

spa opportunities

24 OCTOBER - 06 NOVEMBER 2014 ISSUE 201

Daily news & jobs: www.spaopportunities.com

State-run Moroccan thermal spa developments unveiled

Sothermy, a subsidiary of the Moroccan state-owned financial institution that manages the country's long-term savings – CDG – is developing a hot spring spa and hotel plus a public thermal bathing facility in Moulay Yacoub, a province of Fès-Boulemane in Morocco.

Sothermy (Société Thermo-medicale de Moulay Yacoub) was created in 1979 to manage Moulay Yacoub's collection of thermal facilities. Its finance is primarily derived from CDG Development and from certain municipalities from the region of Fès-Boulemane.

The new spa and hotel will be operated by Vichy Spa International and the new public bathing centre will be managed by Sothermy, which owns both thermal spa projects.

Manager of development and marketing for



Architect Omar Alaoui will oversee the design of the 100-bedroom Vichy hotel and spa

Sothermy Ahmed Akkari, spoke exclusively to *Spa Opportunities* about both projects.

The construction of the Vichy-operated 100-bedroom hotel will complement the redevelopment of the neighbouring health spa

facility. This hotel spa, once complete, will measure almost 54,000sq ft (5,017sq m) and is set to feature 68 treatment rooms. In the mixed gender area, there will be 20 thermal baths, six Vichy showers, underwater massage cabins, jet showers, thoracic and lumbar showers and four cabins for wrap treatments.

The entire resort is expected to cost US\$30m (€24m, £19m) and will commence construction in July 2015 and is expected to open in October 2017. The spa redevelopment is expected to cost US\$12m

(€9m, £7m) of the total complex's price tag.

The redevelopment of the public baths is a US\$9m (€7m, £5.6m) project that will open in June 2015 with 44 individual thermal baths. Details: http://lei.sr?a=j9W2U_S.

Waldorf Astoria in New York sold for US\$1.95bn

The Waldorf Astoria hotel in New York is being sold to a Chinese company for nearly US\$2bn (€1.6bn, £1.2bn), but Hilton will still manage the property for the next 100 years.

Anbang Insurance Group, a Chinese health, property and insurance company, is purchasing the 1,415-guestroom Waldorf property from a subsidiary of Hilton Worldwide Holdings. The Asian firm will pay Hilton a US\$100m (€79m, £62m) deposit, and is expected to pay off the hotel's US\$525m (€414m, £327m) mortgage as part of the deal, according to multiple sources.

Details: http://lei.sr?a=G2H7A_S

Thai spa research released at WSWC

Stenden Rangsit University, in collaboration with the Thai Spa Association, presented the latest research results of the *Spa Industry Study* at the World Spa & Wellbeing Convention (WSWC) 2014 in Bangkok, Thailand.

This is the second edition of the study – the first was published last year at the WSWC 2013 after former president of the Thai Association, Andrew Jacka, proposed the collaboration. Jacka is the current chair of the organisation committee for the WSWC. The 2014 study furthers this collaboration and is led by Prantik Bordoloi, the research co-ordinator at Stenden Rangsit University.

“There is a continuation of the trends that we had identified last year, for example, that spa consumers place a lot of importance on



The study found males visit spas with a partner more

recommendations by friends when choosing a spa,” said Bordoloi. “This year we see that the spa consumers are very positive about their experience and would continue to visit and spend more in the upcoming 12 months.”

The study was carried out in two parts: spa consumer research and spa operator research.

Continued on back cover

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Subscribe to Spa Opportunities:

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Annual subscription rates are UK £31,
Europe £41, Rest of world £62, students UK £16.

Spa Opportunities is published fortnightly by
The Leisure Media Company Limited, Portmill House,
Portmill Lane, Hitchin, Herts SG5 1DJ, UK and is distributed
in the USA by SPP, 75 Aberdeen Road, Emigsville, PA
17318-0437. Periodicals postage paid @ Manchester,
PA POSTMASTER Send US address changes to Spa
Opportunities, c/o PO Box 437, Emigsville, PA 17318-0437.
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Mondrian London hotel launches

Tom Dixon and Design Research Studio (DRS) have unveiled Europe's first five-star Mondrian Hotel by Morgans Hotel Group on London's Southbank.

Sitting in Platner-designed Sea Containers House along the River Thames, the building was originally conceived to hold a luxury hotel but ended up as offices due to its location. Giving part of the structure back for its intended use is Tom Dixon and DRS, who have created a 359-bed-room hotel in the property.

The hotel's design takes inspiration from Sea Containers House, which echoes a large cruise liner, moored alongside the Thames. Internally, Dixon continues the theme using nautical references such as a handcrafted copper hull greeting visitors at the hotel's entrance.

The Mondrian features the Morgans' in-house spa brand the Agua Bathhouse & Spa. The facility has six treatment rooms, one of which is a couples' suite. There are two steam-rooms, a hammam, lounge and glamour room.

Offering an exclusive menu of treatments,



Tom Dixon designed the Agua spa's Copper Hull Water Pool feature

Agua has teamed up with wellness brands including House of Several, Dr. Jackson's Natural Products and Estelle & Thilde among others. Raw food will also be served at the spa.

Jacqueline Kneebone, director of spa and retail at Morgans told *Spa Opportunities* she worked with DRS overseeing and approving all aspects of spa ergonomics and feasibility. She also led the creative direction for the treatment menus, following market analysis. The target market for the spa is young Londoners.
Details: http://lei.sr?a=e4T6b_S

Taj Hotels pulls out of Marrakech

Tata Group-controlled Taj Hotels has terminated its management contract for the Taj Palace Marrakech after only two years of operation.

Owned by JK Hotels, the 161-bedroom hotel opened its gates to guests in November 2012 under Taj management. The property also has a Taj-operated Jiva Spa facility.

This is the second international hotel that Taj has pulled out of in recent months. In July, it sold the five-star 100-room Blue Sydney hotel in Australia to Hong Kong's Ovolo Group – which operates hotels – for AU\$32m (US\$28m, €22m, £17m).

"Taj Hotels Resorts and Palaces will cease to manage the Taj Palace Marrakech, owned by the private Moroccan company JK Hotels, with effect from 10 September 2014," read a press statement on the Taj Hotels website. "We continue to pursue our individual goals."

The Taj portfolio now stands at 14 international properties, with its Africa locations



The Taj Palace Marrakech is owned by the Moroccan firm JK Hotels

down to two. These include the 193-bedroom and suite Taj Pamodzi in Zambia and the 166-guestroom Taj Cape Town in South Africa.

Taj Hotels has suffered financial losses due to a diminution in value of its investment in British luxury chain Orient-Express Hotels, according to the *Times of India*. This hotel and leisure firm is now known as Belmond Ltd.

Details: http://lei.sr?a=d6W7k_S



Deep Nature to cross-market spas

French spa operation firm Deep Nature is set to manage three new spas at Starwood-operated properties in New Caledonia, in the Pacific Ocean.

The operator has revealed that it hopes to increase revenue at the spas by offering promotions that allow guests to use its spas at all three sites.

Julien Patty, owner of Deep Nature told *Spa Opportunities*: "For example, we may sell vouchers that allow visitors to redeem treatments at any of these Deep Nature Spas."

The Sheraton New Caledonia Deva Resort & Spa Hotel features 180 guestrooms and is already welcoming guests, however the 730sq m (7,858sq ft) Deva Deep Nature Spa and the golf course are expected to open at the end of this year or early in 2015. The hotel is surrounded by the hills and plains of Deva's protected area. It also has direct access to 13km (8 miles) of coastline.

The 245-bedroom Le Meridien Nouméa Hotel, 180km (112m) southeast of the Deva resort on the island of New Caledonia, will also feature a Deep Nature Spa which



The spa at the Le Meridien Ile des Pins will open at the end of this year

is expected to open in March 2015. Situated in Oro Bay on the Ile des Pins, an island at the bottom of the Caledonian peninsula, the Le Meridien Ile des Pins hotel is a 49-guestroom property made up of bungalows.

The Deep Nature Spa at this hotel, located within a bungalow of its own, is expected to open at the end of 2014, comprising three treatment cabins, one of which is a double cabin. There also an outdoor hot tub and a small fitness room and a sauna are under construction.

Details: http://lei.sr?a=p5F9P_S

Pure Altitude Spa set for the Alps

A new Spa Pure Altitude will be launched later this year at the flagship property of luxury hotel management firm Maisons and Hotel Sibuet, owned by the Sibuet family, called Les Fermes de Marie.

The French alpine resort, located across two hectares of parkland on the outskirts of the French Alps village of Megève, is a collection of traditional farmhouses and nine chalets. These were restored by the Sibuet family and converted into a 70-bedroom hotel, plus a chain of chalets.

The new spa will measure 10,000sq ft (929sq m) and offer wellness facilities for guests all year-round, ready in time for the upcoming ski season. The Pure Altitude spa concept, developed and implemented in every Maisons & Hotels Sibuet property, is based on using the active plant ingredients to relax muscles, promote recuperation and maintain wellbeing. Pure Altitude uses the active ingredients from edelweiss trees and other mountain minerals



The spa's design will comprise fine birch bark, frozen glass and pebbles

in its spa treatments and relaxation therapies.

The spa will comprise 17 treatment cabins, a mineral lap pool, steamroom, circular red cedar showers, indoor and outdoor whirlpools, a dry and humid sauna on the spa's terrace and a large indoor swimming pool. Inspired by the Japanese ofuro bathing tradition, two soaking baths of hot and cold water will be on offer for the first time at this Spa Pure Altitude.

Details: http://lei.sr?a=c9u9e_S

Wahanda acquires German equivalent Salonmeister

Europe's largest hair and beauty booking platform, Wahanda, has acquired its German equivalent, Salonmeister, as part of a strategy to expand and integrate into a single global marketplace.

Based in Berlin, Salonmeister is the leading hair and beauty booking platform in Germany, Austria and Switzerland, with more than 1,000 spa and salon suppliers. The business generates more than 20,000 bookings per month across 15 cities.

The acquisition was made possible after Wahanda received US\$26m (€20.6m, £16m) of investment from RGIP, Fidelity Growth Partners and Lepe Partners earlier this year.

Salonmeister was chosen by Wahanda CEO Lopo Champalimaud because it has the same values, namely "an uncompromising dedication to great customer service, using leading-industry software."

Details: http://lei.sr?a=D5g7t_S



Sharon Barcock has worked at Hilton from 2009

Sharon Barcock moves to Klafs from Hilton Worldwide

Sauna, pool and spa supplier Klafs has appointed Sharon Barcock as managing director for the Middle East and North Africa.

Barcock has moved from her role as director of spa operations and development for Hilton Worldwide throughout the Middle East and Africa for the Hilton, Conrad and Waldorf Astoria brands.

British-born Barcock will be based in Dubai Healthcare City for her new role at Klafs, using her knowledge of spa design, business plan execution, marketing and spa operation to add to Klafs' business development in the MENA region.

Before the move to Klafs, Barcock worked at Hilton from 2009. Before that, she joined Mandara Spa at its flagship location for the Middle East, The Monarch Dubai. Barcock has also had roles at Fairmont.

Details: http://lei.sr?a=k4H3b_S

Caribbean paradise touted as resort project put up for sale

An untarnished tropical estate with planning permission for the construction of a luxury leisure resort is up for sale on the island of Tobago in the southern Caribbean.

The 300-acre estate lies beneath a high ridge of protected tropical rainforest and features extensive areas of flat land formerly used for cocoa planting. The cocoa plantation was abandoned roughly 30 years ago as much of Trinidad and Tobago's economy shifted towards heavy industry. It is this flat area on the island's north east coastline, including more than three miles of coastline, that is on the property market with a price tag of US\$16m (€12.6m, £9.6m).

Trinidad and Tobago authorities have granted permission for the luxury resort on land which is currently owned by L'Anse Fourmi Beach & Rainforest Resorts, which is said to be open to a joint venture project. **Details:** http://lei.sr?a=A6Y6v_S



Guests of the spa have access to the hotel's pool

ila skincare unveils new 'ila only' spa brand in Indian hotel

Organic skincare brand ila has unveiled its new brand of 'ila only' spas with the launch of the first site at the Raas Jodhpur hotel in the 'walled city' of Jodhpur, India.

"India has always been a very special place for ila, so to open our first ila only spa there is just wonderful," ila's co-owner Nikhileendra Singh told *Spa Opportunities*. "Our roots are in India so it's the perfect synergy for ila only. The spa brand has been part of our evolution strategy for many years and it feels like the right time for its launch now. Raas Jodhpur is a beautiful resort and we are overjoyed with the response we have had from spa guests."

The 39-bedroom boutique hotel, located within Jodhpur's ancient city walls and overlooking the 500 year-old Mehrangarh Fort, features a 290sq m (3,122sq ft) spa.

There are three single treatment rooms and a couples' suite, plus a steamroom, as well as three different changing rooms.

Details: http://lei.sr?a=U3r4b_S

UK's first indie Clarins spa launches

The UK's first independent Clarins day spa has launched in Lincoln, offering treatments from the brand's anti-ageing Tri-Active skincare range.

The Clarins-only spa's founder and CEO, Karen Cook, spoke exclusively to *Spa Opportunities* about the facility's development. Located in the historical cathedral quarter of Lincoln, Le Sanctuaire has opened as a two-treatment room spa. The spa's neighbouring property has also been acquired by Cook. The extra space will be a relaxation room and wet zone.

"The architect from RAW is coming soon," said Cook. "I hope to have a space with spa chairs and a sauna. Whether we will have space for a hot tub yet, I don't know." The property, which is listed and protected by heritage bodies, was formerly a gift shop.

Cook approached Clarins with the idea for an independent spa – owned and run by her – using the brand as the main product. To get approval from Clarins to stock its brand, however, she had to make sure her spa met certain



Clarins is the main product in use at this day spa facility in Lincoln

strict criteria. For example, the spa has to feature at least two treatment rooms of a certain size, shower facilities must be on-site in a certain position within the facility, there must be a reception area and a minimum number of staff.

"It cost nearly £10,000 (US\$16,136, €12,646) to get the brand in and I see why: Clarins isn't going to supply just anywhere with its products, so I feel very privileged," said Cook, adding that approval took six months.

Details: http://lei.sr?a=e5w9c_S

Golden Door relaunches expanded site

The globally renowned Golden Door wellness resort in Escondido, California has relaunched following an expansion from 377 acres to 600 acres, making way for gardens and orchards that produce the ingredients required for the creation of its own artisanal product line.

In keeping with the resort's hyper-local food sourcing focus, Golden Door's land expert Jeff Dawson has brought in 30 chickens to lay fresh eggs each morning and a new computer-controlled 3,000sq ft (278sq m) greenhouse for growing leafy vegetables.

250 olive trees have been planted in the retreat's olive orchard and grape vines are expected to join the collection of biodynamic garden produce including fruit from several certified organic citrus orchards on-site.

The spa's COO, Kathy Van Ness, told *Spa Opportunities* earlier this year that 100 per cent of profits from the spa's hospitality operation



There are now more than 20 miles of hiking trails and a bamboo forest

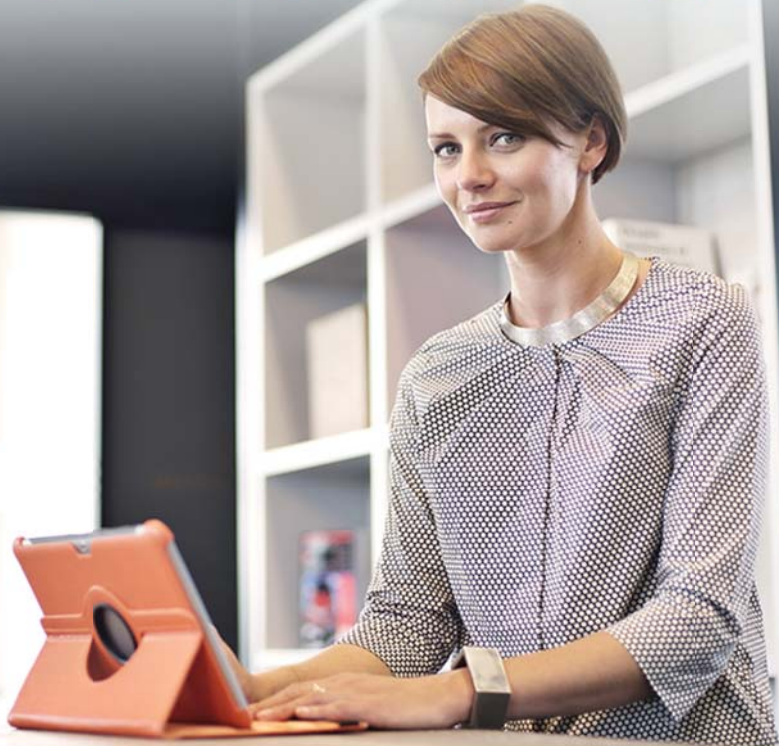
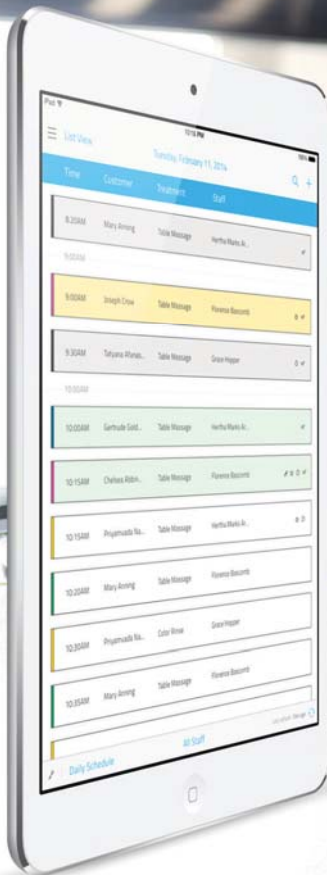
and food sales will go to charity, in line with the company's philanthropic mission.

In April, for example, Golden Door sent its first charitable donations to nearby Escondido's Forensic Health Services Centre – a centre which helps victims of child abuse and sexual assault 24-hours a day – to keep its doors open. This was a joint effort with local government.

Details: http://lei.sr?a=6P4P5_S

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Brain 'can be trained' to use a computer by practising yoga

Long term practitioners of yoga and meditation can learn to control a computer with their minds faster and better than people with little or no yoga or meditation experience, according to research by biomedical engineers at the University of Minnesota.

The study was conducted to find out how to provide paralysed people or sufferers of brain diseases with mobility.

Published in the online scientific journal *Technology*, the research involved a total of 36 people. One group of 12 had at least one year of experience in yoga or meditation – practising at least twice a week for one hour. The second group of 20 participants had little or no yoga or meditation experience. Both groups' brain activity were monitored during three experiments over four weeks. The yoga and meditation group participants were twice as likely to succeed in the tests.

Details: http://lei.sr?a=e4S3e_S



Marco has worked for Clarins and L'Occitane

Magali Marco drives Deep Nature Spa into Turkey

Spa management firm Deep Nature has appointed Magali Marco as director of commercial development for Turkey.

Marco has more than 12 years' spa industry experience. She spent nearly a decade working in Clarins' international spa division – in marketing, communications and business strategy development roles – and more recently she was in charge of spa development for L'Occitane within Europe and the Middle East.

"In this new role, I will be using my local network of contacts to pursue an aggressive business approach towards making hotels more focused on profitability," Marco told *Spa Opportunities* exclusively. "I am excited to have the chance to work on a wide range of activities, including feasibility studies, business plans, design and space zoning, treatment creation, plus operational management. This market is very dynamic."

Details: http://lei.sr?a=g9C7Z_S

Neal's Yard Remedies come to Europe

The first continental European Neal's Yard Remedies Spa has opened in what used to be the private home of a 17th century noble family, now known as the Boutique Hotel Vivenda Miranda in the Western Algarve, Portugal.

Treatments by organic UK skincare brand, Neal's Yard Remedies, already feature in a few of its stores in London, but the brand is mainly marketed as a retail product to be used at home. The addition of Neal's Yard Remedies to this European destination signals the skincare product company is expanding onto the continent.

Situated on the cliffs of the Western Algarve with panoramic views of the Atlantic Ocean, the four-star 25-bedroom Portuguese hotel is privately owned and managed by Urs Wild and Paulette Winwood. The three-treatment room spa, which originally opened in 2008, comprises a sauna, steamroom, foot spa, heated outdoor swimming pool and whirlpool.

A spokesperson for Vivenda Miranda told *Spa Opportunities* that the hotel's owners



The Portugese spa has just featured its first 'Cleanse & Revitalise' course

approached Neal's Yard Remedies regarding a brand tie-up to highlight the synergy between the companies. "On visiting the Vivenda Miranda, Neal's Yard Remedies' director for natural health Susan Curtis agreed to be the only product supplier for the hotel's spa and to work with the site to expand and develop its events, courses and programmes."

For example, one link between the companies is that Paulette Winwood is already an independent consultant for Neal's Yard.

Details: http://lei.sr?a=N2a2m_S

Spa Academy Powered by Elemis opens

A new spa therapy training centre in Casablanca, Morocco, called 'The Spa Academy Powered by Elemis' is accepting applications from candidates with previous spa therapy experience.

The Spa Academy will train students how to implement the protocols, rituals, treatments and philosophy of the luxury British skincare brand Elemis. Successful students will receive a highly sought-after international Elemis-branded qualification, which will widen their career options on a global scale.

The academy has been set up by a family business called Beauty Advice, owned by beautician and therapist Valérieanne Niemietz and her mother Nathalie Cocoz. Beauty Advice is a company that provides makeup advice, via a Youtube channel. This service, led by Niemietz, will be linked to the new Spa Academy.

Having graduated from European schools of beauty, spa therapy and professional



Beautician and spa therapist Valérieanne Niemietz will teach the course

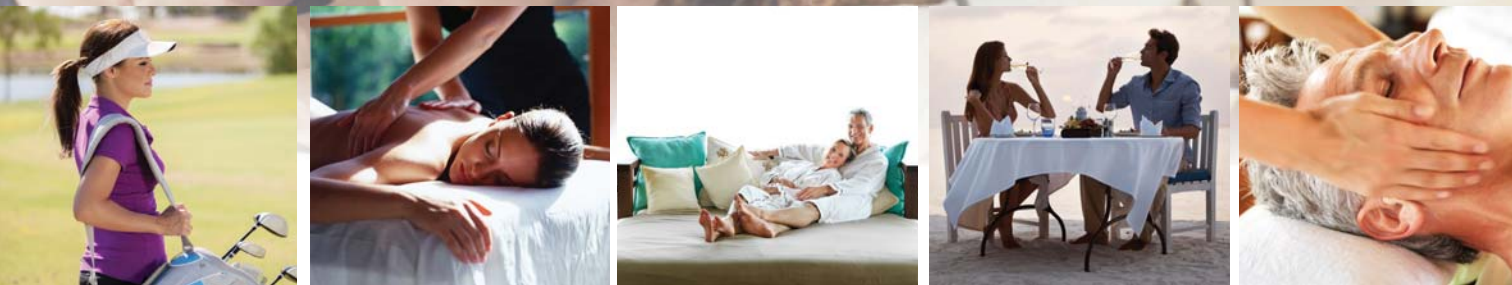
makeup, such as the College of Fashion in London, Niemietz has been working for well-known brands for nearly eight years.

The course will last two months with the last week being a practical hands-on assessment. Niemietz will teach therapists at the 1,722sq ft (160sq m) centre in Casablanca around seven treatment beds. The site can host 14 students at a time and five are already enrolled.

Details: http://lei.sr?a=C3q7e_S

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DIARY DATES

22-26 October 2014

CIDESCO World Congress

Royal Olympic Hotel, Athens,

The world congress of CIDESCO, the global spa and beauty therapy training organisation, is open to everyone in the industry. Managers and therapists will discuss industry issues and hear about the latest developments. It will also feature an exhibition of international beauty suppliers.

Tel: +41 444 482 200

www.cidescocongress2014.com

31 October - 1 November 2014

SWIC Congress

Hotel Borodino, Moscow, Russia

To help further spa and wellness development in Russia, industry association The Spa and Wellness International Council (SWIC) has organised a congress for the country's leading spa owners, managers, investors and consultants. At the event, professionals will network, take part in roundtable discussions and hear about both the challenges and opportunities present in the wellness sector.

Tel: +74 957 649 203

www.lswic.ru

3-6 November 2014

World Travel Market

ExCeL, London, UK

WTM is an established business trade show which will present a range of destinations and industry sectors to travel professionals. This is an industry networking opportunity.

Tel: +44 20 8271 2160

www.wtmlondon.com

4-6 November 2014

In-cosmetics Asia

Halls 101-103, BITEC, Bangkok, Thailand

More than 400 global cosmetic and personal care ingredient suppliers will exhibit at this show, which attracts cosmetic manufacturers from across Asia.

Tel: +60 7509 5014

www.in-cosmeticsasia.com

7-9 November 2014

SpaCamp

Hotel Neptun & Spa, Rockstock-Warnemunde, Germany

SpaCamp is a trade event where professionals meet to discuss future industry issues in an informal setting.

Tel: +43 66 289 0003

www.spacamp.net



Spa Life UK will be held at Center Parcs Woburn Forest in the UK

18-19 November 2014

Spa Life UK

Center Parcs Woburn Forest, UK

The first day of Spa Life includes an invitation-only CEO Summit for spa operators in the UK as well as a buyer/supplier forum. The second day will

include a conference. There will also be a networking dinner as well as a supplier showcase and expo. Keynote sessions during the event will focus on customer loyalty, branding and discounting.

Tel: +44 1268 748 892

www.spa-life.co.uk

13-16 November 2014

SLOW LIFE Symposium

Soneva Fushi, Maldives

SLOW LIFE stands for sustainable, local, organic, wholesome, learning, inspiring, fun experience. At this annual symposium, business leaders, scientists, NGOs, renowned thinkers and policy-makers convene in a bid to help boost progress towards environmental sustainability. It is organised by Sonu and Eva Shivdasani of the Soneva Group and previous attendees include entrepreneur Richard Branson and actors Edward Norton and Daryl Hannah.

Tel: +66 2631 9698

www.slowlifesymposium.com

24-26 November 2014

Sustainable Cosmetics Summit Europe

Paris, France

The European edition of range of summits focused on sustainability and eco practices in the beauty industry. The summit will focus on green ingredients, customer behaviour, marketing of eco-friendly cosmetics and responsible consumption.

Tel: +44 20 8567 0788

www.sustainablecosmeticssummit.com

10-11 December 2014

Spameeting Middle East

The St. Regis Saadiyat Island Resort, Abu Dhabi

A two-day event of eighteen guaranteed face-to-face appointments that each last 25 minutes. This speed-dating approach to business allows a selection of spa suppliers to meet with project holders in the region.

Tel: +33 1 44 69 97 67

www.me.spameeting.com

11-13 December 2014

22nd Annual World Congress on Anti-Ageing, Regenerative and Aesthetic Medicine

The Venetian/ Palazzo Hotel, Las Vegas, Nevada, US

More than 26,000 anti-ageing scientists and physicians from 120 countries will attend the congress by The American Academy of Anti-Ageing Medicine. A number of keynote speakers will lead discussions on anti-ageing innovations. Speciality workshops will be held on hormonal nutrient therapies, in addition to aesthetic treatments.

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Philippine hot springs to boost tourism

The Mainit Springs in Barangay Montaneza, within the Philippine municipality of Malabuyoc, has been transformed into a tourist attraction, nine years after the Department of Energy (DOE) issued a report saying the natural waters were ideal for spa resort development.

In 2005, the DOE reported that the location of the hot springs was ideal for development, since Malabuyoc is near other tourist resorts in the neighbouring towns of Moalboal, Badian and dolphin sightseeing points at Tañon Strait.

While the report found that the heat generated by the springs, situated 126km (78 miles) south of Cebu City, was too low for power generation, it was deemed hot enough for eco-tourism and domestic purposes.

It took eight years before the municipal government decided to organise the community that would run the eco-tourism destination, according to news site newsinfo.inquirer.net.

The Malabuyoc municipal government,



The hospital re-opened in March after a significant refurbishment

with the Department of Tourism, has now started to market the hot springs as Cebu's equivalent to Japanese onsen baths.

The Mainit Springs has three pools of differing degrees of heat. The biggest pool, leading to the Montaneza river, is the hottest pool – with a water temperature of 44°C (111°F). The second smaller pool has a temperature of 36°C (99°F) and the smallest pool is 38°C (100°F). Both small pools are in the Montaneza river.

Details: http://lei.sr?a=T4B5S_S

Council-run £14m UK Leisure Centre to feature thermal spa

Construction is well underway on the new £14m (US\$22.4m, €17.8m) Abbey Leisure Centre in Barking in east London, complete with a luxury thermal spa.

Due to open before the end of 2014, the new centre will replace the existing Abbey Sports Centre and will be run by Barking and Dagenham Council.

It is being designed by AFLS+P Architects and thermal spa supplier Dalesauna – is working with contractor Willmott Dixon to design a range of heat experiences for the 100sq m (1,076sq ft) thermal spa zone.

Features planned for the spa include a large sauna, an aromatherapy steamroom, crystal steamroom, salt inhalation room plus a tiled hydrotherapy pool with massage jets, an ice feature, a heated bench and two experience showers.

This is the latest project in a string of thermal spa zones Dalesauna has developed for public sector projects.

Details: http://lei.sr?a=t2p7s_S



The owner is upset by male assumptions of spas

Thai massage parlours mistaken for brothels by Australians

A number of massage parlours are being mistaken by prospective male clients for illegal brothels in the Australian city of Gold Coast in southern Queensland, Australia.

Every week at the Sabai Traditional Thai Massage and Spa men seek sexual favours causing the business, and other wellbeing facilities in the city, to publish signs on their price menus that say “no sexual services”.

Owner of the Sabai spa, Arshareeya Wajadee, says she has a firm policy: “Everyone here knows that if they're asked [for sexual services], to say ‘get out’”.

Gold Coast councillor Margaret Grummitt said that Australians automatically associate massage parlours as brothels and acknowledged the community needs to be better educated about the facts.

Details: http://lei.sr?a=g4A5B_S

Legality of wellness course questioned

A US energy company based in Wisconsin has been accused of overstepping its bounds by requiring an employee to undergo medical exams and inquiries, which a lawsuit contends were not job-related or consistent with business necessity.

The lawsuit, brought by federal body the Equal Employment Opportunity Commission (EEOC), is the first to directly challenge a company's wellness programme under the Americans with Disabilities Act (ADA).

Orion Energy Systems is accused of violating federal law by requiring an employee, Wendy Schobert, to undergo multiple range-of-motion tests and provide complete medical history information to participate in a wellness programme.

When Schobert declined to participate in the programme which was ‘mandatory’, Orion shifted responsibility for payment of the entire premium for her employee health benefits to



The case's outcome will affect state employment and discrimination laws

her and, shortly thereafter, terminated her employment contract – according to the suit.

According to the EEOC, Orion wanted Schobert to use a range-of-motion machine up to four minutes at least 16 times a month and as a prerequisite, she was asked to fill out a medical history form, waive any damages from using equipment and undergo a health-risk assessment.

Details: http://lei.sr?a=Y2G2D_S

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Expats targeted by spas in Thai study

Continued from front cover

The Thai Spa Industry Study by research partners Stenden Rangsit University and the Thai Spa Association was revealed at the World Spa & Wellbeing Convention (WSWC) 2014 in Bangkok.

The two-part study saw 295 spa consumer participants and, separately, 115 spa managers were surveyed online.

Of the 115 spa operator respondents, almost half of them were from Thailand, followed by China and India. Other respondents were from the US, Australia and France. Around two-thirds of these participants were female.

Operators highlighted expatriates as the most important target market for their spas, followed by locals and then visiting tourists.

One third of respondents execute a training programme for staff every month – the most common training frequency noted in the study.

In terms of marketing their spas, 46 per cent of respondents stated they follow some kind of a customer relationship management programme. 52 per cent believe that customers are



Respondents visited spas seven times over the past 12 months on average

willing to pay more for certified therapists and 61 per cent of operators think that scientific validation of claims made by therapies/ treatments are important to attracting customers.

Of the 295 spa consumer respondents, 68 per cent were female and 32 per cent were male. 85 per cent were residents of Thailand, but only 76 per cent of these participants are Thai citizens.

41 per cent of consumers said they spent more than THB 1,500 (\$50, €40, £31) on average per spa visit, on average seven times a year.

Details: http://lei.sr?a=s9R4n_S

Flood-damaged hotel to be salvaged

The five-star hotel Elbresidenz in the German spa town of Bad Schandau is to be salvaged by thermal bath owner/ operator Toskanaworld GmbH. The hotel was devastated by a river that flooded in June 2013.

Toskanaworld has acquired the 211-bedroom hotel from Ostsächsische Sparkasse, a savings bank that used to be the majority owner of the hotel. The property has been closed since the Elbe River flooded last year but Toskanaworld has a plan to reopen the hotel in Q2 of 2016 after major refurbishments to the hotel's bottom floors.

The overall costs for the renovation of the Elbresidenz hotel were recently estimated to be €20m (US\$25m, £16m). The Sächsische Aufbaubank (the central development agency of Saxony) rejected an application for a loan on the grounds that millions of euros of state finance should not be used to just repair the damage done to the Elbresidenz hotel. The bank said the hotel should receive improved flood protection systems and be partially



The thermal baths and hotel in Bad Sulza is a Toskanaworld operation

redesigned for economic purposes.

Toskanaworld currently operates two thermal baths with adjacent hotels, one in Bad Sulza and one in Bad Orb. The company also backs the Resort Schloss Auerstedt and the Hotel 'Zum Ritter' in Fulda. The Toskanaworld-operated Toskana Therme Bad Schandau also suffered severe damage from the flood last year, but it opened to the public again at Easter 2014 after the property's flood protection system was successfully improved during restoration.

Details: http://lei.sr?a=a2N4k_S

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Asia Pacific Spa and Wellness Coalition

T: +65 9777 3204 W: www.apswc.org

Association of Malaysian Spas (AMSPA)

T: +603 4253 3478 W: www.amspa.org.my

Australasian Spa Association

T: +61 4 3003 3174 W: www.aspaassociation.com.au

Bali Spa and Wellness Association (BSWA)

W: www.balispaandwellness-association.org

Brazilian Spas Association

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Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

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China Spa Association

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Association of Spas of the Czech Republic

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