

# spa opportunities

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## GSWS survey is first to explore global therapists' pay

With less than a week until the seventh annual Global Spa & Wellness Summit (GSWS) in New Delhi, updated findings of a GSWS survey – *Real Numbers on Esthetician Compensation* – which will be presented at the event, have been released.

The survey found therapists in the US are the best paid, earning an average of US\$4,166, (£3,100, £2,700) a month, while their Malaysian counterparts earn less than 10 per cent of that sum at just US\$308, (£231, £200) a month.

The US differs from other countries in several ways when it comes to pay and ratios. In most countries, the standard method of pay for therapists is a monthly salary, while in the US, therapists make the majority of their income from commission and it's not uncommon for spas to offer no base



Spa therapists in the US earn more than their counterparts anywhere else in the world

pay. In almost every other country outside the US, salary makes up the lion's share of monthly income, with commission on product sales typically between 5 and 10 per cent of retail prices.

There doesn't appear to be any correlation

between education and pay and in many countries a licence is not required.

In the Q3 2013 edition of *Spa Business*, Lisa Starr from consultancy Wynne Business, does an analysis of the survey, saying every country has legal and cultural requirements which employers follow on pay. These include health insurance, pensions and social service benefits. The survey showed these costs vary widely, depending on the country, from 11 per cent of payroll in the US to as much as 40 per cent in Sweden.

The survey marks the debut of GSWS's 'Metric Minutes'. These are anonymously-sourced industry data and stakeholder interviews aiming to help industry leaders "simply start the conversation". Details: <http://lei.sr?a=r7j7Q>

### Serbia says spas are one of its greatest assets

Serbian parliament speaker, Nebojša Stefanović, has identified the significance of spas on the Serbian tourism sector, which account for more than half of annual tourism turnover.

Speaking at the opening of the third annual Balkan Spa Summit, Stefanović said that the spa industry represents "a chance for the creation of a new tourist product, which will be attractive for tourists in search of new destinations."

Stefanović went on to say that tourism is one of the most important factors of efficient growth and as such, represents one of Serbia's most valuable natural and social assets.

*Continued on the back cover*

### Greece looks to spas for tourism growth

The contribution of spa tourism to the economic development of Greece and ways to attract more investment in the spa sector has been discussed in Athens.

A workshop entitled: *Spa tourism for a new growth strategy*, was held by the Central Union of Municipalities in Greece (KEDE) and the Association of Municipalities of Thermal Springs (AMTS) in Greece on 25 September.

Speeches were given by interior minister Yiannis Mchelakis, health minister Adonis Georgiadis, tourism minister Olga Kefalogianni and minister Theodoros Karaoglou.

Guest speakers included Hellenic Chamber of Hotels president Yiorgos Tsakiris and Greek National Tourism Organisation president Christos Pallis.



Greece will look at how spas can provide new growth

In terms of natural spas, Greece is one of the richest countries in the world, with thermal and mineral springs appearing at 850 different geographical locations.

The large number of springs in the country offers visitors an opportunity to treat chronic conditions. Details: <http://lei.sr?a=J5z5Z>

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## AVANI resort opens in Vietnam

After launching its third AVANI site, Minor Hotel Group has confirmed it is looking to acquire more properties in Thailand, Malaysia and Sri Lanka.

The AVANI Quy Nhon Resort & Spa, on the southern coast of Vietnam, has been rebranded from the Life Wellness Resort Quy Nhon and offers a tropical beach resort and spa retreat.

The 63-bed resort offers cliff-side dining and poolside cocktails and smoothies, as well as activities such as kite-flying, Vietnamese cookery classes and language lessons, fishing and kayaking.

The spa, set in a garden oasis, with outdoor bungalows and three indoor treatment suites, features nourishing indigenous ingredients on the treatment list. The signature treatment combines seven different massage techniques, Vietnamese herbs and fresh guava.

CEO of parent company, Minor Hotel Group, Dillip Rajakarier, says this acquisition is indicative of the company's strategy to expand across Asia: "We are looking forward to growing the brand across Minor Hotel



AVANI's latest resort is located on the south coast of Vietnam

Group's regions of operation. This new addition in Vietnam will soon be joined by several additional properties here in Asia and there are more to come."

The first two sites of the two-year-old brand are in Sri Lanka. Launched to complement the five star Anantara brand, AVANI offers "relaxed comfort and contemporary style in city and resort destinations." Details: <http://lei.sr?a=R5Y3d>

## Conrad comes to the United Arab Emirates

Hilton is entering the United Arab Emirates with its new generation luxury brand Conrad Hotels & Resorts.

The 555-room Conrad Dubai is located near Dubai World Trade Centre, and 10 minutes from the Dubai Mall and Burj Khalifa. The hotel's guestrooms are made up of deluxe rooms, executive rooms and two different styles of executive suites.

With a focus on wellbeing, the spa facilities include a fitness centre and an outdoor yoga pavilion. The Conrad Spa offers guests a range of signature treatments which aim to rebalance body and mind and improve overall health and wellbeing. Spa facilities include eight treatment rooms, a thermal lounge spa, a hammam suite, hydro pools and two couples' suites.

Additional leisure facilities include a 5,500sq m (59,200sq ft) pool oasis on the hotel's sixth floor. The pool oasis is set against a backdrop of tropical palms and lush lawns and the outdoor deck area features two pools, hidden walkways and private cocoon beds.

John T.A. Vanderslice, global head, luxury and lifestyle brands, Hilton Worldwide said:



Hilton's new generation luxury brand Conrad comes to UAE

"Conrad Dubai is a stunning addition to our global luxury portfolio and a perfect fit within Dubai's glamorous downtown lifestyle. The hotel exemplifies the true personality of the Conrad brand as a smart luxury retreat."

Conrad Dubai also offers the mobile Conrad Concierge app, which allows travellers to customise details of their hotel stay before, during and after each visit via a smartphone or tablet. Guests can pre-select bath amenities or check-in while in transit from the airport. Details: <http://lei.sr?a=S9F2S>





## Café Royal unveils wellbeing centre

Café Royal, which reopened in 2012 as a luxury hotel in the heart of London, UK, has just unveiled its brand new wellbeing centre.

The Akasha Holistic Wellbeing centre spans 1,200sq m (12,900sq ft) and is open to hotel guests and private members.

It features four different areas, corresponding to the four natural elements: spa/water, gym/fire, yoga/air and organic bar/earth.

Spa and wellness specialist 4SeasonsSpa and David Chipperfield Architects worked on the project. The aim was to capture the mood and style of the historic Café Royal.

Facilities include a carrara marble hammam and private hammam, a Finnish sauna in solid hemlock with a dome ceiling and a large spa pool as well as private spa pools in the wellbeing centre's treatment rooms.

The spa uses restorative music, aromas and gentle lighting and offers a variety of Watsu hydro-experiences and signature Akasha



The wellbeing centre is a new addition to the hotel which reopened in 2012

treatments. The spa menu offers a variety of signature treatments using products by skin-care brand Elemental Herbology.

Other features include a 60ft (18m) lap pool, a fully-equipped gym with Kinesis machines, a large aerobics studio and a private training room. Yoga, Tai-Chi and Pilates are offered in the relaxation area.

Details: <http://lei.sr/?a=U4D8r>

## New Remède Spa for St Regis Abu Dhabi

Starwood's St Regis Abu Dhabi resort in the centre of the city has announced the completion of its new Remède Spa.

Spanning an area of 2,000sq m (21,528sq ft), the spa was conceived by Steiner Spa Consulting and embraces Abu Dhabi's culture.

The spa houses 10 treatment rooms and suites, including a double spa suite, relaxation lounges, whirlpool and steam and sauna facilities.

In addition, the Hommage Gentleman's Atelier and Sisters Beauty Lounge will open later this year, as well as a Spa Café with a menu of starters, mains, desserts and mocktails.

Adjacent to the spa is a fitness centre and swimming pool.

The treatment menu offers customised and locally inspired experiences.

Signatures include the Oasis Indulgence where guests enjoy a desert sand body scrub, followed by a full body massage with products from skincare brand Les Sens de Marrakech.

Other highlights include the St Regis Splendour package, which features



The 2,000sq m spa was conceived by Steiner Spa Consulting

microdermabrasion, full-body peel and wrap, vitamin infused oxygen mist added to a customised facial, light lunch and hot stone massage.

Jeff Matthews, president of Steiner Spa Consulting, said: "We have created a destination experience for residents of Abu Dhabi as well as guests of the hotel from around the world. The spa is luxurious and the bespoke services set in a warm and hospitable environment will offer a unique experience."

Details: <http://lei.sr/?a=C2V3h>



The Ritz-Carlton, Herzliya on the Tel Aviv seafront

## Ritz-Carlton to add 20 new hotels and resorts by 2016

The Ritz-Carlton Hotel Company has announced plans to accelerate its expansion to bring the number of properties in its global portfolio to 100 by 2016.

The plans will see the addition of 20 hotels and resorts, many of which will include spa facilities.

By 2015, the brand – which currently operates 54 spas across its portfolio – plans to open hotels and resorts in Cabo San Lucas; Oman, Muscat; Bali, Indonesia; Ho Chi Minh, Vietnam and Tunis, Tunisia.

In the last 12 months, Ritz-Carlton has opened three properties, including locations in Puerto Rico, Abu Dhabi and the brand's first hotel in Vienna, Austria.

## Kim Noeldner to manage Spa Strategy operations in China

Spa consultant group Spa Strategy has appointed Kim Noeldner to represent the business in China.

Having been acquired by Aromatherapy Associates in May 2012, Spa Strategy made plans for expansion and moved into the Asian market.

Kim Noeldner will assist in improving the businesses of the spa partners of both companies throughout China.

The services provided by the companies include market research and feasibility, development services, pre and post launch opening services, technical services and executive coaching services.

Elaine Fenard, managing partner of Spa Strategy, said: "We have been looking for a good fit for some time and are delighted Kim has agreed to join us. Her background in spa consulting and spa management makes her the perfect person to head up our operation in China."

"With so many new spas opening, we believe it is the right time to expand our reach and offer our services in China."

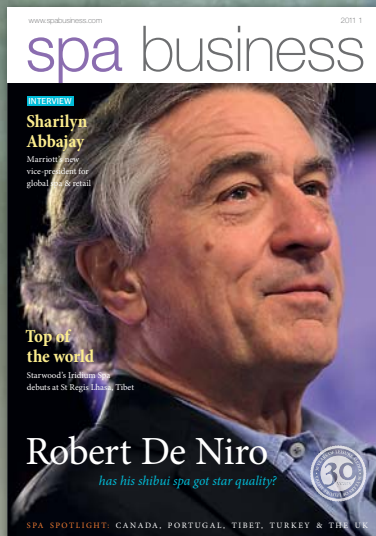
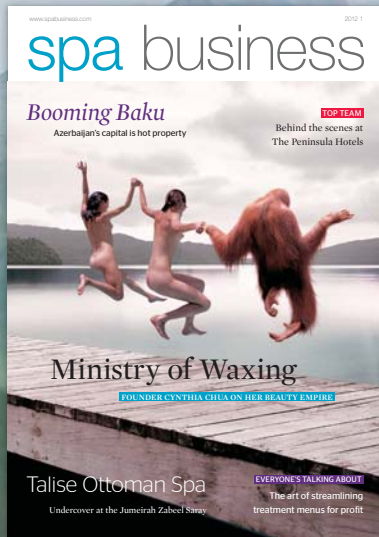
One of the principal aims of the company is to provide financial improvements to spa partners by focusing on efficiency, financial management and market position in the services they provide.

# The spa bu

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The hotel in Kuwait has opened its new spa

## The Jumeirah Messilah Beach Hotel launches new Talise Spa

Jumeirah Messilah Beach Hotel and Spa in Kuwait has opened the doors of its new 3,500sq m (37,670sq ft) Talise Spa.

The hotel, which opened in May, now offers 17 treatment rooms, two private suites and a salarium – a salt room that uses Himalayan salt blocks to rejuvenate and relax guests.

Talise provides personalised treatments for guests including a variety of massages, body treatments and facials.

The hotel offers 316 bedrooms, 80 residential suites and 12 villas.

## Male grooming boom sees increase in sales and spa visits

The number of beauty and grooming products aimed at men has rocketed with a global increase of 70 per cent over the past six years, according to new research from Mintel.

The research looked at statistics based on retail sales and discovered that 21 per cent of men in Britain use hand and nail products, while 42 per cent use facial moisturisers and 74 per cent of men are described as 'keen shoppers' when purchasing personal care products.

Tom Wilsam, CEO of male grooming and beauty specialist, Hommage, believes that the statistics bode well for spas in the majority of countries.

"The United States has the lowest percentage of male spa goers, but while the trend is lower in the US, it appears to have taken off in other countries," he said.

"Asia is where you have the highest percentage of male spa attendance. In the Middle East, treatments and regular shaves are extremely popular among Arabic men.

"Men worldwide all have similar challenges with grooming and can benefit from learning about treatments and best practices in men's grooming usually found in a spa.

"It's about the art of combining this modern technology with many of the ancient traditions found in spa treatments gathered from across the world."

Details: <http://lei.sr?a=T2H6N>

# GOCO joins forces with Horwath

Spa consulting and management company GOCO Hospitality has joined global hospitality consulting brand Horwath HTL.

Located in Bangkok, Berlin and soon Shanghai, GOCO's work covers master planning, concept and brand development, operations and management.

Going forward, a new entity, operating under the Horwath HTL – Health and Wellness specialty designation, will provide market research and financial feasibility studies, concept development services and executive recruitment services for resort and stand-alone spa and wellness facilities.

GOCO's role will focus on development and operations providing design, technical, pre-opening, training and management services.

GOCO CEO, Ingo Schweder, said: "Horwath HTL have fantastic experts all over the globe and they share our view of the industry.

"We truly believe the best way to be successful in this business is by developing lasting relationships, and we know that with Horwath HTL, we are part of a group that shares this approach."

Robert Hecker, chair of Horwath HTL



Ingo Schweder is the CEO of GOCO Hospitality

added: "GOCO will allow us to develop and offer new and quality health and wellness planning and development services that will be of interest and value to clients."

GOCO is currently creating large-scale wellness retreats in China, Germany, Georgia, Tanzania and India and developing spa facilities for The Ritz-Carlton, Mumbai, and Bellagio, Dubai.

The group recently launched a new spa at JW Marriott in Venice, Italy.

Details: <http://lei.sr?a=c3w4f>

## Four Seasons coming to Dubai and Bahrain

Two new luxury hotels by Four Seasons are set to open next year in Dubai and the kingdom of Bahrain.

The Bahrain hotel will be Four Season's first venture in the kingdom and will be part of the US\$2.5bn (£1.56bn, €1.87bn) Bahrain Bay waterfront community – a rapidly developing area on the north coast of Manama.

Included will be 263 bedrooms, a spa, conference and ballroom centre, business centre and restaurants.

The spa will feature a rasul mud bathing experience, traditional hammams, salt rooms, experience showers and steamrooms.

Work on the project will begin in October with the hotel set to open in April next year.

The Four Seasons in Dubai sits on Jumeirah Beach and includes 237-bedrooms, three restaurants and a private beach club. It will also have a spa with exclusive male and female spa thermal experiences and pools.



The Bahrain Four Seasons will be the main feature of 'Bahrain Bay'

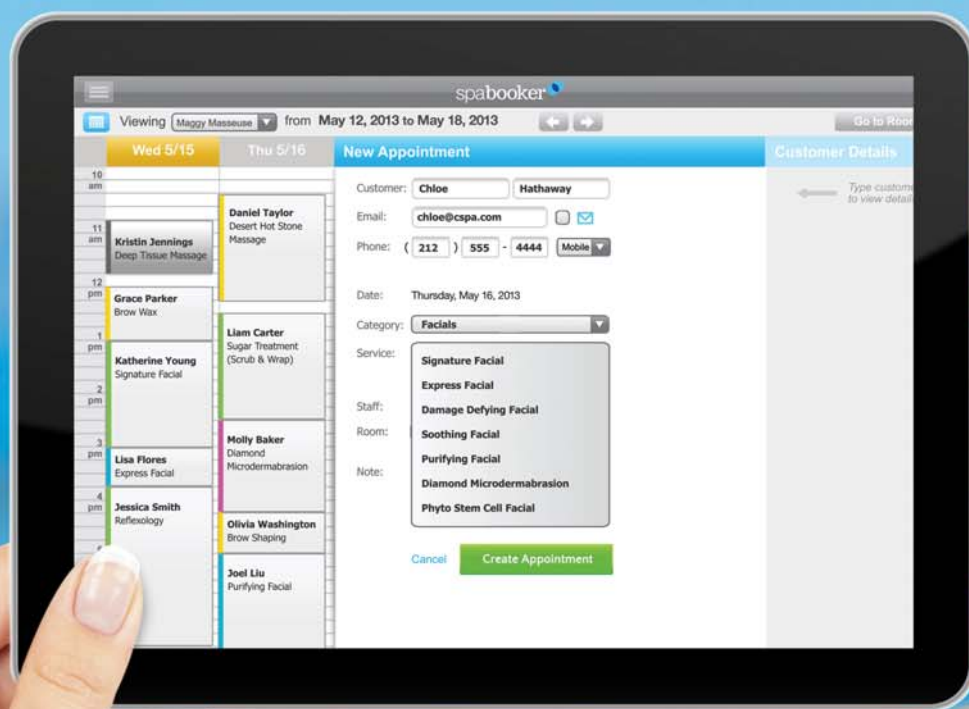
Both spas are being designed and built by Barr + Wray, which has also supplied designs for spa projects such as the Burj Khalifa, Fairmont The Palm Resort and Anantara Eastern Mangroves Spa.

Construction work on the project will be undertaken by Belgian firm Six Construct and Dubai Contracting Company. Details: <http://lei.sr?a=x6X6S>



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The hotel is in the Shangdong area of Qingdao

## Chinese Westin Hotel coming to Qingdao business district

The Shangdong area of Qingdao in China will soon be home to its first Westin Hotel, when a new one opens at the end of 2013.

The Westin Qindao will be one of the tallest buildings in the central business district of the city, overlooking the Olympic Sailing Centre. The new hotel will feature 321 bedrooms, a Heavenly Spa by Westin and a WestinWORKOUT fitness centre, in addition to 2,000sq m (21,500 sq ft) of meeting rooms, a ballroom and two restaurants.

The 738sq m (7,943sq ft) spa features 10 treatment rooms, a reflexology zone, sauna, steamroom, vitality pool, relaxation area and whirlpool.

Also included will be a gym, yoga studio and swimming pool as part of the WestinWORKOUT fitness centre.

Starwood currently has 25 hotels operating in China under the Westin brand. The Qingdao location will open 1 December this year. Details: <http://lei.sr?a=Z2v9p>

## Put focus on wellness tourism over medical tourism says Ellis

Susie Ellis, president of SpaFinder® Wellness, has told the spa industry why its focus should be on wellness tourism, not medical tourism, in the *Spa Handbook 2013*.

Ellis says that one of the key issues holding back wellness tourism is category uncertainty, causing confusion for the industry, consumers and governments.

Ellis outlined a number of steps that spas and spa associations can take to help spread the wellness tourism message.

For the full list of steps to be taken, the *Spa Handbook 2013*, a 300-page reference book, can be ordered online here in print: <http://lei.sr?a=A9O7e>, viewed online here: <http://lei.sr?a=P3l4j> and downloaded as a PDF edition here: <http://lei.sr?a=N2S9d>

# Second Ho'ola Spa comes to Hawaii

Hawaiian Rainforest – one of Hawaii's largest spa operators – has opened up a new spa in Honau Kai Resort & Spa, Maui.

The 3,000sq ft (279sq m) spa is a new addition to the resort, which opened in 2009 and will feature three treatment rooms, with an open-air cabana village coming in 2014.

Also included will be a Himalayan salt room, which will use halotherapy as an alternative approach to supporting relief in respiratory and skin conditions.

Hawaiian luxury brand Malie Organics will be used for spa treatments.

The spa will also function as a gallery space for local artists to display and sell their work. Art exhibitions will be held on a fortnightly basis.

Debbe Evans, director of spa development said: "Ho'ola Spa was inspired by the natural elements and beauty of Maui and we're looking forward to providing the ideal setting for guests to find peace and relaxation."



Hawaiian Rainforest owns and operates nine other spas in Hawaii

Hawaiian Rainforest owns and operates nine other spas across Hawaii. This will be the second Ho'ola-branded spa, with one already in operation at the Sheraton Kona Resort and Spa at Keauhou Bay.

The spa was built and designed by Hawaiian Rainforest, which will also take charge of management and operations of the spa. Details: <http://lei.sr?a=u8F2Q>

## Nick Downing appointed new Per Aquum VP

Per Aquum has announced the appointment of Nick Downing as its new vice president.

Downing was part of the launch team for Per Aquum between 2003 and 2006 when he served as pre-opening director of operations, followed by general manager of Huvaen Fushi, Maldives.

In his new role as vice president, Downing will be responsible for overall leadership, direction and vision of the Aquum brand.

Downing will also be in charge of ensuring that the core Per Aquum values of making a difference through signature guest experiences, service and design remain central to the portfolio of retreats, resorts and residences.

"Over the last 10 years, it has been clear that the teams involved have worked exceptionally hard to stay true to our identity and the Per Aquum brand DNA is still deeply embedded across the collection," said Downing. "As joint venture partners in Per Aquum, both Minor Hotel Group and Universal Enterprises have expressed their commitment to keep Per Aquum strong, unique and independent, and



Downing has more than 15 years of experience in hospitality

with the added resources behind us I am confident that our brand will continue to be known as an innovative leader in the luxury sector."

Before rejoining Per Aquum, Downing spent two years with Starwood Hotels as general manager of W Retreat Koh Samui and prior to that he spent four-and-a-half years at Ativa Hospitality Corporation. Details: <http://lei.sr?a=p7U4e>





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The Real Madrid resort is aiming to bring in a million people in the first year



Luxury hotels and a residential scheme are also included in the football resort

# Luxury brands invest in Ras Al Khaimah's tourism vision

In 2011, the UAE emirate of Ras Al Khaimah (RAK) developed a strategy to become a global luxury destination by 2016. The vision is coming to fruition and the region is experiencing a raft of investment from international hotel brands

**R**as Al Khaimah (RAK) is only 45 minutes drive from Dubai airport and has a diverse landscape, rich heritage and a temperate climate. It is attracting travellers and investors with its wide selection of outdoor activities, luxury accommodation, international gourmet experiences and world-class spas.

In 2011, the Ras Al Khaimah Government developed a strategy to become a global

luxury destination by 2016 and has so far invested US\$500m in tourism projects across the emirate. Schemes include supporting the development of the man-made Marjan Island and introducing new charter flights.

## SPA DEVELOPMENTS

Spa developments are at the heart of the RAK Government's strategy and the first

to open is the luxury signature spa at the Waldorf Astoria Ras Al Khaimah. The hotel, which offers 350m (1,140ft) of private beach, also includes a fitness centre, four restaurants and an 18-hole golf course.

Designed to reflect the features of an Arabian Palace, the hotel has 346 rooms and suites offering panoramic views of the ocean.

Other spa projects under development in the region include the 315-room Marjan Island Resort and Spa, the 627-room Rixos Bab Al Bahr Resort and the 265-room Santorini Hotel from The Bin Majid Group.

## MARJAN ISLAND

The Marjan Island Resort and Spa and the Rixos Bab Al Bahr Resort are both are being developed on the US\$1.8bn (£1.1bn, €1.3bn) man-made Marjan Island.

Made up of four coral-shaped, interconnected islands reaching 4.5km (2.8 miles) out into the sea and covering an area of 2.7 million sq m (29 million sq ft), Marjan Island adds 21 km (13 miles) to the emirate's coastline.

The Marjan Island Resort and Spa will be opened at the end of this year. The resort will feature 165 superior rooms, 111 Marjan Suites, 13 Gulf Suites, 12 Emirates Suites and one Royal Suite. There will also be a dedicated spa floor with 35 treatment rooms and suites, spa butler service and a private spa lounge.

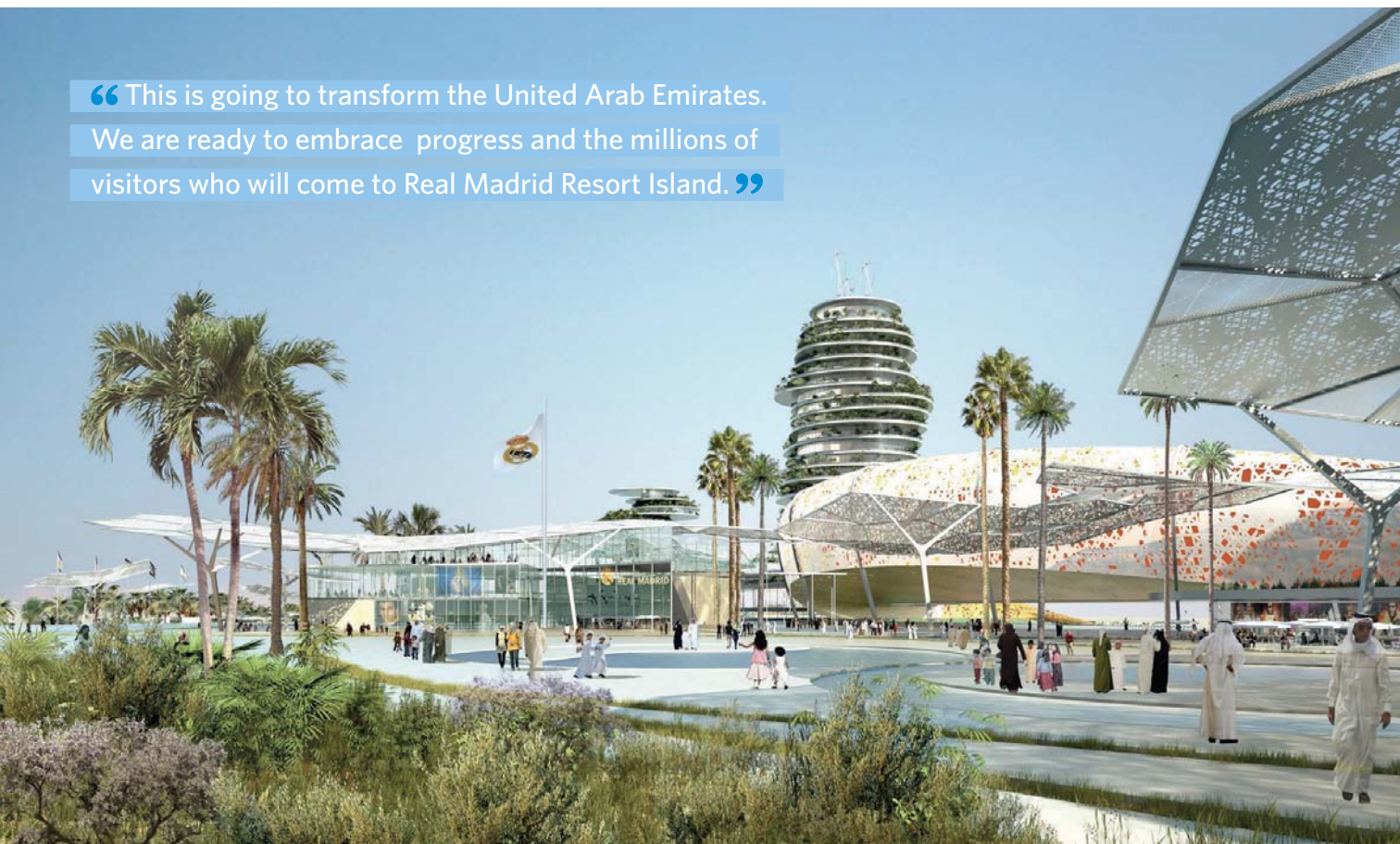


The Marjan Island Resort and Spa is made up of four coral-shaped interconnected islands





“ This is going to transform the United Arab Emirates. We are ready to embrace progress and the millions of visitors who will come to Real Madrid Resort Island. ”



The La'mar Holistic Wellness Spa will house separate areas for men and women with hammams, steamrooms and saunas.

The wellness area also houses an Oriana med-studio offering services from dieticians, nutritionists and cosmetic specialists covering issues such as weight loss, detoxifying and specialised beauty skin care.

Guests at the spa will be offered a free consultation with a nutritionist to create an individually tailored food and spa treatment programme and package.

Other leisure facilities will include three swimming pools – one outdoors and two indoors.

Meanwhile, the UAE's first Crowne Plaza Resort is expected to open in 2015 on the Al Marjan Islands.

### REAL MADRID ISLAND RESORT

In 2012 the Government of Ras Al Khaimah and Spanish football club Real Madrid announced plans to establish a major US\$1bn (£632m, €756m) visitor attraction that includes the first sports stadium open to the sea. The 50-hectare (124-acre) Real Madrid Resort Island is set to open in January 2015. When complete it will combine modern, world-class sports venues with entertainment facilities and will feature a large theme park and luxury hotels, as well



The Waldorf Astoria offers a signature spa, fitness centre, four restaurants and an 18-hole golf course

as a residential scheme. There will also be a Real Madrid museum and a number of other branded leisure, hospitality and retail spaces relating to the football club.

The centrepiece of the resort will be a 10,000 capacity stadium that will be used for a wide range of sporting and cultural events and there are also plans to use the stadium as the emirate state's new national venue. A special 'sport port' will also be created, alongside a luxury marina and yacht club – with the entire development being built in

the shape of the Real Madrid club emblem.

The target for first year visits to the Ras al-Khaimah resort and sporting venue has been set at a million people.

Sheikh Saud Bin Saqr Al Qasimi, ruler of Ras Al Khaimah, said: "This is going to transform the United Arab Emirates. We are ready to embrace progress and the millions of visitors who will come to Real Madrid Resort Island. This is an exciting project developed with a world-leading brand." Details: [www.rasalkhaimahtourism.com](http://www.rasalkhaimahtourism.com)

# DIARY DATES

**04-06 Oct 2013**

## **Salon Look Internacional**

**Feria de Madrid**

**Madrid, Spain**

The 2013 edition of Salon Look Internacional will once again bring together the largest number of professionals in beauty treatments and hairdressing in Spain.

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[www.ifema.es](http://www.ifema.es)

**05-07 Oct 2013**

## **Global Spa and Wellness Summit 2013**

**The Oberoi**

**Gurugaoan, New Dheli, India**

The Global Spa & Wellness Summit is an annual, invitation-only event where thought leaders join together to help shape the future of the global spa and wellness industry. The goal of the Summit is to provide the industry with an intimate, high-level gathering where CEOs and representatives from diverse sectors can network, learn and share ideas to better the industry. This year the Dalia Lama will be a guest speaker.

Tel: +1 212 716 1199

[www.globalspasummit.org](http://www.globalspasummit.org)

**05-06 Oct 2013**

## **camexpo 2013**

**Earls Court, Warwick Road,**

**SW5 9TA, United Kingdom**

camexpo is the UK's leading event for, practitioners, therapists, healthcare professionals, students that are looking to improve skills, sample and try new products and discover new trends and modalities.

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Tel: + 44 1273 645 117

[www.divcom.co.uk](http://www.divcom.co.uk)

**12-13 Oct 2013**

## **BeWell Expo**

**Pasadena Convention Center**

**California, United States**

BeWell Expo is an active environment created to directly engage consumers with the beauty and wellness experts, offering clear and simple answers. The goal is to educate the beauty savvy men and women who are seeking out the latest trends and industry secrets to incorporate into their daily beauty and wellness regimens.

Tel: + 1 800 471 0229

[www.hds Summit.com](http://www.hds Summit.com)



ISPA Conference and Expo 2013 will be held 21-23 October at Mandalay Bay Las Vegas, Nevada, US

**15-18 Oct 2013**

## **Wellness and Spa Experience**

**Gran Via Exhibition Centre**

**Barcelona, Spain**

Through practical cases and interventions by experts from around the world, the congress, hosted by the Swimming Pool Show, Piscina Barcelona, will feature all the knowhow of centres dedicated to wellness, which is a booming industry, not only because it combats stress but also delivers health, balance and personal harmony. .

Tel: +34 93 233 22 79

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

**17-19 Oct 2013**

## **Cosmobeaute Indonesia**

**Jakarta Convention Center (JCC)**

**Jarkata, Indonesia**

Events at the trade fair includes sharing and discussion of latest beauty trends, demonstration of latest products, interactive seminars by professionals and showcase of newly developed beauty products. Perfect meeting place for beauty professionals.

Tel +603 8023 0820

[www.ecmi.com.my](http://www.ecmi.com.my)

**21-23 Oct 2013**

## **ISPA Conference and Expo 2013**

**Mandalay Bay**

**Las Vegas Nevada, United States**

Each year, spa professionals from around the globe attend the ISPA Conference & Expo to become more knowledgeable and gain a competitive edge in the marketplace.

Tel: +33 493 06 58 80

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

**26 Oct 2013**

## **National Esthetic Teacher Training (NETT)**

**Philadelphia Convention Center**

**Pennsylvania, United States**

If you are an educator working for a manufacturer/distributor, a teacher at a school, or wanting to improve your on-site staff training by understanding learning styles, then this event is for you!

Tel: +1 201 670 4100

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

**03-07 Nov 2013**

## **Host Users Group Conference**

**Vail Cascade,**

**Colorado, United States**

In addition to content specific for users of the SMS Host Hospitality Management System, the 2013 the conference will include discussions and training for users of PAR Springer-Miller's SpaSoftSpa Management System and ATRIO Guest Experience Management platform. Tel: +1 1536 419696

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

**06-09 Nov 2013**

## **SIBEC North America**

**JW Marriott Houston,**

**Texas, United States**

SIBEC North America is a one-on-one meeting forum between Owners, Operators, CEO's & COO's of health, recreation, sports & fitness organizations and leading executives from national and international supplier companies. SIBEC will bring together over 60 of America's club operators.

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## First GOCO spa coming to Ajman Saray

Starwood's new Luxury Collection hotel, the Ajman Saray, in the UAE is soon to open with the first GOCO-branded spa.

The 207-bedroom hotel, which will open in December 2013, will include 5,253sq ft (488sq m) of meeting space and event facilities and will be a short distance away from Ajman beach.

The 1,200sq m (12,916sq ft) GOCO Spa at Ajman Saray is set to open in early 2014 and will include separate male and female spa sections, with treatment areas, locker rooms and a relaxation space.

On the women's side of the spa will be six multi-purpose rooms, two beauty treatment rooms, a salon, steamroom, sauna, hammam, ice fountain and chromotherapy rain shower.

On the men's side of the spa, seven multi purpose rooms, a steamroom, sauna, hammam, ice fountain and chromotherapy rain shower will be included in addition to a barber by male beauty specialists Hommage.

Two spa suites will feature, offering a



The Ajman Saray spa will be the first ever GOCO-branded facility

whirlpool, steamroom, treatment space for two, a treatment bed and a private terrace.

Core services at the spa will include massage treatments, body treatments and facials.

The spa will use Amala, IQMS and Hommage branded products for all treatments.

Ingo Schweder, CEO of GOCO, said: "We are very proud to be opening our first GOCO Spa and introducing our concept to the established spa industry in the Middle East."

Details: <http://lei.sr?a=U8Q7w>

## Resort and spa to open in South Lake Tahoe

A new lakeside resort and spa in the city of South Lake Tahoe, California, US is set to open at the end of November.

The 88-bedroom Landing Resort and Spa will include a restaurant serving wood-fired, Greek seafood and locally sourced California cuisine, a wine cellar and bar, outdoor pool, a 2,000sq ft (185sq m) rooftop deck, a meeting room and a boardroom.

The spa will include four treatment rooms and a spa sanctuary for guests to relax in before and after their treatments.

Massages, facials, waxing, body wraps and glow treatments will all be on offer. Amenities include heated treatment tables for deep relaxation, dry sauna, steamroom, pool area, a hair and nail salon, and a fitness centre.

The property is owned by Jim and Nancy Demetriades who also own the Sierra Nevada Lodge and Rafter's Restaurant in Mammoth Lakes, California. Speaking about the new venture, Jim Demetriades said: "We're excited to



The resort and spa is part of a wider plan to revitalise South Lake Tahoe

be one of the cornerstones of this South Lake Tahoe renaissance drawing visitors and jobs to the community."

In December 2011 the Lake Tahoe Visitors Authority rebranded the south shore of Lake Tahoe as Tahoe South in a multi-million dollar campaign to revitalise the area and to portray Tahoe South as "more hip, more fun and more energetic than the north shore." Following the rebranding a number of restaurants and hotels, as well as a new pier have been built.

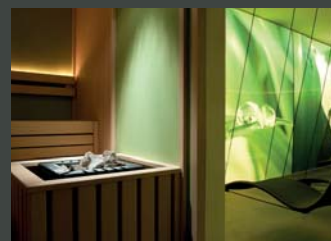
Details: <http://lei.sr/?a=W4H3n>

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# Spa Dreams



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# Come True

References: Hotel Hyatt Regency, Düsseldorf, Germany // Ritz Carlton, Wolfsburg, Germany // Burj al Arab, Dubai, UAE // Rosewood Hotel, Abu Dhabi, UAE // Ocean Reef Club Resort, Key Largo, Florida // Four Seasons Hotel Los Angeles at Beverly Hills, California // The Dolder Grand, Zurich, Switzerland // Mövenpick Hotel Gammarth Tunis Hotel, Tunisia // The Westin, Costa Navarino, Greece // Grand Hotel Kempinski, Slovakia // Hôtel de Paris Saint-Tropez, France // InterContinental Marseille, France // Hotel Union, Geiranger, Norway // And many more...

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Must be able to attend interview in Cambridge.

To apply for either of these vacancies please email your CV to James Robertson, [james.robertson@theglassworksgym.co.uk](mailto:james.robertson@theglassworksgym.co.uk)



## spa opportunities forthcoming issues:



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The role of Spa Manager requires an experienced, enthusiastic professional to lead the spa team and deliver the Spa LONDON Brand. Heading up the development of their team, driving forward the retail, spa and treatments business and maintaining high quality facilities and customer service at all times.

The successful candidate will have extensive experience in a Salon, Spa or sales environment and at least 1 year managerial experience. They must also have an internationally recognised Beauty Therapy qualification certificate: NVQ Level 3 H.N.D, CIDESCO, CIBTAC, CITY & GUILDS or ITEC.

A first aid qualification is essential as is computer literacy and retail sales and membership sales experience.

In return you will receive: 8% Attendance related bonus (following a qualifying period)

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The role of the Senior Therapist requires a vibrant, enthusiastic and professional individual who will work with the spa management team to ensure the most efficient use of human resources, products, and facilities in order to deliver a smooth spa operation.

The successful candidate will have a minimum of NVQ Level 3, have supervisory experience and ideally be Elemis trained.

We are also recruiting Assistant Spa Therapists at Spa LONDON, Wimbledon Leisure Centre

**If you feel your experience matches any of these exciting roles please apply via [www.glljobs.org](http://www.glljobs.org)**

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Location: Bangkok, Thailand

### ■ Spa Manager

Company: The Nail Spa

Location: Dubai, United Arab Emirates

### ■ Spa Manager

Company: Auchrannie Hotel and Spa Resort

Location: Isle of Arran, United Kingdom

### ■ Operations Manager

Company: GOCO Spa

Location: Ajman, United Arab Emirates

### ■ Spa Beauty Therapist

Company: The Glassworks Health Club

Location: Cambridge, United Kingdom

### ■ Hair Stylists

Company: GOCO Spa

Location: Ajman, United Arab Emirates

### ■ Spa Health Club Receptionist

Company: The Glassworks Health Club

Location: Cambridge, United Kingdom, United Kingdom

For more details: [www.spaopportunities.com](http://www.spaopportunities.com)



## DIRECTOR OF SALES & MARKETING OPPORTUNITY AVAILABLE

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- Revenue Management and P&L responsibility
- Pre opening experience will be an advantage
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- Experience in booking software, inventory management and report Writing using MS Excel

### Will be required to:

- Maximize revenue in both service and retail sales, based on targets given
- Optimize staff utilization
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- Maintain high standards within the spa and oversee the staff to ensure smooth running of operations

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## Accra predicted to be spa and hotel hotspot

Accra, the capital of Ghana, has become one of the fastest-growing cities in Africa and the subject of interest from the hotel investment market, with many large global brands and spa operators vying to open properties there.

Investors are attracted to the city because of its growing economy, political stability and conducive investment climate, according to a new report from HVS London, released ahead of the Africa Hotel Investment Forum (AHIF) 2013, which took place this month in Nairobi.

The report found that hotel supply in Ghana grew by an average of 8 per cent from 1998 to 2011 having suffered for many years from a lack of adequate accommodation. While the market is still characterised by local African brands such as African Regent Hotel, Fiesta Royal and Labadi Beach Resort, it is now becoming a development hot spot for international chains looking to expand in Africa.

Co-author Sophie Perret, director with HVS London, notes eight new hotel developments currently underway, from luxury hotel and spa



Accra in Ghana has been predicted as a hotspot for hotel investment

operators such as Kempinski and Shangri-La to mid-market and economy hotels such as Express by Holiday Inn and ibis.

Key findings of the report show that hotel market dynamics in Accra have mirrored that of the city's economic growth. Revenue per available room (RevPAR) for a sample of upscale hotels in Accra recorded continuous growth from 2009 to 2012 and showed little impact from the global economic recession.

Details: <http://lei.sr?a=v6A4e>

## Balkan Spa Summit 2013 looks at spa tourism

### Continued from front cover:

The Balkan Spa Summit, which was held this month, gathered representatives of 10 countries in the region to speak on consultations, education, exchange of experience, good practice examples and the merger of medicine and tourism as well as the blurred lines between recreation and treatment.

The gathering was organised by the Serbian Spa Association (SSA). SSA president, Dejan Stanojević, emphasised that one of the key factors to promoting Serbia as a tourist destination is the standardisation of spa services and more promotion of Balkan spas to potential visitors.

"The most efficient way to introduce standards in our spas is a unique education of staff in medical and non-medical fields," said Stanojević. "I regard a future Balkan Spa Academy as our major task and I expect everyone to help in its foundation and subsequent activities as much as they can."



The spa sector accounts for more than half of Serbia's tourism income

This year's Balkan Spa Summit gathered the largest number of countries so far. There are more than 40 spas and resorts in the country, which sees most visitors coming in an attempt to treat or prevent disease.

Serbia's most famous spa is the Vrnjacka Spa, which has been in operation for more than 135 years and offers guests medicinal treatments. It is the most visited tourist destination in the country. Details: <http://lei.sr?a=v8U8Q>

### Argentina Spa Association

T: +54 11 4468 0879 W: [www.asociacionspa.org](http://www.asociacionspa.org)

### Asia Pacific Spa and Wellness Coalition

T: +65 9777 3204 W: [www.apswc.org](http://www.apswc.org)

### Association of Malaysian Spas (AMSPA)

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### Australasian Spa Association

T: +61 4 3003 3174 W: [www.aspaassociation.com.au](http://www.aspaassociation.com.au)

### Bali Spa and Wellness Association (BSWA)

W: [www.balispawellness-association.org](http://www.balispawellness-association.org)

### Brazilian Spas Association

T: +55 11 2307 5595 W: [www.abcsps.com.br](http://www.abcsps.com.br)

### Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

T: +359 2 942 7130 W: [www.bubspa.org](http://www.bubspa.org)

### China Spa Association

T: +86 21 5385 8951 W: [www.chinaspaassociation.com](http://www.chinaspaassociation.com)

### Association of Spas of the Czech Republic

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### The Day Spa Association (US)

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### Estonian Spa Association

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### European Spas Association

T: +32 2 282 0558 W: [www.espa-ehv.com](http://www.espa-ehv.com)

### Federation of Holistic Therapists (FHT)

T: +44 23 8062 4350 W: [www.fht.org.uk](http://www.fht.org.uk)

### French Spa Association (SPA-A)

W: [www.spa-a.com](http://www.spa-a.com)

### German Spas Association

T: +49 30 24 63 692-0 W: [www.deutscher-heilbaederverband.de](http://www.deutscher-heilbaederverband.de)

### Hungarian Baths Association

T: +36 1 220 2282 W: [www.furdoszovetseg.hu/en](http://www.furdoszovetseg.hu/en)

### The Iceland Spa Association

W: [www.visitspas.eu/iceland](http://www.visitspas.eu/iceland)

### The International Medical Spa Association

T: +1 877 851 8998 W: [www.medicalspaassociation.org](http://www.medicalspaassociation.org)

### International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: [www.iswa.de](http://www.iswa.de)

### International Spa Association (ISPA)

T: +1 859 226 4326 W: [www.experienceispa.com](http://www.experienceispa.com)

### Japan Spa Association

W: [www.j-spa.jp](http://www.j-spa.jp)

### Leading Spas of Canada

T: +1 800 704 6393 W: [www.leadingspasofcanada.com](http://www.leadingspasofcanada.com)

### National Guild of Spa Experts Russia

T: +7 495 226 4289 W: [www.russiaspas.ru](http://www.russiaspas.ru)

### Portuguese Spas Association

T: +351 217 940 574 W: [www.termasdeportugal.pt](http://www.termasdeportugal.pt)

### Romanian Spa Organization

T: +40 21 322 01 88 W: [www.romanian-spas.ro](http://www.romanian-spas.ro)

### Samui Spa Association

T: +66 7742 08712 W: [www.samuispaassociation.com](http://www.samuispaassociation.com)

### Serbian Spas and Resorts Association

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### South African Spa Association

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### Spanish National Spa Association

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### Spa Association of India

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### Taiwan Spa Association

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### Turkish Spa Association

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### The UK Spa Association

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### Ukrainian SPA Association

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