

spa opportunities

1 JULY - 14 JULY 2011 ISSUE 115

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TUI starts work on eco resort

TOM WALKER

TUI Resorts and Hotels, a subsidiary of travel giant TUI Group, has begun construction work on the first phase of the Castelfalfi Resort in Tuscany, Italy. The €250m (£221m, US\$362m) project will integrate a number of eco-friendly solutions and comprises a 32-bedroom boutique hotel, restaurants and a championship golf course.

Two further hotels are to be built in phase two and plans also include the creation of a large living spa for residents as well as resort guests.

TUI purchased the entire Tenuta di Castelfalfi village in the heart of Tuscany in 2007.

Michael Frenzel, CEO of TUI, said: "With this project we are embarking on a new chapter in the history of TUI Hotels and Resorts."

"We are developing an extensive resort which will be unique for the Tuscany region



The €250m resort includes a spa and will have its own energy source

and aspects of sustainability and the preservation and restoration of this unique landscape are our top priorities."

In total, 60 per cent of energy requirements will be generated locally in a biomass processing power station while the entire water supply will be drawn from the site's own spring.



The treatments use product supplied by Babor

Luxury spa opens at historic 16th century country estate

TOM WALKER

A luxury spa has opened on the grounds of the historic country estate Ellenborough Park near Cheltenham, UK.

The spa has been influenced by Indian themes and boasts seven single treatment rooms and a couples' spa suite; spa pool; sauna; steamroom; tropical experience showers and relaxation area.

The treatments use Babor products and include a range of facials, massages, body wraps and scrubs.

ONYX to debut OZO brand in Hong Kong

TOM WALKER

Thailand-based hotel, spa and resort operator ONYX Hospitality Group has been appointed by Methodist Centre Limited (MCL) to manage the Wesley hotel in the Admiralty district of Hong Kong from 1 February 2012.

The 250-room property is located in the business district and will be redeveloped and relaunched as OZO at the Wesley, Hong Kong, in late 2012.

ONYX Hospitality Group owns and operates the Sivara brand of spas as well as hotels under four brands – Saffron, Shama, Amari and OZO

Mandarin Oriental to open Paris hotel

TOM WALKER

Bermuda-based Mandarin Oriental Hotel Group (MOHG) will open a 138-bedroom hotel in Paris, France, on 28 June.

Housed in an existing building, architect Jean-Michel Wilmotte has overseen the renovation and hotel conversion, while the hotel's spa was designed by Sybille de Margerie. De Margerie also created the interior design and decoration of the rooms.

The 900sq m (10,000sq ft) Spa at Mandarin Oriental is spread over two floors and boasts seven spa suites – including three double treatment rooms for couples; a 14m indoor swimming pool; a relaxation area; and a



The hotel was designed by Jean-Michel Wilmotte

1195sq m (1,280sq ft) health and fitness area. The spa will use MOHG's signature product line for its treatments, which has been developed specifically for the group by UK-based Aromatherapy Associates.

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Subscribe to Spa Opportunities:

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Annual subscription rates are UK £31,

Europe £41, Rest of world £62, students UK £16.

Spa Opportunities is published fortnightly by

The Leisure Media Company Limited, Portmill House,

Portmill Lane, Hitchin, Herts SG5 1DJ, UK and is distributed

in the USA by SPP, 75 Aberdeen Road, Emigsville, PA

17318-0437. Periodicals postage paid @ Manchester,

PA POSTMASTER Send US address changes to Spa

Opportunities, c/o PO Box 437, Emigsville, PA 17318-0437.

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Marriott signs up with luxury brands

PETE HAYMAN

Hotel group JW Marriott has signed a number of strategic partnerships with luxury brands as part of a bid to deliver an improved experience for guests.

Aromatherapy Associates is one brand to enter into a partnership with JW Marriott, with the company's founder Geraldine Howard to advise travellers on the benefits of aromatherapy.

Christie's; Tumi; Keri Glassman of Nutritious Life; and Etude Winery are the other luxury brands to enter into a partnership with JW Marriott.

Meanwhile, JW Marriott – the luxury division of Marriott International – has announced its plans to open 12 new locations across the world by the end of 2012. Four properties are to open this year – Ankara, Turkey; Baku,



Aromatherapy Associates is one of the brands signed up by Marriott

Azerbaijan; and Chandigarh and Bangalore in India, with a further eight earmarked to launch in 2012.

The remaining eight are Gaakoshibee, Maldives; Cusco, Peru; Seoul Dongdaemun Plaza in South Korea; Dubai Marquis, UAE; Hanoi, Vietnam; and three hotels in India.

Wyndham to launch spa hotel in Phuket

TOM WALKER

Wyndham Hotel Group, part of the Wyndham Worldwide group, has secured a contract to manage the new 152-bedroom Ramada Phuket South Sea hotel, strengthening the company's growing presence in Thailand.

Opening later this year, the hotel will feature a large spa, an outdoor pool, health club, meeting space, pool bar and a range of restaurants.

The property, owned by property company South Sea Resort, will add to the five Ramada hotels currently open in Thailand.

Hoteliers count the cost of 'Arab Spring'

TOM WALKER

Hoteliers in the Middle East and Africa reported mixed performance results during April 2011, according to occupancy data compiled by STR Global. The region has seen a number of popular uprisings in the past six months in what has been described as the "Arab Spring".

The political instability and insecurity has adversely affected traditional tourism markets across North Africa and parts of the Middle East.

However, while the likes of Bahrain, Tunisia, Morocco and Egypt have suffered badly – including the Bahraini F1 Grand Prix being cancelled – other countries on the Arabian peninsula have benefited. Two markets ended the month with



Hotels in the Egyptian capital Cairo have seen guest numbers plummet

double-digit occupancy growth - Riyadh, Saudi Arabia (up 17.0 per cent to 73.8 per cent), and Abu Dhabi, United Arab Emirates (up 15.7 per cent to 69.3 per cent).



Twelve Apostles spa to reopen

TOM WALKER

The Spa at the Twelve Apostles Hotel in Cape Town, South Africa, will reopen in August with a new design and new management.

The spa will be managed by The Red Carnation Collection and facilities will include seven treatment rooms for dual and single treatments; a hydrotherapy bath and rain showers; a rasul chamber; a manicure and pedicure salon; hydrotherapy room with a Vichy shower; plunge pools; floatation pool and a tranquillity lounge.

The treatment menu will use Elemis and Dermalogica products and includes the signature The Apostles Touch, a back-to-nature journey featuring stones from Table Mountain for a hot stone foot massage, handpicked fynbos (native shrubs) for a back of the body



The treatments at the spa will use Elemis and Dermalogica products

exfoliation and shells from the Atlantic Ocean for a lava shell massage.

The spa closed on 1 June for a refurbishment which will take eight weeks to complete. Treatments will still be available in a temporary spa in an interleading two bedroom suite during the works.

Ritz-Carlton outlines expansion ambitions

PETE HAYMAN

The Ritz-Carlton Hotel Company (RCHC) has unveiled its ambition to expand and develop its worldwide portfolio to comprise more than 100 properties over the next five years.

Under the company's strategic plan, the brand will extend into urban capitals and emerging tourist destinations, with more than US\$2bn (£1.2bn) to be invested by its owners.

Three new properties were launched during the first quarter of this year, including the Ritz-Carlton, Hong Kong; the Ritz-Carlton, Toronto in Canada; and a property in Dubai.

Further openings planned for 2011 include sites in Riyadh, Saudi Arabia; Abu Dhabi, UAE; and Ritz-Carlton Residences launches



Ritz-Carlton aims to expand its world wide portfolio throughout 2011

in Toronto, Canada, and Singapore.

RCHC president and chief operations officer Herve Humler said: "Throughout the world, especially in Asia and the Middle East, we expect to be the leading top tier luxury hospitality and lifestyle brand by 2016."

IHG to launch three new Chinese academies

PETE HAYMAN

InterContinental Hotels Group (IHG) is to launch three new academies in China as part of efforts to develop new talent for the country's hospitality industry. The operator unveiled its first Chinese IHG

Academy in Shanghai five years ago to cater for the accelerated growth in the sector and to meet demand for talented workers.

IHG has already revealed plans to double its presence in China with 150 new hotels over the next five years.



The Hilton will be rebranded as a Waldorf hotel

Waldorf Astoria to enter Scottish market

PETE HAYMAN

Hilton Worldwide has announced that its Waldorf Astoria Hotels and Resorts luxury brand is to debut in Scotland, UK next summer, with the opening of a new property in Edinburgh.

An agreement has been signed with the existing owner of The Caledonian Hilton Edinburgh for the £24m conversion of the property into The Caledonian, A Waldorf Astoria Hotel.

The hotel has already benefited from £10m worth of enhancements, with an additional £14m to be spent as part of the conversion process to add and upgrade the facilities. In addition to its 241 guest rooms, The Caledonian, A Waldorf Astoria Hotel is to comprise a spa and a restaurant among its facilities.

John Vanderslice, global head of luxury and lifestyle brands at Hilton Worldwide, said: "The introduction of the Waldorf Astoria Hotels and Resorts brand to Scotland demonstrates the realisation of our aggressive growth strategy."

Cap Cana in Dominican Republic to open in October

PETE HAYMAN

Fishing Lodge Cap Cana, a luxury resort being developed in the Dominican Republic, is to open its doors to guests on 1 October as a Salamander Marina and Beach Resort.

Located on the eastern tip of the country, the resort will boast 302 Mediterranean-style villas – 220 of which will be available to resort guests and featuring private infinity pools.

Fishing Lodge will be the first property to open under Salamander's Grand Resorts at Cap Cana collection, with a second – Ocean Club Cap Cana – to open next year.

Amanresorts plans Turkish entry

TOM WALKER

Singapore-based operator Amanresorts will open a new luxury resort on Turkey's Bodrum Peninsula overlooking the Aegean Sea, in August.

Called Amanruya, the resort will offer 36 pool terraces, each with an exterior terrace with a covered dining and lounging pergola and private swimming pool.

The resort's central buildings include an arrival pavilion, a luxury spa, a three-story library, a terrace and wine lounge, a boutique shop, an art gallery, and four dining pavilions. A 165ft long (50m) marble swimming pool, tennis courts and beach club are also featured. Amanruya will be the 28th property in the Singapore-based Amanresorts' portfolio.



The golf course spa will have 12 treatment rooms

New hotel and spa for London Golf Club

TOM WALKER

London Golf Club in Ash, Kent, UK has unveiled plans for the development of a new hotel and spa as part of its ambition to establish a 'world-class' golf resort in south east England.

The club - host venue of the 2008 and 2009 European Open events - has received consent from Tonbridge and Malling Borough Council for the £35m scheme.

Designed by MacKenzie Wheeler, the new development will include a 2,000sq m (21,528sq ft) spa with 12 treatment rooms; relaxation areas; a sauna; a steamroom; and a spa café.

Facilities will also boast a gym; a studio and a pool, as well as associated thermal suites and hydrotherapy provision. Product suppliers are yet to be confirmed.

The 130-room hotel will feature junior suites; butler-service suites; and a presidential suite, in addition to a variety of dining options and meeting accommodation.

Mexico City hotels set for facelift

PETE HAYMAN

A number of hotel operators have confirmed plans to provide new and improved properties in Mexico City from this year in a bid to meet demand from business and leisure travellers.

Starwood; Marriott; and Hilton are among the groups to eye the development and overhaul of new and existing sites in the Mexican capital, which receives 12 million visitors a year.

W Hotels – the luxury division of Starwood Hotels and Resorts – is to expand with a new 132-room property in Santa Fe to comprise a 4,000sq ft (371sq m) Away Spa.

The hotel is earmarked to open in 2014 and will also feature a range of destination eateries and bars; a pool deck; and a fitness facility. It will form part of the Liberty Plaza scheme. Meanwhile, the existing, eight-year-old W



Hotels in the Mexican capital receive more than 12 million guests a year

Mexico City property is to undergo a renovation over the next couple of years - located in the upscale Polanco neighbourhood.

Marriott International has announced plans to open the first Courtyard by Marriott hotel in Mexico City at the Benito Juarez International Airport in early 2012. Elsewhere, Hilton Worldwide has unveiled plans to expand its Doubletree by Hilton estate in Mexico, including a new site in Mexico City.

Centara to launch Mauritian resort

TOM WALKER

Thailand-based operator Centara Hotels and Resorts has announced that it is to expand into Mauritius with the opening of the Centara Poste Lafayette Resort and Spa in October 2012.

The launch will establish the group's sixth international location and follows the signing of a management contract with owner Indian Ocean Real Estate Company.

Facilities will comprise a 3500sq m (3,767sq ft) spa with seven treatment rooms; a relaxation room; and a pedicure and manicure salon. Products will be supplied by the company's own brand Spa Cenvaree.

Elsewhere, the new 98-room resort will also feature an all-day dining restaurant and bar; a theme restaurant offering local and Asian



The resort houses a 3500sq m (3,800sq ft) spa with seven treatment rooms

cuisine; a beach bar and snack deck; and a kids' club.

Centara Hotels and Resorts president Gerd Steeb said: "We have identified a gap in the market for a beachfront family-friendly resort offering a choice of half-board or all-inclusive stays.

Private members' club to open at The Cube

PETE HAYMAN

Sanguine Hospitality has revealed that a 5,000sq ft (464.5sq m) canal-side private members' club is to open at The Cube.

The Cube is a £12m development in the centre of Birmingham, UK. The Cube's Club

and Spa will also be located adjacent to the venue. Facilities at the Club and Spa will boast an indoor swimming pool; a range of saunas and steamrooms; a hydrotherapy pool; 10 treatment rooms; a dry floatation tank; and a fitness suite.

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Swissôtel secures Sochi hotel deal

TOM WALKER

Swissôtel Hotels & Resorts has added to its Russian portfolio of hotels after securing a management contract for a deluxe hotel in the city of Sochi.

The 200-bedroom Swissôtel Sochi Kamelia hotel, set to open in 2013, will be located in a redeveloped historical building and facilities include a large Pürovel Spa, several restaurants and bars and meeting space. The property is owned by OAO Sistema-Hals, a Russian real estate and development company which was among the first Russian companies to be listed on the London Stock Market.

Meinhard Huck, president Swissôtel Hotels & Resorts, said: "Most of our hotels are primarily city hotels in large metropolises, but the Swissôtel Sochi Kamelia will be a beach resort in a wonderful park with old trees and a private beach."



The publicly-owned centre houses a large spa

St Albans public spa project clears "final hurdle"

TOM WALKER

Councillors have voted to proceed with the £24m Westminster Lodge Leisure Centre project in St Albans, Hertfordshire, UK following an independent review of the scheme's business case. The review took place after a Conservative-led administration took control of St Albans City and District Council (SACDC) following the local government elections in May.

Facilities at the new Westminster Lodge Leisure Centre, designed by S&P Architects, will include a 500sq m (5,382sq ft) spa area with a 60sq m (646sq ft) terrace overlooking the nearby abbey.

A total of 647sq m (6,964sq ft) of water space and an overall capacity for 223 swimmers will also be provided, along with a 200-station fitness suite with cycle spinning studio.

Spa opens at Delhi's Imperial Hotel

PETE HAYMAN

The Imperial Hotel in New Delhi, India, has announced the launch of a 16,000sq ft (1,486sq m) spa located amid landscaped gardens, which will be available to hotel residents only.

Featuring architecture influenced by the Moghul era, the new Imperial Spa aims to provide a range of services that it believes are "essential elements" to a healthy lifestyle.

Facilities incorporate Imperial Hydrotherapy suites for pre and post treatment and the Kerala Suite - offering Ayurvedic therapies and the availability of a doctor's consultation.

The Kerala Suite also boasts two rooms with oils and herbal remedies for "ancient healing", while the Moghul Suite is the spa's private facility for couples or families. Elsewhere, the Kabir Room offers Thai massage, yoga and



The spa's hydrotherapy suite includes a plunge pool for post-treatment

meditation and Rumi's Relaxation Room and five other rooms offering spa therapies are also among the facilities.

An Imperial Hotel spokesperson said: "An insignia of absolute living, the exclusive therapeutic suites and spacious vanity areas of the spa ensure ultimate indulgence."

£7m Dolan Aqua Centre spa revamp completed

PETE HAYMAN

The Dolan Aqua Centre in East Kilbride, UK has reopened to the public following the completion of a £7m refurbishment of the Grade A-listed venue, which was carried out by Clark Contracts.

Among the facilities at Dolan Aqua Centre is one of Scotland's five 50m competition pools and a health suite comprising a sauna, a steamroom, a sanarium and a spa bath. A gym equipped with Life Fitness cardiovascular machines and HUR resistance equipment.

Revamped spa offer for Burj Al Arab hotel

PETE HAYMAN

Jumeirah Group has overhauled the Assawan Spa and Health Club menu at its Burj Al Arab hotel in Dubai in order to coincide with the launch of the 'Ultimate Fitness Retreat'.

The group has entered into a partnership with PTX Performance Training to provide guests with a programme of high performance training, fitness instruction and health dining. Delivered over four days and three nights, the Ultimate Fitness Retreat initiative aims to be a physically and mentally demanding course and includes full board at the hotel.

The programme will focus on three core elements - body, mind and spirit, with the 'body'



The wellness centre at Burj will host the region's first fitness retreats

to incorporate a personal training schedule and comprising group and individual sessions.

In the 'mind' section, guests will learn new life skills, while the 'spirit' will feature daily massages; Pilates; and unlimited access to the spa facilities.

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DIARY DATES

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

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

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

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.

Tel: +55 11 2307-5595

www.congressodespas.com.br

7-10 SEPTEMBER

SPATEC North America Fall

Ritz Carlton Laguna Niguel, California, US

A four-day forum featuring one-to-one 20-minute meetings between corporate spa owners, directors and design/management companies and suppliers.

Tel: +1 603 529 0077

www.mcleaneventsinternational.com

12-14 SEPTEMBER

European Spa Exhibition & Summit

Porte de Versailles, Paris, France

Founded in 2007, this benchmark event mostly targets hotel professionals and covers the challenges in setting up and managing a spa. It is held in parallel with the Beyond



Beauty trade show.

Tel: +33 1 44 69 95 69

www.beyondbeautyparis.com

8-9 SEPTEMBER

Olympia Beauty

Olympia, London, UK

The latest styles, products and collections from beauty suppliers around the UK.

Tel: +44 1959 569867

www.olympiabeauty.co.uk

25-27 SEPTEMBER

Wellness Asia Exhibition

NSIC Exhibition Grounds, Okhla, New Delhi, India

This show combines wellness industry products, services and technologies. It is aimed at Indian and international professionals in the spa, beauty and healthcare industries.

Tel: +91 11 450 555 00

www.wellnessasiaexpo.com

6-7 OCTOBER

Natural Beauty Summit America

Sheraton New York Hotel, New York, USA

An event which promises to bring together some of the leading and most influential executives in the natural beauty sector to debate and discuss major industry issues.

Tel: +33 1 44 69 95 65

www.naturalbeautysummit.com

6-9 OCTOBER

Inner IDEA

Hilton La Jolla Torrey Pines, San Diego, California, USA

In its sixth year, this US-based conference highlights mind-body-spirit programmes. It is aimed at pilates instructors, yoga

teachers, group exercise instructors, owners/managers, personal trainers, lifestyle coaches, wellness professionals, holistic health professionals, students and enthusiasts.

Tel: +1 800 462 1876

www.inneridea.com

12-14 OCTOBER

Wellness Summit

Venue TBC, Singapore

The annual summit is an important platform for practitioners, professionals, academics, manufacturers, resort owners and small-to medium-sized operators interested in the spa and wellness arena, to meet and seek solutions concerning the growth and sustainability of the industry in the region. The event now features sessions called Ask the Experts and Ideas Worth Exploring to enhance interaction.

Tel: +60 16 21 53 90 8

www.wellnesssummit.com

16-17 OCTOBER

International Esthetics, Cosmetics & Spa Conference

Broward County Convention Center, Fort Lauderdale, Florida, USA

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OPINION

Investing in skills for tomorrow

Making sure your staff is well-trained helps ensure that they will care about their work – resulting in customer satisfaction and return visits

Ensuring your employees have the right skills is crucial to the continued success of your business. Investing in training sends a positive message to staff about your commitment to their development, welfare and career progression. This in turn builds trust and motivation, which is critical, especially in times of economic uncertainty. It's loyalty you are looking for, and that's reciprocal.

Here are 10 pointers on how to invest in training and improve your spa operations

1. **Develop your client service journey.** Train all departments in your spa to deliver and measure the journey. Service improves noticeably when everyone knows what is expected in each stage and all team members understand and appreciate the duties and challenges. This has a significant impact on your client satisfaction ratings and their willingness to return.

2. **Train your trainers.** Develop your own trainers to accredited standards. Applying an



Dieter Buchner

Buchner is founding partner of Urban Healing. He dedicates his time and energy to educate and empower spa and wellness professionals to bring more authenticity to the spa and wellness experience.

“Make sure your employees know what is happening in your spa – the more they know and understand the business, the more motivated they will be to make positive contributions.”

effective training structure combined with professional delivery skills will make an instant impact on the quality of your training. Don't rely solely on the product house training you receive. Ensure you can follow through with in-house product knowledge and service skills.

3. **Measure your training activities.** Ensure all training has clear, measurable goals so you can evaluate the impact of the training and the progress made in achieving the goals.

4. **Offer accredited training.** If you want to be an employer of choice, offer training that builds skills and knowledge and awards national or even international certification. Arrange training to achieve relevant NVQs, or any of the most popular awarding bodies, such as City & Guild, CIBTAC, ITEC etc.

5. **“Catch them doing it right!”** We are all quick to notice when employees do things wrong, but how often do we praise them when they do things right? Remember: “Good performance, if not noticed, will go away. Poor performance, if not noticed, is here to stay.”

6. **Coach poor performance.** If you do notice poor performance, train managers and supervisors to apply positive, corrective coaching

techniques. If done well, both parties feel positive and confident to exceed the set standards.

7. **Set up daily service briefings.** Make sure your employees know what is happening in your spa. The more they know and understand what goes on in your business, the more motivated they will be to make positive contributions.

8. **Look out for relevant webinars.** Set up access for your employees to learn about the latest trends in the industry, in particular the increased demand for wellness offers producing tangible health and business benefits.

9. **Arrange an employee exchange** with another spa. Send two of your employees for a week or more to experience different ways of doing things and host two employees from the other spa in return. It's a great motivator, builds relationships and brings new ideas.

10. **Celebrate success!** Keep your employees motivated by celebrating all your successes. Whether your teams have learnt new skills, introduced a new treatment, increased sales or delighted clients with outstanding service, everyone loves to celebrate success.

Remember – investing in training today, will reap benefits tomorrow and beyond!

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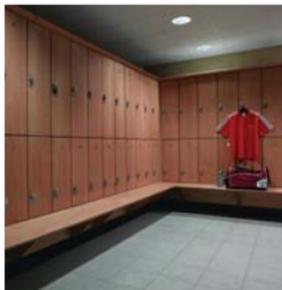
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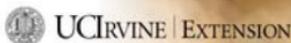
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SPA & BEAUTY THERAPIST

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To ensure The Spa at Armathwaite Hall provides the finest service to our guests we are looking for passion, personality and a flexible approach in our team members who are required to work shifts and weekends.

Full time hours are 40 per week. Accommodation may be available if required and we offer a competitive salary. Closing date for applications is 18th July 2011.

Please send your application and CV to Jenni Paling, Spa Operations Manager: jenni@armathwaite-hall.com

whatley manor

Spa and Beauty Therapist

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Full time hours are 45 per week. Accommodation may be available if required and we offer a good salary plus service charge.

Please send your application and CV to Carol Osborne, Spa Manager. carol@whatleymanor.com

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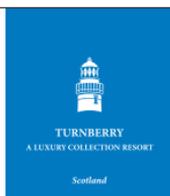
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- ◆ Ability to motivate a team, and spear head the sales and front of house teams to ensure maximum sales potential
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New travel spa opens at Gatwick

TOM WALKER

A travel spa with shower suites and offering a range of salon and spa services has opened as part of No.1 Traveller's latest 'super-lounge' at Gatwick Airport's North Terminal.

Services on offer at the new facility comprise hairdressing; massages; manicures and facials, with the 'super-lounge' located airside for departing and transferring passengers.

The travel spa has been designed and developed in conjunction with Debi Green, the former group spa director of The Sanctuary. Products are supplied by Aromatherapy Associates, Rodial and Jessica.

A lounge with a bistro-style dining menu; a fully-tended bar; a mini-cinema; a family room; and a games room also features as part of the 'super-lounge', along with a business centre. No.1 Traveller founder and chief executive



The travel spa was developed by former Sanctuary boss Debi Green

officer Phil Cameron said: "We're bringing passengers more choice than ever before, so that spending time at the airport can become another memorable part of their journey."

Gatwick Airport chief commercial officer Robin Longden said: "The No.1 Traveller lounge will complement the improvements being delivered across the entire airport."

Future of luxury travel predicted in report

TOM WALKER

Travellers who look for authentic, personalised experiences and consumers with "limitless budgets" have been identified among the new trend setters emerging within the luxury travel market – according to a report by leisure consultants Horwarth HTL.

The report, *The Future of Luxury Travel*, was commissioned by the International Luxury Travel Market and highlights the four most likely profiles of luxury travellers for the next 18 months. These four are described as the "Independent Minded", seeking the authentic, active and personalised; the "Explorer" – seeking incredible experiences at limitless budgets; "Candidates to Luxury", seeking high quality, high service; and "Streetwise Purchasers", younger, social media experts.



Traditional luxury still has its place but new trends are emerging

The report also describes the typical characteristics of each group. Travellers who fall into the Independent Minded segment, for example, seek authenticity, simplicity and a commitment to the local environment, while The Explorers are very similar but have even more spending power and so are ready to pay a higher price for that outstanding experience off the beaten tracks.

Protests delay introduction of hotel bed tax in Venice

PETE HAYMAN

The introduction of a planned accommodation tax in Venice, Italy has been delayed following "scenes of protest".

The protests were ignited by hotel owners and tourism bosses and the European Tour

Operators Association (ETOA) said that the opposition to the tax means that any new levy is unlikely to come into force until 23 August.

The Commune of Venice was hoping to introduce a new hotel bed tax across the Italian city from 1 July.

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