

leisureopportunities

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Physical activity to be removed from NHS framework

The failure of GPs to properly use the NHS Quality and Outcomes Framework (QOF) – the government's voluntary incentive scheme – will result in a dramatic slimming down of the service in 2014.

Disappointingly, among the incentives to be scrapped from QOF are the ones relating to assessing physical activity.

The scrapping of physical activity assessments will come as a blow to the health and wellness sector, as intervention programmes linked to it have been proven to be highly successful.

According to ukactive, if used effectively, physical activity could be used by the NHS to manage and prevent more than 20 conditions and diseases – such as coronary heart disease and Type 2 diabetes.

It seems, however, that some GPs remain unconvinced and unaware of the benefits of



ukactive says physical activity could be used to prevent more than 20 conditions and diseases

physical activity. Some GPs have described the QOF in general as increasing “tick-box medicine” while adding to the bureaucratic burden on practices – and contributing to an “unmanageable” rise in workload.

The slimming down of the QOF is seen by some as a personal victory for Chaand Nagpaul, the new chair of the General Practitioners' Committee (GPC).

Nagpaul took up the GPC post in August and in his first open letter to GPs called for the withdrawal of QOF targets that ‘do not benefit patients’.

David Stalker, CEO of ukactive, responded to the news by calling for more education and training to be given to GPs and health professionals on the benefits of physical activity.

He said: “Improving the training of primary care professionals on the specific health benefits of physical activity, and making evidence based interventions available to health-care professionals, have to be the next steps to achieve a healthier and more active nation.”

Details: <http://lei.sr?a=8u5K8>

eRevMax reveals hotel technology trends

Offering WiFi and providing ample plugs and bandwidth capabilities are ever more important now, according to eRevMax, provider of hotel online distribution and management solutions. It has produced an infographic about the top five trends in hotel technology.

Devices are important to guests. With 45 per cent travelling with two – and 40 per cent travelling with three devices – hotels need to make sure that plugs are easy to reach and bandwidth capabilities are offered.

Continued on back cover

Premier League secures China deal

The UK government has helped the English Premier League (EPL) secure an agreement with the Chinese Super League (CSL) to build up football at an elite, youth and community level in China.

The new partnership was signed this month by culture secretary Maria Miller and former England and Chelsea footballer Graeme Le Saux. The deal was announced as part of the UK government's trade mission to China, led by Prime Minister David Cameron, which took place at the beginning of December.

The deal will see EPL working with CSL and the China Football Association on programmes and projects to promote and develop football in China.



The EPL has reached an agreement with the CSL

CSL will also provide support and advice in the promotion of the EPL and its clubs in China.

According to EPL figures, the East Asian market is currently worth around £200m a year to the league and to UK trade.

Details: <http://lei.sr?a=f9v4J>

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London 2012 'helped' Glasgow 2014

The London 2012 Olympic and Paralympic Games have helped a great deal in the preparations leading up to the Glasgow Commonwealth Games in 2014, according to 2014's CEO, David Grevemberg.

"London wiped away a huge amount of cynicism around the concept of 'the power of sport', which I think is particularly important," said Grevemberg, speaking to *Sports Management* magazine. "There's now a belief in what sport can achieve:

there was a feeling in London that the nation was 'winning together.' As a result there's now more trust in major events and what they can achieve. London is a great reference point for us and I'm confident that we can deliver something similar next year."

Grevemberg also praised the effect that London 2012 has had on volunteering numbers. For 15,000 volunteer roles at the games, 50,811 applications were received – a new Commonwealth Games record and more than



Grevemberg was appointed CEO of Glasgow 2014 in September 2011

the Manchester and Melbourne Games' total numbers combined.

"I've no doubt that great success of volunteering during the London 2012 Olympics and Paralympics contributed to people's excitement and interest in our volunteering programme," continued Grevemberg. "We also opened it up to 16-year-olds as part of our commitment to youth: more than 40 per cent of applicants were between the ages of 16 and 24."

Details: <http://lei.sr?a=r6V1K>

Leisure trusts invited to bid for £2m funding

UK leisure trusts are being invited to bid for a share of £2m worth of funding – thanks to a new partnership between Sport England and Sporta.

The cash will be distributed through Sporta's Make Your Move campaign and trusts can apply for up to £50,000 of funding. Sporta is the national association of leisure and cultural trusts and its members operate a wide range of leisure and cultural services in communities across the UK.

The bids need to demonstrate the ability to "deliver innovative projects that will help more people play sport."

One of the successful projects to receive funding, by Fusion Lifestyle, is already up and running.

Fusion was awarded £43,000 for its Friday Night Project, which aims to reduce



The scheme allows young people to choose the type of sessions they want to do

anti-social behaviour in Camberwell, Croydon and Lewisham.

The scheme lets young people decide on the type of sport sessions and fitness activities they would like to do, with Fusion delivering the required sports at four sites throughout the capital every Friday evening.

Details: <http://lei.sr?a=Z9x2K>

Women in football scheme kicks off

The Football Association (FA) and Sport England have joined forces with the Premier League and The Football League to increase the number of women and girls taking part in football sessions.

A £2.4m investment over the next two years from Sport England will see the Premier League and Football League clubs deliver season-long coaching programmes allowing more than 40,000 new female players to try the sport out.

The initiative is the first time The FA, Premier League and The Football League have worked together to deliver a grassroots women's football programme, with a total of 88 clubs trusts across the country working in tandem with county FAs, schools, colleges and universities to deliver the sessions through Level 2 qualified coaches.

Helen Grant, minister for sport, said: "This is great news for women's football at



The £2.4m investment is aiming to get more women playing football

the grassroots level and shows what can be achieved by football working together.

"The Premier League and Football League clubs pull in the community combined with qualified coaches from The FA will make this a great success and get many more young women playing the game."

Details: <http://lei.sr?a=D8X9P>

Time running out for Brazil's World Cup stadia

The organising committee for next year's football world cup in Brazil is coming under increased pressure to come up with a 'plan B' for some of the intended tournament venues.

A number of stadium construction projects are badly behind schedule and the flagship project – Arena Corinthians in Sao Paulo, due to host the first game of the World Cup – suffered a tragic blow when a large crane collapsed and crashed through the structure. Two construction workers were killed in the incident.

For venues to adhere to FIFA's World Cup guidelines, a number of test events need to be undertaken.

A 'plan B' to solve the issues could see games being rescheduled to other stadiums – and some venues being taken off the list stadiums completely. Details: <http://lei.sr?a=D2b4f>



Grimsby Town wants to move from Blundell Park

Aberdeen stadium plans back on agenda

The chair of Aberdeen Football Club (AFC) has revealed that Loirston Loch is still the preferred venue for the club's new £50m stadium.

Making the announcement at the club's AGM on 25 November, Stewart Milne confirmed that talks have been ongoing with Aberdeen City Council about constructing a new stadium on the site.

Speaking to RedTV he said: "We still see Loirston as the best location for the new stadium and in recent months have reopened discussions with the Council.

"We have looked at other sites and there are other venues out there but we have invested a lot of money into the Loirston site and still firmly believe it is the best option."

Plans originally put forward by AFC to build a 21,000-seat stadium at Loirston Loch close to a



Loirston Loch in the far south of Aberdeen is the preferred site for the new ground

proposed community sports centre at Calder Park came to nothing when Aberdeen City Council rejected plans for the latter in August 2012.

Milne added that while Calder Park is now not an option for training purposes, negotiations regarding alternative sites were ongoing and he fully expected training facilities to be in place before the club relocated to a new stadium. Details: <http://lei.sr?a=g5p7B>

Grimsby Town supporters launch petition over stadium

Local media has reported that supporters of Grimsby Town Football Club have launched a petition in support of the club's plans to build a new stadium on land off Peaks Parkway.

The move follows the approval by North East Lincolnshire Council of a 12-month period of exclusivity in which the club will look at how land between Peaks Parkway and Weelsby Avenue could be redeveloped into a new 14,000-seat stadium and retail facility.

However, a council meeting on 25 November was presented with a 450-signature document opposing the plans, and this led to the launch of an online petition and Twitter campaign by a supporters group called 'GTFCsayYES'.

The club has been seeking a new stadium site for some time and, after losing a bid to use land in Great Coates, is now focusing on the Peaks Parkway site, currently home to allotments and a former council depot. Details: <http://lei.sr?a=f7J3q>

Exercising in the midlife will help protect your heart, according to a study conducted by the University College London, funded by the British Heart Foundation.

Even if you don't switch to exercise until the late 40s and 50s, benefits can still be had and it doesn't need to be vigorous: gardening and brisk walks count, says the study, which followed 4,000 people over 10 years.

Lead researcher, Dr Mark Hamer, said: "We should be encouraging more people to get active, for example walking rather than taking the bus. You can gain health benefits from moderate activity at any time in your life."

Those who did the recommended 2.5 hours of exercise a week had lower levels of inflammatory markers in their blood. High levels of inflammatory markers have been linked to increased heart risk.

People who said they consistently stuck to the recommended amount of exercise over the entire 10-year study had the lowest inflammatory levels overall.



Even starting exercise in your late 40s and 50s can produce great benefits

Those who only started doing the recommended amount of exercise in their 40s also saw an improvement and had lower levels of inflammation than people who said they never do any exercise.

Maureen Talbot, of the British Heart Foundation, says exercise can have a big impact on how well your heart ages: “This research highlights the positive impact changing your exercise habits can have on the future of your heart health and that it’s never too late to reenergise your life. However, it’s important not to wait until you retire to get off the couch.”

Details: <http://lei.sr?a=S2s4A>

i-motion gym sees the opening of first club

A former énergie site in Rotherham has undergone a £1.2m refurbishment and become the first i-motion gym in the UK.

With its official opening weekend being the 23-24 November – an event which saw Olympic Gold Medallist and Matrix Fitness Ambassador, Dani King MBE, saddle up with riders from the Matrix Fitness Racing Academy – the i-motion concept has been created by former professional rugby player Gareth Evans.

Explaining the rationale behind the creation of the new brand, he said that following his retirement he felt there was a gap in the market for a premium, low-cost gym operator which matched the quality of the more upmarket brands.

The 15,000sq ft facility provides four workout zones – functional, freeweights, cardio and indoor cycling – and is equipped with 160



i-motion is planning to secure further sites across the north of England

pieces of Matrix Fitness kit including Matrix S-Series Indoor Cycles.

It also features a Kaleido Vision music video jukebox which will give members access to 2,000 music DVDs from a range of genres, projected onto screens around the gym.

Evans plans on extending the brand and is currently looking to secure further sites across the north of England. Details: <http://lei.sr?a=b3H2t>

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Functional training trend taking off

Gyms and fitness centres are tapping into the trend for functional training zones, with facilities increasingly converting gym floor space into functional zones.

"There's no denying that there's a growing trend in our industry, with more and more members with all types of goals incorporating functional training into their programmes," said national fitness and wellbeing lead at Nuffield Health, Rick Crawford, speaking to *Health Club Management* magazine.

Nuffield Health already has designated functional areas in all 65 of its sites. Everyone Active also offers functional equipment at 90 of its leisure centres while budget operator Xercise4Less has functional zones of varying sizes at all of its sites.

Freedom Leisure is another operator investing into the trend. "We expect all our gyms to eventually have such areas," said Richard Merrick of Freedom Leisure. "Functional equipment zones mark the first real step change in the evolution of gym design."



Functional training zones are garnering interest from the industry

Not all operators agree with the growing trend however. GYMetrix's Rory McGown said: "It's a push trend, not a pull trend, driven by fitness club operators and suppliers rather than by members."

Absolute Performance MD, Tony Buchanan, added: "The change is being led by individuals who work for operators and believe in the benefits of training, not purely by business people looking for opportunities." Details: <http://lei.sr?a=D1M2O>

DLL announces Flex scheme for employers

Health, sports and leisure group David Lloyd Leisure (DLL) has introduced a discounted health club membership scheme, which offers UK companies a cost-effective way to give their employees access to exercise through a payroll scheme.

The DL Flex scheme can be run as an HMRC approved salary sacrifice scheme, either within a flexible benefits programme, or as a separate salary sacrifice benefit.

Companies can also choose to run DL Flex as a net pay gym loan deduction.

DLL claims says that with DL Flex, employees can save on average between £120 (US\$193, €143) and £300 (US\$484, €359) a year on gym membership, while being able to choose from individual, couple's or family membership schemes.

DL Flex also offers National Insurance savings when administered through a salary sacrifice scheme, with companies also able to contribute towards membership costs for their employees.



The scheme aims to improve the health and fitness workforces

"David Lloyd Leisure is delighted to support companies who want to look after their employees' well-being and help them keep fit and healthy," said Claire Bettles, David Lloyd's corporate marketing manager.

"It is well known that encouraging your teams to be physically active can help lower sickness, boost productivity and improve morale. Details: <http://lei.sr?a=Y3P4Q>



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Industry recognition for job generation is just the start



UFI IBRAHIM
is chief executive
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With 2013 almost over and the New Year just around the corner, our thoughts turn to fresh beginnings and opportunity. For the hospitality and tourism industry there is plenty to look forward to, kick-started by the encouraging recognition from government Ministers and MPs, which will surely add fresh impetus and gravitas for our work in 2014.

Indeed, speaking at the launch of an independent Deloitte study in London on 21 November 2013, the newly-appointed minister for sport, tourism and equality, Helen Grant, praised the hospitality and tourism sector for its financial contribution to the UK and focus on job generation.

The Deloitte report, commissioned by the UK government-funded group VisitBritain, says that the tourism sector will grow by 3.8 per cent a year from now until 2025. Tourism is responsible for one in three new UK jobs created from 2010 to 2012, say the findings.

It is certainly true that the hospitality industry is UK plc's brightest star. We account for one third of all new jobs created in Britain between 2010 and 2012, taking us to 3 million employees across all regions of the UK – from coastal to rural, towns and cities. This growth will move hospitality up into the top three biggest employers in Britain.

As other industries increasingly automate and outsource jobs, Hospitality stands out for the scale of jobs it represents, especially for young entrants, and for the pace and extent of career development offered across our industry. There are few industries that can match Hospitality's power to propel individuals from entry level to boardrooms across Britain.

As the clock chimes midnight on New Year's eve, each and every one of us working in the hospitality and tourism sector should take a moment to be proud of our successes in 2013, resolving that 2014 will build on this year's achievements; the year when our industry enters a new dimension of productivity, success and recognition from government, MPs and beyond.

HOTELS

Shiva makes £87.6m purchase

Shiva Hotels has acquired London's Millennium Bridge House for £87.6m, from the private equity group, The Carlyle Group.

The seven-story building, close to St Paul's Cathedral, with views over the River Thames and the Tate Modern, is a prime acquisition for the UK hospitality group, which is looking for high calibre sites across London. This property will be redeveloped into 348-bed luxury hotel.

Rishi Sachdev, managing director of Shiva Hotels, says: "The purchase of Millennium Bridge House is the latest in a line of strategic acquisitions of significant and high calibre sites across London for the development and operation of landmark hotels."

In the last 18 months, Shiva Hotels has opened the Hilton London Heathrow Airport Terminal 5, started work on a boutique hotel on Buckingham Gate and a luxury hotel in Canary Wharf. Two more will open by February: Hampton by Hilton Hotels in London Waterloo and London Gatwick North Terminal.



The purchase is the final in a line of strategic acquisitions

The transaction was completed in conjunction with Longbow Investment. Managing partner, Kevin Cooper, says this is the largest investment for the fund so far, but there is still £300m available and the partners are continuing to look for "attractive investment opportunities with exceptional partners for value add UK commercial, investment and development opportunities."

Details: <http://lei.sr?a=a3D2M>

Premier Inn expansion to create 8,000 jobs

UK budget hotel chain Premier Inn has announced the creation of 8,000 new jobs over the next five years as the business progresses with rapid expansion plans – which will see a new hotel open every 10 days.

The announcement was made on Monday 24 November as Premier Inn opened its latest property, London City, located in the capital's Monument area.

A spokesperson said that from the 8,000 jobs being created, Premier Inn has targeted 50 per cent of them to go to long-term, unemployed younger people between the ages of 16-24.

The company has also pledged to contribute an additional 2,000 apprenticeships and 4,500 work placements for young people in the UK by 2018.

As part of its plans, Premier Inn is proposing to have 20,000 rooms available within the M25 belt by 2018.

The announcement was backed by minister for employment, Esther McVey, who praised the business for its commitment to promoting job creation.

"I was delighted to hear that Premier Inn will be creating 8,000 new jobs over the next five years," said McVey. "This Government has been clear about its commitment to



A new Premier Inn will open every 10 days during the expansion

promote private sector job creation and this is a stellar example.

"Their commitment to offer half of these new jobs to long term unemployed young people is particularly welcome, and is an example that I hope other businesses will follow."

The British budget hotel chain currently offers over 50,000 rooms for visitors and runs more than 650 hotels across the country.

Premier Inn is a brand of UK hospitality chain Whitbread, which employs over 40,000 people and offers around 2,500 hotels, restaurants and coffee shops.

Details: <http://lei.sr?a=F5g2h>

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Tate Britain completes £45m works

The Tate Britain's newly completed £45m renovation could help to represent a new age of philanthropy and a triumph of funding, according to its chairman Lord Browne.

The work was funded by a surprising 95 per cent of private donors, with the majority of support coming from trusts, foundations, individual donors and Tate members as opposed to funds from big businesses.

The Tate's latest set of renovations sees the oldest part of the Grade II-listed Millbank building transformed by architects Caruso St John.

The work follows the opening of 10 new galleries and displays earlier this May.

The site's main entrance on Millbank has now been opened up and a classical spiral staircase has been installed, which leads down to a ground floor, helping to connect a series of newly reclaimed spaces.

Work has also led to the renovation and addition of two eateries - the Rex Whistler Restaurant being transformed and the



95 per cent of the £45m funding for the work came from private donors

Djanogly Café being built – with the latter opening out onto an exterior terrace.

Other new additions include educational facilities and an entrance dedicated to visitors from schools. The architects have also implemented an archive gallery into their designs.

Much of the work carried out incorporates site-specific artistic commissions, which have been developed into the building's structure and furnishings. *Details: <http://lei.sr?a=C2T4d>*

Aberdeen art gallery revamp set for approval

Aberdeen Council will have a meeting on 18 December to consider plans – recommended for approval – for a £30m redevelopment of the city's Art Gallery.

Proposals for the interior include stripping-out spaces, including the entrance lobby and staircase leading to the first floor of the Art Gallery; relocating granite columns and reinstating the pilaster vaulting; refurbishment of the Cowdray Hall; the creation of a community gallery as part of a new wing at the rear of the building; and the installation of a new principal staircase.

Proposals for the exterior include removing the pitched roofs and skylights behind the parapets of the main building and adding a new storey housing temporary galleries and a learning zone.

Elements of the work, particularly the proposed removal of an historic marble staircase, have met considerable local opposition.



Aberdeen Council has recommended the £30m redevelopment for approval

However, the council's head of planning and sustainable development Dr Margaret Bochel said: "The proposed work is culture-led.

"The current building has seen a number of unsympathetic alterations over recent years and is not considered to meet the current requirements or provide an adequate home for the important collection.

Details: <http://lei.sr?a=U9t2t>



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Regional tourism in the UK damaged by high train prices

The head of the government's tourism agency has warned that the high price of taking the train is putting off visitors getting out to see UK attractions outside of London.

VisitBritain chair, Christopher Rodrigues says that British tourist attractions outside of London will not reap the benefit of this growth unless visitors are able to travel by rail at more affordable prices.

"If an American family of four turned up [to travel by rail], they would get two shocks. One, that our trains are pretty good. Two, that they cost a fortune," he said. "We don't have a good rail offering for visitors from abroad and that holds back tourists."

Details: <http://lei.sr?a=v5F3t>



The Giant's Causeway is a top attraction in NI

Rise in hospitality costs damaging NI's tourism

The significant rise in transport and hospitality costs are damaging Northern Ireland's tourism industry, according to the country's Conservative party.

The latest Consumer Price Index (CPI), which shows that prices for restaurants, hotels and transport have increased substantially in recent years. Since 2007, prices in the hospitality industry have gone up 21 per cent and transport costs have risen by 24 per cent in Northern Ireland. By contrast, figures for the Republic of Ireland have seen an increase of 0.5 per cent for hotels and restaurants and 5.3 per cent for transport.

NI Conservatives' economy spokesman Johnny Andrews, said that more needs to be done in order to entice visitors to Northern Ireland.

"The problems facing the tourism industry are clearly obvious," said Andrews. "Currently it is substantially more expensive for people to fly to Belfast rather than to fly into Dublin. Tourism can be the key to Northern Ireland's economy and the industry cannot be expected to operate with one hand behind its back." Details: <http://lei.sr?a=t3n5e>

UK risks missing 'Russian boom'

A new report – the Russian International Travel Monitor (RITM) – produced by online hotel bookings company hotels.com, claims that while Russia is now the world's second-fastest growing outbound travel market in terms of spend, the UK is failing to capitalise on it.

As evidence it shows that while Spain, Italy and France have all expanded their share of the outbound Russian market since 2006, that of the UK has shrunk and the country now attracts less than one per cent of all outbound Russian travellers.

Using bookings made through its website in the first half of 2013 as a yardstick, European destinations are the most popular for Russians, with the top five being Paris, Rome, Madrid, Barcelona and Prague. London comes in at 9th place.

The report believes that part of this could be due to the limited access to the UK available



The need for a separate visa to Europe is putting Russian tourists off the UK

to Russian tourists, although easyJet has introduced daily flights between Moscow and London this year, in addition to the first direct flights between Moscow and Manchester.

It also points out that a separate visa is required to enter the UK, while Russian tourists can visit all the countries in the Schengen Area – including Spain, Italy and France – with a single visa. Details: <http://lei.sr?a=N7c2h>

Tourism minister hails sector following study

Minister for sport, tourism and equality, Helen Grant, has praised the hospitality and tourism sector for its financial contribution to the UK economy and its efforts in striving to create jobs.

Grant was speaking at the launch of an independent Deloitte study – commissioned by VisitBritain – which found that the tourism sector will grow by 3.8 per cent a year from 2013 until 2025.

Tourism: Jobs and Growth also reported another positive finding in that the industry has been deemed responsible for one in three new UK jobs created between 2010 and 2012.

Deloitte's findings show that the tourism economy will be worth around £127bn (US\$205bn, €152bn) this year, which is equivalent to 9 per cent of the UK's current GDP, with the sector supporting over 3.1 million jobs.

It is thought that by 2025, Britain will have a tourism industry worth over £257bn (US\$415, €307) – catering for almost 10 per cent of UK GDP, with support for almost 3.8 million jobs.

Speaking at the launch, Grant also sought to highlight the efforts of the British Hospitality Association, which has been leading discussions surrounding job creation and sector development through its Big Hospitality



Tourism will be worth around £127bn to the economy this year

Conversation events across the country.

"The commitment of the hospitality and tourism industry to creating jobs and supporting young people has been brought into sharp focus by the British Hospitality Association's Big Conversation," said Grant.

"It has shown the potential of creating 300,000 new jobs by 2020 and 1,000 employers have already pledged to create 5,000 jobs and 15,000 apprenticeships. This is truly impressive, and it's initiatives like this which help to realise the potential outlined in [the] report." Details: <http://lei.sr?a=Q4k2G>



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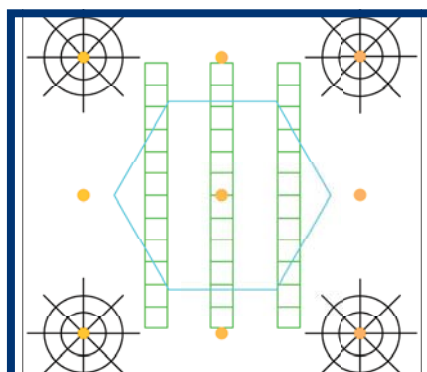
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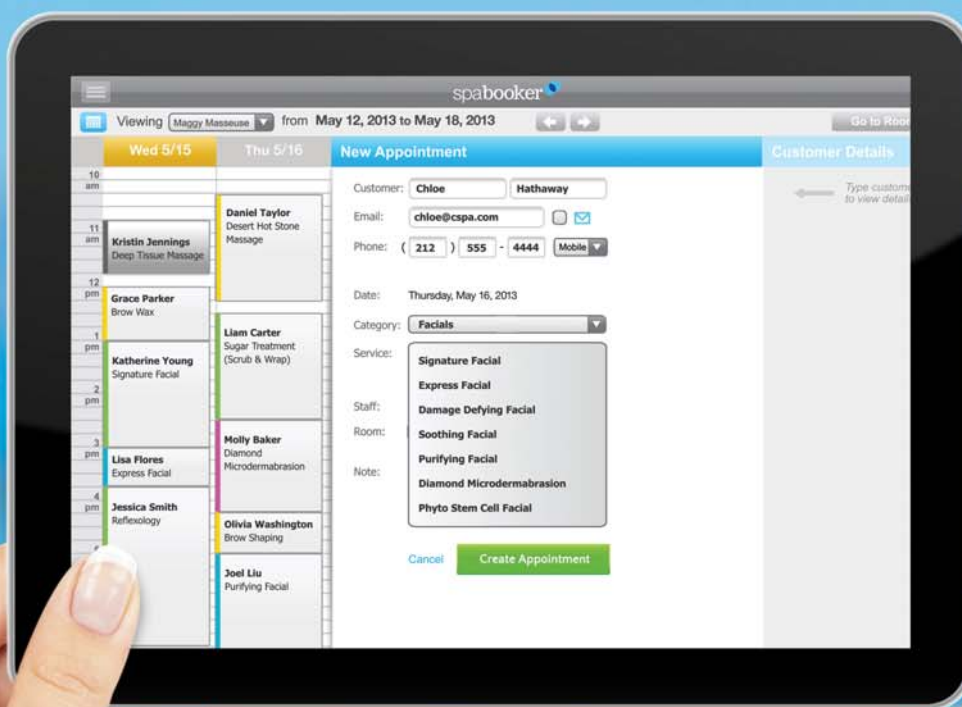
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Many spa managers lack training

The *Spa Management Career Trends Survey* has been released in response to a Global Spa & Wellness Summit (GSWS) report which raised issues around a lack of trained spa managers, spa specific training courses and investment into training.

The initial report, released at the 2012 GSWS, entitled *Spa Management Workforce & Education: addressing Market Gaps*, said that there are currently 4,000 students worldwide enrolled in spa management degree programmes. However there are 180,000 spa managers working in the industry worldwide, and this figure is growing, indicating the number of spa management degrees available are not meeting the industry's needs for well-trained personnel.

The follow up survey, carried out by a sub-committee led by vice president of spa & wellness at Six Senses Hotels, Anna Bjurstam, came to several conclusions after surveying 548 participants of whom hold various managerial roles in the spa industry.

The findings of the non-scientific survey suggest that spa associations from around the world should have a hub for mentor/mentee connections, which are severely lacking at present.



There are 180,000 spa managers, yet only 4,000 students in training

When asked about formal training, 32 per cent of respondents said they had not taken a single spa specific management training course and 37 per cent said they felt the majority of their spa management education came from on-the-job learning. Fifteen per cent felt that education came from conferences and association membership.

Respondents deemed financial management most important for a successful spa career ahead of understanding spa treatments, leadership and HR aspects, but ranked themselves below those three aspects on skill attainment, indicating a huge gap between what spa managers know is important and what they feel they have actually attained.

Details: <http://lei.sr?a=e9s4j>

New members of ISPA board announced for 2014

The International Spa Association (ISPA) has announced the 2014 ISPA board of directors and officers with five new members joining.

Newly elected board members include; Noel Asmar, president and CEO of Noel Asmar Uniforms; Ben Campsey, director of finance for Umstead Hotel & Spa; Blake Feeney, director of spa and salon operations for Red Rock Casino Resort & Spa; Julie Oliff, spa director for Remede Spa at St.Regis Aspen; and Todd Shaw, director of fitness, tennis and spa for Las Campanas Spa & Tennis Centre.

In addition to the new members, the 2014 board will be led by elected chair Michael Tompkins, CEO of Miraval Resort and Spa in Tucson, Arizona, US.

The application process for the 2015 ISPA board of directors will begin in mid-2014 when a call for candidates will be emailed to all ISPA members. Details: <http://lei.sr?a=G8E5d>



The hotel will be built on the Salomon estate

Historic hotel to undergo £7m renovation

A historic Scottish hotel is to undergo a £7m renovation in order to create a leading hospitality centre with 40 four-star hotel rooms, as well as spa, conference and events facilities.

Royal Deeside's former Potarch Hotel in Aberdeenshire is to be developed by Ballogie Estate Enterprises, which will apply for planning permission in February 2014.

If permission is granted, work on the Ballogie Hotel & Spa could begin midway through next year.

The developers hope that the hotel will open in the autumn of 2015, with the potential of creating around 40 jobs during the hotel's peak periods.

The centre will cater for 200 people attending receptions, or around 150 people coming to partake in weddings and conferences, among other events to be hosted at the site.

The Ballogie Hotel & Spa will also feature an informal bar-style area and a more formal bistro section with seating for 60 people.

"We looked at a number of options for developing the hotel and surrounding area. We are passionate about Ballogie and this part of



The hotel will gain 40 four-star hotel rooms and a new spa

Scotland and we want the new hotel to be a principal attraction for people in the north east, as well as providing a unique destination experience which will attract more visitors to Royal Deeside," said Randall Nicol, partner in Ballogie Estate Enterprises.

The Aberdeenshire area is famous for housing hospitality and events facilities, with more than 1,220 people getting married in the county each year. Details: <http://lei.sr?a=T5M2f>

Plans revealed for five-star hotel and spa in Tunbridge

Plans have been lodged to create a new five-star hotel and spa on the Salomons estate in Tunbridge Wells, Kent.

The 56-bedroom complex would be sited towards the back of the 36-acre estate and, if planning permission is granted, two existing buildings, built in the 1970s will be demolished, with the hotel replacing large greenhouse.

The three storey building will have three floors but due to height limitations of the boundary wall around the estate, two of the storeys will be built underground.

Salomons CEO Louise Clark has said the new design will include glass frontage, inspired by the old green house and that included would be a spa, gym and restaurant.

A decision on planning permission is expected to come in April 2014 with a completion date of the first quarter of 2016. Details: <http://lei.sr?a=X5N4S>



The iconic museum's grounds are to be redesigned

Shortlist revealed for Natural History Museum works

Following the launch in September of a competition to redesign the grounds of London's Natural History Museum, five teams have been chosen from the entrants and invited to submit their proposals.

Amongst them are Bjarke Ingels Group (BIG), with Martha Schwartz Partners (landscape); Grant Associates, with Feilden Clegg Bradley Studios (architect); and Niall McLaughlin Architects, with Kim Wilkie (landscape).

Also included are Land Use Consultants (LUC), with Design Engine (architect) and Stanton Williams Architects, with Bradley-Hole Schoenaich Landscape Architects (landscape).

Commenting, museum director Dr Michael Dixon said: "We are delighted with the architectural community's response and are eager to see the design proposals that aim to enhance the world-class setting of the Museum. Details: <http://lei.sr?a=D4p7h>

Two new swimming pools for Redbridge by 2014

Redbridge Council in east London is to provide two new swimming pools in the Borough during 2014.

One will be a temporary 12m facility in the Wanstead area for 12 weeks and used as a teaching pool for residents.

The other will be a 25m pool built in the south of the borough, part of a design which also incorporates a fitness studio, gym and library.

A council spokesman said: "We have over 1,000 people on our lists waiting to learn to swim and the Wanstead pool will help them learn an essential life skill.

"We hope to extend the time it will be available so that more people can benefit."

Some work still needs to be done to finalise the detail of the 25m pool; the council hopes to announce its exact location in the new year. Details: <http://lei.sr?a=y4b9h>

Croydon's £1bn development given go ahead

Australian developer Westfield has secured permission to build a £1bn (US\$1.8bn, €1.21bn) mega retail and leisure facility in Croydon, London after the firm was granted approval from the local council and mayor of London Boris Johnson.

The project is being developed by Westfield with UK partner Hammerson, which owns the Brent Cross shopping centre in north London.

To be completed by 2018, the transformation of the Whitgift Centre is thought to have the potential to create 5,000 new jobs and entice 40 million people to visit the area each year.

Plans include the use of 1.5 million sq ft (139,354sq m) of development space, with the new facility also helping to rejuvenate the nearby Centrale shopping centre, which has planning consent for refurbishment.

The project is part of a wider Croydon Partnership programme, which is looking to transform the local area.

Support comes from Johnson as he seeks to help develop the town, which was at the centre of the 2011 London riots, with the new megamall potentially spurring the creation of 600 new homes.

The site is also set to feature leisure and office space, in combination with room for leading retailers.

The project was approved by Croydon Council's Strategic Planning Committee, despite



The £1bn project is expected to be completed by 2018

pockets of resistance – mostly notably from rival developer and property firm Minerva.

Minerva owns a small lot on the site and made clear that it did not want to sell its land, having made a late objection to the scheme, which claimed that Westfield did not appear to include enough parking to allow for further regeneration schemes in the area. However, the objection was dismissed.

"In terms of scale, what we're delivering here is in total larger than what we currently have at either Stratford or west London," said John Burton, Westfield's director of development.

The retail centre will be Westfield's third in London, with other developments also located in Hammersmith and Stratford.

Details: <http://lei.sr?a=h3m6Z>

Morecambe theme park plans revealed

The site of the former Frontierland theme park in Morecambe could be redeveloped in a multi-million pound scheme to create a retail and leisure park with an hotel and restaurant.

Developers Opus North and the site's owners, supermarket chain Morrisons, have been sounding out the town's residents for their opinions on the future of the site, a move which included the plans for the project being displayed

at the Morecambe Superbowl at the end of November ahead of their being put before Lancaster City Council for consideration.

Formerly known as West End Amusement Park, Frontierland was the result of a 1986 revamp of the site by owners the Thompson family. Despite the installation of a number of new attractions over the following years, visitor



The theme park in Morecambe is to become a retail and leisure development

numbers fell to the point where the park was closed at the end of the 2000 season.

Morrisons bought the site in 2001 and the rear of it is now occupied by a number of outlet centres. The front section, which is still home to the park's iconic Polo Tower, is the subject of the current proposed development. Details: <http://lei.sr?a=j5n4m>



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Proposal will lower spa training standards

The UK government is pushing through a proposal that will lower the level of qualification for training therapists from current NVQ (National Vocational Qualification) level to the new VRQ (Vocationally Related Qualification) level.

A VRQ is typically less demanding and quicker, with a pass mark of typically 66 per cent. An NVQ has a 100 per cent pass rate and requires practical assessment at a higher level. Because of this, many learning providers are opting to offer VRQ's because they can award them more easily, achieve higher pass results and as they get paid on pass rates to a certain extent, they require less facilities and can make more profit turning out therapists at lower levels.

A statement from the UK Spa Association said: "One of the biggest challenges of the spa industry, if not the biggest, is recruiting qualified and capable professionals and, in particular, therapists.

"Our industry receives £2m of funding annually for 90,000 therapists. By comparison, the fitness industry receives £35m for just 40,000 fitness trainers. The migration of students coming out with VRQ's will result in



Training standards could be lowered from NVQ to the new VRQ level

an inferior standard, many employers who already feel NVQ standards are not sufficient will be faced with therapists trained to an even lower standard in VRQ's."

For 2014-15 as many as 10,000 qualified individuals will be potentially trained to these lower standards.

The UK Spa Association believes this is largely due to the spa industry not having a united 'one voice' approach, so has proposed to partner with Habia – the government approved standards setting body for hair, beauty, nails and spa – to lobby government decision making bodies and also participate in forums on the standards. Details: <http://lei.sr?a=q5Z7J>

Lifetime Training recognised with award

Lifetime Training, in partnership with DC Leisure, has been awarded the title of Apprenticeship Provider of the Year at the 2013 Active Leisure Awards ceremony.

Lifetime Training provides training and apprenticeships in partnership with employers, with the company's learner numbers for the sector now standing at more than 3,000.

Over 350 DC Leisure apprentices achieve qualifications with the provider each year.

"This is a very significant award for us. It's great to be recognised for our quality of delivery and our ongoing dedication and commitment to both customers and learners," said Michelle Hyatt, operations director at Lifetime Training. "Our aim is to continue to invest in robust training and development programmes that deliver tangible business impact while creating career opportunities for learners."

The highly coveted title of Tutor of the Year went to Matt Brown at Premier Training



Lifetime Training has developed 1,800 DC Leisure team members

International, while Tutor Team of the Year was awarded jointly to GFI Training and Premier Training International.

The other organisations honoured included Elev8 who won the title of Quality Assurance Team of the Year, as well as Premier Training International who received Most Innovative Training Provider of the Year. Fit for Sport also received a special recognition in this category. Details: <http://lei.sr?a=M7g8C>



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YOUR 1ST CHOICE FOR RECRUITMENT & TRAINING

FORTHCOMING ISSUES:

13 DECEMBER

BOOK BY NOON ON
WEDS 12 DEC 2013

14 JANUARY

BOOK BY NOON ON
WEDS 8 JAN 2014

21 JANUARY

BOOK BY NOON ON
WEDS 15 JAN 2014



TO ADVERTISE Contact the

Leisure Opportunities team on

t: +44 (0)1462 431385

e: leisureoops@leisuremedia.com

Duty Manager

£17 – £19k

dependant on qualifications and experience



Harlow Leisurezone are looking to recruit a pro-active Duty Manager who will undertake a wide range of tasks delivering high quality sport and leisure services to our customers and visitors.

Duty Manager Role

This is a full time position and you will be required to undertake a varied shift pattern on a 4 week cycle in a flexible manner. Our ideal candidate will have strong leadership skills and have the ability to plan, co-ordinate and deliver a first class leisure service to our customers. Duties will include assisting to provide an efficient and effective operation, the supervision of employees, ensuring our facility is clean, safe and well maintained including high standards of health and safety and building security requirements. The role also includes involvement in the on-site training of employees and most importantly to assist our customers with their queries or complaints in a helpful and professional manner in a busy centre.

If you are pro-active, reliable and have the ability to work as part of a team, have a calm head under pressure and able to plan ahead and possess excellent customer service and public relations skills then we would like to hear from you. Ideally you will possess, or have the ability to gain a lifeguarding qualification as this will be essential.

Harlow Leisurezone is a registered Charitable Trust and our not for profit status means that all the income we receive goes towards investing in services.

If you are interested in this opportunity please call 01279 621512 or email lborthwick@harlowleisurezone.co.uk for a job description and application form giving your full name and address.

The closing date for all applications 22nd December 2013. If you do not hear from us within three weeks of the closing date please assume you have been unsuccessful on this occasion.

Interviews will be taking place on 3rd January 2013.

Harlow and District Sports Trust – Harlow Leisurezone, Second Avenue, Harlow, Essex CM20 3DT
A company limited by guarantee. Registered Charity number 301328



www.harlowleisurezone.co.uk

Lee Valley Park – a great place to visit and a brilliant place to work

Lee Valley Regional Park is a 10,000 acre, 26 mile long mosaic of award-winning parklands, sports venues, heritage sites, gardens, nature reserves and riverside walks. The Park played an important role in the London 2012 Olympics and Paralympic Games and now has the exciting opportunity to deliver a lasting legacy from the Games. The following superb positions represent a fantastic chance to make an impact at our world-class venues.

Sports Development Officer (Activation)

Enfield, North London

£24,216 - £30,695 pa plus flexible benefits

Implementing and maintaining Lottery Funded, Legacy Sports Plans for Lee Valley White Water Centre, you'll enhance sporting opportunities within the Park and activate development programmes for the priority sports of tennis and canoeing. You'll also supervise a team of seasonal sports coaches and volunteers and will actively work towards engaging the community across the region. A Sports Development/Management degree is required along with sound knowledge of sports/recreation development and experience of delivering community sports projects.

Cycling Development Officer

Enfield, North London

£24,216 - £30,695 pa plus flexible benefits

In this role, you'll support Senior Management in the implementation and delivery of the Authority's Lottery Funded, Legacy Sports Plans for Lee Valley VeloPark. Enhancing sporting opportunities within the Park, you'll activate development programmes for the Authority's priority sport of cycling and actively work towards engaging the community across the region. You will also supervise a team of seasonal sports coaches and volunteers. A Sports Development/Management degree is required as is sound knowledge of sports/recreation development and experience of delivering community cycling projects.

Closing dates for both roles: 19 December 2013

Interview dates for both roles: 10 and 13 January 2014

Duty Manager

Lee Valley White Water Centre, Waltham Cross, Herts

£16,653 - £21,090 pa plus excellent benefits

This fantastic opportunity is available at the world renowned Lee Valley White Water Centre, the venue for the London 2012 Olympic Canoe slalom event. With two major events already secured over the next two years, a World Cup Slalom in 2014 and the World Slalom Championships in 2015, this is a great opportunity to be involved in a truly international venue.

Assisting the Centre Manager, you'll support the day-to-day running of the venue and retail operation ensuring a safe, welcoming and enjoyable experience for all rafting, kayaking and park visitors. Maintaining all indoor and outdoor facilities including buildings, grounds, the white water courses and equipment, you'll make sure they are in good working order to minimise disruptions in service. You will also assist with developing and promoting the Centre and associated facilities using various marketing methods whilst maintaining information systems and records appropriate to the management of the venue.

With previous experience in a customer-facing role within a leisure facility, you'll be a natural leader, approachable, able to deal calmly and professionally with any challenges that may arise, and have demonstrable experience managing both people and resources. If you have a canoeing coaching or raft guiding qualification, so much the better!

As you will be required to act as key holder and respond to emergency/security call-outs to the White Water Centre at any time outside normal working hours, flexibility is a pre-requisite to this role.

Closing date: 10 January 2014

For all roles, the successful applicant must agree to an Enhanced Disclosure under the Criminal Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

If you feel that you have the right blend of skills required, please visit our website www.leevalleypark.org.uk/jobs to apply or alternatively download an application form and return it to: jobs@leevalleypark.org.uk or The HR Team, Myddelton House, Bulls Cross, Enfield EN2 9HG. If you would like us to send you an application pack, please call **01992 709839**.

We are an equal opportunities employer. No agencies please.

For more details on the following jobs
visit www.leisureopportunities.co.uk
or to advertise call +44 (0)1462 431385



- Personal Trainers**, The Gym Group, East Croydon, UK
- Youth Leader**, MH Barghash, Eastern Province, Saudi Arabia, Saudi Arabia
- Golf Coach**, MH Barghash, Eastern Province, Saudi Arabia
- Employer Brand Manager / Recruitment Advertising**, GLL, Woolwich, UK
- Catering and Events Manager**, Parkwood Leisure, Southend, UK
- Personal Trainer**, Pure Gym Limited, London, Greenwich, UK
- Tennis Coach/Instructor**, MH Barghash, Eastern Province, Saudi Arabia, Saudi Arabia, Saudi Arabia
- Fitness Instructor**, énergie group, Soulbury, Leighton Buzzard, UK
- Swimming Instructor**, MH Barghash, Eastern Province, Saudi Arabia
- Multi Sports Coordinator**, MH Barghash, Eastern Province, Saudi Arabia
- Horse Riding Instructor**, MH Barghash, Eastern Province, Saudi Arabia
- Personal Trainers**, The Gym Group, Norwich, UK
- Recreation Supervisor**, MH Barghash, Eastern Province, Saudi Arabia
- Fitness Consultant / Instructor**, MH Barghash, Eastern Province, Saudi Arabia, Saudi Arabia
- Personal Trainers**, The Gym Group, London Ealing, UK
- Membership Consultant**, Everyone Active, Dorset, UK
- Duty Manager**, Parkwood Leisure, Southend, UK
- Assistant Gym Manager**, Pure Gym Limited, Bury New Road, Manchester, UK
- Gym Manager**, Pure Gym Limited, Bury New Road, Manchester, UK
- Personal Trainers**, The Gym Group, London Wembley, UK
- Full time Membership Consultant**, Everyone Active, Staines Upon Thames, UK
- Marketing Manager**, Parkwood Leisure, Worcester, UK
- Full time Membership Consultant**, Everyone Active, Sutton, UK
- Goup Exercise Instructor Auditions**, Everyone Active, Basildon, UK
- Membership Manager**, Parkwood Leisure, Salisbury, UK
- Sales Manager**, Everyone Active, Sutton, UK
- Youth Activators**, South Northamptonshire Council, Towcester, UK
- Membership Advisor**, Parkwood Leisure, Salisbury, UK
- Personal Trainer**, Pure Gym Limited, Leeds, UK
- Operations Director**, Skills Active, Central London, UK
- Tennis Club Manager**, West London Tennis Club, West London, UK
- Duty Manager**, GLL, Epsom, UK
- Personal Trainer**, Pure Gym Limited, Grimsby, UK
- Duty Manager**, GLL, Streatham, UK
- Sales Supervisor**, GLL, Thame, UK
- Health & Fitness Supervisor**, GLL, Greenwich, UK
- Duty Manager**, GLL, Horley, UK
- Health & Fitness Service Manager**, GLL, Covent Garden, UK
- Marketing and Communication Officers**, GLL, Woolwich, SE18 6SX, UK
- Duty Manager**, Parkwood Leisure, West Berkshire, UK
- Community Sports Officer - Cambridge**, GLL, Cambridge, UK
- Tennis Development Officer**, GLL, South London, UK
- Front Of House Manager**, Everyone Active, Malvern, UK
- Assistant General Manager**, The Gym Group, London Colindale, UK
- Assistant Sports Centre Managers**, Broadwater School, Surrey, UK
- Community Development Executive**, Premier League, London, UK
- Project Officer**, University of East London, London, UK
- Chief Executive**, Great Yarmouth Sport & Leisure Trust, Great Yarmouth, UK
- Front of House Manager**, Everyone Active, Wembley, London, UK
- Personal Trainer**, Pure Gym Limited, Warrington North, UK
- Personal Trainers**, The Gym Group, Chelmsford, UK
- General Manager**, GLL, Bromley, UK
- Membership Consultant**, Everyone Active, Stratford Upon Avon, UK
- Freelance Personal Trainer**, Everyone Active, North Wembley, UK
- Recreation Assistant**, Everyone Active, Ely, UK
- Fitness Instructor - Spinning/Zumba Instructor**, énergie group, Highbury, UK
- Recreation Assistant**, GLL, Queen Elisabeth Olympic Park E20, UK
- Duty Manager**, Parkwood Leisure, Stoke On Trent, UK
- IOS Tutor / Assessor**, Institute of Swimming, London, UK
- Personal Trainer**, Pure Gym Limited, Runcorn, UK
- Contract Membership Manager**, Everyone Active, Loughton, Epping, Ongar and Waltham Abbey, UK
- Personal Trainer**, Everyone Active, Daventry, UK
- Personal Trainers**, The Gym Group, London Wood Green, UK
- Gym Manager**, Pure Gym Limited, London - Wandsworth, UK
- Personal Trainers**, The Gym Group, Ashford, Kent, UK
- Gym Manager**, Pure Gym Limited, Nationwide, UK
- UK Inside Sales Coordinator**, Star Trac Europe, High Wycombe, UK
- Get Active Exercise Referral Specialist**, Royal Borough of Kingston upon Thames, London, UK
- Service Manager**, GLL, Woolwich, UK
- Personal Trainers**, The Gym Group, London Stockwell, UK
- Recreation Assistant**, Everyone Active, Cheam, UK
- Membership Advisor**, Parkwood Leisure, Southend, UK
- Recreation Assistant**, Everyone Active, Cheam Leisure Centre, UK
- Duty Manager**, Parkwood Leisure, West Berkshire, UK
- Personal Trainer**, Pure Gym Limited, Redditch, UK
- Assistant Gym Manager**, Pure Gym Limited, Natiowide, UK
- Part Time Receptionist**, Everyone Active, Southam, UK

Healthwise Manager, GLL, High Wycombe, UK
Personal Trainer, Matt Roberts Personal Training Company, London, UK
Personal Trainer, Pure Gym Limited, London Enfield, UK
Spa Manager - Rainbow, GLL, Epsom, Surrey, UK
Spa Therapist, GLL, Wimbledon, UK
Lecturer in Cricket, Myerscough College, Preston, UK
Membership Consultant, Everyone Active, Plymouth, UK
Sports Development Officer (Activation), Lee Valley Regional Park Authority, Enfield, North London, UK
GLL Recreation (Lifeguard) Apprenticeship Scheme, GLL, Various, UK
Assistant Gym Manager, Pure Gym Limited, Grimsby, UK
Cycling Development Officer, Lee Valley Regional Park Authority, Enfield, North London, UK
Gym Supervisor, truGym, Stevenage, Luton, Plymouth, UK
Healthy Lungs Co-ordinator/ Instructor (10hrs), Open Age, Central London, UK
FOH Receptionist Part Time, Everyone Active, Malvern, UK
Principal Recreation Officer, Hartlepool Borough Council, Hartlepool, UK
Lifeguard / Recreation Assistant, Royal Automobile Club, Epsom, Surrey, UK
Recreational Attendant, Everyone Active, Shipston on Stour, UK
Cleaner, Everyone Active, Stratford Upon Avon, UK
Customer Service Assistant, Aberdeen Sports Village, Aberdeen, UK
Recreation Assistants, Everyone Active, Fareham, UK
Duty Manager, Harlow Leisurezone, Essex, UK
Swim Lesson Manager / Duty Manager, Everyone Active, Stratford Park Leisure Centre, Stroud, UK, UK
Area Sales Executive (South), AstralPool UK, Fareham
Personal Trainer, Pure Gym Limited, Manchester, Moston, UK
Personal Trainer, Pure Gym Limited, Acton, London, UK
Membership Sales Consultant, energie group, Forest Hill, UK
Personal Trainer, Pure Gym Limited, Birmingham Beaufort Park, UK
Personal Trainer, Pure Gym Limited, Lambeth, London, UK
Personal Trainer, Pure Gym Limited, Warrington Central, UK
Fitness Instructor - Consultant, NRG GYM LTD, Watford. Gravesend. UK
Personal Trainer, Pure Gym Limited, Hednesford, Cannock, UK
Full Time Personal Trainers wanted, Ten Pilates, Central London, UK
Personal Trainers, NRG GYM LTD, Watford / Gravesend, UK
Personal Trainer, Pure Gym Limited, Sheffield North, UK
Personal Trainer, Pure Gym Limited, Sheffield Millhouses, UK

Kids Entertainer, LeisureForce, Abu Dhabi, United Arab Emirates
Duty Manager, Parkwood Leisure, Southend, UK
Outdoor Pursuits and Watersports Centre Manager, The Parks Trust, Milton Keynes, UK
General Manager, The Gym Group, London Wembley, UK
Personal Trainers, The Gym Group, Farnborough, UK
General Manager, Heaton Tennis and Squash Club, Bradford, UK
Become a Fitness Professional, Pocketfit Training, Nationwide, UK
Duty Manager, Lee Valley Regional Park Authority, Waltham Cross, Herts, UK
Personal Trainers, The Gym Group, Nottingham, UK
Sports and Community Centre Manager, Greasley Parish Council, Nottinghamshire, UK
Franchise Opportunity, Premier Sport, Nationwide, UK
Funding for Careers in Fitness, Amac Training Ltd, South East, UK
Become a Personal Trainer, Discovery Learning, Various
Personal Training diploma, Leisure Industry Academy, Various, UK
Tutor, Leisure Industry Academy, Nationwide, UK
Trainee Personal Trainer, The Training Room, Nationwide, UK
Qualify as a Personal Trainer, Fitness Industry Education., Nationwide
Sales and Marketing Manager, Xercise 4 Less, Nationwide, UK
Operations Manager, Xercise 4 Less, Nationwide, UK
Personal Trainer, Xercise 4 Less, Nationwide, UK
Membership Consultant, Xercise 4 Less, Nationwide, UK
General Manager, NRG Gym, Watford, UK
Become a Personal Trainer, Focus Training, Nationwide, UK
GP Exercise Referral, Focus Training, Nationwide, UK
Become an Exercise to Music Instructor, Focus Training, Nationwide, UK
Become a Gym Instructor, Focus Training, Nationwide, UK
Become a Personal Trainer, Focus Training, Nationwide, UK
Spa Therapists, The Grove, Chandler's Cross, Hertfordshire, UK
Aqua Sana Beauty Therapist, Center Parcs, Woburn Forest, Millbrook, UK
Area/Cluster Manager for Spas - Female, The Nail Spa, Dubai/Abu Dhabi, United Arab Emirates
Beauty Therapists (Level 3), Lifehouse Spa & Hotel, Thorpe-le-Soken, Essex, UK
Attraction General Manager, Continuum Leading Attractions, Manchester area
Assistant Visitor Services Manager, National Trust, Minehead, UK
General Manager, Parkwood Leisure, Weston-super-Mare, UK

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Connectivity key for hotel guests

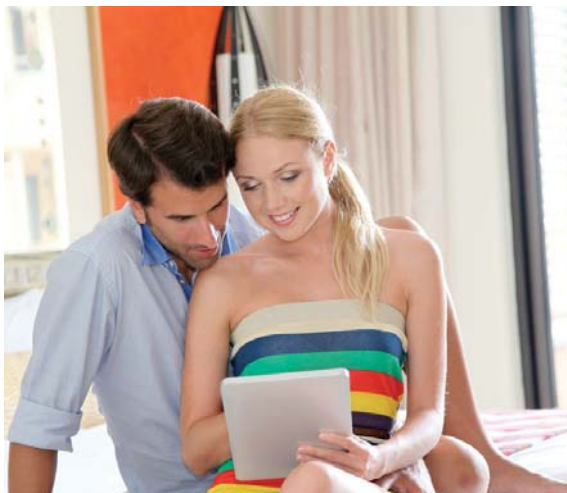
Continued from front cover

Thirty eight per cent of guests consider WiFi a priority when booking a hotel and 85 per cent want free access. eRevMax, suggests offering it free in selected areas, to loyal customers or those who buy into selected programmes.

Since 57 per cent of travel reservations are made on the internet and 65 per cent of same day reservations are from a smart phone, it is important to invest in a cloud-based property management system, offering ease of access and real time updates.

Increase in offline bookings of a hotel when it is listed with an online travel agency (OTA) – also known as the billboard effect – saw bookings increased 14 per cent when the property was listed with an OTA.

People take note of social media, so hotels should stay up to speed. Seventy eight per cent



Wifi, bandwidth and a number of plugs are now priority for hotel guests

of consumers are influenced by posts made by companies on social media, when they are making purchases and 72 per cent trust online reviews as much as personal recommendations. Details: <http://lei.sr?a=W8T6N>

One in four “urinate in public pools”

A consumer survey conducted by swimming teaching and lifesaving organisation STA has found that one in four people admit to having urinated in a public swimming pool.

The survey found that men between the ages of 18-34 were noted as the most serial offenders, with one in ten people altogether choosing to confess that they had undertaken the act deliberately.

STA commissioned the online public survey, which sought the views of 2,013 people, to help understand the hygiene habits of pool users, with the main questions covering people's understanding of pre-swim showers and the rules of using swimming pools after an upset stomach.

The survey also concluded that a quarter of pool users do not take a pre-swim shower, while one in five claimed that they would return to use a swimming pool within 48 hours of suffering from an upset stomach.

One particularly intriguing finding conveyed that more than half of respondents said centre managers do not provide sufficient hygiene information at the poolside.

The research was conducted by Opinium for STA's Rules for Pools and Rules for Clean



Men between the ages of 18-34 were the worst offenders

Pools public education campaign. Following the research, STA says that the findings clearly demonstrate how crucial it is for the leisure industry to “connect the dots” on issues surrounding hygiene, through better education and effective pool plant training.

The survey was published days after Olympic swimming champion Rebecca Adlington – appearing on the popular TV show *I'm a Celebrity, Get Me Out of Here* – admitted that she ‘always’ pees in swimming pools. Her admission quickly became a ‘hot topic’ across a number of social media platforms. Details: <http://lei.sr?a=C4A7d>

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