing, typical of a spa environment.

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Riccardo Turri, CEO and Francesco Rinaldini, export manager.

Background

Starpool is an Italian company specialising in design and realisation of wellness and spa facilities for 45 years. Located in Val di Fiemme – Trentino Alto-Adige – in the heart of the Dolomites, Starpool was founded in 1975 by Ardelio Turri, whose son Riccardo is leader and CEO today.

Main products and services

Starpool is recognised as a leading company in spa design. Along with its business model based on careful planning, excellent products and outstanding services, Starpool is introducing its idea of wellbeing to the world.

By creating a new way of designing spas, Starpool evolved from a artisanal business to a multinational company with a stylish soul, able to create ideas for the wellness market.

Starpool offers comprehensive designs enriched by building and maintenance of functional tailor-made wellness paths.

From ergonomic space design to materials selection, from installation to products, accessories and services, Starpool aims to be the ideal partner for creating high-performance wellness ecosystems.

Since 2016, Starpool has also offered a unique range of products for the regeneration of body and mind, thanks to its innovative “dry float” therapy.



Many of Starpool's product designs are patented

USPs

What makes Starpool unique in the market is first and foremost our highly skilled team of professionals who manage spa projects.

Our products are characterised by attractive design with pure, essential lines and a focus on technology and functionality.

Our research and development unit conceives and develops the best solutions to ensure high standards of quality, hygiene, innovative technologies and methods of use of Starpool's appliances. All the outcomes of R&D activities are patented and protected by industrial design registration, thus highlighting our focus on continuous innovation.

Starpool is the only company in the field that guarantees to the client a 360°service: not only high-level products, but also constant after-sales care, spa therapist training, and marketing-communications support.

Top clients

In its 45 years of activity, Starpool has become a quality brand for the wellness offer of hotels such as Grand Park Hotel Rovinj in Croatia, Mandarin and Armani Hotel in Milan, Lido Palace in Riva del Garda, Amoyangyun in Shanghai, Hôtel du Cap-Eden-Roc in Antibes and Mulia Resort & Villas in Bali.

Starpool is in a partnership with Virgin Club all over Italy and it has also realised the spa of Clinique La Prairie in Switzerland.

Starpool also “sails” with MSC and Costa Crociere, and, with its Home collections, its professional know-how lands right at home.

Where in the world?

Starpool has distributors in more than 26 countries in the world. We boast over 4.000 spa installations in 57 different countries.

Future plans

Wellness trends are changing and Starpool is ready to be a leading company in the sector. Open-air products, hygiene and cutting-edge technology are just a few of the innovations the company is presenting in 2020.

Who's who?

Riccardo Turri, CEO; Francesco Rinaldini, export manager; Massimo Libretti, international manager; Paolo Tranquillini, spa consultant.

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Thomas Roessler, MD

Background

Founded in 2001, TAC is an owner-managed company with more than 90 employees and four locations: in Vienna and Hartberg, Austria; Hanover, Germany and Chicago, US.

The TAC software serves several key markets within the leisure industry:

- **Reservation Assistant – Spa & Activity Software** specialises in the unique software needs of those in the spa industry
- **Club Assistant – Membership Software** is focused on the special features of the fitness market
- **Entry Assistant – Access Control Software** specialises in the needs of the thermal bath industry.

Main services

Reservation Assistant - by TAC optimises and simplifies all processes of modern spa management, including reservations, membership management, employee scheduling, table reservations, stock control, CRM and billing.

"Reservation Assistant" offers more than 200 interfaces to external systems such as PMS and access control, as well as reports and statistics for measuring performance. An easy-to-navigate dashboard provides a quick overview of your spa's economic performance.

www.spahandbook.com

Additional services

TAC's add-ons are innovative tools for maximising sales revenue and strengthening customer satisfaction.

The TAC Webshop integrates sales, appointment bookings, lounge reservation, a partner area and much more. The intuitive design and user-friendly screens offer the highest flexibility. With Digital Signage, spas will generate more turnover from guests who are already on-site.

Furthermore, guests can book appointments from spa treatments to lounge reservations at the Self-Service Kiosk and pay for these by chip.

And with 'sense.' – TAC's cloud-based software – employees have reservation plans with them any time, any place on all mobile devices.

USPS

TAC's credo "designed to simplify" is reflected in all its products. TAC offers one platform for all activities.

The software is suitable for all areas of a modern spa, and customers build their individual solution including those functions that best suit their business needs.

A skilled support team is at our customers' disposal 24 hours a day, seven days a week, via phone, e-mail or Skype.

How many spas do you supply?

TAC has 1,200 customers in 65 countries.

Top clients

La Mamounia, Rocco Forte Hotels, Swissotel, Kempinski Hotels & Resorts, Grand Resort Bad Ragaz, Nivea Spa, Radisson, Palace Gstaad, The Dolder Grand, Aspria, and Richmond Nua Wellness-Spa Sapanca.

Where in the world?

65 countries, including the USA, Germany, Austria, Switzerland, Mexico, Hong Kong, Morocco, Qatar and the Dominican Republic.

Trade shows

Fitness Expo Vienna; ITB Berlin; FIBO Cologne; SpaCamp and Interbad Germany

Who's who?

Thomas Roessler, managing director
Guenther Poellbauer, 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



**CUBIC
DESIGN**
designed by Snøhetta

SNOWROOM FOR LUXURY SPA EXPERIENCES

Architectural contrast, unexpected emotions. The SnowRoom by TechnoAlpin is an invitation to experience fresh powder snow as luxurious cool down after hot sauna treatments. Pure snow, made from just water and air, for the world's most sophisticated spas.

indoor.technoalpin.com

TECHNOALPIN INDOOR

TechnoAlpin

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www.indoor.technoalpin.com



Sara Brenninger & Lukas Andreas Dusini

Background

Founded in 1990, TechnoAlpin is the world leader for snowmaking systems. Our product portfolio includes all different types of snow-making equipment for outdoor and innovative holistic solutions for indoor applications.

Main products and services

The SnowRoom provides a special highlight in your wellness and spa area – a new way of cooling down that your guests will surely remember.

The TechnoAlpin SnowRoom is cooled to -10° C (14° F) and filled with real snow, made from only water and air.

Fresh snow is made every night, so fresh powder snow is ready every morning to delight your guests.

The positive effect of alternating between the warmth of a sauna and the subsequent cooling down will become even more known as people's health awareness grows.

When cooling down in the SnowRoom, the positive effect is intensified, compared to other cold treatments: The difference in temperature is 100°C and still pleasant for the visitor. In addition, airways and the head are also cooled, and the blood vessels are strengthened. An innovative and gentle way of contrast therapy with the goal to strengthen the immune system.



The new TechnoAlpin snow room was designed in partnership with architects Snohetta

USPs

The TechnoAlpin SnowRoom is the most attractive and effective way for customers to cool down from head to toe. Contrast therapy with real, soft powder snow through a resource-saving technology with the possibility of heat recovery. 30 years of know-how in snow production guarantee a sophisticated high-tech product for a unique snow experience.

Top clients

We have supplied more than 100 spas around the world, including luxury hotels, cruise ships, public thermal baths, private residences and even retail stores.

Where in the world?

TechnoAlpin supplies its snowrooms and snow products to spa and wellness businesses worldwide.

Future plans

Snow should not only remain part of the cooling down process after the sauna, but should also act as a fascinating element – it should conquer wide areas of the wellness and beauty world.

Who's who?

Martin Raifer, director indoor snow division
Lukas Andreas Dusini, international sales manager
Sara Brenninger, product manager.

THALION

CRÉATEUR DE COSMÉTIQUE MARINE

Thalion draws from the seaweeds of the Iroise Sea, powerful beauty and well-being ingredients. As a creator of patented marine active ingredients, innovative textures and signature treatments with only manual techniques, we aspire to sublimate natural beauty. We are the only upmarket modern and efficient prescribing marine brand which is exclusively distributed by beauty professionals.



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Instagram: [thalionfrance](#)

www.thalion.com



André Prigent, CEO

THALION
CRÉATEUR DE COSMÉTIQUE MARINE

Background

Thalion has developed its unique expertise of being a harvest-er-producer. The family-owned company is managed by CEO André Prigent, known for his knowledge in the beauty and professional cosmetics sector.



Thalion's Mineral
Booster

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 Thali(sens, 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.

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

Aldeimar Hotels & Spa, Greece; Emirates Palace, Abu Dhabi; Movenpick Hotel Riyadh, Saudi Arabia; Son Spa, Norway; Superior Spirit Hotel Thermal Spa, Hungary; Sha Wellness Clinic, Spain; Vytautas Mineral SPA, Lithuania; Golden Mandarin, Russia.

Future plans

For more than 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 biometric 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?

Rodolphe Gagnepain, export manager; Laëtitia Tétédoux, marketing and communication director.

RUDDING PARK HOTEL, UK



SOUTH LODGE, UK



SOUTH LODGE, UK

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Instagram: tylohelosauuna

Blog: www.tylohelo.com/blog

www.tylohelo.com



Pekka Lettjef, president and CEO;
Jeff Le Clos, commercial sales manager

Background

At TylöHelo, we are experts in sauna, steam, and infrared. With our biggest brands Tylö and Helo, we have over 170 years experience and can supply almost anything in wellness solutions globally. TylöHelo specialises in producing bespoke thermal experience areas for luxury hotels and spas.

Main products and services

Design and planning – From initial planning stages through to detailed CAD drawings and layouts, TylöHelo offers a complete bespoke spa-design service, including all thermal experiences. Where a design team is already in place on a project, TylöHelo has experience in working seamlessly to bring existing designs to life.

Supply and installation – TylöHelo manufactures, supplies and installs all wet leisure facilities using its own dedicated in-house installation team. The possibilities are endless: sauna, steam, infrared, rasul, ice fountain, heated benches, herbal bath, hammam, feature showers and foot spas. Operational features of luxury spas are considered with the use of TylöHelo's premium energy-saving control panels, all operated from one computer with local Wi-Fi.

After-sales – All client relationships are viewed as a long-term commitment, and



Infrared glass panels in a wooden frame make the perfect combination for your sauna

TylöHelo stands by the success of all spa facilities it is involved with, offering a quality after-sales and maintenance service.

USPs

No one knows sauna and steam like TylöHelo! Combining two strong brands offers the best of both Swedish and Finnish traditions: the Swedish Tylö offers innovation, technology and the utmost attention to detail, while the Finnish Helo is known for state-of-the-art craftsmanship and beautiful traditional sauna designs.

TylöHelo has supplied some of the most exclusive spas worldwide, and with a global presence, can confidently manage any project in its entirety.

Top clients

Rudding Park Spa, Dormy House Hotel & Spa, South Lodge and The Langley Hotel in UK; Royal Caribbean Cruises; Gorakadan Spa, Japan; Hotel Tylosand, Sweden; Crown Casino Melbourne, Australia.

Where in the world?

TylöHelo supplies and installs bespoke thermal solutions and wellness areas worldwide.

Who's who?

Pekka Lettjef, president and CEO
 Jeff Le Clos, commercial sales manager

What the clients say

"From the initial meeting through to completion, TylöHelo were friendly, efficient and very professional. Throughout the project they offered free advice as to construction... The project was completed on time and within budget, but most of all with a satisfied client. We would have no hesitation in recommending and using TylöHelo again."
 – Andy Hales, director at Zone CEE Ltd

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„No Touch“ Normal

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www.unbescheiden.com



Heinrich Unbescheiden,
director sales & marketing

Background

Unbescheiden GmbH was founded in 1869 in Baden-Baden, Germany. The company is family-owned: Mrs Unbescheiden is the CEO and her two sons Heinrich and Mark are members of the management board. The company is one of the leading companies in the field of spa and hydrotherapy equipment worldwide.

Main products and services

Equipment for spas and wellness centres, as well as hydrotherapy equipment. As an example, the dry

hydromassage bed Medyjett Evolution offers an intensive massage of 20 body zones. The available 20 massage programs run fully automatically and can be applied completely touch-free. This is also the case for the automatic massage tubs from the Avantgarde and Spa Sensations product lines. These tubs offer excellent massage treatments to the customer. A multitude of available programs and an individually adaptable massage pressure turn the massage treatments into an unforgettable wellness experience. A great variety of other



The dynamic design of the Avantgarde line can easily be integrated into modern spas

treatment units, eg for shower treatments or the application of body wraps forms part of Unbescheiden's product range.

USPs

Each product is developed to meet the requirements and preferences of the user. The company offers a range of treatment options and advanced technical solutions, that enable the spa and wellness institutions to offer individual and high-quality treatments to their guests, even during the touchless new normal. A focus is being put on both

the quality and longevity of the equipment, as well as an easy operability.

Top clients

Lansershof (all locations), Relais Thalasso, Thalazur, Chenot Palace Weggis, Barwicha, Lefay Resort, Hotel Crillon Paris, La Reserve Ramatuelle, Palace Hotel Meran, Viva Mayr, Kronenhof Pontresina.

Where in the world?

The equipment of Unbescheiden GmbH is being sold to customers in more than 60 countries worldwide.

Future plans

We will react to new requirements and expectations in the field of spa and hydrotherapy by developing solutions focussing, among other things, on touchless treatments.

Who's who?

Veronika Unbescheiden, CEO; Heinrich Unbescheiden, director sales and marketing; Mark Unbescheiden, director engineering and production

THE ULTIMATE SPA & WELLNESS RESOURCE



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Companies™



universalcompanies.com

Universal Companies

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Universal Companies

THE ULTIMATE SPA & WELLNESS RESOURCE



Karen Short, CEO and Marti Morenings, founder and chair

Background

Founded in 1982 by Marti Morenings, Universal Companies entered the health and wellness industry as Universal Health Products. In 1999, the company grew, becoming Universal Companies, a single source for spas and destination properties. It acquired SpaEquip in 2015, expanding its spa development services.

Main products and services

The ultimate spa and wellness resource, Universal Companies is an international distributor of products, supplies, and equipment. Customers include spas and salons, resort and destination properties, and independent wellness professionals.

Continuously innovating, Universal Companies has developed exclusive product brand partnerships, revenue-sharing retail strategies, and a robust educational platform.

Spa development and expansion, including design and equipment solutions, are core components of our service offerings. With innovative equipment becoming an important aspect of spa operations, our team researches and develops the latest healthy technologies.

Designers and project managers on our team help to seamlessly integrate them into new or existing operations. Our sales team prides itself on being able to partner with

customers to create efficient operational strategies. Their focus is on creating superior spa experiences for guests, from product selection to service delivery.

USPs

Curated products and equipment:

Universal Companies delivers products that empower purchasing decisions and boost your spa's success.

Our professionally licensed team curates and rigorously tests all products and equipment. We also consult trend data to identify and select the best product mix for every category, factoring in quality, price, and supply stability.

Sustainability: We passionately support spas in their sustainability initiatives and work with vendor partners to make consciously mindful decisions when developing products and processes in their businesses.

UCo Learning Network: Our dynamic educational platform offers training and tools to our customers. This helpful resource offers free brand marketing content and courses, plus advanced CEU education for businesses and licensed professionals alike.

Where in the world?

Universal Companies is the leading single-source supplier of products and

related services to more than 30,000 spa professionals in 47 countries.

Future plans

UCo will continue helping customers thrive with innovative products and equipment, grow knowledge with our Learning Network, and increase revenue through our profitable retail programme.

Top clients

Marriott International, Mandarin Oriental, Rosewood Hotels, Hilton, Accor Resorts, Woodhouse Day Spas, Hand & Stone.

Who's who?

Marti Morenings, founder and chair; Karen Short, CEO; Jim Sholtis, COO; Camille Tillman, VP marketing; Tessa Kienow, VP sales; Kelly Wilson, VP strategic vendor alliances.

What the clients say

"We appreciate the professionalism of Universal Companies and their work with our properties. Thank you for your follow up and attention to detail. Working with Universal Companies will allow us much success in our new projects involving equipment and spa supplies."
Jaime Martinez, Corporate Spa Director, Grupo Posadas, Fiesta Americana

VINÉSIME

MILLÉSIME DE BEAUTÉ

The beauty experience in the depths
of history and heritage of humanity*



ÉLIXIR DU TEMPS
Eye contour

A2OC Complex
Vine stem cells
Ice wine extract
Vine flower extract
Enriched sea water

LET'S WRITE HISTORY TOGETHER,
BECOME OUR SPA AMBASSADOR

* Vinésime creates its own cosmetic active ingredients from prestigious vines selected at heart of the Climats de Bourgogne listed as World Heritage of Humanity.



Vinésime

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Skype: bbvinesime

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Facebook: vinesime

www.vinesime.com



VINÉSIME
MILLÉSIME DE BEAUTÉ



Edouard Damidot, CEO

Background

Vinésime is a skincare brand that creates its own active ingredients from selected vineyards in the heart of the Climats de Bourgogne – a UNESCO World Heritage site.

Main products and services

We support spas wishing to enhance their establishment by showcasing the French art de vivre and heritage. The Racine du Temps line is dedicated to the radiance and youth of the skin and to magnifying the natural beauty of every woman.

The range includes 15 products that highlight the A2OC complex and are 100 per cent made in France, with a high percentage of natural origin ingredients. Our A2OC Complex is the synergie of our two active ingredients – one from Pinot Noir and the other from Burgundy Blackcurrant.

Vinésime has also developed a delicious-bath range, using the « Le Clos » grape extract. For hoteliers, our Chardonnay amenities create a link between the rooms and the spa, and our wines – made from the same vines as our cosmetics – creating a wonderful link between the bar and the restaurant.

USPs

Our products symbolise the harmony between man and nature, and our respect



The Vinésime range has been designed to support all skin types and is made in France

for natural cycles and traditional know-how. They also reflect the values of our region and our deep attachment to authenticity, provenance and quality: welcome to a world ruled by the seasons and vintages forged by the unique climates of Burgundy.

Vinésime creates a world in which each product treats your senses to an exceptional experience, capitalising on the best that a unique terroir has to offer – a world where the journey of the senses comes into its own.

These 'Made in France' natural formulae use Pinot Noir because it's the most concentrated grape variety in the world in terms of antioxidant molecules (polyphenols and resveratrol).

This creates a beauty experience deep in the history and heritage of humanity.

Top clients

Hotel Le Cep, Beaune, France; Château Roslane, Meknes, Morocco.

Where in the world?

Romania, Germany, Austria, Belgium, USA, Malaysia, China, South Korea.

Future plans

We will soon launch a nutricosmetic product containing a Charnes-Chambertin Pinot Noir Grand Cru extract for a beauty and health result: the French Paradox without alcohol!

Who's who?

Edouard Damidot, CEO;
Marie Damidot, marketing director.



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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 15 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.

www.spahandbook.com



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. VOYA puts sustainability at the heart of everything we do, where it can be our packaging is biodegradable and recycled, we also offset our carbon emissions and are 100% cruelty free. 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; The Peninsula Hong Kong and Emirates Airlines.

Future plans

We're working closely with our biochemists and dermatologists to constantly challenge the boundaries in organic skincare. In 2020 we launched a new supplement brand called Sea Ór supplements. Sea Ór is a new premium range of health and wellbeing dietary supplements developed in partnership with leading nutritionists and scientists. We recognized the benefits of feeding the skin from within and the important role food supplements can play in enhancing skin, health and wellbeing.

Who's who?

Mark Walton, MD and co-founder;
Kira Walton, co-founder.

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



WDT

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Facebook: www.facebook.com/WDTInfos/?fref=ts

www.wdt-dosing.com



Rainer Rieger,
managing director

Background

The company was founded by Dietmar Werner in 1985. He invented a dosing system for calcium hypochlorite for swimming pools. Mr Werner still owns 50 per cent of the company. The twin brothers Jochen and Rainer Rieger own 25 per cent each.

Main products and services

WDT develops and produces high quality control and dosing systems for swimming pools and hydrothermal wellness facilities:

For wellness facilities:

- Experience showers
- Aroma pumps for steamrooms
- LED illumination for steamrooms
- Salt nebulisation systems for steamrooms
- Control systems for steamrooms
- Automatic splash systems for saunas
- LED illumination for saunas
- Salt nebulisation systems for saunas
- Foam production systems for Hammam massages
- Foot spa systems
- Room aromatisation
- Central control systems to control all rooms / parameters of the wellness facility from one controller with touch screen display
- Fragrances
- Brine solution

www.spahandbook.com



WDT exports all over the world

For swimming pools:

- Dosing systems for calcium hypochlorite
- Auto control systems
- Dosing pumps
- Dosing systems for activated carbon powder

USPS

Our company's philosophy is to develop better solutions through dialogue and constructive discussion. The basis for the design of our measuring, controlling and dosing systems for swimming pools and wellness facilities is our extensive know-how, as well as a constant exchange of ideas with our partners. Our willingness to embrace change and our flexibility allow us to quickly

react to constantly changing markets and customers' demands. This is the main reason for our continuous growth, our lasting partnerships and our worldwide success!

WDT Werner Dosiertechnik stands for:

- Comprehensive know-how
- Professional consulting
- Service- and solution-orientation
- Exclusively educated and qualified employees
- Continuous development
- More than 30 years' experience

Top clients

We distribute through our worldwide network of spa builders / installers.

Where in the world?

We realise 75 per cent of our turnover in worldwide export, mainly Europe, Asia, Australia.

Future plans

Make our whole organisation and our products ready for digitalisation. Launch new innovations such as ShowerVision and innovative steam room controller.

Who's who?

Rainer Rieger, MD; Jochen Rieger, MD; Franz Mayr, product manager wellness.

The Ultimate

Wellness Experience

Wellness **W**S Solutions

Wellness Solutions' wide range of products and services are ideal for the spa and beauty industry. Our wellness pods include the O2 Breathing and Meditation Chair, the Recovery Massage Chair and the Infrared Sauna with Meditation. They are an innovative, user friendly and cost-effective way to bring wellness into any space, plus all our wellness pods are user operated and can comply with COVID-19 safety guidelines.



O2 Breathing &
Meditation Chair



Infrared Sauna
with Meditation



Recovery
Massage Chair

FIND OUT MORE @ [WELLNESSOLUTIONS.COM.AU](https://www.wellnessolutions.com.au)

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Email: info@wellnessolutions.com.au

LinkedIn: [Wellness Solutions Group](#)

www.wellnessolutions.com.au



Tony de Leede, CEO and founder

Background

Wellness Solutions was founded by fitness and wellness entrepreneur Tony de Leede, who has drawn on his 35+ years at the forefront of the industry to curate the perfect ecosystem of wellness products, services and offerings.

Main products and services

Wellness Solutions' wide range of products and services are ideal for the spa and beauty industry. Their wellness pods include the O2 Breathing and Meditation Chair, the Recovery Massage Chair and the Infrared Sauna with Meditation. They are an innovative, user friendly and cost-effective way to bring wellness into any space, plus all wellness pods are user operated and can comply with COVID-19 safety guidelines.

Wellness Solutions also offers Wellness on Demand, a streaming service with thousands of videos from its Move123 and Mind123 collection. The content includes movement, exercise and wellness education videos, delivered in bite-sized durations and suitable for all audiences. With Wellness On Demand you can give your customers access to wellness sessions such as meditation, breathe and stretch, anytime, anywhere.

www.spahandbook.com



Infrared Sauna and Meditation

USPs

Wellness Solutions is leading from the front with its innovative and high-tech, yet easy to use wellness pods. They are COVID-19 safety compliant and can be operated by the user. In an ever-changing environment these wellness pods are what the spa and wellness industry need.

The O2 Breathing and Meditation Chair guides users to breathe more consciously, slowly and deeply, enhancing physical and mental health, while the Infrared Sauna with Meditation uses a unique combination of infrared heat technology and colour light therapy to restore physical and mental balance.

Perfectly suited for:

Spas, Beauty salons, Health retreats, Lifestyle retreats

Where in the world?

Wellness Solutions distribute across the world. They can also design custom wellness lounges to suit any size and space. Speak to the team about introducing a wellness pod, lounge or content into your business.

Future plans

The next year includes new product launches, wellness pods in consumer's personal abodes, local and international trade shows.

Who's who?

Tony de Leede, CEO and founder;
Belinda Humphreys, chief operating officer;
Eric Ericson, business development;
Elisha Ferris, business development

What the clients say

"The Wellness Lounge allows us to offer exceptional benefits as an alternative to hands-on therapies, with little to no contact. We're able to offer our guests a fully-immersive experience, combining traditional spa therapies and technology at its finest."

Melanie James spa and wellness manager, Gwinganna Lifestyle Retreat



Yon-Ka

Your Spa partner

In a world that is always looking for more, promising more,
We need to stop. Take stock.
We need to go back to Essentials.
Less pretense. More authenticity.
Less compromise. More effectiveness.
Less focus on talk. More focus on the senses.
With Yon-Ka, we make the conscious choice of simplicity.
We reconnect with the vital energy
in ourselves and others.
To make tomorrow's world even more beautiful
and healthier than yesterday's.



Effectiveness
through Nature

Excellent
Formulations

Expert
Techniques

Experience
for the Senses

Ethical
Commitments

www.yonka.com

Yon-Ka

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Blog: Yonkafr

Facebook: Yon-Ka

www.yonka.com



Antoine Lamarche, Bruno Le Deun and Alexis Wolkowski

Background

Created 66 years ago by Laboratoires Multaler, Yon-Ka is a front-running cosmetic brand in the field of aromatherapy and phytotherapy. This 100 per cent French family brand is owned by Françoise and Catherine Mühlthaler, daughters and nieces of the original founders.

Main products and services

We offer a comprehensive range of expert face and body treatments to meet all your clients' needs. We train your staff in well-defined techniques and methods. Every Yon-Ka treatment is a subtle, expert alchemy in the hands of a professional, that feel and give, that prolong and strengthen the essential oil and thus optimise the treatment.

To complete the spa experience of your clients in the comfort of their own home and improve your profitability, Yon-Ka has developed a full line of face and body products to extend the benefits of the professional treatments. Each formula created by our laboratories is specifically adapted to skin problems and embodies our desire to provide an effective response, targeted to all stages of life and all skin types, for women and men.

USPs

Yon-Ka has always had an avant-garde and visionary approach, without ever straying



The Yon-Ka line is produced in Paris, to exacting standards, including being manufactured in filtered air

from its founding principles that are effectiveness through nature, excellent formulations, expert techniques, experience for the senses and ethical commitments.

Yon-Ka offers every person a unique sensory experience and customised solution, with the promise of striking, immediately visible results.

Quintessence - a unique complex made up of five essential oils with extraordinary synergetic properties – lavender, geranium, rosemary, cypress and thyme – has been at the heart of the Yon-Ka range from the very start.

We develop and manufacture our products in our own laboratories in the Paris area, under strict controls at all points, from the formulation to fabrication in filtered air to ISO 22716.

Top clients

L'Espacé Yon-Ka, Tokyo - Japan (many times voted Best Spa of the year in Japan); Bellagio, Las Vegas, US; Four Seasons, Jakarta, Indonesia; Hyatt Regency, Hakone, Japan; LaboSpa, Zürich, Switzerland; Le Vallon de Valrugues & Spa, St Rémy de Provence, France.

Where in the world?

Yon-Ka supplies over 6000 partners around the world (5 continents, 58 countries).

Who's who?

Antoine Lamarche, USA general manager, Bruno Le Deun, export director, Alexis Wolkowski, UK general manager.

Feel Good Find Great

The #1 cloud software for salons, spas and medspas.



zenoti

12,000+ businesses in over 50 countries are powered by Zenoti including:

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Instagram: www.instagram.com/gozenoti/

Blog: www.zenoti.com/resources/blogs/

www.zenoti.com



Sudheer Koneru, CEO

Background

After experiencing the difficulties in running spas, salons and fitness centers without an software solution, Zenoti's founders leveraged their professional roots in enterprise software. In 2010 our best-in-class solution made its grand entrance. Today, Zenoti powers over 1,000 brands and 12,000 outlets worldwide.

Main products and services

Zenoti offers spas a cloud-based solution for all their needs. Zenoti customers can access everything they need remotely, and are able to offer their clients touchless options – a must-have and non-negotiable guest expectation in our current environment.

Zenoti's key features include:

- **Appointment book** – optimal scheduling minimises wait-times for guests, and even prioritises specific requests, enabling guests to easily book their favourite provider.
- **Employee scheduling and performance management** – view at a glance where your team needs support and recognise top achievers.
- **Inventory management** – never fall short or over-order again.
- **Membership services** – no matter how complex your membership

strategy is, Zenoti has it covered.

- **Smart marketing** – target the right segments, at the right time, with the right products and services.
- **Consumer and employee mobile apps** – touchless transactions at your service.
- **Gift cards** – enables your customers' guests to give the gift of feeling great.

USPs

More well-established spa and salon brands are powered by Zenoti than any other software solution. In fact, a majority of the global enterprise market trusts its tech to Zenoti. As an all-in-one solution, Zenoti enables spas and salons to elevate, unify and automate their offering using artificial intelligence (AI). Touchless options are essential.

Zenoti's remotely accessible and cloud-based platform provides the perfect touch-free solutions. Say goodbye to clunky desktop terminals and scattered figures – Zenoti harnesses data and streamlines operations across all stores within the brand.

Automated employee scheduling and a booking wizard simplify everyday tasks. Zenoti's AI-powered intelligent marketing ensures brand messages reach the right people at the right time, engaging customers and increasing clientele.

Top clients

Hand & Stone Massage and Facial Spa, Face Gym, European Wax Center, MGM Resorts, Skin Laundry, Face Haus, Massage Heights, Rush Salons, Gene Juarez Salon.

Where in the world?

Zenoti is a global solution, powering spas, salons and medspas across the United States, Canada, Europe, India, Southeast Asia, the Middle East and Africa.

Future plans

Zenoti garnered the majority of the global enterprise spa market, raised \$160 million in Series D funding and achieved unicorn valuation in 2020. Stay tuned for groundbreaking news involving AI.

Who's who?

Sudheer Koneru, CEO;
Dawn Cassidy, VP marketing.

What the clients say

"We started our evaluation of software providers knowing we needed a proven cloud-based system that could reliably support our network locations. Zenoti stood out as the most robust platform and as a partner that will lead with innovation for years to come."
Joe Brauer, CTO at Hand & Stone

Zimmer
MedizinSysteme



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Zimmer MedizinSysteme GmbH

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Email: icelab@zimmer.de

Facebook: www.facebook.com/icelab110/

www.zimmer.de



Zimmer
MedizinSysteme



Benjamin Bäurle,
sales manager

Background

With experience in technical medicine since 1969, Zimmer MedizinSysteme is one of the leading European manufacturers for physiotherapy systems. Innovative cardiology, diagnostic, aesthetics products and software also enhance our product lines. We are the leading firm in cryo solutions, offering Cryo 6 for local treatments as well as CryoVIP -85 °C and Cold Sauna icelab -110 °C for the whole body.

Main products and services

The unique Cold Sauna icelab -110 °C is up to three minutes of whole-body cryostimulation. The treatment can either be offered on its own, combined in spa menu packages, within fitness, sports and leisure packages, and even be part of medical spa offerings. Ultra-dry cold air causes stimulation all over the body's skin, while warmth exchange takes place mainly via convection. You will be surprised how different it feels compared to a cold-water immersion exchanging warmth via conduction. You should definitely experience this cool product.

USPs

With 200+ systems in the market, the oldest one with nearly 25 years in operation, we can consider us as World Market- and Quality Leader. The Cold Sauna icelab uses unique software for telemaintenance, and a state-of-the-art product set-up assures the highest reliability and guarantees a real room temperature. The optional Heat Recovery System (HRS) can use the emerging heat to support the heating of your swimming pool. The payback of the initial investment for your Cold Sauna can be seen within the first few years, as operation costs are low. No nitrogen, liquid air or other gases are consumed as this system runs fully on electricity.

Top clients

Chenot Group, including the Palace Gabala (AZ) and Palace Weggis (CH); Waldhotel at the Bürgenstock Resort (CH); Jumeirah Al Wathba Desert Resort (AE); Nad Al Sheba Club I & II (AE); The Istana Uluwatu (ID);

Thermes Marins (MC); Sparkling Hill Resort (CA); Roland Garros (FR); INSEP (FR); French Rugby Federation (FR); FC Bayern München (DE) and many more.

Where in the world?

Zimmer MedizinSysteme is headquartered in Neu-Ulm Germany. We work worldwide direct or with our local partners. You can find our reference customers on www.whole-body-cryotherapy.com

Plans for 2020

Establish icelab customers in new countries; remain the high quality supplier for professionals in existing markets expand our sales and service network to offer the best (after)sales service for our customers.

Who's who?

Benjamin Bäurle,
sales manager icelab



Real Temperature



Secure



Reliable



Profitable



Exclusive



Energy saver

spa-kit.net

The search engine for spa buyers

For full company and contact details of any of the products, equipment and services featured here, please visit www.spa-kit.net



COURTESY: NOHRD

Nohrd develops sustainable hardwood bike

NOHRD, sister brand of WaterRower, has developed the NOHRD Bike, which could be used in spas wanting to offer fitness equipment with a design-led aesthetic. The bike was in development for six years and was driven by a mission to create an indoor cycle that fuses functionality with style.

Made from sustainable hardwood, it boasts high-tech features, including advanced planetary gear technology, adaptable resistance, wear-free braking and an eddy brake current to ensure smooth pedal action.

KEYWORD: NOHRD

New breathing station offers 'healthy forest air'

German company Airnergy has launched AvantGarde, a breathing station offering 'healthy forest air', for the spa market.

The AvantGarde uses a patented process to produce purified air, which can be used to optimise cell oxygen utilisation and to promote mitochondrial cell activity, leading to regulated metabolism and increased energy release.

KEYWORD: AIRNERGY



AIRNERGY / MARCO GLESSNER/MQPIRE.DE

Urb'n Nature offers environmentally friendly slippers

Urb'n Nature has expanded its Zero Waste collection of hotel and spa amenities to include a range of environmentally friendly slippers. Unlike traditional spa slippers, which are single-use and made from plastic-based materials such as PVC, Urb'n Nature's are designed for multiple-uses and are made from natural, sustainable materials, such as responsibly-sourced cotton, cork, wool, palm leaves and coconut.

The slippers are available in a range of styles and colours and can be customised to include the spa's logo. Jörg Demuth, Urb'n Nature's chief product officer, says: "Urb'n Nature's slippers are recyclable and compostable because they're made from natural fibres."

KEYWORDS: URB'N NATURE



COURTESY: URB'N NATURE



COURTESY SENSYNC

Sensync launches VR deep brain massage treatment

Immersive wellness company Sensync has partnered with Four Seasons Resort Oahu at Ko Olina, Hawaii, to launch a VR spa experience. Sensync's Deep Brain Massage treatments are delivered in a VR pod called The Vessel. The journeys are designed to help 'reset' customers' brains to achieve a state of tranquillity. In the pod guests see, hear, smell, feel

and experience sensations of nature. This creates immersive nature experiences that are personalised in real-time using recordings of the guest's physiological responses. The pod monitors real-time data such as respiration and heart rates, and electrodermal activity and then adjusts the treatment accordingly.

KEYWORD: SENSYNC

Anthénea pod is solar powered and eco-friendly

Naval architect Jean-Michel Ducancelle has designed a solar-powered floating hotel suite aimed at offering an eco-friendly and nomadic place for travellers to stay, which could also be used as a floating spa or treatment suite. The 50sq m (540sq ft) Anthénea pod is divided into three spaces: a day space, a night space and a relaxation area with a roof that can be opened to reveal a solarium.

KEYWORD: ANTHENEA



COURTESY ANTHENEA

Sequential Skin offers at-home diagnosis tool

Sequential Skin has launched an at-home diagnosis tool that could be used in spas. Developed by Dr Albert Dashi and Dr Oliver Worsley, the Sequential Kit features an adhesive skin patch that collects 'material' from the skin's surface, which is then used to generate a skin profile, which can be accessed via the Sequential app, and includes information on the user's genetics and microbiome, as well as personalised product recommendations.

KEYWORD: SEQUENTIAL SKIN

BC SoftWear's SmartSoft towels act as eco-aware alternative



COURTESY BC SOFTWEAR

BC Softwear is offering a new range of environmentally conscious SmartKnit towels designed to save energy and reduce water consumption. Made from an 80:20 blend of natural cotton and polyester, the towels weigh less than regular towels and require less water and energy to launder, and are made through a process called reactive dyeing.

KEYWORD: BC SOFTWEAR



COURTESY SEQUENTIAL SKIN



COURTESY PEVONIA INTERNATIONAL LLC

Pevonia launches No Rinse Body Wraps

Pevonia has launched the No Rinse Body Wraps, two new eco-conscious body products designed to deliver potent skincare benefits while conserving water. The wraps are used as part of a 50-minute treatment and are available in two options: the Cactus & Agave Vita Repair Body Wrap and the Crepe-No-More De-Ageing Body Wrap. They feature no-rinse technology and are formulated with potent ingredients, such as cactus, blue agave extract, longan fruit seed extract and marine collagen.

KEYWORD: PEVONIA INTERNATIONAL LLC

Verdure Wellness Walls' essential oils create forest bathing effect

Verdure Wellness Walls, which makes live moss interior panels, has introduced essential oils to its water basin, fountain and misters to add to its therapeutic benefits. The naturally derived essential oils circulate through the system and airspace, creating a 'forest bathing' effect. The oils contain phytoncides which studies show "boost immunity and the efficiency of 'killer cells' in the body".

KEYWORD: VERDURE WELLNESS WALLS



COURTESY VERDURE WELLNESS WALLS

Volcanic waters used in comfort zone's anti-cellulite line



COURTESY COMFORT ZONE/INGRAM AND GUSEPPE

Comfort Zone has revamped its Body Strategist cellulite and tone range. This includes the Bagni Di Montalcino Thermal Mud, which has been reformulated using calcium and magnesium-rich volcanic waters from Tuscany's Castello di Velona, combined with mandarin, orange and peppermint essential oils and brown algae to create a 'massageable', draining and reshaping mineral mud.

KEYWORD: COMFORT ZONE

Barr + Wray designs new smaller footprint hammam

Smaller footprint. Maximum theatre. Those are the two main features of a new hammam concept being developed by wet spa specialists Barr + Wray. It's not unusual for traditional hammams to cover 100sq m and have domes up to 6m high. In comparison, Barr + Wray's suggested model requires a minimum of 40sq m and this includes a steamroom and tepidarium flowing from the main chamber, plus a

dome around 4m high. Clever design adds a sense of drama. Light shines through a striking central chandelier, casting shadows around the room and reflecting off glass mosaics on the floor and high-gloss white corian walls to create a feeling of movement. The steamroom and tepidarium also use colour effects and indirect and backlighting add to the atmosphere.

KEYWORD: BARR + WRAY



COURTESY BARR+WRAY

Natura Bisse targets neck and décolleté



COURTESY NATURA BISSE INTERNACIONAL

Natura Bisse has unveiled its Inhibit V-Neck 'masterplan' for the neck and décolleté, which includes two products: a serum for tightening, filling and firming; and a hyaluronic acid mask. Five treatments use advanced massage techniques and the V-Neck Definition System – a device that contains LED light therapy, micro-vibrations, infrared rays and galvanic electrotherapy.

KEYWORD: NATURA BISSE INTERNACIONAL

Gharieni debuts new Triple Detox Therapy MLX i3Dome

Gharieni's Triple Detox Therapy MLX i3Dome combines Far Infrared (FIR) technology with Plasma-and Light-therapies to offer three treatment methods in one table. Featuring an extendable infrared dome, the concept is designed to act as a stand-alone therapy, meaning that after the guest is positioned on the table, inside the dome, no therapist is required.

KEYWORD: GHARIENI GROUP GMBH



COURTESY GHARIENI GROUP GMBH

Foreo's UFO LED light preps skin for dermal absorption

Foreo has upgraded its UFO LED light and thermotherapy device. The UFO 2 delivers thermotherapy (heat) to the skin five times faster than the first-generation model and is combined with cryotherapy. 10,000 T-sonic pulsations a minute prep the skin for dermal absorption, and full-spectrum LED light can be used to stimulate ingredients in the mask.

KEYWORD: FOREO AB



COURTESY FOREO AB

PROMOTION

Indoor and outdoor sea climate chamber unveiled by Soleum



Soleum has introduced a range of self-contained marine climate chambers, called The Sea Climate Cabin. The units are equipped with a built-in induction heating and misting system that can be used for brine, saltwater or tea misting, and steam baths. Using proprietary technology, the spas create a wet or dry salt mist designed to improve respiratory concerns, allergies, sleep health and refresh the skin. Soleum suggests placing the chambers next to swimming pools, thermal baths or outdoors. The health spas come in three models – the Omega, Egg or Ellipse. All feature seamless surfaces, chromotherapy options and audio facilities, and treatments can be controlled via smartphones, tablets or remote maintenance.

www.soleum.com/en/



COURTESY OAKWORKS

Oakworks offers medical-grade fabric for spas

Oakworks has developed Terra Touch – a medical-grade fabric, designed to conceal and protect spa products from being spoiled by the harsh chemicals needed to safely disinfect surfaces. According to Oakworks, most fabrics currently used in the spa industry have proven themselves incapable of withstanding strong disinfectants, with many fabrics cracking, stiffening, and shrinking – which ruins the table upholstery and its foam. Oakworks' new fabric passes ISO 10993 Biological Evolution of Medical Devices standards for use in medical environments – meaning that TerraTouch products are able to withstand hospital-grade disinfection – and has also passed tests for cytotoxicity, skin irritation and sensitisation. The material is being used to create reusable, machine-washable (60C) and waterproof covers for pillows, tables and stools, along with a full line of tables and positioning accessories. Spa Vision is the international distributor for TerraTouch.

KEYWORD: OAKWORKS

Lemi debuts new hydrotherapy table

Lemi has unveiled a spa bed specially designed for hydrotherapy treatments. The Nettuno model features a seamless mattress covered in waterproof material with a face hole, and is designed with a curved shape to encourage water to flow off the bed. The treatment table has two electrically adjustable columns which adjust the bed's height, posture, leg positioning and tilting adjustment.

KEYWORD: LEMI GROUP



COURTESY LEMI GROUP



COURTESY ESPA INTERNATIONAL

ESPA takes inspiration from Ayurvedic healing

ESPA has launched its Modern Alchemy Collection, a skincare range inspired by Ayurvedic healing rituals, Traditional Chinese Medicine and Shamanic practices. The collection includes six products designed to harness the restorative power of nature using ingredients, such as adaptogenic roots and herbs, mushroom extract and flowers.

KEYWORD: ESPA INTERNATIONAL

Twilight Trees offers screens for safety

New Living Spaces screens are 1m wide and 1.45m tall safety-glass screens, with castors for easy movability, designed to prevent coughs and sneezes travelling. The range includes screens filled with plants, or featuring botanical graphics, and there's space to incorporate brand colours and logos. There's also an option to update the look according to seasons.

KEYWORD: TWILIGHT TREES



COURTESY TWILIGHT TREES

Crown Sports Lockers develops waterproof lockers

Crown Sports Lockers (CSL) has developed a new waterproof locker that combines practicality and sustainability. It consists of a waterproof locker shell constructed from recycled plastic and features wooden doors, made from sustainable sourced timber and impregnated with an antibacterial agent that prevents the growth of MRSA and E-coli.

KEYWORD: CROWN SPORTS LOCKERS



COURTESY CROWN SPORTS LOCKERS

TechnoAlpin collaborates with Snøhetta for SnowRoom



COURTESY TECHNOALPIN

TechnoAlpin has unveiled a new SnowRoom, the Cubic Design, designed by Snøhetta Studio and inspired by landscapes after a fresh snowfall. The 3D structure represents a new style of the interior in the wellness market, through both its modern geometry and the choice of materials, while various colour options allow for individual design.

KEYWORD: TECHNOALPIN

Phytomer's new line is kind to the sea

Phytomer has launched Cyfolia, a new skincare collection developed by scientists to be kind to both the skin and the sea. The three-piece collection consists of the Radiance Cleansing Cream, The Radiance Exfoliating Cream, and the Radiance Hydra-Comforting cream. Certified Cosmos Organic and by EcoCert Greenlife, the range is formulated with Cyfolia, an organic algae that is grown and sustainably harvested in Brittany. The products are also vegan and are housed in plant-based tubes.

KEYWORD: PHYTOMER



COURTESY PHYTOMER

PROMOTION

Halomed unveils new halogenerator designed to make salt therapy more accessible

Salt therapy equipment supplier Halomed has introduced its latest halogenerator called the HaloVita. The new device is designed for convenient salt therapy both at home and in wellness and aesthetic centres. According to Halomed, a 20-minute session using the HaloVita gently cleanses the respiratory system and strengthens users' respiratory health and wellbeing. "We're delighted to make salt therapy more accessible to everyone

with HaloVita," said Elena Penskih, HalomedTrading kft CEO and Halomed UAB co-founder. "Respiratory health is particularly important for city residents as they don't always have access to clean air. But with our personal halotherapy device, healthy air can be delivered to any home, aesthetic clinic or spa centre."

Devices are being sold for €1080, vat incl (US\$1,258, £987).

www.halovita.eu





COURTESY/RESORT SUITE

ResortSuite's Mobile app lets guests control their wellness itinerary

"The future has always been tech-based, but COVID-19 will drive this trend from a nice-to-have to a must-have," claims Frank Pitsikalis, founder and CEO of hospitality management software system ResortSuite. He believes that the acceleration in the shift to digital as a result of COVID-19 will see technology completely transforming the guest experience.

He says that software systems which enable spas and resorts to provide an interactive digital platform for guests to control their own wellness itinerary – such as his company's ResortSuite Mobile, are going to become the norm.

The ResortSuite Mobile app offers real-time booking capabilities, itinerary, member profiles and can be customised to fit branding requirements via a content management system. It can also be used to store club member profiles and ID to let guests access privileges and facilities exclusive to guests or members.

KEYWORD: RESORTSUITE



COURTESY BRYTE

Bryte's Restorative Bed helps hotel guests sleep better

Bryte has collaborated with sleep scientists to develop The Restorative Bed, a mattress to improve and optimise restorative sleep using built-in sensors which monitor heart rate, temperature, respiratory rate and motion. The bed contains advanced technology, pneumatics

and AI that actively decreases wake events while increasing deep sleep and REM sleep. The mattress keeps track of sleep status, sensing pressure points and temperature and making real-time adjustments for optimum comfort.

KEYWORD: BRYTE



COURTESY BIOLINE S.R.L.

Bioline launches new skincare for men

Bioline Jatò has unveiled a treatment and skincare range designed for men's skincare needs. The three-piece collection, named Man, includes an hour-long facial which uses Bioline Jatò's Mineral Age Detox mask and its Mineral Age Booster serum. The Man product range is designed to correct a shiny complexion, hydrate skin and reduce signs of ageing, puffy eyes and dark circles, as well as soothe the skin after shaving.

KEYWORD: BIOLINE S.R.L.



COURTESY MATTEO THUN ATELIER

Matteo Thun's Allaperto collection offers outdoor relaxation solutions

Allaperto – the lounge collection from the partnership between design studios Matteo Thun, Ethimo and Antonio Rodríguez – has been expanded. A new hand-decorated swinging armchair is designed to be used outside, and two new design styles – Allaperto Veranda and Allaperto Nautic – are to be paired with the teak frame that characterises

the entire Allaperto collection. Veranda dresses the teak chairs in natural rattan, while Nautic, inspired by the maritime world, combines teak with polypropylene rope, a 100 per cent recyclable material, suitable for the outdoors. The weave of Veranda and Nautic is hand-made and conveys an artisan crafting process.

KEYWORD: MATTEO THUN ATELIER

Sound Sauna uses sound, aromatherapy and chromotherapy

Barry Smith, co-founder and CEO of Dröm UK, has teamed up with Sara Jones, founder of AraSpa Consulting and Spa & Wellness MexiCaribe, to produce a new concept sauna and steam installation incorporating sound frequencies, aromatherapy and chromotherapy. The product uses vibrational frequency sound healing with the hydrothermal elements of sauna and steam, plus chromotherapy and aromatherapy.

KEYWORD: DROM UK LTD



COURTESY ARA SPA CONSULTING

Himalayan Source develops private salt therapy treatments



COURTESY HIMALAYAN SOURCE

Himalayan Source has created private salt therapy treatments in response to COVID. The concept includes relaxing on a massage table with far-infrared heat therapy, combined with gemstones, pulsed electromagnetic held therapy (PEMF) and LED light therapy, while enjoying a glowing Himalayan salt wall and breathing salt particles created by a halogenerator.

KEYWORD: HIMALAYAN SOURCE

Elemis offers No-Touch Biotec Facial

Elemis has introduced a No-Touch Facial Powered by Biotec.

The treatment uses new Elemis Safe-Touch Tools, developed to minimise touch without compromising the facial experience or results. All are easily sanitised and created with a focus on health, hygiene and the ultimate treatment experience. The tools include Skin Smoothing spatulas, face mitts and Shape and Scalp wands that leave the eyes feeling cool and refreshed.

KEYWORD: ELEMIS



COURTESY ELEMIS

Contact Book

This section shows the basic contact details for global spa equipment, product and service suppliers while full company details can be found online at www.spa-kit.net. For a breakdown of particular pieces of equipment, products and services that these companies provide please turn to our Product Selector on p355. The Product Selector outlines products and services by types and categories

1Life

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

3d Leisure

Tel: +44 1252 732 220
Email: info@3dleisure.com
www.3dleisure.com

4SeasonsSpa

Tel: +31 20 528 6656
Email: info@4seasonsspa.com
www.4seasonsspa.com

5 Spa Consulting LLC

Email: info@5spaconsulting.com
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AB Audio Visual Ltd

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AB Concept Ltd

Tel: +852 2525 2428
www.abconcept.net

Abacus Manufacturing Group

Tel: +44 845 8 50 50 40
Email: sales@abacus-bathrooms.co.uk
www.abacus-bathrooms.co.uk

Abbey Group

Tel: +44 1242 673 555
www.abbey-group.net

Abs Company

Tel: +1 866 219 5335
www.theabscompany.com

Absolute Aromas

Tel: +44 1420 540 400
Email: relax@absolute-aromas.com
www.absolute-aromas.com

Absolute Design

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Email: hello@weareabsoluteuk.com
www.weareabsoluteuk.com

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www.academiebeaute.com

Acutonics

Tel: +1 575 587 2689
Email: info@acutonics.com
www.acutonics.com

Adache Group Architects Inc

Tel: +1 954 525 8133
Email: info@adache.com
www.adache.com

Adidas Ag

Tel: +49 9132 840
www.adidas-group.com

ADM Leisure Wear

Tel: +44 1942 498 120
Email: matt@admdirect.co.uk
www.admdirect.co.uk

Advanced Esthetics Solutions

Tel: +44 29 2023 1228
Email: info@advancedestheticsolutions.co.uk
www.advancedestheticsolutions.co.uk

Aedas Architects

Tel: +44 20 7837 9789
Email: london@aedas.com
www.aedas.com

Aegean Master Spas

Tel: +44 20 8959 1299
Email: sales@masterspas.com
www.aegeanspas.co.uk

Aequum

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www.aequumltd.com

Africology

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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

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www.agoy.co.uk

Ahava

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Airdri Ltd

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Airmergy AG

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Natura Bissé Internacional SA

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Tel: +44 20 7703 2901
Email: info@yamarama.com
www.yamarama.com

Yeah Baby

Tel: +1 480 785 0555
Email: info@yeahbabypl.com
www.yeahbabypl.com

Yemaya

Tel: +33 5 59 31 51 80
Email: contact@yemaya-fine-food.com
www.yemaya-the.com

Yoga Professionals

Tel: +44 20 7689 2407
Email: bookings@ymcafit.org.uk
www.yogaprofessionals.net

Yogamasti

Tel: +44 7723 423 719
Email: info@yogamasti.com
www.yogamasti.com

Yon-Ka

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Email: infoexport@multaler.com
www.yonka.com

Yoo

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Email: info@yoo.com
www.yoo.com/designers/yoo-studio

Youspa Srl

Tel: +39 0543 1804894
Email: support@youspa.eu
www.youspa.eu

Ytsara

Tel: +66 2 656 7060 1
Email: sale@ytsara.com
www.ytsara.com

Yum Skin Care Inc

Tel: +1 604 279 5525
Email: info@yumskincare.com
www.yumskincare.com

Yves Rocher

Tel: +44 870 049 2222
www.yves-rocher.co.uk

Yvonne Gray Cosmetics

Tel: +44 1491 639 400
Email: sales@yvonne-gray.co.uk
www.yvonne-gray.co.uk

Z.Bigatti

Tel: +1 651 489 2058
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

Zelens Ltd

Tel: +44 203 766 8051
Email: clare.dickens@zelens.com
www.zelens.com

Zendals

Tel: +1 973 584 0168
Email: info@zendals.com
www.zendals.com

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Email: sales@zenoti.com
www.zenoti.com

Zen-sations

Email: info@zen-sations.com
www.zen-sations.com

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Email: info@zensei.com
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Zimmer Aesthetics

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Email: export@zimmer.de
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Zimmer MedizinSysteme

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Email: icelab@zimmer.de
www.zimmer.de

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www.zokiuk.co.uk

Zoya

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www.zoya.com

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www.zucchettirub.it

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www.zynkdesign.com

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www.beltrami.it

Bespoke Retail
www.bespokesparetail.com

Bioline Jato
www.bioline-jato.com

Bodyworkmall
www.bodyworkmall.com

BuDhaGirl
www.budhagirl.com

Eastern Vibration LLC
www.easternvibration.com

Hammamii
www.hammamii.com

Lemonzest
www.lemonzest.ch

Majestic Towels
www.majestictowels.co.uk

Manatee Spa
www.manateespa.com

Moliabal
www.moliabal.com

Next2Skin
www.next2skin.com.au

Noel Asmar Group
www.noelasmarmedicurebowls.com

Popband
www.thepopband.com

Saakalya Collection
www.saakalya.com

Saltability
www.saltability.com

Scentered
www.scentered.me

AIR PURIFICATION

BodyWorkMall /AtmosAir
www.bodyworkmall.com

Airmergy Ag
www.airmergy.com

ANTI-AGEING PRODUCTS

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www.africology-sa.com

Ahava
www.ahava.com

Alchimie Forever LLC
www.alchimie-forever.com

Allure Africa
www.allureafrica.com

Alqvimia SL
www.alqvimia.com

Amala Inc
www.amalabeauty.com

Amra Skincare
www.amraskincare.com

Anne Semonin
www.annesemonin.com

AR457
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Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Aromatica
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Attirance
www.attirance.com

Aveda
www.aveda.com

Babor GmbH & Co. KG
www.babor.com

BeautyLab Ltd
www.beautylab.co.uk

Biodroga Cosmetic GmbH
www.biodroga.com

Biola Organic Cosmetics
www.biola-organics.com

Bioline Jato
www.bioline-jato.com

Bliss
www.blissworld.com

Carita International
www.carita.com

Caudalie
www.caudalie.com

Chanticaillie
www.chanticaillie.com

Charme d'Orient
www.charmedorient.com

Christina
www.christina-cosmeceuticals.com

Cinq Mondes
www.cinqmondes.com

Circadia by Dr. Pugliese
www.circadia.com

Clarins
www.clarins.com

Collin
fr.collinparis.com

Comfort Zone
www.comfortzoneskin.com

Cor LLC
www.corsilver.com

C'watre
www.cwatre.com

Daniela Steiner
www.steinerocosmetics.com

Daniele de Winter
www.danieledewinter.com

Darphin
www.darphin.com

DDF Skincare
www.ddfskincare.com

Decleor
www.decleor.com

Delicious!
www.delicious-skin.com

Dermalogica
www.dermalogica.com

Dr Burgener
www.drburgener.com

DRV Phytolab
www.drsva.com

Elemental Herbology
www.elementalherbology.com

Elemis
www.elemis.com

Eleusian Skin Care
www.eleusian.com.au

Ella Baché
www.ellabache.fr

Eminence Organic Skin Care
www.eminenceorganics.com

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Environ Skin Care Pty Ltd

www.environ.co.za

ESPA

www.espaskincare.com

Eve Lom Ltd

www.evelom.com

Eve Taylor (London) Ltd

www.eve-taylor.com

Finders International

www.shoppersparade.com

Forlè'd Inc

www.forlèd.com

Gatineau

www.gatineau-paris.com

Gaylia Kristensen

www.gayliakristensen.com.au

Gazelli International

www.gazellisiskincare.com

Germaine de Capuccini

www.germaine-de-capuccini.com

GM Collin Skincare Inc

www.gmcollin.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.klappcosmetics.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

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Matis Paris

www.matisparis.com

Mavala International SA

www.mavala.com

MBR Cosmetics

www.mbrcosmetics.com

MCCM Medical Spa

mccmmedicalcosmetics.com/medicalspsa

MD Formulations

www.mdformulations.com

Melvia

www.melvia.com

Miriam Quevedo SL

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Moor Spa International Ltd

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www.nannic.com

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www.naturabisse.es

Neaumarinc

www.neaumarinc.com

Nimue Skin Technology

www.nimueskin.com

Nohem

www.nohem.com

Nu Skin

www.nuskin.com

Nude

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Ogra Skincare

www.ograskincare.com

Omnisens Paris

www.omnisens.fr

Omorovicza

www.omorovicza.com

On Group

www.on-group.co.uk

The Organic Pharmacy

www.theorganicpharmacy.com

Payot

www.payot.com

Pevonia International LLC

www.pevonia.com

Phytoher

www.phytoherpro.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.repêchage.com

Rice Force

www.riceforce.net/en

Rodial Ltd

www.rodial.co.uk

Saïan Natural Clinical Skincare

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Sanitas Skincare

www.sanitas-skincare.com

Shiseido Spa Dept

www.shiseidospas.com

Skin 2 Skin Care

www.skin2skinincare.com

Skin Authority

www.skinauthority.com

SkinCeuticals

www.skinceuticals.com

Sothys Paris

www.sothys.com

Spa Technologies

www.spatechnologies.com

Subtle Energies

www.subtleenergies.com.au

Sundari

www.sundari.com

Swiss Mountain Cosmetics GmbH
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Swiss Perfection
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Temple Spa Ltd
www.templespa.com

Terraké
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Terres D'Afrique
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Thalgo
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The Divine Company
www.thedivinecompany.com

Themaé
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TheraVine
www.spaproducts.co.za

Vagheggi
www.vagheggi.com

Vinesime
www.vinesime.com

Vinoble Cosmetics
www.vinoble-cosmetics.at

Weyergans High Care AG
www.weyergans.de

Wisdom of Africa
www.wisdomcosmetics.com

Yon-Ka
www.yonka.com

Yves Rocher
www.yves-rocher.co.uk

Zelens Ltd
www.zelens.com

AROMATHERAPY

Absolute Aromas
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Alqvimia SL
www.alqvimia.com

Amala Inc
www.amalabeauty.com

Anakiri BioEnergetic Skin Care
www.anakiri.com

Aromapothecary
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Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Aromatica
www.aromatica.fi

AromaWorks
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Biodroga Cosmetic GmbH
www.biodroga.com

Biossentials Ltd
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Bodyworkmall
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Botanicals Ltd
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www.caribbeanessentials.com

Cinq Mondes
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Clarins
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Comfort Zone
www.comfortzoneskin.com

Daniele de Winter
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Darphin
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Decléor
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Delicious!
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Deserving Thyme Inc
www.deservingthyme.com

Elemental Herbology
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Elemis Ltd
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Éminence Organic Skin Care
www.eminenceorganics.com

ES Skincare
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ESPA
www.espaskincare.com

Eve Taylor (London) Ltd
www.eve-taylor.com

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 Camille
www.camille.com

Laboratory of Flowers
www.labofflowers.com

LaNatura
www.lanatura.com

Le Labo
www.lalabofragrances.com

Les Sens de Marrakech
www.lesensdemarrakech.com

L'itya
www.litya.com

L'Occitane
www.spa.loccitane.com

Matis Paris
www.matisparis.com

MoroccanOil
www.moroccanoil.com

Nectar Essences
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Neom Luxury Organics
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Pevonia International LLC
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Pino GmbH
www.pinoshop.de

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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.shiseidospas.com

Sothys Paris
www.sothys.com

Spa Technologies
www.spatechnologies.com

SpaDunya
www.spadunya.com

Spiezia Organics Ltd
www.madeforallfeorganics.com

Subtle Energies
www.subtleenergies.com.au

PRODUCTS & SERVICES

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Tara Spa Therapy Inc
www.taraspa.com

Thalgo
www.thalgo.com

Thann-Oryza
www.thann.info

Tisserand
www.tisserand.com

Tru Fragrance
www.trufrance.com

Universal Essences
www.universalesences.com

Vagheggi Phytocosmetic
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

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Moss Trend
www.mosstrend.com

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CANDLES

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www.akhassausa.com

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www.atarnaive.com

Attrance
www.attrance.com

Bamford Ltd
www.bamford.co.uk

Bodyworkmall
www.bodyworkmall.com

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.lelabofragrances.com

Neom Luxury Organics
www.neomorganics.com

Red Flower
www.redflower.com

Saakalya Collection
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Scentered
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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.universalesences.com

Victoria Moore Ltd
www.victoria-moore.eu

CBD PRODUCTS

Hashtag Organics Ltd
www.lrvskincare.co.uk

Kannaway Europe B.V.
www.kannaway.com

MariPharm
www.maripharm.co.uk

Mighty Green
www.mightygreen.co.uk

Mowellens LLC
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Naturopathica
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OTO International Ltd
www.otocbd.com

Raised Spirit Ltd
www.raisedspirit.com

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www.altaeco.com

Domus
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Designworks Tiles
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Rudex Sauna Expert
www.rudex-sauna.com

Siminetti
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CLOTHING/LOUNGEWEAR

Adidas Ag
www.adidas-group.com

Asquith London
www.asquithlondon.com

Blu Leisure Limited
www.bluleisure.co.uk

Blu Leisure Limited
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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 Neuburger
www.karenneuburger.com

Kashwère LLC
www.kashwereathome.com

Lytess
www.lytess.com

The Madison Collection
www.themadisoncollection.com

Mind in Motion
www.getyoumindinmotion.com

Noel Asmar Group
www.noelasmaruniforms.com

Physician Endorsed
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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
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Agilysys (Europe) Ltd
www.agilysys.com/hospitality

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Bobile
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Book4time
www.book4time.com

Booker by MINDBODY
www.mindbodyonline.com/spa-software

Concept Spa & Golf
concept.shijigroup.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

Helmbot
www.helmbot.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
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Motionsoft Inc
www.motionsoft.net

Omnicore Group
www.omnicoregroup.com

Paradigm Shift
www.paradigm-shift.net

Premier Software Solutions
www.premiersoftware.co.uk

Priverus Software
www.priverus.com

Quinxy
www.quinxy.com

ResortSuite
www.resortsuite.com

SalonBiz
www.salonbizsoftware.com

SelfOptima
www.selfoptima.com

Sequoiasoft
www.sequoiasoft.com

Shortcuts Software
www.shortcuts.com.au

SpaOne Software
www.spaone.com.au

SpaSoft
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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
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CONTRACT MANAGEMENT**

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COSMETICS/MAKE-UP

Alchimie Forever LLC
www.alchimie-forever.com

Allure Africa
www.allureafrica.com

Alqvimia SL
www.alqvimia.com

Artdeco
www.artdeco.org.uk

Aveda
www.aveda.com

Babor GmbH & Co. KG
www.babor.com

Barielle
www.barielle.co.uk

Beauty of Life
www.beautyoflife.net

Becca (London) Ltd
www.beccacosmetics.com

Biodroga Cosmetic GmbH
www.biodroga.com

Borghese Inc
www.borghesecosmetics.com

Chanticaillle
www.chanticaillle.com

Christopher Drummond Beauty
www.christopherdrummond.com

Clarins
www.clarins.com

Comfort Zone
www.comfortzoneskin.com

CND (Creative Nail Design)
www.cnd.com

Daniel Sandler Ltd
www.danielsandler.com

Darphin
www.darphin.com

Ecu New York
www.ecunewyork.com

Ella Baché
www.ellabache.fr

Environ Skin Care Pty Ltd
www.environ.co.za

Esse Cosmetic
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Essential Wholesale
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Essie Cosmetics
www.essie.com

Gemology Cosmetics
www.gemology.fr

Gerrard International
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Germaine de Capuccini
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Harley Street Cosmetic Ltd
www.harleystreetcosmetic.com

Hawley International
www.hawley.net.au

Horst Kirchnerberger Makeup Studio
www.horst-kirchnerberger.de

Iredale Mineral Cosmetics
www.janiredale.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

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www.kuush.com.au

La Biothétique

www.labiosthetique.com

Laboratoires Ingrid Millet SA

www.ingridmillet.com

Laboratoires La Prairie SA

www.laprairie.com

Laboratori Royal

www.movie-cosmetics.it

Ligne St Barth

www.lignestbarth.com

LPG Systems

www.lpgsystems.com

Madara Cosmetics Ltd

www.madara-cosmetics.lv

Marie W

www.marie-w.de

Mavala International SA

www.mavala.com

Maystar

www.maystar.com

MCCM Medical Spa

mccmmedicalcosmetics.com/medicalsapa

MD Formulations

www.mdformulations.com

Mei Kua! Cosmetics Co Ltd

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Miriam Quevedo SL

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Nannic Int

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Nars Cosmetics Inc

www.narscosmetics.com

Natura Bissé International SA

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OPI Products Inc

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Sorisa

www.sorisa.com

Suntech Group Ab

www.suntechgroup.se

Syneron-Candela Ltd

www.candelalaser.co.uk

Synoaia 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

Beltrami Linen S.R.L.

www.beltrami.it

BC Software

www.bcsoftwear.co.uk

Boca Terry

www.bocaterry.com

Bodyworkmall

www.bodyworkmall.com

Brennard Textiles Ltd

www.brennardtextiles.co.uk

Bursali Towels (UK) Ltd

www.bursali.co.uk

Christy Towels

www.christy-towels.com

Comphy Co.

www.comphy.com

Coyuchi Inc

www.coyuchi.com

Decotex

www.decotex.co.uk

The Madison Collection

www.themadisoncollection.com

Majestic International

www.majesticinternational.com

Majestic Towels

www.majestictowels.co.uk

Mitre Linen

www.mitrelinen.com

Monarch Cypress

www.monarchrobe.com

Noel Asmar Group

www.noelasmaruniforms.com

Nollapelli

www.nollapelli.com

Novelastic

www.novelastic.com

Richard Haworth & Co Ltd

www.richardhaworth.co.uk

RKF Luxury Linen

www.rkf.fr

Scrummi Spa

www.scrummispa.com

Sirona

www.sironaspa.com

Sparenity

www.sparenity.co.uk

Under the Canopy

www.underthecanopy.com

Yeah Baby

www.yeahbabypj.com

LOCKERS

CodeLocks

www.codelocks.co.uk

Craftsman Quality Lockers

www.craftsman-quality-lockers.co.uk

Crown Sports Lockers

www.crownsportlockers.co.uk

Gantner Electronic GmbH

www.gantner.com

Helmsman

www.helmsman.co.uk

Ojmar AS

www.ojmar.es

Keyless Security

www.keyless.co

Ridgeway

www.ridgewayfm.com

MASSAGE CHAIRS

Avalon Couches

www.avaloncouches.co.uk

Beautelle Therapy Equipment Ltd

www.beautelle.co.uk

Boden Furnishings

www.bodenfurnishings.com

Bodyworkmall

www.bodyworkmall.com

Clap Tzu

www.claptzu.de

Design for Leisure Ltd

www.designforleisure.com

Esthetica Spa & Salon Resources

www.spafurniture.in

Gharieni Group

www.gharieni.com

Healing Co Ltd

www.healingrelax.com

Human Touch

www.humantouch.com

Inada Massage Chairs

www.inadausa.com

Inner Balance

www.ib-wellness.co.uk

IONTO Health & Beauty

www.ionto.de

Iso Italia Group

www.isoitalia.com

Keyton

www.keyton.com

Lemi Group

www.lemi.it

Living Earth Crafts

www.livingearthcrafts.com

Nilo

www.nilo-beauty.com

Oakworks Inc

www.oakworks.com

Plinth 2000

www.plinth2000.com

REM UK Ltd

www.rem.co.uk

Sasaki International Ltd

www.sasaki.co.uk

Simulated Environment Concepts

www.spacapsule.com

TouchAmerica

www.touchamerica.com

Wellness Solutions

www.wellnessolutions.com.au

MASSAGE OILS

Absolute Aromas

www.absolute-aromas.com

Africology

www.africology-sa.com

Alqivmia SL
www.alqivmia.com

Amber Products Co
www.amberproducts.com

Amrit Organic
www.redcherrygroup.com

Anakiri BioEnergetic Skin Care
www.anakiri.com

Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Aromatica
www.aromatica.fi

AromaWorks
www.aroma-works.com

Aveda
www.aveda.com

Biodroga Cosmetic GmbH
www.biodroga.com

Biossentials Ltd
www.biossentials.com

Bodyworkmall
www.bodyworkmall.com

Charme d'Orient
www.charmedorient.com

Cinq Mondes
www.cinqmondes.com

Clarins
www.clarins.com

Comfort Zone
www.comforzoneskin.com

Daniele de Winter
www.danieledewinter.com

Darphin
www.darphin.com

Decléor
www.decleor.com

Delicious!
www.delicious-skin.com

Dermalogica
www.dermalogica.com

Deserving Thyme Inc
www.deservingthyme.com

Earth Matters Apothecary
www.earthmattersapothecary.com

Elemental Herbology
www.elementalherbology.com

Elemis Ltd
www.elemis.com

ESPA
www.espaskincare.com

Evo2lution France
www.evo2lution.com

Germaine de Capuccini
www.germaine-de-capuccini.com

Guinot
www.guinot.com

Harnn
www.harnn.com

Healing Earth
www.healingearth.co.za

Heritage Healers
www.heritagehealers.com

Jamu Asian Spa Rituals
www.jamuspacom

I plus Q
www.iplusq.com

Jurlique
www.jurlique.com.au

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www.kemitron.com

Kerstin Florian
www.kerstinflorian.com

Klapp Cosmetics GmbH
www.klapp-cosmetics.com

Kneipp-Werke
www.kneipp.de

Kurland GmbH
www.kurland.de

La Sultane de Saba
www.lasultanedesaba.com

Laboratoires Camylle
www.camylle.com

Laboratory of Flowers
www.labofflowers.com

Les Sens de Marrakech
www.lessensdemarrakech.com

Ligne St Barth
www.lignestbarth.com

Li'Tya
www.litya.com

L'Occitane
www.spa.loccitane.com

MariPharm
www.maripharm.co.uk

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

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Pevonia International LLC
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www.phyts.com

Pinks Boutique
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www.experienceprechit.com

Primavera
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Raised Spirit Ltd
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The Sanctuary Group
www.the-sanctuarygroup.co.za

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www.shiseidospas.com

Sothys Paris
www.sothys.com

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www.spadunya.com

Tanamera Tropical Spa Products
www.tanamera.com.my

Temple Spa Ltd
www.templespa.com

Terraké
www.terrace.com

Terres D'Afrique
www.terres-dafrique.com

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www.thalgo.com

Thalion 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

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Wisdom of Africa
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Ytsara
www.ytsara.com

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BHC International Ltd
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Biosysco Inc
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Body Health
www.bodyhealthgroup.com

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www.callegari1930.com

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Carlton Beauty & Spa Ltd

www.theCarltonGroup.co.uk

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Cosmed SRL

www.cosmed.it

Courage + Khazaka Electronics

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Crystal Clear Skincare

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www.ecoliteipl.com

EF Medspa

www.efmedispa.consulting

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www.energistgroup.com

EV-Med Ltd

www.evlaseruk.co.uk

Global HaloTherapy Solutions

www.halothe therapiesolutions.com

Halomed Saltroom Trading Kft

www.halomedssaltroom.com

Hydracial Company, The

www.hydracial.com

I-Lupo

www.mylipo.com

Icoone

www.icoone.com

Invasix

www.invasix.com

IPulse

www.ipulse.com.au

L Raphael

www.lraphael.com

Lightstim International Inc

www.lightstim.com

LPG Systems

www.lpgsystems.com

Lumenis Ltd

www.lumenis.com

Lynton Lasers

www.lynton.co.uk

Maya Beauty Engineering

www.mayabeauty.it

MCCM Medical Spa

mccmmedicalcosmetics.com/medicalspa

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

Pendex Fizio S.L.

www.pendexcompany.com

Physiotherapie Generale France

www.gtcelltec.com

ProLight Aesthetics International

www.prolightaesthetics.com

Qetre

www.qetre.com

Skin for Life

www.skinforlife.com

Soleum GmbH

www.soleum.com/en

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Sorisa

www.sorisa.com

Storz Medical AG

www.storzmedical.ch

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www.suntechgroup.se

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www.sybaritic.com

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System4 Technologies GmbH

www.human-regenerator.com

TavTech Ltd

www.tav-tech.com

Viora Inc

www.vioramed.com

Weyergans High Care AG

www.weyergans.de

Zimmer Aesthetics

www.zimmer-aesthetics.de

Zimmer MedizinSysteme

www.zimmer.de

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Balaton Spa

www.balaton-spa.co.uk

Blue Spa & Leisure Consultants

www.bluespaandleisure.co.uk

Finders International

www.shopforspatrade.com

Gazelli International

www.gazelliskinicare.com

Hungarian Wellness Mud

www.hungarianwellnessmud.com

Hungarymud

www.hungarymud.com

Kurland GmbH

www.kurland.de

Moor Spa International Ltd

www.moorspa.co.uk

Nola 7

www.nola7.com

Ogra Skincare

www.ogras skincare.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

Mycocoon

www.mycocoon.com

Sha Holdings GmbH

www.sha-art.com

Soleum GmbH

www.soleum.com/en

Somadome

www.somadome.com

Wellness Solutions

www.wellnessolutions.com.au

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 Kirchnerberger Makeup Studio
www.horst-kirchnerberger.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.sparitual.com

Zoya
www.zoya.com

NUTRITION/SUPPLEMENTS

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www.baranovamonaco.com

Bliss
www.blissworld.com

Dr Burgener
www.drburgener.com

Evo2lution France
www.evo2lution.com

Intelligent Nutrients
www.intelligentnutrients.com

Kannaway Europe B.V.
www.kannaway.com

Labiomer
www.labiomer.com

Laboratoires Reunis Junglinter
www.labo.lu

MCCM Medical Spa
mccmmedicalcosmetics.com/medicalspa

Officina de' Tornabuoni
www.officinadetornabuoni.com

On Group
www.on-group.co.uk

The Organic Pharmacy
www.theorganicpharmacy.com

OTO International Ltd
www.otocbd.com

Proto-col
www.proto-col.com

QMS Medicocosmetics
www.qmsmedicosmetics.com

Raised Spirit Ltd
www.raisedspirit.com

Sanitas Skincare
www.sanitas-skincare.com

Skin Authority
www.skinauthority.com

Thalgo
www.thalgo.com

Vinesime
www.vinesime.com

Voya
www.voya.ie

Weil Lifestyle LLC
www.drweil.com

Weyergans High Care AG
www.weyergans.de

Yves Rocher
www.yves-rocher.co.uk

ORGANIC/NATURAL PRODUCTS

Africology
www.africology-sa.com

Alpienne
www.alpienne.at

Alqvimia SL
www.alqvimia.com

Amala Inc
www.amalabeauty.com

Aromatherapy Associates Ltd
www.aromatherapyassociates.com

Attirance
www.attirance.com

Aveda
www.aveda.com

B2Beauty Products
www.b2beautyproducts.com

Babor GmbH & Co. KG
www.babor.com

Biola Organic Cosmetics
www.biola-organics.com

Biossentials Ltd
www.biossentials.com

Bliss
www.blissworld.com

Body Bistro
www.bodybistro.com

Botanicals Ltd
www.botanicals.co.uk

Burt's Bees
www.burtsbees.com

Caribbean Essentials
www.caribbeanessentials.com

Caudale
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.dbronner.com

Dr Bronner
www.drbrunner.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

ORGANIC/NATURAL PRODUCTS *continued*

Essential Care
www.essential-care.co.uk

Eve Taylor (London) Ltd
www.eve-taylor.com

Evo2lution France
www.evo2lution.com

Giffarine Skyline Laboratory
www.giffarinelaboratory.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

LaFlöre Skincare
www.laflöre.com

LaNatura
www.lanatura.com

Ligne St Barth
www.lignesbarth.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

Moss of the Isles
www.mossoftheisles.com

Naturopathica
www.pronaturopathica.com

Neom Luxury Organics
www.neomorganics.com

Nohem
www.nohem.com

Nude
www.nudeskincare.com

Officina de' Tornabuoni
www.officinadetornabuoni.com

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www.ograskinicare.com

Omnisens Paris
www.omnisens.fr

Omorovicza
www.omorovicza.com

OmVeda Ayurvedic Skin & Hair Care
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On Group
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The Organic Pharmacy
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The Organic Spa
www.theorganicspa.eu

Orienka Paris
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OSEA International
www.oseaemailbu.com

OTO International Ltd
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Pasture Naturals Ltd
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Pevonia International LLC
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Phyt's
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Premchit Prateap Na Thalang Ltd
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Pur Natural Skincare
www.purskincare.co.uk

Raised Spirit Ltd
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Red Flower
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Ren Skincare
www.renskincare.com

Rhythms by Design
info@rhythmsbydesign.com

Saach Organics
www.saachorganics.com

Saian Natural Clinical Skincare
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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.scrummispaspa.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.madeforallieorganics.com

Subtle Energies
www.subtleenergies.com.au

Tanamera Tropical Spa Products
www.tanamera.com.my

Terraké
www.terrake.com

Terres D'Afrique
www.terresdafrique.com

Thann-Oryza
www.thann.info

The Divine Company
www.thedivinecompany.com

The Tides
www.thetideswellness.com

Tlossan
www.tlossan.com

Tisserand
www.tisserand.com

Under the Canopy
www.underthecanopy.com

Vagheggi
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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 Bueltman Studio
www.robertbueltman.com

Zen-Sations
www.zen-sations.com

PILATES/YOGA

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www.agoy.com

Airex Ag
www.bebalanced.net

Armaceil UK Ltd
www.armaceil.com

Asquith London
www.asquithlondon.com

Balanced Body®
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Body Control Pilates
www.bodycontrol.co.uk

Daisy Roots (UK) Ltd
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EcoYoga
www.ecoyoga.co.uk

Fitness-Mad
www.fitness-mad.com

Gaiam Inc
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Gravity UK Ltd
www.gravityuk.net

JadeYoga
www.jadeyoga.com

JKL Clothing
www.jklclothing.co.uk

Manduka LLC
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Manuka Tree Ltd
www.manukalife.com

My Spirit
www.myspirit.se

Noel Asmar Group
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Peak Pilates
www.peakpilates.com

Physical Company Ltd
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Pilates Foundation
www.pilatesfoundation.com

Pilates Training Solutions
www.pilatestrainingsolutions.co.uk

Plank
www.plankdesigns.com

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Stott Pilates
www.stotpilates.com

Yamarama
www.yamarama.com

Yoga Professionals
www.yogaprofessionals.net

Yogamasti
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Zensei
www.zensei.com

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Vidarium by LivingGlobe
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Hydroconcept
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Nola 7
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Natural Skincare Solutions
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Primavera
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Spa Factory Bali
www.spafactorybali.com

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www.spatechnologies.com

The Tides
www.thetideswellness.com

Visage Pro USA
www.visageprousa.com

Zeal Cosmetics Inc
www.zlc.jp/en/index.html

RECRUITMENT

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www.bondrecruitment.com

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www.spaconnectors.com

Spa Opportunities
www.spaopportunities.com

RELAXATION BEDS / BEDS

Aequum Ltd
www.aequumltd.com

Anapos
www.anapos.co.uk

Avalon Couches
www.avaloncouches.co.uk

Balnea GmbH & Co. KG
www.balnea.de

Boden Furnishings
www.bodenfurnishings.com

Boombang Inc
www.boombang.com/aura

Bradford Products LLC
www.bradfordproducts.com

Bryte
www.bryte.com

PRODUCTS & SERVICES

RELAXATION BEDS / BEDS *continued*

Cheshire Wellness UK
www.cheshirewellness.co.uk

Clap Tzu
www.claptzu.de

Coco-Mat
www.coco-mat.com

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

Effegibi
www.eggibi.it/en

Ergomotion Inc
www.ergomotion.us

Esthetica Spa & Salon Resources
www.spafurniture.in

Fabio Alemanno Design
www.fa-design.co.uk

Gharieni Group
www.gharieni.com

Healing Co Ltd
www.healing-relax.com

Himalayan Source
www.himalayansource.com

Hydroconcept
www.hydro-concept-spa.com

HydroMassage
www.hydromassage.com

Hydrotherm Ltd
www.hydrothermspa.com

IONTO Health & Beauty
www.ionto.de

Iso Italia Group
www.isoitalia.com

Klaf's GmbH & Co. KG
www.klaf's.com

Kurland GmbH
www.kurland.de

Lemi Group
www.lemi.it

Living Earth Crafts
www.livingearthcrafts.com

Mycoocoon
www.mycoocoon.com

Nilo
www.nilo-beauty.com

Nola 7
www.nola7.com

Oakworks Inc
www.oakworks.com

Penguin Pools
www.penguinpools.co.uk

Promet Spa Wellness
www.promet.com.tr

Rudex Sauna Expert
www.rudex-sauna.com

Sha Holdings GmbH
www.sha-art.com

Somadome
www.somadome.com

Sommerhuber GmbH
www.sommerhuber.com

SpatecPro
www.spatecpro.com

Stas Doyer Hydrotherapie
www.stas-doyer.com

Trautwein GmbH
www.trautwein-gmbh.com

Trautwein GmbH
www.trautwein-gmbh.com

Wellness Solutions
www.wellnessolutions.com.au

RETAIL DISPLAYS

Bespoke Retail
www.bespokesparetail.com

SALON EQUIPMENT

Amber Products Co
www.amberproducts.com

BeautyPro Ltd
www.beautypro.com

Bodyworkmall
www.bodyworkmall.com

Bretherton Therapy Products
www.bremed.co.uk

Caci International
www.caci-international.co.uk

Caldera
www.caldera-products.com

Callegari SpA
www.callegari1930.com

Canfield Scientific Inc
www.canfieldsci.com

Carlton Beauty & Spa Ltd
www.thecarltongroup.co.uk

Clarisonic
www.clarisonic.com

Clinogen Ltd
www.clinogen.com

Continuum Footspas
www.salonpedicurespas.com

Cosmed SRL
www.cosmed.it

Cosmopro
www.cosmopro.com

Courage + Khazaka Electronics
www.courage-khazaka.de

Crystal Clear Skincare
www.crystalclear.co.uk

Dermatude
www.dermatude.com

Esthetica Spa & Salon Resources
www.spafurniture.in

Finders International
www.shopofspatrade.com

Foreo AB
www.foreo.com

Gharieni Group
www.gharieni.com

Himalayan Source
www.himalayansource.com

The Hydratfacial Company
www.hydratfacial.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 Generatione 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.rockthspa.com

SafeTIC
www.yashtic.ie

Salon Ambience

www.salonambience.com

Saltability

www.saltability.com

Seyo

www.seyo.de

Silhouet-Tone Corporation

www.silhouettone.com

Skin for Life

www.skinforlife.com

Slim Images Ltd

www.slimimages.co.uk

Solta Medical Inc

www.solta.com

Sorisa

www.sorisa.com

Spa Revolutions

www.sparevolutions.com

Sparcana Ltd

www.spaplance.com

Starvac Group

www.starvac-group.com

Storz Medical Ag

www.storzmedical.ch

Sybaritic Inc

tel: 1 952 888 8282

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

Global HaloTherapy Solutions

www.haloherapsolutions.com

Halomed Saltroom Trading kft

www.halomedsaltroom.com

Himalayan Source

www.himalayansource.com

Hydroconcept

www.hydro-concept-spa.com

Ingra Ltd

www.ingra.com.au

Klafs GmbH & Co. KG

www.klafs.com

Kurland GmbH

www.kurland.de

Nola 7

www.nola7.com

Penguin Pools

www.penguinpools.co.uk

Red Light Rising

www.redlightrising.co.uk

Salt Chamber Inc

www.saltchamberinc.com

Saltability

www.saltability.com

Salus Group

www.salusgroup.pl

Soleum GmbH

www.soleum.com/en

SpatecPro

www.spatecpro.com

Starpool srl

www.starpool.com

TouchAmerica

www.touchamerica.com

WDT Werner Dosiertechnik

www.werner-dosing.com

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4SeasonSpa

www.4seasonspa.com

Abacus Manufacturing Group

www.abacus-bathrooms.co.uk

Aquademy

www.aquademy.eu

Aquaform Srl

www.aquaformsl.com

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.carmentasl.com/en

Dalesauna Ltd

www.dalesauna.co.uk

Design for Leisure Ltd

www.designforleisure.com

Dj Vapor Ltd

www.dlvapor.com

Drom UK Ltd

www.dromuk.com

Duravit Ag

www.duravit.de

Duschlux SA

www.duschlux.ch

Franke GmbH

www.franke.com

Franz Kaldewei GmbH & Co. KG

www.kaldewei.de

Fratelli Fantini SpA

www.fantini.it

Hansgrohe Ag

www.hansgrohe.com

Hoesch Design GmbH

www.hoesch.de

Hughes Safety Showers

www.hughes-safety-showers.co.uk

Hydrotherm Ltd

www.hydrothermspa.com

Industrias Cosmic SAU

www.icosmic.com

Klafs GmbH & Co. KG

www.klafs.com

Kohler Mira

www.radacontrols.com

Kurland GmbH

www.kurland.de

Lux Elements GmbH & Co. KG

www.luxelements.com

Nola 7

www.nola7.com

P&A Engineering Ltd

www.paengineeringltd.com

Penguin Pools

www.penguinpools.co.uk

Promet Spa Wellness

www.promet.com.tr

Quench Solutions Pty Ltd

www.quenchshowers.com

Samuel Heath & Sons PLC

www.samuel-heath.co.uk

WDT Werner Dosiertechnik

www.werner-dosing.com

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

mccmmedicalcosmetics.com/medicalspsa

PRODUCTS & SERVICES

SKINCARE – MEN

Academie Scientifique de Beaute
www.academiebeaute.com

Avaha
www.avaha.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-organic.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.comfortzoneskin.com

DDF Skincare
www.ddfskincare.com

Decléor
www.decleor.com

Dermalogica
www.dermalogica.com

Dr Bronner's Magic Soaps
www.drbronner.com

Dr Burgener
www.drburgener.com

Elemis
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

GM Collin Skincare Inc
www.gmcollin.com

Guinot
www.guinot.com

Hammami
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

ISUN Visions, LLC
www.ISUNskincare.com

Julisis
www.julisis.com

Kannaway Europe B.V.
www.kannaway.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 Biothétique
www.labiosthetique.com

LaFlore Skincare
www.laflore.com

La Sultane de Saba
www.lasultanedesaba.com

Labiomer
www.labiomer.com

Laboratoires Didier Rase
www.didier-rase.com

Les Sens de Marrakech
www.lessensdemarrakech.com

Ligne St Barth
www.lignestbarth.com

Ll'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
mccmmedicalcosmetics.com/medicalspa

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

OTO International Ltd
www.otocbd.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

Raised Spirit Ltd
www.raisedspirit.com

REN Skincare
www.renskincare.co

Repêchage Ltd
www.repechage.com

Shiseido Spa Dept
www.shiseidospas.com

Skin 2 Skin Care
www.skin2skincare.com

SkinCeuticals
www.skinceuticals.com

Sothys Paris
www.sothys.com

Swiss Mountain Cosmetics GmbH
www.niance.ch

Terraké
www.terrake.com

Terres D'Afrique
www.terres-dafrique.com

Thalgo
www.thalgo.com

Thalion Laboratories
www.thalion.com

The Divine Company
www.thedivinecompany.com

Themae
www.themae.fr

The Tides
www.thetideswellness.com

Tisserand
www.tisserand.com

Vagheggi
www.vagheggi.com

Vinoble Cosmetics
www.vinoble-cosmetics.at

VitaMan Pty Ltd
www.vitamancan.au

Voya
www.voya.ie

Weleda International
www.welada.com

Weyergans High Care AG
www.weyergans.de

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.academiebeaute.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

Bodyworkmall
www.bodyworkmall.com

Botanicals Ltd
www.botanicals.co.uk

Burt's Bees
www.burtsbees.com

Caribbean Essentials
www.caribbeanessentials.com

Carita International
www.carita.com

Caudalie
www.caudalie.com

Chanticaile
www.chanticaile.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.comfortzoneskin.com

Cor LSC
www.corilver.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

SKINCARE – WOMEN

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Daniele de Winter
www.danieledewinter.com

Darphin
www.darphin.com

DDF Skincare
www.ddfskincare.com

Decl r
www.decleor.com

Delicious!
www.delicious-skin.com

Dermalogica
www.dermalogica.com

Dermaquest Skin Therapy
www.dermaquestinc.com

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.drvisa.com

Earth Matters Apothecary
www.earthmattersapothecary.com

Electric Body Europe
www.electrbody.eu

Elemental Herbology
www.elementalherbology.com

Elemis Ltd
www.elemis.com

Ella B ch 
www.ellabache.fr

EmergInc
www.emerginc.com

 minence 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.shopforspa.com

Forest Secrets Skincare
www.forestsecretsskincare.com

Forl 'd Inc
www.forltd.com

Futuresse Spa GmbH
www.futuresse.de

Gatineau
www.gatineau-spa.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 and Health Care Co
www.giffarinefactory.com

GM Collin Skincare Inc
www.gmcollin.com

Guinot
www.guinot.com

Hammami
www.hammami.com

Harnn
www.harnn.com

Hashtag Organics Ltd
www.lrvskincare.co.uk

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

Icsi Beautifying Herbs
www.ilcsi.com

Image Skincare
www.imageskincare.com

Institut Esthederm
www.esthederm.com

Intelligent Nutrients
www.intelligentnutrients.com

Intracentials
www.intracentials.com

IONTO Health & Beauty
www.ionto.de

ISUN Visions, LLC
www.ISUNskincare.com

Jamu Asian Spa Rituals
www.jamuspas.com

Jindilli
www.jindilli.com

JMSR Europe Ltd
www.jmsreurope.com

Josiane Laure
www.josiane-laure.com

Julis
www.julis.com

Jurlique
www.jurlique.com.au

Kanebo Cosmetics Inc
www.kanebo-international.com

Kannaway Europe B.V.
www.kannaway.com

Kerstin Florian
www.kerstinflorian.com

Kimia Skincare Ltd
www.kimia.co.uk

Kneipp-Werke
www.kneipp.de

Kurland GmbH
www.kurland.de

KuuSh Pty Ltd
www.kuush.com.au

L Raphael
www.l-raphael.com

L'anza
www.lanza.com

La Bioth tique
www.labiosthetique.com

La Mer Corporate
www.cremedelamer.com/corporate

La Sultane de Saba
www.lasultanedesaba.co

Labiomer
www.labiomer.com

Laboratoire Rem de
www.remede.com

Laboratoires Ingrid Millet SA
www.ingridmillet.com

Laboratoires La Prairie SA
www.laprairie.com

Laboratory of Flowers
www.labofflowers.com

LaFlora Skincare
www.laflora.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 Skincare
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.marinebeautycares.co.uk

Matis Paris
www.matisparis.com

Mavala International SA
www.mavala.com

MBR Cosmetics
www.mbr-cosmetics.com

MCCM Medical Spa
mccmmedicalcosmetics.com/medicalspa

MD Formulations
www.mdformulations.com

Medik8 Dermaceuticals
www.medik8.com

Melvita
www.melvita.com

Mira's Hand
www.mirashand.com.au

Miriam Quevedo SL
www.miriamquevedo.com

Moor Spa International Ltd
www.moorspa.co.uk

Morjana
www.morjana.fr

Moroccanoil
www.moroccanoil.com

Moss of the Isles
www.mossoftheisles.com

My Blend
www.my-blend.com

Natura Bissé Internacional SA
www.naturabisse.es

Naturopathica
www.pronaturopathica.com

Nannic Int
www.nannic.com

Neaumorinc
www.neaumorinc.com

Neom Luxury Organics
www.neomorganics.com

Nimue Skin Technology
www.nimueskin.com

Nohem
www.nohem.com

Nu Skin
www.nuskin.com

Nude
www.nudeskincare.com

Obagi Medical Products Inc
www.obagi.com

Officina de' Tornabuoni
www.officinadetornabuoni.com

Ógra
www.ogriskincare.com

Olavie
www.olavie.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

Only Yourx
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The Organic Pharmacy
www.theorganicpharmacy.com

The Organic Spa
www.theorganicspa.eu

Orienka Paris
amani@orienka.fr

OSEA International
www.oseamaliibu.com

OTO International Ltd
www.otocbd.com

Pal 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

Raised Spirit Ltd
www.raisedspirit.com

Red Flower
www.redflower.com

REN Skincare
www.renskincare.com

Repêchage Ltd
www.repechage.com

Rice Force
www.riceforce.net/en

Rodial Ltd
www.rodial.co.uk

Russie Blanche
www.russieblanche.com

Saach Organics
www.saachorganics.com

Saian Natural Clinical Skincare
www.saian.net

Salt of the Earth
www.saltearthsapa.com

Shiseido Spa Dept
www.shiseidospas.com

Själ Skincare
www.sjalskincare.com

Skin 2 Skin Care
www.skin2skincare.com

Skin Authority
www.skinauthority.com

SkinCeuticals
www.skinceuticals.com

Smiths of Jersey
www.smithsofjersey.com

Sodashi Pty Ltd
www.sodashi.com

Somme Institute
www.sommeinstitute.com

Sothys Paris
www.sothys.com



SKINCARE – WOMEN

continued

Spa Ritual
www.spairitual.com

Spa Technologies
www.spatechnologies.com

SpaDunya
www.spadunya.com

Spiezia Organics Ltd
www.madeforallifeorganics.com

Subtle Energies
www.subtleenergies.com.au

Suissessences
www.suissessences.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

Thema
www.themaefr

TheraNaka
www.theranaka.co.za

TheraVine
www.spaproducts.co.za

The Tides
www.thetideswellness.com

Tiossan
www.tiossan.com

Tri-Dosha Ltd
www.tri-dosha.co.uk

Uspa
www.uspaimmersion.com

Vagheggi
www.vagheggi.com

Victoria Moore Ltd
www.victoria-moore.eu

Vinesime
www.vinesime.com

Vinoble Cosmetics
www.vinoble-cosmetics.at

Voya
www.voya.ie

Wala Heilmittel GmbH
www.wala.de

Weleda International
www.weleda.com

Weyergans High Care AG
www.weyergans.de

Wisdom of Africa
www.wisdomcosmetics.com

Yon-Ka
www.yonka.com

Ytsara
www.ytsara.com

Yum Skin Care Inc
www.yumskincare.com

Yves Rocher
www.yves-rocher.co.uk

Zelens Ltd
www.zelens.com

SOUND THERAPY

Acutonics
www.acutonics.com

So Sound Solutions
www.sosoundsolutions.com

SpatecPro
www.spatecpro.com

Stress & Motivation UK Ltd
www.soundwavetherapy.co.uk

SPA BATH/WHIRLPOOLS

4SeasonsSpa
www.4seasonsspa.com

Aloys F. Dornbracht GmbH & Co. KG
www.dornbracht.com

Aquademy
www.aquademy.eu

Aquaform Srl
www.aquaformsrl.com

Balnea GmbH & Co. KG
www.balnea.de

Barr + Wray
www.barrandwray.com

Catalina Spas
www.catalinaspas.co.uk

Cheshire Wellness UK
www.cheshirewellness.co.uk

Dalesauna Ltd
www.dalesauna.co.uk

Design for Leisure Ltd
www.designforleisure.com

Di Vapor Ltd
www.divapor.com

Ezarri Mosaic
www.ezarri.com

Hansgrohe Ag
www.hansgrohe.com

HydroCo
www.hydroco.com

Hydroconcept
www.hydro-concept-spa.com

Hydrotherm Ltd
www.hydrothermspa.com

uwe JetStream GmbH
www.uwe.de

Klaf's GmbH & Co. KG
www.klafs.com

Neooi AS
www.neooi.com

Nola 7
www.nola7.com

Penguin Pools
www.penguinpools.co.uk

Portcrl Spas
www.portcrl.com

Promet Spa Wellness
www.promet.com.tr

SpatecPro
www.spatecpro.com

Teuco Guzzini S.p.A.
www.teuco.com

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

Anapso
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.awlakewellness.com

Barr + Wray
www.barrandwray.com

bbspa_Group
www.bbspaingroup.com

Beauty Leaders LLC
www.beautyleaders.com

Bensley Design Studios
www.bensley.com

BLINK Design Group
www.blinkdgd.com

Blu Spas Inc
www.bluspasinc.com

BUZ Design Consultants
www.buzdesign.biz

Cemi
www.cemi.it

Cent Degres
www.centdegres.com

Champalimaud
www.champalimauddesign.com

Chantara Spa
www.chantaraspaspa.com

Clodagh
www.clodagh.com

Concept Saphyr
www.concept-saphyr.com

Consonni
www.consonni.it

Core Essence
www.coreessence.ca

Crecente Asociados
www.crecenteadsociados.com

Davide Macullo Architetto
www.macullo.com

Deep Nature
www.deepnature.fr

Denniston International Architects & Planners Ltd
www.denniston.com.my

Devin Consulting
www.devin-consulting.com

Didier Lefort Architects Associes
www.dl2a.fr

DP Architects
www.dpa.com.sg

Drinkall Dean (London) Ltd
www.drinkalldean.co.uk

Drom UK Ltd
www.dromuk.com

ESPA
www.espa-consulting.com

Foster + Partners
www.fosterandpartners.com

Fox Linton
www.foxlinton.com

Global Project & Spa Advisory
www.globalspaadvisory.com

GOCO Hospitality
www.gocohospitality.com

GSD Spa and Wellness Development Corporation
www.globalspadevelopment.com

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

Hofer Group
www.hofergroup.com

HOK
www.hok.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

J Grabner GmbH
www.jgrabner.at

JG Spa Consultancy
www.jgspaconsultancy.com

Kerry Hill Architects
www.kerryhillarchitects.com

KI Life Srl
www.kilife.it/en

Klafs GmbH & Co. KG
www.klafs.com

Kurland GmbH
www.kurland.de

La Paz Group
www.lapazgroup.com

Linser Hospitality GmbH
www.linserhospitality.com

LivUnLtd
www.livunltd.com

Manfred Ronstedt
www.ronstedt-hotelconcepts.de

Manosa & Company
www.manosa.com

Maps Design
www.mapsdesign.com

MASS Designers
www.massdesigners.com

Melt Design Hub
www.meltdesignhub.com

Mestre & Mestre Spa Consulting
www.mestre-spa-mestre.com

Milk Leisure Ltd
www.milkleisure.co.uk

Mosaic Group
www.mosaicgroup.co.uk

Moss Trend
www.mosstrend.com

MSpa International
www.mspa-international.com

Mycoocoon
www.mycoocoon.com

Natural Resources Spa Consulting
www.nrispa.com

Newport Collaborative Architects
www.ncarchitects.com

Nika Consulting
www.nikaconsulting.ca

Nola 7
www.nola7.com

Nous Design
www.nousdesign.co.uk

Orms Architecture Design
www.orms.co.uk

Oualou + Choi
www.oplusc.com

Overland Partners
www.overlandpartners.com

P49 Design & Associates Co Ltd
www.p49design.com

PA Wellness Consulting
www.pa-wellness.com

Peter Muller
www.petermuller.org

Premedion
www.premedion.de

Promet Spa Wellness
www.promet.com.tr

Raison d'Etre
www.raisondetrespas.com

Red Cashew
www.redcashew.com

Resense Spa
www.resensespas.com

Resources for Leisure Assets
www.rflglobal.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

SPA DESIGN/ARCHITECTS

continued

Salamander Lifestyle Pte Ltd
www.salamanderspa.net

Sanipex Group
www.sanipexdubai.com

Sanitas Spa & Wellness
www.thesanitas.com

Saturn Projects Ltd
www.saturnprojects.com

SB Architects
www.sb-architects.com

Schienen & Pier
www.sp-ld.de

Schletterer Consult GmbH
www.schlettererconsult.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

Spa4 GmbH
www.spa4.at

Spa & Club Ideations, LLC
www.spaclubideations.com

Space-Place
www.space-place.com

Spa Advocates
www.spaadvocates.com

Spabulous
www.spabulous.com

Spa Bureau
www.spabureau.com

Spa Concepts International
www.spaconcepts.com

The Spa Consultants
www.thespaconsultants.co.za

Spa Creators Ltd
www.spacreators.co.uk

Le Spa Francis
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

Steve Leung Designers Ltd
www.sldgroup.com

Stolle Service Ltd
www.stolle.com

Stretch Ceilings Ltd
www.strechceilings.co.uk

Studio RHE
www.studiothe.com

Sylvia Planning And design Inc (SPAd)
sylviaiplanninganddesign.com

Tavelis Spa Concept
www.tavelis.com

Thalgo Spa Management
www.thalogsipamanagement.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 Jato
www.bioline-jato.com

Coola Suncare
www.coolasuncare.com

Decléor
www.decleor.com

GM Collin Skincare Inc
www.gmcollin.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 Bronze
www.beaubronz.co.uk

California Tan
www.californiantan.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.ldnskinks.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

Gateau

www.gateau-paris.com

Germaine de Capuccini

www.germaine-de-capuccini.com

KerstIn Florian

www.kerstinflorian.com

Klapp Cosmetics GmbH

www.klapp-cosmetics.com

Kurland GmbH

www.kurland.de

Labiomer

www.labiomer.com

Laboratoires Ingrid Millet SA

www.ingridmillet.com

Laboratoires La Prairie SA

www.laprairie.com

LaNatura

www.lanatura.com

Macon Meerescosmetic

www.maconmeerescosmetic.de

Morjana

www.morjana.fr

Nannic Int

www.nannic.com

Omorovicza

www.omorovicza.com

Pevonia International LLC

www.pevonia.com

Phytomer

www.phytomerpro.com

Repêchage Ltd

www.repechage.com

Smiths of Jersey

www.smithsofjersey.com

Sothys Paris

www.sothys.com

Terraké

www.terrake.com

Thallon Laboratories

www.thallon.com

Thalgo

www.thalgo.com

Voya

www.voya.ie

TREATMENT BEDS

4SeasonsSpa

www.4seasonspa.com

Aequum Ltd

www.aequumltd.com

Athlegem Pty Ltd

www.athlegem.com.au

Avalon Couches

www.avaloncouches.co.uk

Beautelle Therapy

www.beautelle.co.uk

Boden Furnishings

www.bodenfurnishings.com

Bodyworkmall

www.bodyworkmall.com

C.O.D.E.

www.code-spa-design

Clap Tzu

www.claptzu.de

Custom Craftworks

www.customcraftworks.com

Earthlite Massage Tables

www.earthlite.com

ETE Wellness Engineering

www.ete.es

Esthetica Spa & Salon Resources

www.spafurniture.in

Falkner Massageatelier

www.massageatelier.at

Gharieni Group

www.gharieni.com

HydroCo

www.hydroco.com

Hydrotherm Ltd

www.hydrothermspa.com

IONTO Health & Beauty

www.ionto.de

Kurland GmbH

www.kurland.de

Lemi Group

www.lemi.it

Living Earth Crafts

www.livingearthcrafts.com

Neoqi AS

www.neoqi.com

Nilo

www.nilo-beauty.com

Nola 7

www.nola7.com

Oakworks Inc

www.oakworks.com

Pierantonio Bonacina

www.pierantoniobonacina.it

Pino GmbH

www.pinoshop.de

REM UK Ltd

www.rem.co.uk

Silhouet-Tone Corporation

www.silhouettone.com

TREATMENT BEDS

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SpatecPro

www.spatecpro.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.uk

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.yeahbabypj.com

VIBRATION THERAPY

Body Coach

www.bodycoach.net

Bretherton Therapy Products

www.bremed.co.uk

Eastern Vibration LLC

www.eastervibration.com

Fitvibe

www.fitvibe.com

Power Plate

www.powerplate.co.uk

ProVib International

www.provib.com

Sasaki International Ltd

www.sasaki.co.uk

Sismo Fitness International

www.sismofitness.com

Vibrogym UK

www.vibrogym.com

WASHROOMS

Abacus Manufacturing Group

www.abacus-bathrooms.co.uk

Airdri Ltd

www.airdri.com

Armitage Shanks

www.armitage-shanks.co.uk

Bristan Group

www.specifybristan.com

Aloys F Dornbracht GmbH & Co. KG

www.dornbracht.com

Dyson Airblade

www.dysonairblade.co.uk

Franke Aquarotter GmbH

www.franke.com

Graff

www.graff-faucets.com

Hansa Metallwerkge AG

www.hansa.com

Hansgrohe Ag

www.hansgrohe.com

Kimberly-Clark Professional

www.kcpprofessional.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

Cemi

www.cemi.it

Clear Water Revival Ltd

www.clear-water-revival.com

Complete Pool Controls

www.cpc-chemicals.co.uk

Evoqua Water Technologies

www.evoqua.com

Hofer Group

www.hofergroup.com

Hydrotech Handels GmbH

www.hydrotechberlin.de

Kemitron GmbH

www.kemitron.com

Laboratoires Camille

www.camille.com

Magnapool

www.magnapool.com

Midas Pool & Fountain Products

www.midas-gmbh.de

Nola7

www.nola7.com

SpatecPro

www.spatecpro.com

Werner Dosierttechnik GmbH & Co. KG

www.werner-dosierttechnik.de

WDT Werner Dosierttechnik

www.werner-dosing.com

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.com

spa business

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Spa Training Directory

First launched online in 2006, the Spa Training Directory lists contact details for more than 800 spa training providers. We've given a snapshot here, while full details can be found at www.spaopportunities.com/training. For a breakdown of courses these organisations offer, our Spa Course Selector on p396 outlines training by type and curriculum

Academy Canada Career College

2 University Drive, Corner Brook,
NL A2H 5G4, Canada
Tel: +1 709 637 2100
www.academycanada.com

Advance Beauty College

10121 Westminster Avenue Garden
Grove, California, CA 92843, USA
Tel: +1 714 530 2131
www.advancebeautycollege.com

The Advanced Spa Therapy Education Certification Council

4550 PGA Boulevard, Suite 201, Palm
Beach Gardens, FL 33418, USA
Tel: +1 561 802 3855
Email: info@astecc.com
www.astecc.com

Al Akhawayn University

PO Box 104, Hassan II Avenue,
Ifrane, 53000, Morocco
Tel: +212 535 862 000
Email: admissions@aul.ma
www.aul.ma

Aleksandrowicz System

Email: info@beata.website
www.beata.website

Alexander School of Natural Therapeutics

4026 Pacific Avenue, Tacoma,
WA 98418, USA
Tel: +1 877 472 1142
Email: alexand1@nwlink.com
www.secretsofisis.com

Algonquin College of Applied Arts and Technology

1385 Woodroffe Avenue, Ottawa,
ON K2G 1V8, Canada
Tel: +613 727 4723
Email: askus@algonquincollege.com
www.algonquincollege.com

Alison Caroline Institute (ACI)

Muthaiga Shopping Centre, PO Box
63101, Limuru Road, Nairobi, Kenya
Tel: +254 20 404 3360
Email: info@acicollege.com
www.acicollege.com

Alpine Center

Chilcheristr. 1, Alpnach Dorf,
6065, Switzerland
Tel: +41 41 671 0303
Email: admissions@swissalpinecenter.com
www.swissalpinecenter.com/en/

American Hotel & Lodging Educational Institute

800 N. Magnolia Avenue, Suite
300, Orlando, FL 32803, USA
Tel: +1 407 999 8100
Email: info@ahlei.org
www.ahlei.org

Ananda Spa Institute ASI

Road No 7, Opp. Continental Hospital,
IT Park Nanakramguda, Gachi Bowli,
Hyderabad, 500019, India
Tel: +91 880 102 8444
Email: info@anandaspainstitute.com
www.anandaspainstitute.com

Arizona Center for Integrative Medicine

PO Box 245153, Tucson,
AZ 85724-5153, USA
Tel: +1 520 626 6417
www.integrativemedicine.arizona.edu

Aroma Akademija

Ustanova Aromara Centar, Ivana Perkovca
19, Harmica, Senkovec 10292, Croatia
Tel: +385 1 33 96 914
Email: centar@aromara.com
www.aromara.com

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p396

Art of Cryo

Tel: +49 2935 9652 0
Email: r.bolsinger@artofcryo.com
www.artofcryo.com

Asheville-Buncombe Technical Community College

340 Victoria Road, Asheville,
NC 28801, USA
Tel: +1 828 398 7900
Email: info@abtech.edu
www.abtech.edu

Atelier Esthétique Institute

386 Park Avenue South, New
York City, NY 10016, USA
Tel: +1 800 626 1242
www.aeinstitute.net

Australian Academy of Beauty & Spa Therapy

24-32 Lexington Drive, Norwest Business
Park, Bella Vista, NSW 2153, Australia
Tel: +61 1 300 277 785
www.australianacademyofbeautytherapy.com

Australian College of Beauty Therapy

2nd Floor, 60 Stirling Street,
Perth, WA 6000, Australia
Tel: +61 8 9228 4611
Email: enquiries@acbt.com.au
www.acbt.com.au

Australian College of Natural Therapies ACNT

235 Pyrmont Street, Pyrmont,
Sydney, NSW 2009, Australia
Tel: +61 1 300 017 267
www.acnt.edu.au

AUT University

55 Wellesley Street East, Auckland
City, New Zealand 1010
Tel: +64 9 921 9999
www.aut.ac.nz

Axelsons Spa School

Tulegatan 24, 113 53 Stockholm, Sweden
Tel: +46 8 612 21 55
Email: info@axelssonspaschool.se
www.axelsons.se

Bali International Spa Academy

57A Jalan Sekuta Sanur, Bali, Indonesia
Tel: +62 0361 281 289
www.balibisa.com

Barnet and Southgate College

Wood Street, Barnet, Greater
London EN5 4AZ, UK
Tel: +44 20 8266 4000
Email: info@barnetsouthgate.ac.uk
www.barnetsouthgate.ac.uk

Barnfield College

New Bedford Road Centre, Luton,
Bedfordshire LU2 7BF, UK
Tel: +44 1582 569 569
www.barnfield.ac.uk

Beabelle 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@beabelle.com
www.beabelle.com

Beautiko College

848 Duncan Street, Corner Jan
Schoba and Anderson Street,
Brooklyn, Pretoria, South Africa
Tel: +27 12 362 6571
Email: beautiko@beautiko.co.za
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy

Head Office, Shop 13B, Arcadia
Centre, 87 Umhlanga Rocks Drive,
Durban North, 4051, South Africa
www.beautiko.net

Bellevue Beauty Training Academy

Unit 5/78, Logan Road, Woolloongabba,
QLD 4102, Australia
Tel: +61 7 3891 5696
Email: info@bellevuebeauty.qld.edu.au
<https://bellevuebeauty.edu.au>

Bellus Academy

The Academy of Beauty & Spa,
13266 Poway Road, Poway, CA 92064, USA
Tel: +1 858 748 1490
www.bellusacademy.edu

BKF University of Applied Sciences

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Email: international@bkf.hu
www.bkf.hu/en

Boca Beauty Academy LLC

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Raton, FL 33434, USA
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<https://bocabeautyacademy.edu>

Brueckner Group/Spassion

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ON L3R 2N2, Canada
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www.spassion.com

Bryan College of Applied Health and Business Sciences

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Email: admissions@bryancollege.com
<https://www.bryan.edu>

Burton College

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Email: enquiries@bsdc.ac.uk
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Camelot International

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Houghton, Johannesburg, South Africa
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Email: info@camelothealth.co.za
www.camelotint.co.za

Canadian College of Shiatsu Therapy

142 Lonsdale Avenue, North
Vancouver, BC V7M 2E8, Canada
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Email: school@oyayubi.com
www.shiatsuvancouver.ca

Canadian Tourism College

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BC V6J 4S5, Canada
Tel: +1 604 736 8000
Email: admissionsrep@tourismcollege.com
www.tourismcollege.com

Centennial College

PO Box 631, Station A, Toronto,
ON M1K 5E9, Canada
Tel: +1 416 289 5000
Email: admissions@centennialcollege.ca
www.centennialcollege.ca

Center for Neuroacoustic Research (CNR)

2382 Faraday Avenue, Suite 250,
Carlsbad, CA 92008, USA
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www.neuroacoustic.com

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Chiva-Som International Academy

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CIDESCO

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City & Guilds

1 Giltspur Street, London, EC1A 9DD, UK
Tel: +44 20 7294 2800
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City College Plymouth

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Plymouth, Devon PL1 5QG, UK
Tel: +44 1752 305 300
Email: info@cityplym.ac.uk
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Colegiatura Colombiana de Cosmetología y Cosmiatría

Carrera 77, No. 48B 07 Sector Estudio,
Medellin, Antioquia, Colombia
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Confederation of International Beauty Therapy and Cosmetology CIBTAC

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Gloucester, Gloucestershire GL4 3GG, UK
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Cornell University School of Hotel Management

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Email: ha-communications@cornell.edu
www.hotelschool.cornell.edu

deonThai School Thai Yoga Massage

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Paula, CA 93060, USA
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Email: info@deonthaiyoga.com
www.deonthaiyoga.com

DermaFX by Evie Adams

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Green, Essex IG8 0XG, UK
Tel: +44 870 300 2078
Email: info@dermafx.com
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Difference Escuela de Cosmetología y Alta Peluquería

Laureles 204 entre Calle Primera y, V.
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www.escueladifference.com.ec

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75003 Paris, France
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Email: info@esi-paris.com
www.esi-paris.com

Ecole hôtelière de Lausanne

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Lausanne 25, Switzerland
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www.ehl.edu

EIE MediSpa & Laser Training Centre

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AB T6E 6T9, Canada
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<https://www.eiemedispas.ca/education>

ELCES Escuela Latinoamericana de Capacitación en Estética Superior

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Cordoba, Argentina
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Nice 06000, France
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Elite International School of Beauty and Spa Therapy

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Auckland, New Zealand
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Elly Lukas Beauty Therapy College

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3000, Australia
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Email: study@ellylukas.edu.au
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The Emirates Academy of Hospitality Management

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Empire Medical Training

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102, Fort Lauderdale, FL 33063, USA
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www.empiremedicaltraining.com

Endicott College

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www.endicott.edu

Esalen Institute

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Email: info@esalen.org
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ESSEC Business School

Groupe ESSEC, BP50105 Cergy, F-95021,
Cergy-Pontoise Cedex, France
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European College of Bowen Studies

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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.evolutionsschool.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
<https://www.wellness-institut.com>

Federation of Holistic Therapists (FHT)

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Close, Eastleigh, Hampshire SO50 4SR, UK
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Email: info@fht.org.uk
www.fht.org.uk

**FH Joanneum University
of Applied Sciences**

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Allee 9-13, 8020 Graz, Austria
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Email: info@fh-joanneum.at
www.fh-joanneum.at/hsm

Florida Gulf Coast University (FGCU)

10501 FGCU Boulevard South, Fort
Myers, FL 33965-6565, USA
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www.fgcu.edu

Frederique Academy

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Street, Central, Hong Kong
Tel: +852 2522 2526
www.frederiqueacademy.com.hk

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09116 Chemnitz, Germany
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George Mason University

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VA 22030, USA
Tel: +1 703 993 1000
Email: masongrade@gmu.edu
www.gmu.edu

The Giving Touch

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Junction, CO 81504, USA
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Gilon Institute of Higher Education

Route de Gilon 111, 1823 Gilon
sur Montreux, Switzerland
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www.gilon.edu

Government Ayurveda College

MG Road, Thiruvananthapuram
695001, Kerala, India
Tel: +91 471 246 0190
Email: ayurvedacollegevtm@yahoo.co.in
www.govtayurvedacollegevtm.nic.in

Great Bay Community College

320 Corporate Drive, Portsmouth,
NH 03801, USA
Tel: +1 603 427 7600
Email: askgreatbay@ccsnh.edu
www.greatbay.edu

**The GW Institute for
Spirituality & Health**

2030 M Street, NW Suite 4014,
Washington, DC 20036, USA
Tel: +1 202 994 6220
Email: caring@gwish.org
www.gwish.org

Headmasters Academy Pty Ltd

Level 2, 185 Spring Street,
Melbourne, VIC 3000, Australia
Tel: +61 3 9945 9522
Email: info@headmasters.com.au
www.headmasters.com.au

**Healing Hands International
Massage Academy**

Saxby Avenue, Eldoraigne,
Centurion, South Africa
Tel: +27 81 008 8663
Email: info@healinghands.co.za
www.healinghands.co.za

HealthCert

PO Box 789, Sanctuary Cove,
QLD 4212, Australia
Tel: +61 7 3137 1399
Email: info@healthcert.com
www.healthcert.com.au

Heat Spa Kur Therapy Development Inc

1435 Elder Avenue Apartment North,
San Diego, CA 92154, USA
Tel: +1 619 498 1968
Email: drb@h-e-a-t.com
www.h-e-a-t.com

Hill College

112 Lamar, Hillsboro, TX 76645, USA
Tel: +1 254 659 7500
www.hillcollege.edu

**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.hkuspacespace.hku.hk

Hong Kong Polytechnic University

Hung Hom, Kowloon, Hong Kong
Tel: +852 2766 5111
Email: asdept@polyu.edu.hk
www.polyu.edu.hk

Houston School of Massage

10600 Northwest Freeway, Suite
202, Houston, TX 77092, USA
Tel: +1 713 681 5275
www.houstonchoolofmassage.com

Humber College

205 Humber College Boulevard,
Toronto, ON M9W 5L7, Canada

Tel: +1 416 675 3111

Email: enquiry@humber.ca

www.humber.ca

HZ University of Applied Sciences

International Office, Edisonweg 4, 4382
NW Vliissingen, The Netherlands

Tel: +31 118 489 000

Email: study@hz.nl

www.hz.nl

International Association for Physicians in Aesthetic Medicine (IAPAM)

848 North Rainbow Boulevard, #713

Las Vegas, NV 89107, USA

Tel: +1 800 219 5108

www.iapam.com

International Federation of Aromatherapists (IFA)

20A The Mall, Ealing, London W5 2PJ, UK

Tel: +44 20 8567 2243

www.ifaroma.org

International Institute for Anti-Ageing (IIAA)

12 Priestley Way, London, NW2 7AP, UK

Tel: +44 20 8450 2020

Email: admin@iaa.eu

www.iaa.eu

ILIS

Turku University of Applied Sciences, Faculty
of Well-being Services, Lemminkäisenkatu

30, 20520 Turku, Finland

Tel: +358 50 5985 343

Email: susanna.saari@turkuamk.fi

www.turkuamk.fi

IMC University of Applied Sciences Krems

International Campus Piaristengasse,
Piaristengasse 1, A-3500 Krems, Austria

Tel: +43 2732 802

Email: information@fh-krems.ac.at

www.fh-krems.ac.at

The International Medical Spa Institute (IMSI)

4-13-17-A Jingumae, Shibuya,

Tokyo 150-0001, Japan

Tel: +81 3 5770 6818

Email: info@imsi.co.jp

www.imsi.co.jp

Institut de Management Hotelier International (IMHI)

ESSEC Business School, Avenue

Bernard Hirsch, B.P. 50105, 95021

Cergy-Pointoise Cedex, France

Tel: +33 1 34 43 30 00

Email: essecinfo@essec.fr

www.essec.edu/en/masters-and-business-school

Intercollege Nicosia

8 Markou Drakou Street, Engomi,

2409 Nicosia, Cyprus

Tel: +357 22 842 500

Email: info@intercollege.ac.cy

www.intercollege.ac.cy

International Academy of Ayurveda (IAA)

Vedansh Ayurved and Panchakarma

Clinic, 17 & 18 Mohite Twin Towers,

Anand Nagar, Sinhadga Road, Pune

411051, Maharashtra, India

Tel: +91 94 2232 1955

Email: iaa.sec@gmail.com

www.ayurved-int.com

International Academy of Spa Esthetics

Kamchatskaya 8-2-14, Moscow
107065, Russia

Tel: +7 495 226 4289

Email: info@russiaspas.ru

eng.russiaspas.ru

International Beauty & Holistic Academy

26 Station Road, Gloucester,

Gloucestershire GL1 1EW, UK

Tel: +44 1452 414 770

Email: info@ibha.co.uk

www.ibha.co.uk

International Board of Massage and Spa (CIMS)

Protasio Tagle # 47 INT. H; Col.

San Miguel de Chapultepec; Del.

México DF

Tel: +52 55 6607 8429

Email: informes@cims.com.mx

www.cims.com.mx

International Hotel Management Institute – IMI University Centre

Seeacherweg 1, 6047 Kastanienbaum

- Luzern CH, Switzerland

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Email: imi-info@imi-luzern.com

www.imi-luzern.com

International Institute of Wellness Studies

Plot No. F-6, Sector BZP, Greater Noida

201306, Uttar Pradesh, India

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Email: mail.manavdhingra@gmail.com

www.iivs.co.in/campus.html

International School of Beauty Therapy

Suite 2, 5 Norfolk Street,
Fremantle, WA 6160, Australia
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Email: study@internationalbeauty.com.au
www.internationalbeauty.com.au

International School of Beauty Therapy

Villa Portobello, Triq Galanton
Vassallo, St Venera 1902, Malta
Tel: +356 2144 0424
Email: sharon@beautysuppliesmalta.com
www.isbtmalta.com

International Training Massage School

59/9 Chang Puek Road Soi 4, T. Sri Phum,
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Tel: +66 53 218 632
Email: itm@itmthaimassage.com
www.itmthaimassage.com

Isa Carstens Academy

PO Box 149, Stellenbosch,
7599, South Africa
Tel: +27 21 883 9777
Email: info@isacarstens.co.za
www.isacarstens.co.za

Issamay School of Beauty

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IST-Hochschule fur Management

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Istanbul University/Istanbul Üniversitesi

Merkez Kampüsü, Beyazit/Fatih,
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www.istanbul.edu.tr

International College of Tourism & Management (ITM)

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2540 Bad Vöslau, Austria
Tel: +43 2252 790 260
Email: office@itm-college.eu
www.itm-college.eu

International Therapy Examination Council (ITEC)

2nd Floor, Chiswick Gate, 598-608
Chiswick High Road, London, W4 5RT, UK
Tel: +44 20 8994 4141
Email: info@itecworld.co.uk
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Jamu Spa School

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Jari Jari Spa Training Academy

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Salleh, Tanjung Aru, 88100 Kota
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Jari Menari

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Kes College School of Beauty Therapy

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Kore Therapy

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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

For a breakdown of courses by type, turn to the Spa Course Selector which starts on p396

**Les Roches International School
of Hotel Management**

Bluche, Valais CH 3975, Switzerland
Tel: +41 27 485 96 00
<https://lesroches.edu>

Lincoln College of New England

2279 Mount Vernon Road,
Southington, CT 06489, USA
Tel: +1 800 327 1158
www.lincolncollegene.edu

Lobster Ink

Joan Muyskenweg 22, 1096 CJ
Amsterdam, The Netherlands
www.lobsterink.com

**London College of Beauty
Therapy (LCBT)**

47 Great Marlborough Street,
London W1F 7JP, UK
Tel: +44 20 7208 1300
Email: info@lcbt.co.uk
www.lcbt.co.uk

London College of Fashion

20 John Prince's Street,
London W1G 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

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Belleville, ON K8N 5B9, Canada
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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
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Mindful Awareness Research Center

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Human Behavior, 760 Westwood Plaza,
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www.marc.ucla.edu

Mountain Yoga

2071 Antioch Ct., #100, Montclair
Village, Oakland, CA 94611, USA
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Email: info@m-yoga.org
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**The National College of
Naturopathic Medicine**

049 SW Porter Street, Portland,
OR 97201, USA
Tel: +1 503 522 1555
<https://nunm.edu>

National University of Health Sciences

2200 East Roosevelt Road,
Lombard, IL 60148, USA
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Email: admissions@nuhs.edu
www.nuhs.edu

New River Community College

5251 College Driv, Dublin, VA 24084, USA
Tel: +1 540 674 3600
Email: dkennedy@nr.edu
www.nrvcchs.edu

Newcastle College

Rye Hill Campus, Scotswood Road,
Newcastle upon Tyne, NE4 7SA, UK
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Email: enquiries@ncl-coll.ac.uk
www.ncl-coll.ac.uk

Next Step Nail and Beauty

Totally Beauty Limited, Aldercarr
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Niagara University

5795 Lewiston Road, Niagara
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Oncology Training International

PO Box 751, Baigonie, SK S0G 0E0, Canada
Tel: +1 306 771 2307
Email: info@oncologyesthetics.com
www.oti-oncologytraining.com

Parnu College, University of Tartu

Liikooli 18, 50090 Parnu, Estonia
Tel: +372 737 5440
Email: info@ut.ee
www.pc.ut.ee/en

**PBHC Clinic & School of
Holistic Therapies Inc**

St. Thomas, Barbados
Tel: +1 246 424 1127
Email: pbhcschool@gmail.com
www.itecworld.co.uk

Perth College of Beauty Therapy

PO Box 501, Victoria Park,
WA 6979, Australia
Tel: +61 8 9361 3111
Email: enquiries@perthcollege.com.au
www.perthcollege.com.au

PHAB Standard Ltd

PO Box 47290, London W7 9AX, UK
Tel: +44 20 8840 9070
Email: info@phabstandard.com
www.phabstandard.com

ProCcare

[https://courses.proccare.com/courses/
artofcryo-operator](https://courses.proccare.com/courses/artofcryo-operator)

Puretouch Spa Academy

Manjooran House LFC Road, Netaji
Line, Kaloor, Near North Railway
Station, Ernakulam Dt., Kerala, India
Tel: +91 944 792 3631
Email: puretouchspa@gmail.com
www.studyspa.com

Raison d'Etre

Grevgatan 15, Stockholm 114 53, Sweden
Tel: +46 8 756 00 56
Email: info@raisondetrespas.com
www.raisondetrespas.com

Republic Polytechnic

9 Woodlands Avenue, Singapore
738964, Singapore
Tel: +65 6510 3000
Email: one-stop@rp.edu.sg
www.rp.edu.sg

Resense Spa

Tel: +41 22 316 0380
Email: info@resensespas.com
www.resensespas.com

RMIT University

GPO Box 2476, Melbourne,
VIC 3001, Australia
Tel: +61 3 9925 2000
www.rmit.edu.au

Royal Life Saving Society UK (RLSS UK)

Red Hill House, 227 London
Road, Worcester, WR5 2JG
Tel: 0300 3230096
Email: salesmarketing@rlss.org.uk
www.rlss.org.uk

**Russian State University
of Management**

Ryazansky Prospect 99,
Moscow 109542, Russia
Tel: +7 495 377 89 14
Email: info@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

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@scmmail.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.sc

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: terryliaw@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: sdsdorg@aol.com
<https://sdsdcs.org>

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) 8221 4400 0510
Email: info@spaconnectors.com
www.spaconnectors.com

Spa Education Academy

Tel: +44 (0) 7950727 311
Email: kathryn@SpaEducationAcademy.com
www.spaeducationacademy.com

Spa Innovations Pte Ltd

16 Kallang Place, #07-33339156, Singapore
Tel: +65 6341 7780
Email: course@spa-innovations.com
www.spa-innovations.com

Spa Wellness Akademija

Setaliste Marsala Tita 19/2,
Lovran 51415, Croatia
Tel: +385 51 293 851
Email: info@wellness.hr
www.akademija.wellness.hr

Stener Training Academy

The Lodge, 92 Uxbridge Road,
Harrow, Middlesex HA3 6QD, UK
Tel: +44 20 8909 5000
Email: careers@theonboardspa.com
www.theonboardspa.com

Stoke On Trent College

Cauldon Campus, Stoke Road, Shelton,
Stoke-on-Trent, Staffordshire ST4 2DG, UK
Tel: +44 1782 208 208
Email: info@stokecoll.ac.uk
www.stokecoll.ac.uk

Success International Health and Skincare Academy

No. 4 Harpuis Avenue, Weltevredenpark,
Roodepoort, 1709, South Africa
Tel: +27 7286 13292
Email: info@successinternational.co.za
www.successinternational.co.za

Suffolk New College

Ipswich, Suffolk IP4 1LT, UK
Tel: +44 1473 382 200
Email: info@suffolk.ac.uk
www.suffolk.ac.uk

Summa Spa Institute

5 F/L Xin Cheng Commercial Building,
1 Chongwenmenwai Street, Chongwenmen
District, Beijing 100062, China
Tel: +86 10 6709 2118
Email: summaspa@hotmail.com
www.summaspa.com

Swiss Hotel Management School

Avenue des Alpes 27, Montreux
CH-1820, Switzerland
Tel: +41 21 965 40 20
www.shms.com

Sydney Beauty Dermal Institute

2/161-177 New South Head Road,
Edgecliff, NSW 2027, Australia
Tel: +61 2 9326 2211
Email: reception@sbdj.com.au
www.sbdj.com.au

Szolnok University College

H-5000 Szolnok, Tiszaliget
sétány 14, Hungary
Tel: +36 56 510 300
Email: mondoka@szolf.hu
<https://unideb.hu>

TAFE NSW

Various sites across New South Wales
Sydney, NSW, Australia
www.tafensw.edu.au

TAFE Queensland South West

Various sites across South
West Queensland
QLD, Australia
Tel: +61 7 3817 3000
Email: southwest@tafe.qld.edu.au
www.tafesouthwest.edu.au

Temasek Polytechnic

21 Tampines Avenue 1, Singapore
529757, Singapore
Tel: +65 6788 2000
Email: enquiry@tp.edu.sg
www.tp.edu.sg

Thai Heritage Spa School

1124/5-7 Thai Heritage Spa Building, Soi
Ladprao 2, Paholyothin Road, Jomphol,
Jatuchak, Bangkok 10900, Thailand
Tel: +62 2 513 7279
Email: thaipa2@sarah-org.com
www.thaiheritagespa.com

Tip Touch International

Avenue Louise 136, 1050 Brussels, Belgium
Tel: +32 2 644 27 44
Email: info@tiptouch.com
www.tiptouch.com

Touch Research Institute

Mailman Center for Child Development,
University of Miami, Miller School
of Medicine, 1601 NW 12th
Avenue, Miami, FL 33136, USA
Email: tfield@med.miami.edu
www.miami.edu/touch-research

Tri-Dosha

14 Popes Lane, Ealing, London W5 4NA, UK
Tel: +44 20 8566 1498
Email: info@tri-dosha.co.uk
www.tri-dosha.co.uk

Truro and Penwith College

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College, Truro, Cornwall TR1 3XX, UK
Tel: +44 1872 267 122
Email: heinfo@truro-penwith.ac.uk
www.truro-penwith.ac.uk

Ultimate Medical Academy LLC

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Tampa, FL 33612, USA
Tel: +1 888 213 4473
www.ultimatemedical.edu

Universidad Del Zulia

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(extension Cecilio Acosta), New
Rector Headquarters Building, 10th
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Tel: +58 261 412 4125
Email: web@dgc.luz.edu.ve
www.luz.edu.ve

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Tel: +62 274 649 2599
Email: humas@ugm.ac.id
www.ugm.ac.id/en

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Bordeaux, France
Tel: +33 5 57 57 10 10
www.u-bordeaux.com

Universite Mohammed V de Rabat

Avenue des Nations Unies, Agdal,
Rabat, Morocco
Tel: +212 537 27 27 50
Email: presidency@um5.ac.ma
www.um5.ac.ma

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Summer Row, Birmingham, B3 1JB, UK
Tel: +44 121 604 1000
Email: marketing@ucb.ac.uk
www.ucb.ac.uk

University of Bedfordshire

University Square, Luton,
Bedfordshire LU1 3JU, UK
Tel: +44 1234 400 400
Email: international@beds.ac.uk
www.beds.ac.uk

University of California, Irvine

Irvine, CA 92697, USA
Tel: +1 949 824 5011
<https://uci.edu/>

University of Derby

Kedleston Road, Derby,
Derbyshire DE22 1GB, UK
Tel: +44 1332 590 500
Email: askadmissions@derby.ac.uk
www.derby.ac.uk

University of Houston

Conrad N. Hilton College, 4450 University
Drive, Houston, TX 77204-3028, USA
Tel: +1 713 743 2255
www.uh.edu/hilton-college/

University of Malaga

Avda. Cervantes 2, Malaga 29071, Spain
Tel: +34 952 13 10 00
Email: infouma@uma.es
www.uma.es

University of Minnesota Crookston

2900 University Avenue,
Crookston, MN 56716, USA
Tel: +1 800 862 6466
<https://www.crk.umn.edu>

University of Southern California

University Park Campus, Los
Angeles, CA 90089, USA
Tel: +1 213 740 2311
www.usc.edu

University of the Ryukyus

1 Senbaru, Nishihara-cho, Nakagami-
gun, Okinawa 903-0213, Japan
Tel: +81 98 895 2221
www.u-ryukyuu.ac.jp/en/

University of West Florida

11000 University Parkway,
Pensacola, FL 32514, USA
Tel: +1 850 474 2000
Email: admissions@uwf.edu
www.uwf.edu

Vimal Institute for Human Resource Development

Vrbik 20, Zagreb, Hrvatska 10000, Croatia
Tel: +385 98 279 509
Email: vimal@vimal.hr
www.vimal.hr

Vio Malherbe

Ecole Internationale D'Esthetique
Et De Cosmetologie, Rue De Bourg
11, Lausanne 1003, Switzerland
Tel: +41 21 312 38 01
Email: info@viomalherbe.ch
www.viomalherbe.ch

VIVES University of Applied Sciences

Doomniksesteenweg 145,
8500 Kortrijk, Belgium
Tel: +32 56 26 41 60
www.vives.be

VTCT

Aspire House, Annealing Close,
Eastleigh, Hampshire SO50 9PX, UK
Tel: +44 2380 684 500
Email: customersupport@vtct.org.uk
www.vtct.org.uk

Warwickshire College Group

Warwick New Road, Royal Leamington
Spa, Warwickshire CV32 5JE, UK
Tel: +44 300 456 0047
Email: info@warwickshire.ac.uk
www.warwickshire.ac.uk

Watpo Thai Traditional Medical School

392/33-34 Maharach Road,
Prabrommaharajawang, Pranakom
Bangkok 10200, Thailand
Tel: +66 2 622 3551
Email: watpo.ttm@gmail.com
www.watpomassage.com

Wellness for Cancer

POB 4911 Eagle, CO 81631, USA
Tel: +1 970 376 6220
www.wellnessforcancer.com

WFP-Berufsfachschulen Bad Sulza

Wunderwaldstr 2, 99518
Bad Sulza, Germany
Tel: +49 3 64 61 20933
Email: info@schulewfp.de
www.schulewfp.de

William Angliss Institute

555 La Trobe Street, Melbourne,
Victoria 3000, Australia
Tel: +613 9606 2111
Email: info@angliss.edu.au
www.angliss.edu.au

Wynne Business

10 Guernsey Road, Swarthmore,
PA 19081, USA
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Email: seminars@wynnebusiness.com
www.wynnebusiness.com

Younique College

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Monaghan Street, Newry,
County Down BT35 6AA, UK
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Email: training@younique.ie
www.younique.ie

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Alternative Therapy Courses

ACUPRESSURE

The National College of Naturopathic Medicine
<https://nunm.edu>

The Northern College of Acupuncture
www.chinese-medicine.co.uk

AROMATHERAPY

Alexander School of Natural Therapeutics
www.secretsofisis.com

Arizona Center for Integrative Medicine
integrativemedicine.arizona.edu

Aroma Akademija
www.aromara.com

Atelier Esthétique Institute
www.aeinstitute.net

Australian College of Beauty Therapy
www.acbt.com.au

The Beauty Specialist Training Centre & Nail Academy
www.beautiko.net

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International Beauty Therapy and Cosmetology CIBTAC
www.cibtac.com

International Federation of Aromatherapists (IFA)
www.ifaroma.org

The International Medical Spa Institute (IMSI)
www.imsi.co.jp

RMIT University
www.rmit.edu.au

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Watpo Thai Traditional Medical School
www.watpomassage.com

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

AYURVEDA

Ananda Spa Institute (ASI)
www.anandaspa institute.com

Arizona Center for Integrative Medicine
www.integrativemedicine.arizona.edu

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Government Ayurveda College
www.govtayurvedacollegemv.nic.in

International Academy of Ayurved (IAA)
www.ayurved-int.com

International Academy of Spa Esthetics
www.russiaspas.ru

Puretouch Spa Academy
www.studyspa.com

Spa Innovations Pte Ltd
www.spa-innovations.com

Tri Dasha
www.tri-dosha.co.uk

BOWEN TECHNIQUES

European College of Bowen Studies
www.thebowentechnique.com

HERBAL MEDICINE

The National College of Naturopathic Medicine
<https://nunm.edu>

Shang Shung Institute of America
www.shangshung.org

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

HEROLISTIC THERAPY

Alison Caroline Institute (ACI)
www.acicollege.com

Bali International Spa Academy
www.balibisa.com

Camelot International
www.camelotint.co.za

Center for Neuroacoustic Research (CNR)
www.neuroacoustic.com

Federation of Holistic Therapists (FHT)
www.fht.org.uk

Frederique Academy
www.frederiqueacademy.com.hk

International Academy
of Spa Esthetics
eng.russiaspas.ru

International Beauty &
Holistic Academy
www.ibha.co.uk

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

PBHC Clinic & School of
Holistic Therapies Inc
www.itecworld.co.uk

Puretouch Spa Academy
www.studyspa.com

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

Stoke On Trent College
www.stokecoll.ac.uk

Younique College
www.younique.ie

HOT STONE MASSAGE

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Bali International Spa Academy
www.balibisa.com

Healing Hands International
Massage Academy
www.healinghands.co.za

www.spahandbook.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

TAFE Queensland South West
www.tafesouthwest.edu.au

Tip Touch International
www.tiptouch.com

INDIAN HEAD MASSAGE

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Australian College of
Beauty Therapy
www.acbt.com.au

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Truro and Penwith College
www.truro-penwith.ac.uk

INTEGRATIVE MEDICINE

Arizona Center for
Integrative Medicine
www.integrativemedicine.arizona.edu

Istanbul University/
Istanbul Universitesi
www.istanbul.edu.tr

KINESIOLOGY

International Board of
Massage and Spa (CIMS)
www.cims.com.mx

University of Houston
www.uh.edu/hilton-college/

University of Southern California
www.usc.edu

LYMPHATIC DRAINAGE

Heat Spa Kur Therapy
Development Inc
www.h-e-a-t.com

Vio Malherbe
www.viomalherbe.ch

NATUROPATHY

Australian College of
Natural Therapies (ACNT)
www.acnt.edu.au

National University of
Health Sciences
www.nuhs.edu

REFLEXOLOGY

Alison Caroline Institute (ACI)
www.acicollege.com

Australian College of
Beauty Therapy
www.acbt.com.au

The Beauty Specialist Training
Centre & Nail Academy
www.beautitko.net

Camelot International
www.camelotintn.co.za

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Healing Hands International
Massage Academy
www.healinghands.co.za

The International Medical
Spa Institute (IMSI)
www.imsi.co.jp

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

TAFE Queensland South West
www.tafesouthwest.edu.au

Tip Touch International
www.tiptouch.com

REIKI

Confederation of International
Beauty Therapy and
Cosmetology CIBTAC
www.cibtac.com

Southwest Institute of
Healing Arts (SWIHA)
www.swiha.edu

SHIATSU

Canadian College of
Shiatsu Therapy
www.shiatsuvancover.ca

Ecole des Spas et
des Instituts ESI
www.esi-paris.com

The Shiatsu School
www.theshiatusschool.com



YOGA

Axelsons Spa School
www.axelsons.se/kontakt/
axelsons-spa-school

deonThai School Thai
 Yoga Massage
www.deonthaiyoga.com

Mountain Yoga
www.m-yoga.org

Puretouch Spa Academy
www.studyspa.com

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of
 Healing Arts (SWIHA)
www.swha.edu

General Spa Courses

AESTHETICS

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

The Advanced Spa Therapy
 Education Certification Council
www.astecc.com

Alison Caroline Institute (ACI)
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Atelier Esthétique Institute
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Bali International Spa Academy
www.ballbisa.com

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.edu

Brueckner Group/Spassion
www.spassion.com

Bryan College of Applied Health
 and Business Sciences
<https://www.bryan.edu/>

Difference Escuela de
 Cosmetología y Alta Peluquería
www.escueladifference.com.ec

Ecole des Spas et
 des Instituts ESI
www.esi-paris.com

EIE MediSpa & Laser
 Training Centre
www.eiemedispa.ca/education

ELCES Escuela Latinoamericana de
 Capacitación en Estética Superior
www.elcesedu.com

Élégance Gontard
 International School
www.elegance-fr.net

Empire Medical Training
www.empiremedicaltraining.com

International Association for
 Physicians in Aesthetic
 Medicine (IAPAM)
www.iapam.com

International Institute
 for Anti-Ageing (IIAA)
www.iaa.edu

The International Medical
 Spa Institute (IMSI)
www.imsi.co.jp

Kosmetae
www.kosmetae.com

Loyalist College
www.loyalistcollege.com

Oncology Training International
www.oti-oncologytraining.com

Society of Dermatology
 SkinCare Specialists (SDSS)
<https://sdscs.org>

Southwest Institute of
 Healing Arts (SWIHA)
www.swha.edu

Vio Malherbe
www.viomalherbe.ch

ANATOMY & PHYSIOLOGY

Alexander School of
 Natural Therapeutics
www.secretsofisis.com

Aleksandrowicz System
www.beata.website

Alison Caroline Institute (ACI)
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Bali International Spa Academy
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www.camelotint.co.za

Confederation of International Beauty
 Therapy & Cosmetology CIBTAC
www.cibtac.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Evolution School of Beauty
www.evolutionsschool.co.nz

International Board of
 Massage and Spa (CIMS)
www.cims.com.mx

Isa Carstens Academy
www.isacarstens.co.za

Jamu Spa School
www.jamuspaschool.com

London Therapists Ltd
www.london-therapists.com

Seychelles Tourism Academy
www.seychellectourismacademy.edu.sc

Wellness for Cancer
www.wellnessforcancer.com

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

BEAUTY THERAPY

Australian Academy of
 Beauty & Spa Therapy
www.austalianacademyofbeautytherapy.com

Australian College of Beauty Therapy
www.acbt.com.au

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

Beaubelle Academy of
 Cosmetology & Management
www.beaubelle.com

Beautiko College
www.beautiko.co.za

The Beauty Specialist Training Centre & Nail Academy
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Bellevue Beauty Training Academy
https://bellevuebeauty.edu.au

Burton College
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Chiva-Som International Academy
www.chivasomacademy.com

CIDESCO
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City College Plymouth
www.cityplym.ac.uk

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DermaFX by Evie Adams
www.evieadams.com

Elite International School of Beauty & Spa Therapy
www.elitebeautyschool.co.nz

Ely Lukas Beauty Therapy College
www.ellylukas.edu.au

Evolution School of Beauty & Massage
www.evolutionsschool.co.nz

Frederique Academy
www.frederiqueacademy.com.hk

International Beauty & Holistic Academy
www.ibha.co.uk

www.spahandbook.com

International Institute of Wellness Studies
www.i.iwsw.co.in/campus.html

International School of Beauty Therapy Australia
www.internationalbeauty.com.au

International School of Beauty Therapy Malta
www.isbtmalta.com

International Therapy Examination Council (ITEC)
www.itecworld.co.uk

Issamay School of Beauty
www.issamay.com

Jamu Spa School
www.jamuspaschool.com

Kes College School of Beauty Therapy
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London College of Beauty Therapy (LCBT)
www.lcbt.co.uk

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www.ncl-coll.ac.uk

Next Step Nail and Beauty
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The South Pacific Academy of Beauty Therapy
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University of Bedfordshire
www.beds.ac.uk

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www.viomalherbe.ch

Warwickshire College Group
www.warwickshire.ac.uk

William Angliss Institute
www.angliss.edu.au

Younique College
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BODY THERAPY

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Headmasters Academy Pty Ltd
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HealthCert
www.healthcert.com.au

Kore Therapy
www.koretherapy.com

LaStone Therapy Inc
www.lastonetherapy.com

Seychelles Tourism Academy
www.seychellesschoolofspa.edu.sc

Steiner Training Academy
www.theonboardspa.com

Wellness for Cancer
www.wellnessforancer.com

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

HYDROTHERAPY

The Advanced Spa Therapy Education Certification Council
www.astecc.com

Alexander School of Natural Therapeutics
www.secretsofisis.com

Brueckner Group/Spassion
www.spassion.com

International Board of Massage and Spa (CIMS)
www.cims.com.mx

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

LIFESTYLE COACHING

The GW Institute for Spirituality & Health
www.gwish.org

Mindful Awareness Research Center
www.marc.ucla.edu

RMIT University
www.rmit.edu.au

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Spa Innovations Pte Ltd
www.spa-innovations.com

NUTRITION

Algonquin College of Applied Arts and Technology
www.algonquincollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Arizona Center for Integrative Medicine
www.integrativemedicine.arizona.edu

Australian College of Natural Therapies ACNT
www.acnt.edu.au

Centennial College
www.centennialcollege.ca

Chinese University of Hong Kong
www.cuhk.edu.hk/english/

Esalen Institute
www.esalen.org

George Mason University
www.gmu.edu

International Institute for Anti-Ageing (IIAA)
www.iiiaa.eu

Isa Carstens Academy
www.isacarstens.co.za

Lincoln College of New England
www.lincolncollege.edu

Mahidol University International College
www.muic.mahidol.ac.th

Nippon Spa College (NISPAC)
www.nispac.jp

RMIT University
www.rmit.edu.au

Scottsdale Community College
www.scottsdalecc.edu

Southwest Institute of Healing Arts (SWIHA)
www.swiha.edu

Success International Health and Skincare Academy
www.successinternational.co.za

ONCOLOGY MASSAGE

Wellness for Cancer
www.wellnessforcancer.com

SPA MANAGEMENT

Academy Canada Career College
www.academycanada.com

Al Akhawayn University
www.aui.ma

Alexander School of Natural Therapeutics
www.secretssofisis.com

Algonquin College of Applied Arts and Technology
www.algonquincollege.com

Alpine Center
www.swissalpinecenter.com/en/

American Hotel & Lodging Educational Institute
www.ahlei.org

Atelier Esthétique Institute
www.aeinsteinute.net

AUT University
www.aut.ac.nz

Bali International Spa Academy
www.balibisa.com

Barnfield College
www.barnfield.ac.uk

BKF University of Applied Sciences
www.bkf.hu/en

Brueckner Group/Spassion
www.spassion.com

Canadian Tourism College
www.tourismcollege.com

Chiva-Som Academy
www.chivasomacademy.com

CIDESCO
www.cidesco.com

City College Plymouth
www.cityplym.ac.uk

Cornell University School of Hotel Management
www.hotelschool.cornell.edu

Ecole des Spas et des Instituts E.S.I.
www.esi-paris.com

Ecole hôtelière de Lausanne
www.ehl.edu

Elegance Gontard International School
www.elegance-fr.net

The Emirates Academy of Hospitality Management
www.emiratesacademy.edu

Endicott College
www.endicott.edu

ESSEC Business School/masters-and-business-school
www.essec.edu/en/masters-and-business-school

EWI GmbH
www.wellness-institut.com

FH Joanneum University of Applied Sciences
www.fh-joanneum.at/hsm

Florida Gulf Coast University (FGCU)
www.fgcu.com

George Mason University
www.gmu.edu

Gilon Institute of Higher Education
www.gilonhotelschool-switzerland.com

Great Bay Community College
www.greatbay.edu

Hill College
www.hillcollege.edu

HKU School of Professional and Continuing Education (SPACE)
www.hkuspacespace.hku.hk

For full contact details, turn to the Spa Training Directory which starts on p384

Hong Kong Polytechnic University www.polyu.edu.hk	Loyalist College www.loyalistcollege.com	Russian State University of Management www.guu.ru	Temasek Polytechnic www.tp.edu.sg
Humber College www.humber.ca	Lyceum of the Philippines University www.lpu.edu.ph	Sandhills Community College www.sandhills.edu	Tip Touch International www.tiptouch.com
HZ University of Applied Sciences www.hz.nl/hz/en/	Mahidol University International College www.mahidol.ac.th	Santi Development Programmes www.santi-santi.com	Ultimate Medical Academy LLC www.ultimatemedical.edu
ILIS www.turkuamk.fi	New River Community College www.nr.vccs.edu	Saxion University of Applied Science www.saxion.edu	Universidad del Zulia www.luz.edu.ve
IMC University of Applied Sciences Krems www.fh-krems.ac.at	Newcastle College www.ncl.coll.ac.uk	Scottsdale Community College www.scottsdalecc.edu	Universitas Gadjah Mada www.ugm.ac.id/en
Institut de Management Hotelier International (IMHI) www.essec.edu/en/masters-and-business-school	Niagara University www.niagara.edu	Southwest Institute of Healing Arts (SWIHA) www.swiha.edu	Universite de Bordeaux Segalen www.u-bordeaux.fr
Intercollege Nicosia www.intercollege.ac.cy	Nippon Spa College (NISPAC) www.nispac.jp	Spa Connectors www.spaconnectors.com	Universite Mohammed V de Rabat www.um5.ac.ma
International College of Tourism & Management (ITM) www.itm-college.eu	Northeast Alabama Community College www.nacc.edu	Spa Education Academy www.spaeducationacademy.com	University College Birmingham www.ucb.ac.uk/home.aspx
Isa Carstens Academy www.isacarstens.co.za	Parnu College, University of Tartu www.pc.ut.ee/en	Spa Innovations Pte Ltd www.spa-innovations.com	University of Bedfordshire www.beds.ac.uk
IST-Hochschule für Management www.ist-hochschule.de	PHAB Standard Ltd www.phabstandard.com	Spa Wellness Akademija www.akademija.wellness.hr	University of California, Irvine https://uci.edu
IST-Studieninstitut www.ist.de	Puretouch Spa Academy www.studyspa.com	Stoke on Trent College www.stokecoll.ac.uk	University of Derby www.derby.ac.uk
Les Roches International School of Hotel Management https://lesroches.edu	Raison d'Etre www.raisondetrespas.com	Success International Health and Skincare Academy www.successinternational.co.za	University of Houston www.uh.edu/hilton-college
Lincoln College of New England www.lincolncollegene.edu	Republic Polytechnic www.rp.edu.sg	Swiss Hotel Management School www.shms.com	University of Malaga www.uma.es
Lobster Ink www.lobsterink.com	Resense Spa www.resensespas.com	Szolnok University College https://unideb.hu	University of Minnesota, Crookston www.crk.umn.edu
	RMIT University www.rmit.edu.au	TAFE Queensland South West www.tafesouthwest.edu.au	University of Southern California www.usc.edu
			University of the Ryukyus www.u-ryukyuu.ac.jp/en/

SPA MANAGEMENT

continued

University of West Florida
www.uwf.edu

Vimal Institute for Human
 Resource Development
www.vimal.hr

VIVES University of
 Applied Sciences
www.vives.be

Warwickshire College Group
www.warwickshire.ac.uk

William Angliss Institute
www.angliss.edu.au

Wynne Business
www.wynnebusiness.com

SPA THERAPY

Aleksandrowicz System
www.beata.website

Alison Caroline Institute (ACI)
www.acicollege.com

Ananda Spa Institute (ASI)
www.anandaspainstitute.com

Aroma Academija
www.aromara.com

Australian Academy of
 Beauty & Spa Therapy
www.austalianacademyofbeautytherapy.com

Axelsons Spa School
www.axelsons.se/kontakt/
axelsons-spa-school

Barnet and Southgate Collehe
www.barnetsouthgate.ac.uk

Boca Beauty Academy LLC
<https://bocabeautyacademy.edu>

Elite International School
 of Beauty & Spa Therapy
www.elitebeautyschool.co.nz

Ely Lukas Beauty Therapy College
www.elylukas.edu.au

Healing Hands International
www.healinghands.co.za

International Academy
 of Spa Esthetics
eng.russiaspas.ru

International Institute
 of Wellness Studies
www.iilws.co.in/campus.html

Isa Carstens Health and
 Skin Care Academy
www.isacarstens.co.za

Lobster Ink
www.lobsterink.com

Nippon Spa College (NISAPAC)
www.nisapac.jp

Puretouch Spa Academy
www.studyspa.com

Resense Spa
www.resensespas.com

Serena Spa
www.serenaspaspa.com

The South Pacific Academy
 of Beauty Therapy
www.fijisenkaispas.com

Spa Connectors
www.spaconnectors.com

Spa Innovations Pte Ltd
www.spa-innovations.com

Success International Health
 and Skincare Academy
www.successinternational.co.za

Summa Spa Institute
www.summaspa.com

Sydney Beauty Dermal Institute
www.sbdid.com.au

VTCT
www.vtct.org.uk

WFP-Berufsfachschulen Bad Sulza
www.schulewfp.de

WATER SAFETY
QUALIFICATIONS

Royal Life Saving Society
 UK (RLSS UK)
www.rlss.org.uk

WHOLE BODY
CRYOTHERAPY

Art of Cryo
www.artofcryo.com

ProCcare
<https://courses.proccare.com/courses/artofcryo-operator>

Hair/Beauty & Nails

COSMETOLOGY

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeainstitute.net

Australian College of
 Beauty Therapy
www.acbt.com.au

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
<https://bocabeautyacademy.edu>

Colegiatura Colombiana de
 Cosmetología y Cosmiatría
 Tel: +57 4 448 4168

Difference Escuela de
 Cosmetología y Alta Peluquería
www.escueladifference.com.ec

ELCES Escuela Latinoamericana
 de Capacitación en
 Estética Superior
www.elcesedu.com

Elégance Gontard
 International School
www.elegance-fr.net

EWI GmbH
www.wellness-institut.com

Friseur- & Kosmetik-
 Innung Chemnitz
www.friseurinnung-chemnitz.de

IAPAM International
 Association for Physicians
 In Aesthetic Medicine
www.iapam.com

International Academy
 of Spa Esthetics
www.russiaspas.ru

Jamu Spa School
www.jamuspaschool.com

Northeast Alabama
 Community College
www.nacc.edu

ELECTROLYSIS

Academy Canada Career College
www.academycanada.com

Boca Beauty Academy LLC
<https://bocabeautyacademy.edu>

EPILATION

CIDESCO
www.cidesco.com

Confederation of International
 Beauty Therapy and
 Cosmetology CIBTAC
www.cibtac.com

Vio Malherbe
www.viomalherbe.ch

LASER HAIR REMOVAL

Australian Academy of
 Beauty & Spa Therapy
www.australianacademyofbeautytherapy.com

Boca Beauty Academy LLC
<https://bocabeautyacademy.edu>

Confederation of International
 Beauty Therapy and
 Cosmetology CIBTAC
www.cibtac.com

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

www.spahandbook.com

MAKE-UP

Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Axelsons Spa School
www.axelsons.se/kontakt/axelsons-spa-school

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training
 Centre & Nail Academy
www.beautitko.net

Belleve Beauty
 Training Academy
<https://bellevebeauty.edu.au>

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Camelot International
www.camelotint.co.za

CIDESCO
www.cidesco.com

Confederation of International
 Beauty Therapy and
 Cosmetology CIBTAC
www.cibtac.com

Difference Escuela de
 Cosmetología y Alta Peluquería
www.escueladifference.com.ec

ELCES Escuela Latinoamericana
 de Capacitación en
 Estética Superior
www.elcesedu.com

Ely Lukas Beauty
 Therapy College
www.ellylukas.edu.au

Frederique Academy
www.frederiqueacademy.com.hk

Headmasters Academy Pty Ltd
www.headmasters.com.au

International Institute
 for Anti-Ageing (IIAA)
www.iliaa.eu

International Institute
 of Wellness Studies
www.iivs.co.in/campus.html

Kosmetae
www.kosmetae.com

London College of Beauty
 Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Marant Cosmética Científica
www.marant.com.mx

Perth College of Beauty Therapy
www.perthcollege.com.au

Seychelles Tourism Academy
www.seychellectourismacademy.edu.sc

Stoke On Trent College
www.stokecoll.co.uk

Success International Health
 and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Vio Malherbe
www.viomalherbe.ch

VTCT
www.vtct.org.uk

Warwickshire College Group
www.warwickshire.ac.uk

MICRODERMABRASION

Advance Beauty College
www.advancebeautycollege.com

Atelier Esthétique Institute
www.aeinstitute.net

Boca Beauty Academy LLC
www.bocabeautyacademy.com

EIE MediSpa & Laser
 Training Centre
www.eiemedispa.ca/education

NAIL TECHNOLOGY

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

Alison Caroline Institute (ACI)
www.acicollege.com

Aroma Academia
www.aromara.com

Asheville-Buncombe Technical
 Community College
www.abtech.edu

Bali International Spa Academy
www.balibisa.com

NAIL TECHNOLOGY*continued*

Barnet and Southgate College
www.barnetsouthgate.ac.uk

Barnfield College
www.barnfield.ac.uk

The Beauty Specialist Training
 Centre & Nail Academy
www.beautiko.net

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
<https://bocabeautyacademy.edu>

Bryan College of Applied Health
 and Business Sciences
<https://www.bryan.edu/>

Camelot International
www.camelotint.co.za

City College Plymouth
www.cityplym.ac.uk

Confederation of International
 Beauty and Cosmetology CIBTAC
www.cibtac.com

EIE MediSpa & Laser
 Training Centre
www.eiemedispa.ca/education

ELCES Escuela Latinoamericana
 de Capacitación en
 Estética Superior
www.elcesedu.com

Frederique Academy
www.frederiqueacademy.com.hk

Kosmetae
www.kosmetae.com

London College of Beauty
 Therapy (LCBT)
www.lcbt.co.uk

London Therapists Ltd
www.london-therapists.com

Next Step Nail and Beauty
www.nextstepbeauty.co.uk

Perth College of Beauty Therapy
www.perthcollege.com.au

PHAB Standard Ltd
www.phabstandard.com

Seychelles Tourism Academy
www.seychelless tourismacademy.edu.sc

Spa Innovations Pte Ltd
www.spa-innovations.com

Steiner Training Academy
www.theonboardspa.com

Success International Health
 and Skincare Academy
www.successinternational.co.za

TAFE NSW
www.tafensw.edu.au

Truro and Penwith College
www.truro-penwith.ac.uk

VTCT
www.vtct.org.uk

Watpo Thai Traditional
 Medical School
www.watpomassage.com

PERMANENT COSMETICS

Boca Beauty Academy LLC
www.bocabeautyacademy.com

Friseur- & Kosmetik-
 Innung Chemnitz
www.friseurinnung-chemnitz.de

WAXING

Advance Beauty College
www.advancebeautycollege.com

Australian College of
 Beauty Therapy
www.acbt.com.au

Bali International Spa Academy
www.balibisa.com

Barnet and Southgate College
www.barnetsouthgate.ac.uk

The Beauty Specialist Training
 Centre & Nail Academy
www.beautiko.net

Confederation of International
 Beauty Therapy and
 Cosmetology CIBTAC
www.cibtac.com

Jamu Spa School
www.jamuspaschool.com

Success International Health
 and Skincare Academy
www.successinternational.co.za

Truro and Penwith College
www.truro-penwith.ac.uk

Massage Courses**DEEP TISSUE MASSAGE**

Aleksandrowicz System
www.beata.website

Tip Touch International
www.tipstouch.com

Vio Malherbe
www.viomalherbe.ch

HOLISTIC MASSAGE

Aleksandrowicz System
www.beata.website

International Medical-Spa Institute
www.imsi.co.jp

London Therapists Ltd
www.london-therapists.com

REMEDIAL MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Australian College of
 Natural Therapies (ACNT)
www.acnt.edu.au

SPORTS MASSAGE

Bali International Spa Academy
www.balibisa.com

Vio Malherbe
www.viomalherbe.ch

VTCT
www.vtct.org.uk

SWEDISH MASSAGE

Advance Beauty College
www.advancebeautycollege.com

Alexander School of
 Natural Therapeutics
www.secretsofisols.com

Ananda Spa Institute ASI
www.anandaspainstitute.com

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Evolution School of
 Beauty & Massage
www.evolutionsschool.co.nz

International Board of
 Massage and Spa (CIMS)
www.cims.com.mx

Jamu Spa School
www.jamuspaschool.com

Jari Jari Spa Training Academy
www.jarijari.com.my

THAI MASSAGE

Bali International Spa Academy
www.balibisa.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

International Training
 Massage School
www.itmthaimassage.com

Spa Innovations Pte Ltd
www.spa-innovations.com

www.spahandbook.com

Thai Heritage Spa School
www.thaiheritagespa.com

Watpo Thai Traditional
 Medical School
www.watpomassage.com

THAI YOGA MASSAGE

deonThai School Yoga Massage
www.deonthaiyoga.com

THERAPEUTIC MASSAGE

Academy Canada Career College
www.academycanada.com

Advance Beauty College
www.advancebeautycollege.com

The Advanced Spa Therapy
 Education Certification Council
www.astec.com

Aleksandrowicz System
www.beata.website

Algonquin College of Applied
 Arts and Technology
www.algonquincollege.com

Asheville-Buncombe Technical
 Community College
www.abtech.edu

Australian College of
 Natural Therapies (ACNT)
www.acnt.edu.au

Axelsons Spa School
www.axelsons.se

The Beauty Specialist Training
 Centre & Nail Academy
www.beautiko.net

Bellus Academy
www.bellusacademy.edu

Boca Beauty Academy LLC
www.bocabeaautyacademy.com

Bryan College of Applied Health
 and Business Sciences
<https://www.bryan.edu/>

Camelot International
www.camelotint.co.za

Centennial College
www.centennialcollege.ca

Chiva-Som International Academy
www.chivasomacademy.com

Confederation of International
 Beauty Therapy and Cosmetology
www.cibtac.com

deonThai School Thai
 Yoga Massage
www.deonthaiyoga.com

Ecole des Spas et des Instituts ESI
www.esi-paris.com

Elly Lukas Beauty Therapy College
www.ellylukas.edu.au

Esalen Institute
www.esalen.org

The Giving Touch
www.givingtouchmassageschool.com

Healing Hands International
 Massage Academy
www.healinghands.co.za

Houston School of Massage
www.houstonsschoolofmassage.com

International Academy
 of Spa Esthetics
www.russiaspas.ru

Jamu Spa School
www.jamuspaschool.com

Jari Menari
www.jarimenari.com

National University of
 Health Sciences
www.nuhs.edu

Northeast Alabama
 Community College
www.nacc.edu

Sandhills Community College
www.sandhills.edu

The Shiatsu School
www.theshiatusschool.com

The South Pacific Academy
 of Beauty Therapy
www.fijisenkaispas.com

Southwest Institute of
 Healing Arts (SWIHA)
www.swiha.edu

Success International Health
 and Skincare Academy
www.successinternational.co.za

Suffolk New College
www.suffolk.ac.uk

TAFE Queensland South West
www.tafesouthwest.edu.au

Touch Research Institute
www.miami.edu/touch-research

Truro and Penwith College
www.truro-penwith.ac.uk

WFP-Berufsfachschule Bad Sulza
www.schulewfp.de

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SUMMIT 2021

APPLY TO ATTEND AT
[GLOBALWELLNESSSUMMIT.COM](https://www.globalwellnesssummit.com)

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 and Wellness Association of Africa (SWAA)
www.swafrica.org

SOUTH AFRICA

- South African Spa Association
www.saspaassociation.co.za

ASIA-PACIFIC & AUSTRALASIA

- Asia Pacific Spa & Wellness Coalition (APSWC)
www.apswc.org

BALI

- Bali Spa and Wellness Association
www.balispawellness-association.org

INDIA

- Spa Association of India
www.spaassociationofindia.in

JAPAN

- Japan Spa Association
www.j-spa.jp

MALAYSIA

- Association of Malaysian Spas (AMSPA)
www.amspa.org.my

TAIWAN

- Taiwan Spa Association
www.tspa.tw

THAILAND

- Thai Spa Association
www.thaispaassociation.com

CENTRAL & SOUTH AMERICA

BRAZIL

- Brazilian Spas Association
www.abcpas.com.br

EUROPE

- European Historic Thermal Towns Association
www.ehtta.eu
- European Spas Association
www.espa-ehv.com

BULGARIA

- Bulgarian Union for Balneology and Spa Tourism (BUBSPA)
www.bubspa.org

THE CZECH REPUBLIC

- Association of Spas of the Czech Republic
www.jedemedolazni.cz

ESTONIA

- Estonian Spa Association
www.estonianspas.eu

FRANCE

- French Spa Association (SPA-A)
www.spa-a.org

GERMANY

- German Spas Association
www.deutscher-heilbaederverband.de

HUNGARY

- Hungarian Baths Association
www.furdoszovetseg.hu/en



AFRICA STUDIO/SHUTTERSTOCK

EUROPE *continued*

ICELAND

- The Iceland Spa Association
www.visitspas.eu/iceland

IRELAND

- Irish Spa Association
www.irishspaassociation.ie

PORTUGAL

- Portuguese Spas Association
www.termasdeportugal.pt

ROMANIA

- Romanian Spa Organization
www.romanian-spas.ro

RUSSIA

- National Guild of Spa Experts Russia
www.russiaspas.ru

- Spa & Wellness International Council
www.lswic.ru

SERBIA

- Serbian Spas & Resorts Association
www.serbiaspas.org

SPAIN

- Spanish National Spa Association
www.balnearios.org

UKRAINE

- Ukrainian SPA Association
www.facebook.com/UJASPA

UNITED KINGDOM

- Federation of Holistic Therapists (FHT)
www.fht.org.uk
- The UK Spa Association
www.spa-uk.org

NORTH AMERICA, CANADA

- Leading Spas of Canada
www.leadingspasofcanada.com

WORLDWIDE

- FEMTEC (the World Federation of Hydrotherapy and Climatotherapy)
<https://www.femteconline.org/m>
- Global Wellness Institute (GWI)
www.globalwellnessinstitute.com
- Green Spa Network (GSN)
www.greenspanetwork.org
- Hydrothermal Spa Forum
www.hydrothermal-spa-forum.net
- International Sauna Association
www.saunainternational.net
- International Spa Association (ISPA)
www.experienceispa.com
- Salt Therapy Association
www.salttherapyassociation.org
- Spa Industry Association
www.dayspaassociation.com
- The International Medical Spa Association
www.dayspaassociation.com/imsa
- The Sustainable Spas Association (SSA)
www.sustainablespas.org



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FUEL YOUR ROI WITH ISPA INDUSTRY RESEARCH.

ISPA members have access to industry-leading research, enabling them to take their business to places they never dreamed of before. From the ISPA U.S. Spa Industry Study and consumer research conducted through PricewaterhouseCoopers to monthly topic-focused Snapshot Surveys, ISPA members gain a keen understanding of the spa world around them and valuable insight into consumer behavior to help them make better business decisions.

BECOME AN ISPA MEMBER TODAY.
Visit experienceispa.com to get started.



Events calendar

A brief overview of spa and wellness industry events in 2021. Due to the ongoing situation with COVID-19, please check www.leisureadriary.com for the most up-to-date information about these and all other events.

28 FEBRUARY - 2 MARCH

World Spa and Wellness Mentorship and Conference **ONLINE**
www.professionalbeauty.co.uk/e/wswlondon

16- 20 MAY

World health, fitness and wellness week - Singapore and online
www.thefitsummit.com

10 - 14 MAY

ISPA Stronger together Summit **ONLINE**
www.attendspa.com

17 - 20 MAY

Hot Springs Connection - USA
www.hotspingsconnection.com/conference

27 MAY

Forum Hotel & Spa - France
www.forumhotspa.com/en

13 JUNE

Global Wellness Day - worldwide
www.globalwellnessday.org

22 JUNE

World Bathing Day - Hot springs locations worldwide
www.worldbathingday.org

28 - 29 JUNE

Medical Wellness Congress - Austria
www.mwcongress.com

9 - 13 SEPTEMBER

Cosmoprof Worldwide Bologna - Italy
www.cosmoprof.com/en

18 - 19 SEPTEMBER

World Wellness Weekend - worldwide
www.world-wellness-weekend.org

21 - 24 SEPTEMBER

Interbad - Germany
www.messe-stuttgart.de/interbad

29 SEPTEMBER - 1 OCTOBER

European Spas Congress - Slovenia
www.europeanspas.eu/en/congress

OCTOBER TBC

SpaTec Europe - Portugal
www.spateceu.com

OCTOBER TBC

Healing Summit - Portugal
www.healingsummit.org

5 - 7 OCTOBER

Beauty World Middle East - Dubai
<https://beautyworld-middle-east.ae.messe-frankfurt.com/dubai/en.html>

31 OCTOBER - 3 NOVEMBER

GSN Buyers conference - USA
www.gsnplanet.org

15 - 20 NOVEMBER

Global Wellness Summit - Israel
www.globalwellnesssummit.com

24 - 25 NOVEMBER

Spa and Asia Wellness Summit - Thailand
www.thefitsummit.com/events/asia

29 NOVEMBER - 2 DECEMBER

Piscina and Wellness Barcelona - Spain
www.piscinawellness.com



The Global Wellness Summit will take place in Tel Aviv this year

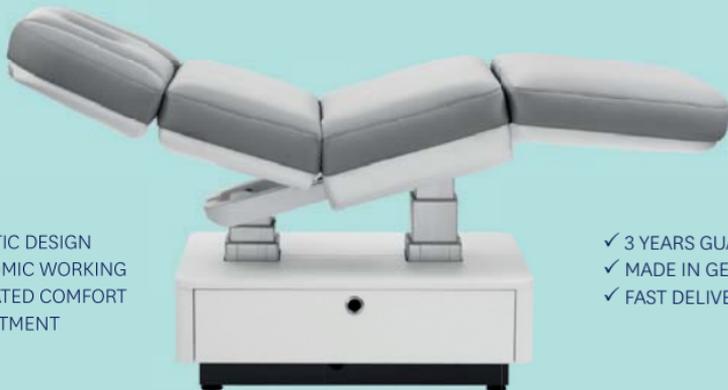
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