

spa opportunities

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Pullman Resort opens in Lijiang

TOM WALKER

French hotel giant Accor has opened Pullman Lijiang Resort & Spa, its fourth full-service Pullman-branded resort in China.

Accommodation comprises 79 villas and 51 deluxe rooms and a luxury spa operated by Steiner-owned Mandara.

Facilities at the spa include a total of 14 treatment rooms – each with its private shower and consisting of four luxury double suites; four couples rooms; three single treatment rooms; and two private outdoor treatment suites; and a wet treatment suite.

Other facilities include a relaxation lounge, foot lounges, hair salon, nail bar and pedicure stations. The spa's signature treatment will be the "four-hand massage" incorporating the exacting skills of two therapists working together in "rhythmic harmony".



The 130-key resort will boast a luxury spa operated by Mandara

Robert Murray, senior vice president, Accor Greater China, said: "We're very excited to bring the Pullman brand to Yunnan, one of China's most attractive destinations for tourists due to its breathtaking natural scenery, mild climate and rich ethnic cultures."



Greg Payne replaces Heather Blankinship at Aman

Greg Payne joins Amanresorts International

TOM WALKER

Greg Payne has been appointed the new spa operations director at Singapore-based luxury hotel group Amanresorts International. Payne replaces Heather Blankinship in the role, who has left the company to set up her own spa consultancy.

Before joining Aman Payne most recently worked as a consultant for the international hotel and spa industry and earlier this year completed the launch of a wellness center called Verita in Singapore.

Six Senses preparing for New Delhi spa launch

TOM WALKER

Resort and spa operator Six Senses is to open a spa at the Jaypee Greens Golf & Spa Resort in New Delhi, India, in May.

The 70,250sq ft (6,530sq m) spa at the resort will be designed as a super-luxury destination and will be an integral part of the launch of the resort. Housed in a separate building within the resort, facilities will include a meditation cave, hammams, a watsu pool and a swimming pool surrounded by a herbal garden consisting of solely indigenous plants.

Skincare market rebounds in 2010

TOM WALKER

A rise in the number of visits to spas and other professional outlets for skin care treatments in 2010 gave way to sales growth for the global professional skin care products market.

A report on the sector by research company Kline & Company shows that, while Japan remained flat with 0.1 per cent growth, Europe recovered in 2010 by posting a 3.0 per cent increase. Elsewhere, sales in the US increased by 2.7 per cent in 2010.

The report – *Skin Care 2010 Global Series: Market Analysis and Opportunities* – also reveals that most of the leading professional skin care companies enjoyed respectable sales



The European skin care market saw a 3 per cent rise

gains in 2010. Brands from the medical care providers channel reaped the strongest growth, with companies such as SkinMedica and SkinCeuticals posting double-digit gains.

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Labriz Resort changes hands

TOM WALKER

Hilton Worldwide has signed a management agreement with Silhouette Island Resort Limited to operate a property in the Seychelles.

Hilton took over the management of the 111-villa Hilton Seychelles Labriz Resort & Spa earlier this month.

Facilities include a luxury, Aquum-branded spa, seven onsite restaurants, a private beach and a large health and fitness club and gym.

The resort's Aquum Spa occupies a mountainside setting with treatment suites set on stilts amidst large granite boulders.

Treatments include massages, body scrubs and a range of signature rituals inspired by the setting. The property is located on Silhouette, the third-largest island in the Seychelles and a marine national park, which is



The resort and its Aquum-branded Spa occupy a mountainside location

considered as one of the most important sanctuaries of the Indian Ocean.

Dave Horton, Hilton Worldwide's global head, said: "The resort and leisure segment of our global portfolio continues to grow with the signing of a second Hilton brand property in Seychelles."

Shangri La completes Kerry brand launch in China

TOM WALKER

Hong Kong-based Hotel and resort operator Shangri-La has opened the 31-storey, 574-room Kerry Hotel Pudong, Shanghai, China – the debut of the company's new design-led urban hotel brand.

The hotel boasts a Kerry Sports-branded leisure offer, which also includes a spa. The 275sq m (2,960sq ft) day spa has nine treatment suites, including a couples' suite, and specialises in traditional Chinese medicine treatments based on ancient Wushu healing traditions.

Spa sues Facebook over naming rights

TOM WALKER

A beauty spa in Albany, New York, US, has begun legal proceedings against social networking site Facebook and another spa following a row over naming rights and the use of the site as a social marketing tool.

The dispute started after California-based Complexions Day Spa and Wellness Center allegedly sent a takedown notice to Facebook in January 2011, claiming that the Facebook page of Complexions Spa for Beauty & Wellness in Albany, New York violated its trademark rights.

Facebook decided to comply with the request and took down the Albany-based Complexions' site.



The dispute relates partly to Facebook allegedly taking down a page

However, the spa retaliated by filing a suit in a New York federal court, stating that it had used the name Complexions continuously since 1987 and registered the www.complexions.com web domain as early as 1997.



Mövenpick takes over Cebu hotel

TOM WALKER

Mövenpick Hotels & Resorts has expanded its portfolio of Asian properties with the signing of a management deal for the Hilton Cebu Resort and Spa on the island of Mactan, Philippines.

The Swiss hotel group will rebrand and rename the Mediterranean-inspired property Mövenpick Resort & Spa Cebu. Owned by Oikonomos International Resources Corporation, the hotel has its own private beach on Mactan. The resort's Zen-inspired spa boasts a number of treatment rooms set within a tropical garden.

Whether Mövenpick will alter the spa facilities is yet to be confirmed, but current amenities include indoor and outdoor treatment areas with a menu offering both holistic and beauty treatments. Other facilities at the



Mövenpick is set to undertake a redevelopment of the hotel and its spa

resort include five restaurants and bars with open kitchens designed by Dan Kwan.

Jean Gabriel Pérès, president and CEO of Mövenpick Hotels & Resorts, said: "We're very excited about our arrival in the Philippines. It is a significant milestone for us as it marks our 15th signed hotel in Asia."

New spa confirmed for Birmingham's Cube

PETE HAYMAN

Sanguine Hospitality has announced details of the new luxury spa that will form part of The Cube – a £13m flagship development currently being developed in the centre of Birmingham, UK.

The group has now released further information about the proposed Club and Spa, which is to be located on the fifth floor of the building. An advanced inhalation room – one of only a few to be installed in the UK – is proposed at the Club and Spa, which can be effective for those who suffer from breathing difficulties.

The venue will also boast a Kelo sauna; a dry flotation bed; a couples suite with hot tub and relaxation areas; a hydrotherapy pool; and



The development's spa will be located on the fifth floor of the building

a rasul mud room. Pevonia products will be offered by the Club and Spa, which will also feature the installation of a climbing wall across two levels and a fitness suite.

Huebner joins Ritz-Carlton

TOM WALKER

Industry veteran Sherrie Huebner has been named spa director of the Spa at The Ritz-Carlton Lodge, Reynolds Plantation, US. In her new role, Huebner will supervise all spa operations at the 27,600sq ft (2,600sq m) wellness

facility that is famed for offering a seasonally inspired – and changing – treatment menu.

Before joining Ritz-Carlton Huebner was most recently director of spa services for the Natural Wellness USA, a retail, spa and movement space based in Texas, US.

Kyricos leaves Starwood for Core Performance

TOM WALKER

Mia Kyricos, director of global spa brands at Starwood, has left the company to join fitness group Core Performance.

Kyricos has been appointed Core's vice president of corporate wellness and will be responsible for the implementation and success of wellness centres and related programming at a host of Fortune 500 companies. Core Performance is backed by Polaris Ventures – a venture firm managing more than US\$3.5bn (€2.4bn, £2.1bn) worth of investments.



Hood, former group director of spas at Jumeirah

Anni Hood launches K.I.S Lifestyle

TOM WALKER

Spa and wellness entrepreneur Anni Hood has launched a new consumer-facing company called K.I.S Lifestyle.

The company will focus on providing customers with a "collective approach to optimising health" by integrating a range of services, such as spa treatments, medical expertise and nutritional guidance.

Anni Hood said: "The need to 'keep it simple' (KIS) and deliver an uncomplicated and inspiring reason to indulge in improved and better health is a compelling one."

Independent spa operator opens second site

TOM WALKER

New York-based spa entrepreneur Cathy Branch has opened her second day spa in Bronx, NY, US.

The property follows the first day spa in her city's Middletown Road, which Branch opened in 2005.

The Bronx site boasts a number of treatment rooms and the spa menu includes massages, body scrubs, Yeso therapy and facials as well as a range of medical treatments, such as Mesotherapy (weight loss) and acupuncture.

New 'Spa Law' proposed for Serbia

PETE HAYMAN

The Serbian Spas and Resorts Association (SSRA) has announced that one of its main aims for 2011 is to draft a new Spa Law for the country. Vladan Veskovic, secretary of the SSRA, said ahead of the Serbian Spas Congress on 17-18 May that the current legislation could not be successfully revised.

Veskovic said: "The Serbian Spas and Resorts Association considers the implementation of the sustainable Spa Law will have a positive influence upon the attitude of the relevant institutions in Serbia, should they define the spa tourism as a strategic tourist product of Serbia in near future."



The new spa is part of a £3m redevelopment plan

Public sector spa opens at Lancashire leisure centre

TOM WALKER

The newly expanded Inside Spa at the Pendle Wavelengths leisure centre in Nelson, Lancashire, has opened.

The £220,000 upgrade was funded and completed in partnership between Pendle Leisure Trust (PLT) and Alliance Leisure and work included the addition of four new treatment rooms, a manicure and pedicure bar in the reception area and a large relaxation area for group bookings.

Existing facilities at the spa include a sauna and heat therapy and salt inhalation rooms. The work was part of a wider £3m redevelopment of Pendle Wavelengths, which was one of the UK's first public sector spas when it opened in 2007.

PLT chief executive officer Phil Storey said the decision to expand the spa was made to the facility's popularity.

"The spa is now in its fourth year of operation and the demand is incredible," he said. Between 2008-09 and 2009-10, we tracked 30 per cent increase in public spend within our facilities. This year we've already witnessed an 18 per cent growth."

Jumeirah launches Pudong hotel

TOM WALKER

Dubai-based luxury hotel operator Jumeirah Group has completed the soft opening of its first five-star luxury hotel in China at the Himalayas Centre in Pudong, Shanghai.

The 401-bedroom Jumeirah Himalayas Hotel Shanghai features four restaurants, a Spa at Jumeirah and a 24-hour fitness centre and indoor swimming pool. The spa will fully open when the hotel is officially launched later this year.

At the spa, a team of local therapists will perform traditional Chinese treatments while facilities include treatment rooms, themed saunas, ice and fire rooms and Jumeirah's traditional hot stone baths.

The hotel also offers a 5,000sq m (53,000sq ft) rooftop Infinity Garden, designed for large outdoor events. The interior of the hotel was designed by KCA International, whose



The interior of the Pudong hotel was designed by KCA International

portfolio includes the Burj al Arab in Dubai, which is also run by Jumeirah.

Jumeirah Himalayas luxury hotel in Shanghai is part of the landmark Himalayas Centre, a spacious new arts and cultural hub including the 1,100-seat DaGuan Theatre, Himalayas Art Museum, a luxury brand mall and impressive outdoor event venues.

Sol Meliá to open new Indonesia hotel

PETE HAYMAN

Spain-based hotel operator Sol Meliá has revealed that it has secured an agreement to open its fifth property in Indonesia's second city Surabaya in 2013.

Meliá Adhiwangsa Surabaya will form part of a major leisure scheme, which incorporates a golf course and a shopping mall already open to the public.

Facilities at the 300-bed-room hotel will feature a spa, a swimming pool, a children's area and two restaurants, as well as meeting and event space. The hotel will be owned by Bukit Darmo Property Group and operated by Sol Meliá as part of a management agreement.

Sol Meliá chief executive officer Gabriel Escarrer said: "In addition to being a major



The 300-room property will be owned by Bukit Darmo Property Group

focus for development, travel destinations in Asia-Pacific such as Indonesia are also the preferred destinations of Chinese outbound travel, a market which is increasing exponentially every year."

US fitness chain Equinox adds medical spa offer

TOM WALKER

US-based health club chain Equinox has teamed up with medical treatment provider Spa 7 to expand spa services at its clubs. Equinox already operates spas at four of its clubs and the partnership with Spa 7 will see laser-based

medical treatments being rolled out, beginning at its club in West Hollywood, California.

Spa 7 founder, Richard Penfil, said: "The convergence of the spa and medical industries has resulted in effective medical services offered at spas."

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Dudley hotel unveils new spa facilities

PETE HAYMAN

Cophthorne Hotel Merry Hill in Dudley, West Midlands, UK has officially unveiled Imagine Spa - a new day facility comprising three beauty treatment rooms.

It is the third hotel spa to open under the Imagine Essential Collection, which provides a full range of treatments and massages, as well as a men's spa.

In addition to the Dudley spa, Imagine Essential Collection comprises facilities at Hethersett near Norwich and Brands Hatch near Dartford, Kent. Imagine operates a total of eight spas, with a further three under its Imagine Salon Spas and Imagine Signature Collection divisions.

Cophthorne Hotel Merry Hill general manager Matt Ward said: "We're pleased to be launching new spa facilities at the hotel, and hope that many guests will pamper themselves to enhance their stay."



Sofitel has entered the Cambodian market

Accor opens Sofitel-branded Phnom Penh hotel

TOM WALKER

French hotel group Accor has opened Sofitel Phnom Penh Pheokethra, the first new five-star hotel to open in Phnom Penh, Cambodia, since the 1990s.

Accor has invested US\$70m (£43m, 50m euro) in the 201-bedroom hotel which includes eight restaurants and bars, a So SPA by Sofitel-branded spa, two swimming pools and the Pheokethra Sports Club.

The property will be owned by Pheokethra Group and managed by Sofitel.

Spa facilities include treatment rooms, hammam, sauna and a heated outdoor swimming pool. Sofitel is the only French luxury hotel brand with a presence on five continents with 120 addresses, in almost 40 countries (more than 30 000 rooms).

Nutricosmetics market to grow

TOM WALKER

The global nutricosmetics market is expected to reach US\$4.24bn (£2.9bn, £2.6bn) by 2017, according to a new report by US-based research company Global Industry Analysts (GIA).

Growing urbanization, aging populations, greater spending power and the need to look youthful and attractive through safe and natural methods are being attributed to the growth in popularity of the products.

In its *Nutricosmetics: A Global Strategic Business Report* GIA describes nutricosmetics as being in an "embryonic stage", but forecasts the market to witness robust growth over the long term.

The report shows that nutricosmetics products have until recently been primarily



Nutricosmetic suppliers such as Shiseido are expected to prosper

targeted at women aged 40 or above. However, lately the products are also gaining popularity among younger women in the age group 25 to 35, due to desire to stay youthful and start early with remedial measures.

Cranwell spa resort appoints new general manager

TOM WALKER

Cranwell Resort and Spa in the Berkshires region of Western Massachusetts, US has named Carl Pratt as its new general manager.

He will be succeeding Lewis Kiesler, who is retiring after spending 11 years at the resort.

With more than 20 years of hotel and resort management experience, Pratt joined Canyon Ranch in 1989 and went on to hold the role of spa director. Since leaving Canyon Ranch his roles have included wellness programme director for Tuck Executive Education.

Revamp planned for Conrad Maldives

PETE HAYMAN

Conrad Hotels and Resorts has announced that its Conrad Maldives Rangali Island resort is to undergo a six-month renovation starting on 15 May.

The resort's 28 water villas and two premier water villas will be revamped into 'over-water' retreats, with additional decking, private pools and new furniture.

For the duration of the renovation, half of the resort - including the Vilu restaurant, the Ari Lounge and the Over Water Spa - will be closed.

However, it has been confirmed that the Spa Retreat on the resort's main island will be one of the facilities that will remain open to guests. The Spa Retreat comprises nine treatment rooms with four private pavilions housing both



The Spa Retreat comprises nine treatment rooms with four pavilions

a sauna and steamroom, and either a Jacuzzi, couples soaking tub or a Vichy shower.

Regional general manager Carsten Schieck said: "The complete renovation of our water villas will ensure that these rooms retain their position as some of the most outstanding villas in the country."



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SPATEC Europe

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A two-day forum of face-to-face meetings between UK and European spa owners, directors and senior personnel and leading spa suppliers.

Tel: +44 208 547 9830

www.mcleaneventsinternational.com

8-9 MAY

Beauty UK

NEC, Birmingham, UK

The cream of the UK's beauty industry will gather to celebrate new product innovations and learn how to grow beauty businesses.

Tel: +44 1332 227 690

www.beautyserve.com

12-14 MAY

Sustainable Cosmetics Summit North America

Grand Hyatt, New York, US

The conference aims to encourage sustainability in the beauty industry by bringing together key stakeholders to debate major issues facing the beauty sector.

Tel: +44 208 567 0788

www.sustainablecosmeticsummit.com

16-18 MAY

Global Spa Summit

Bali

This invitation-only annual summit – now in its fifth year – brings together top-level executives from around the world who have a strong interest in the spa industry.

Tel: +1 212 716 1199

www.globalspasummit.org

16-18 MAY

Beautyworld Japan

Tokyo Big Sight, Tokyo, Japan

New products and trends for the Japanese beauty market are showcased at this event.

Tel: +81 3 3262 8939

www.beautyworldjapan.com

17-19 MAY

The Hotel Show

Dubai World Trade Centre, Dubai, UAE
Showcases four different sectors: Interiors & Design, Security & Technology, Operating Equipment & Supplies, and The Resort Experience.

Tel: +971 4 438 0355

www.thehotelshow.com

24-26 MAY

Beauty World Middle East

Dubai International Convention & Exhibition Centre, Dubai, UAE

A trade show for cosmetics, beauty products, fragrances and the wellness and spa industry in the Middle East region.

Tel: +971 4 3380 102

www.beautyworldme.com

18-20 JUNE

International Esthetics, Cosmetics and Spa Conference

Las Vegas Conference Center, Las Vegas, Nevada, US

This trade exhibition features skincare, wellness and equipment companies, plus conferences. It is co-located with the Beauty Show Las Vegas.

Tel: +1 203 383 0516

www.iecsc.com/lv

23 JUNE

Forum Hotel & SPA

The Ritz Hotel, Paris, France

A networking event and conference for leaders in the spa and hospitality sectors.

Tel: +33 1 43 21 05 69

www.parishotspa.com

28-29 JUNE

Spa & Resort/Medical Aesthetics Expo & Conference New York

Jacob K. Javits Convention Center, New York, US

The expo will give spa professionals the tools to move their spa business forward by providing networking opportunities.

Tel: +1 609 759 7606

www.spaandresortexpo.com

24-26 JULY

Cosmoprof North America

Mandalay Bay, Las Vegas, Nevada, US

This international beauty and cosmetics fair – now in its ninth year – attracted 700 exhibitors and 25,000 visitors in 2010.

Tel: +1 480 281 0424

www.cosmoprofnorthamerica.com

17-18 AUGUST

SPLASH! New Zealand Pool and Spa Trade Expo

Wellington Town Hall, Wellington New Zealand

The exhibition provides the opportunity to launch new products, network, come face to face with spa professionals, meet the press and build brand awareness.

Tel: +61 2 9660 2113

www.splashnzexpo.co.nz

13-14 AUGUST

Sydney International Spa & Beauty Expo Conference

Sydney Convention & Exhibition Centre, Sydney, Australia

One of Australia's largest spa and beauty trade events.

Tel: +61 2 9422 2535

www.internationalbeautyexpo.com.au

28-30 AUGUST

Brazilian Spa Congress

Sheraton Hotel Sao Paulo, Brazil

The largest spa event in the country aims to attract both local and international professionals and will be held jointly with the Medical Travel Meeting Brazil.

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COMMENT

Giving your spa an M.O.T.

Running a spa or a wellness business is full on and it's easy to get caught up in the day to day operations going at full speed

Taking time out to review operations and whether your team are happy are working together like a finely tuned machine is often the last thing that we feel we have time for. Every quarter, however it is a good idea to carry out a Spa M.O.T. It's a simple check list but one that is often overlooked in the complexity of driving a business forward.

• First impressions count – outside in

Stand outside your business and check the windows and doors. What do they say about the business at first glance? Look beyond the glass into reception at what it looks like; check seats; de-clutter; and look for 'blind spots'.

• Ease of operational flow

Tweaking and tuning the look and feel of a business can be achieved with small touches that don't cost much. Changing furniture or retail areas around to create fresh perspectives and a better client journey is refreshing. Lifting the ambience with a different aroma, new music, changing a coloured feature wall



Susie Santiago

Susie is the founder of the Santi Programme, an online management development programme for owners and managers of spas and salons. To find out more, go to www.santi-santi.com or contact Susie on susie@santi-santi.com

"Performance management and communication are keys to the smooth running of any spa business"

with a classy paint job, hanging new pictures or mirrors is effective.

• Brand 'touch' points

What makes your brand different from every one else's? How you communicate that needs to be instantly recognisable within your business. Ask your team to express what is different about your brand in a team meeting and you may get a mixed bag of answers.

• Review of noise irritants

We become 'noise tolerant' when working in the same building all day. Your clients do not. The smallest noises, like products being placed noisily on a trolley, to footsteps on a hard wood floor corridor, sound like a car slamming on its breaks. Muffle your noisy irritants!

• Observations of team performance.

People make a business and yours are your brand ambassadors. Performance management and communication are keys to the smooth running of the business. Appraisals every quarter, intermediate job chats and regular inspirational team gatherings need to be planned ahead and made a priority.

• The customer shopping experience

Retail and the treatment are two interconnecting

components of the spa experience. Too often our therapists go straight to 'cruise control' in this area of the spa experience. The click is the moment when a therapist really connects with their client – to greet them with a smile. This genuine connection and 100 per cent attention to being 'present' with them in a compassionate, warm, and kind manner should be maintained throughout to create client trust. Often it's not. The shopping part of the spa experience should be opened up at the beginning of the client consultation and also closed at the beginning so that at the end the therapists' job is already done and they can enjoy helping the client to choose products. Clients want to take away a memory of their investment so that they can continue feeling great.

This check list may seem blindingly obvious and like an M.O.T. these are the basics that ensure the smooth running of your business going forward. It's tempting to run over the M.O.T. 'due' time hoping that all will be well. Hope is not a strategy – reality checks, measuring performance and making sure that all parts of your business and working well together is prudent management.

Orient Spa Academy launches management programme

TOM WALKER

India-based spa and wellness institution Orient Spa Academy (OSA), has added a new Spa Management and Operations Certificate programme to its curriculum.

The course has been created specifically for professionals seeking management positions in the spa industry, but will also cater for BAMS and Naturopathy doctors looking for career progression to embark in the international spa market.

The launch of the new management programme is part of OSA's strategy to benefit from the booming Indian spa sector.

In December 2010, Jane Crebbin-Bailey, partner of spa consultancy HCB Associates, predicted that India will require 20,000 new spa therapists by 2012.



Therapists will be trained in naturopathic skills

Anantara adds naturopathic programme at Si Kao

TOM WALKER

Anantara has added four exclusive Naturopathic programmes at its Si Kao Resort & Spa in Thailand.

Dr Govindasamy Gopal has created a series of programmes including detox, de-stress, weight loss and quitting smoking and has collected experts in the fields of Pilates, yoga, dance movement, osteopathy and ayurveda to create a series of retreats as part of the resort's Wellness 360 programme. Gopal's Wellness 360 concept is designed to enhance health, beauty and overall well-being with a range of bespoke treatments carried out by Anantara-trained therapists through the sense of touch, diet, massage, exercise and spiritual healing.

He said: "I like to follow natural healing pathways which promote wellness without harming the body, so I started learning about naturopathy, acupuncture, yoga and nutrition, and it made so much sense.

"These gentle therapies address the underlying problem, rather than masking over it, and help people to feel better for the long term with no adverse side effects."

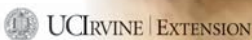


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The Herb House

AT LIME WOOD HOTEL

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All candidates must be well presented and motivated, give excellent customer service and be available to start as soon as possible.

Full and Part Time applicants will be considered with flexible rotating shifts including evenings and weekends. Salary will be very competitive depending on experience.

This is an exciting opportunity to join our dynamic team. So if you have a positive, fun attitude and are committed to excellence, we would love to hear from you!

Please send your CV to: Caroline Verhenne, Spa Manager,
Lime Wood Hotel, Beaulieu Road, Lyndhurst, Hampshire, SO43 7FZ
Email: caroline.verhenne@herbhousespa.co.uk

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Full and Part Time applicants will be considered with flexible working times to include evenings and weekends. Evening only therapists, seasonal therapists (June-October), weekend only therapists, massage therapists and holistic therapists

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Interested applicants should forward their CV to
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Application packs and further information can be downloaded direct from our website – www.impulseleisure.co.uk

Alternatively, you may request an application pack by telephoning the recruitment line on 01375 411267. Please leave a message clearly stating which position you are interested in applying for, together with your name, address and telephone number.



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Kona Village forced to close

TOM WALKER

The Kona Village Resort in Hawaii has been forced to close for business after being damaged by the 11 March Tsunami that devastated large parts of Eastern Japan.

The force of the tsunami was also felt across the Pacific and especially in Hawaii where it caused damages to many sea-front properties. More than 200 staff are expected to lose their jobs following the closure of Kona Village.

The 45-year old resort sustained significant structural damage from the storm surge, including more than 20 of the resort's bungalow-style, thatched roof accommodations, some of which were completely removed from their foundations based upon the force of the water. The resort's facilities included a large luxury spa offering treatments based on local products and traditions – including



The resort suffered considerable structural damage from the tsunami

the Lomi Lomi Kahuwai massage and the Aloe La'i Wahi facial.

Patrick Fitzgerald, president and chief executive officer, Hualalai Resort/Kona Village Resort, said: "We are very sad to close Kona Village Resort, but the damage to the property from this natural disaster is severe enough to render it inoperable.

"We are fortunate that our guests and employees were evacuated safely."

Deloitte: Asia to power tourism growth

PETE HAYMAN

Research company Deloitte has revealed that an ageing baby boomer generation and emerging middle classes in India and China are poised to create new opportunities for the tourism industry.

Alex Kyriakidis, the firm's global managing director of tourism, hospitality and leisure, said that affluent baby boomers have "strong purchasing power" and "are used to travel". Speaking at the Association of British Travel Agents' Travel Matters Conference, Kyriakidis also predicted international tourism from India and China will accelerate in future years.

He said: "The middle classes in the emerging markets are expanding and most of the



The emerging middle classes in Asia will give global tourism a boost

new entrants will come from China and India. Despite their disposable income lagging behind that of the West, international tourism from these two source markets will accelerate over the next few years."

First phase of Soul scheme in Queensland put back

PETE HAYMAN

Work on the first stage of construction at Juniper Development Group's multi-million dollar Soul project in Surfers Paradise, Queensland, Australia, has been pushed back. The mixed-use plans include a retail complex

and a 77-storey residential tower, which is set to feature a spa, sauna area, a gym and an indoor lap pool.

A spokesperson for Juniper said that issues affecting construction work had caused it to revise its timings for stage one.

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