spa opportunities

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Spa operators reveal KPIs to promote benchmarking

Spa managers from operations of different sizes and in different countries around the world gathered to discuss the importance of benchmarking at the Professional Spa & Wellness Convention at ExCeL in London between 22-23 February.

Taking the first step towards a more successful spa industry, Rachael McCrory - director of spa at Andaz Tokyo & Grand Hyatt Tokyo - shared key performance indicators (KPIs) for Hyatt spas with attendees. She was joined by Alex de Carvalho, vice chair of the UK Spa Association; Marion Hayden, spa manager of the Oceo Spa in Ireland; Stavros Mavridis, spa manager of the Aman Spa in Greece; and Don Camilleri, consultant for UK-based Hospitality and Leisure Concepts.

McCrory outlined Hyatt's plan for expansion before detailing the group's KPIs. She said the group currently has 69 spa and fitness locations across Asia with seven new openings planned for 2015 - all of which are located in China. 2016 will see a further 14 properties



Rachael McCrory, director of Spa at Andaz Tokyo and Grand Hyatt Tokyo, revealed Hyatt's spa data

added to the Asian portfolio, 10 of which will be in China and then in 2017, a further 17 will open in Asia - 10 of these in China.

According to McCrory's figures for 2014, the average treatment spend per guest is €107 (US\$122, £78) at a Hyatt spa. The average treatment revenue per hour across these Hyatt spas is €35 (US\$40, £26). The average retail sale to service ratio is 10 per cent and the average therapist utilisation percentage is 42.

McCrory noted there are more male guests at Hyatt spas in Asia – 52 per cent – than female guests, 48 per cent. Massage continues to be the most sought-after service at these spas, at 69 per cent. The average hotel guest capture is 3 per cent, but the local guest capture is 24 per cent.

The difference between urban and resort Hyatt spa locations showed average retail sales to service percentage at an urban location is 15 per cent, compared to 3 per cent at resort spas.

The therapist utilisation is 44 per cent at urban spas and 43 per cent at resorts. Continued on back cover

Saunas prevent heart complications: study

Men who use saunas regularly are protecting themselves from heart problems, according to a study by scientists from the University of Eastern Finland, whose work was published in the journal Jama Internal Medicine.

A total of 2,315 men aged 42-60 from eastern Finland were monitored over 21 years. During the follow-up period, the scientists recorded many heart-related deaths. Those who used saunas regularly, however, had fewer heart complications. For example, the risk of sudden cardiac death was found to be 22 per cent lower for men who visited saunas two or three times weekly. Details: http://lei.sr?a=c4a5w_S

Senegal's Magatte Wade joins GWS

Magatte Wade, a prominent Senegalese entrepreneur and founder of Tiossan - a high-end skincare line using indigenous Senegalese recipes - has been appointed to the Global Wellness Summit's (GWS) board of directors.

Wade will lead the organisation's new African initiative to support and promote the African spa industry – based on figures from the 2014 Global Spa & Wellness Economy Barometer, which shows Sub-Saharan Africa is both the fastest growing wellness tourism and spa market in the world. This region's wellness tourism has registered 60 per cent annual revenue growth and the spa market has risen 187 per cent from 2007 to 2013. The Middle East/North Africa region represents the second fastest growing market,



Magatte Wade will led the GWS' African initiative

with wellness tourism expanding revenues 38 per cent annually and the spa industry growing 143 per cent over the last six years.

Wade will be the first African to join the board of wellness experts and she will attend the ninth annual Global Wellness Summit in Mexico in November 2015.

Details: http://lei.sr?a=j5h6C_S

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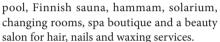
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Chavana Spa opens in Moscow

The Steiner-operated Chavana Spa at DoubleTree by Hilton Moscow - Marina has soft-opened, featuring imported teak wood, artwork and décor from Bali.

Set within the 270-key hotel, the Chavana Spa offers seven treatment rooms: one double room with a steamshower and hydrobath, one single room with a dry flotation device and shower and five single rooms with showers. The 9,795sq ft (910sq m) wellness facility also hosts a relaxation lounge, swimming



An exclusive range of beauty treatments by Italian skincare company Comfort Zone are also available to clients of the Chavana Spa.

The property also houses a barber shop, fitness centre, indoor heated pool, two food and beverage outlets, plus 14,370sq ft (1,335sq m) of flexible function space - with capacity for 1,120 guests.

Jeff Matthews, president of Steiner Spa



Comfort Zone will supply the skincare products at this Chavana Spa

Consulting, revealed the company's concepts and designs for a pipeline of projects in the Indian Ocean and the Middle East through to 2017, in an exclusive interview with Spa Opportunities.

For example, Steiner Spa Consulting has been selected to refurbish and rebrand a spa in the North Ari Atoll of the Maldives at the four-star hotel Chaaya Reef Ellaidhoo operated by Cinnamon Hotels and Resorts - a subsidiary of John Keels Holdings. It is not known when this spa will be complete. Details: http://lei.sr?a=z8z8P_S

Thalgo spa launches at UAE club

Abu Dhabi Country Club, UAE, has unveiled a 2,000sq m (21,528sq ft) Thalgo Spa this week, in line with the emirate's strategy to achieve tangible levels of economic diversification by 2030.

The spa is divided into three sections, one for men, one for women and one for VIP guests. In total there are 23 treatment rooms. Eight of these are for women, nine for men and six for VIPs. At the end of each section of the male and female zones, there is an ice fountain, a sauna, steamroom for two and a relaxation

room with heated marble seats. The spa's VIP section's six treatment rooms - all doubles include their own whirlpool and steamroom.

Arnaud Diaz, Thalgo's international director commented: "We are very happy and honoured to be the exclusive spa skincare brand with Abu Dhabi Country Club, which is among the UAE's leading destinations for leisure and sports. We consider it the best foothold for our



Arnaud Diaz is the international director of skincare brand Thalgo

spa positioning in the GCC market as we are committed to providing the best experiences and meeting international standards while respecting and complying with the GCC culture through customised signature services."

Thalgo Spa will offer Polynesian massage and a lotus milk bath therapy as well as its antiageing, slimming and rejuvenating services. Details: http://lei.sr?a=F4V3n_S



Ethiopian firm plans Djibouti site

Boston Partners, the Ethiopian company known for building Kuriftu-branded resorts, is to construct a new resort on Moucha Island – off the coast of the Republic of Djibouti in the Horn of Africa – in an attempt to establish the Kuriftu brand in east Africa.

In December 2013, Kuriftu signed a 50-year lease for 500,000sq m (5,381,955sq ft) of land on the coral island Moucha. It hired Eyasu Siraj, a consulting architect, to design the US\$7m (€6m, £4.6m) spa resort,

which will eventually employ more than 200 people when it opens in 2016.

Boston Partners, which wants to expand into every African country, concluded a US\$50m (€46m, £33m) deal with US-based company Fairfax Africa Fund in August 2012 to pursue this goal. The agreement was focused on helping Boston Partners build, own and operate several hotels and resorts in Ethiopia, Kenya, Tanzania and Djibouti.

The resort on Moucha will have 30 presidential suites, two villas and 120



This will be the first Kuriftu-branded resort and spa outside Ethiopia

bedrooms, in addition to a full spa service, one restaurant, a conference room, an outdoor cinema, wedding gazebo, two swimming pools and a children's playground.

Construction has begun using prefabricated material from Bali Prefab World, an Indonesian firm that designs and builds hardwood prefab houses, up-market homes, villas and bungalows.

Boston Partners also will work on Moucha Island's solar generation and water treatment. *Details:* http://lei.sr?a=j7b3S_S

Eco-friendly spa owned by English couple opens in Del Mar

An eco-friendly spa has opened in a shopping centre in Del Mar, California. Owned by an English couple who moved to the area in September 2014, the spa – a member of Green Spa Network – has debuted in The Flower Hill Promenade centre: a shopping mall that was originally designed by Smith Consulting Architects.

The day spa, called SpaBlue, has taken over a previous spa location – a spokesperson told *Spa Opportunities*. The 65,000sq ft (6,039sq m) facility comprises 13 treatment rooms, a 700sq ft (65sq m) nail salon, male and female locker rooms and showers. There is also a eucalyptus steamroom, a mixed gender relaxation room and retail area.

Co-owners Emma and Tom Hughes bought the former Spa Gregorie location and have made it an eco-friendly business. *Details: http://lei.sr?a=m5P2n_S*



5plus Architects are consulting on the project

M by Montcalm to welcome guests in London, in Q2 2015

The M by Montcalm hotel is set to launch in east London's emerging technology district in an 18-storey building inspired by the work of 'Op-Art' artist Bridget Riley.

Built by SPG Contracts under a full design and build contract with the help of external consultants 5plus Architects, Curtins Engineering and KUT M&E consultants – the 296-key hotel features an unusual horizontal transom (a transverse horizontal structural beam or bar) that preserves the building's original architectural concept and vision. The hotel is expected to open in Q2 2015.

Within the hotel, there will be a three-treatment room M Spa with a Versace-tiled swimming pool, relaxation lounge, steamroom, sauna and whirlpool, as well as a gym. The spa will soft-launch in April and bedroom amenities will be supplied by Elemis and Hermès, a spokesperson told Spa Opportunities.

Details: http://lei.sr?a=w7H9b_S

Six Senses to develop Bali resort

Six Senses Hotels Resorts Spas is set to develop a resort in the southwest of Bali on the cliffs of Uluwatu, sharing ocean views with the island's famed Uluwatu Temple – approximately 250ft (76m) above sea level.

The whole 30-acre (12-hectare) resort – owned by PT Cahaya Warna Prima – will welcome guests after two phases of construction are complete in 2017. The first phase includes the resort, which will rest on 16 acres (6.5 hectares) of land while

The resort will include 28 villas, 62 one-bedroom villas and seven two-bedroom villas for accommodation purposes. The Six Senses Spa will offer locally-inspired speciality treatments, multi-day wellness programmes and a selection of activities as well as complimentary morning yoga. A spokesperson for Six Senses told *Spa Opportunities* that details of the spa's

facilities will be revealed at a later date.

phase two includes 60 residential villas.



The 30-acre (12-hectare) resort is owned by PT Cahaya Warna Prima

In addition, there will be three restaurants, a pool bar, cooking school and organic garden.

The property will feature a vast central pool, a gym, an event lawn, ballroom, wedding pavilion and its own Balinese temple.

"The location is incredible and the design approach is perfect for our brand," said Bernhard Bohnenberger, president of Six Senses Hotels Resorts Spas. Details: http://lei.sr?a=d4M7W_S

Indian consultancy launches spa at hotel near the Taj Mahal

Spa consultancy Essense Wellness has opened its latest spa project at the DoubleTree by Hilton Agra in India, which faces the Taj Mahal.

Led by founder and CEO of Essense Wellness, Gavin Rodrigues, the 5,500sq ft (511sq m) spa at the 104-bedroom hotel features four treatment rooms - one of which is a couples' suite, another is a Thai therapy room and the other two are multifunctional.

Essense Wellness' professional skincare range will be used at the spa for a mix of eastern and western treatments.

Speaking exclusively to Spa Opportunities, Rodrigues said: "As a new introduction to 2015, Essense Wellness created its own retail range of face and body care that is made in India and is 100 per cent organic. The retail line is based on the change of seasons to suit the skin's needs at specific times of the year." Details: http://lei.sr?a=P6N6E S



One&Only Mandarina will be in Riviera Nayarit

Kerzner to develop two One&Only resorts in Mexico

Kerzner International has entered into an agreement with private equity fund BK Partners to develop and operate two new One&Only resorts in Mexico.

BK Partners is an equity fund that is focused on tourism and land development.

The two resorts will be developed on the Pacific Coast of Mexico. Mexico also hosts the existing One&Only Palmilla in Los Cabos. One&Only Mandarina, however, will be located in Riviera Nayarit and will offer 145 villas in addition to private residential estates. This rainforest resort will offer an adult pool, family pool, private cabanas, poolside bar and lounge, as well as a number of restaurants. There will also be a One&Only spa and fitness centre onsite.

The second resort to be added to the Kerzner portfolio is the One&Only Santa Maria de Xala, which will be part of a 1,200-hectare (2,965-acre) development that will feature a One&Only spa too. Details: http://lei.sr?a=t7a7V_S

Resense and Kempinski move into Myanmar

Kempinski The Spa will launch at the Kempinski Hotel Nay Pyi Taw in Myanmar in November 2015, following the opening of the property in Q4 of 2014.

Spa management company Resense Spa will debut the spa at the 141-bedroom property, which will comprise eight treatment rooms in the estate's Amarapura villa. The wellness facility will overlook the hotel's gardens and a traditional 18th century Burmese royal pavilion.

There will also be a fitness centre and outdoor pool.

Kasha Shillington, CEO of Resense, commented: "With spas already in operation in Europe, Africa, the Middle East and Asia, Resense is excited to be working on its first project in Myanmar. This project will set the benchmark for unique and new spa experiences in the region."

Resense has exclusively revealed to Spa Opportunities that it will be partnering with British skincare brand, Elemental Herbology, to supply a results-driven amenity line



Resense also created the spa at the Kempinski Seychelles Resort

exclusively to suites across Kempinski properties. The new 'Suite Amenity Range' is designed to provide guests with an inroom spa experience and will be branded "prescribed by Resense" on the packaging.

"Our Suite Amenity Range employs the original retail and professional spa formulations in many of the products, offering our guests the best quality experience, in the comfort of their own room," added Shillington. Details: http://lei.sr?a=T5C3X_S

Reverie Saigon hotel to open in Q2 2015

The Reverie Saigon, Vietnam, is set to launch in Q2 of 2015, featuring a range of Italian furnishings, five restaurants, a fitness centre and a spa.

A member of the Leading Hotels of the World, The Reverie Saigon will feature 286 guestrooms plus 89 extended stay apartments and will be located in the upper storeys of the 164m (538ft) tall Times Square building in Ho Chi Minh City's District 1. The building is a mixed-use development that includes eight storeys of office space and high-end retail shops.

Furnished by Italian design houses including Visionnaire, Provasi, Giorgetti and Colombostile, the hotel will have a 1,200sq m (12,197sq ft) spa. The facility will occupy parts of the sixth and seventh floors of the building and will include 10 treatment rooms, plus steam and sauna offerings. A spokesperson for the property told *Spa Opportunities* that the 10 treatment rooms will include



Overlooking the Saigon River, there will be five restaurants at the hotel

four for couples and six for individual treatments. It was also revealed that ila will be the skincare supplier for the spa.

The fitness centre will host equipment by Technogym, including its ARTIS range.

With views of the Saigon River, there will also be a free-form pool at the property, in addition to a spa pool. Details: http://lei.sr?a=a9E3M_S



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New Zealand's hot spring development opportunities



STEVE CHADWICK Mayor of Rotorua, New Zealand

ur story in New Zealand is one of open spaces, open hearts and open minds. Rotorua is the true heart of New Zealand - both geographically and culturally. A visit to Rotorua and New Zealand is actually all about health and wellness, with a beautiful backdrop of lakes and forests, friendly people, numerous healthy activities and a great place to rejuvenate.

We want to be known as a place of spas and wellness. For Rotorua, spa development represents a great economic opportunity and we are taking an active role to pull together a plan of what a modern hot springs spa destination needs. We are working with the industry to attract investment and as part of our commitment to revitalise our district as a spa destination we have joined the global and Australasian spa networks.

We want to weave in native therapies, building on our expertise in cultural wellbeing and natural remedies. These include 'mere mere' massage with rongoa, manuka with its super-bug antibacterial properties and native local herbs.

New Zealand is a world-leader in geothermal energy and direct use. Rotorua is the birthplace of New Zealand tourism originally based on the Pink and White Terraces - deemed 'the 8th wonder of the world' until Mount Tarawera erupted and buried them in 1886. Now Rotorua hosts 3.2 million visitors per annum with 1.3 million of these being international tourists. Australia's east coast population of 10 million is just three-and-a-half hours by air from Rotorua. A further two million people live within a three hour drive of Rotorua.

The economic growth opportunities in the wellness tourism sector span health, recreational and well-being tourism. There are significant opportunities for Maori economic involvement in virtually all these new growth areas given their land and geothermal resource ownership.

With abundant natural resources and stunning locations, Rotorua has plans to create a major high value tourism destination based on becoming a true 'Spa City'.

South Sudan to welcome Radisson Blu

Carlson Rezidor has broken ground on a Radisson Blu property in the Hai Malakal district of South Sudan's capital city, Juba.

Set to open in Q2 2017, the hotel will have 158 guestrooms, four restaurants, 750sq m (8,073sq ft) of meeting space, an outdoor swimming pool and terrace, a sky bar and a 300sq m (3,229sq ft) spa and gym area.

Overlooking the White Nile River, the new property is owned by Blue Diamond Hotel Limited.

South Sudan is the youngest country in Africa - having gained independence from Sudan in July 2011. Carlson Rezidor's executive VP and chief development officer Elie Younes is positive about the African hotel and resort market.

Younes said: "Africa offers excellent opportunities due to its natural resources and



The hotel in Juba will have a sky bar and a 300sq m (3,229sq ft) spa

workforces, improved infrastructure and a growing middle class. We want to grow further on the continent, together with our existing and new partners through transparent and responsible long-term business relationships. We want to be a leading employer in Africa." Details: http://lei.sr?a=b5F3z_S

Yoga guru accused of sexual assaults

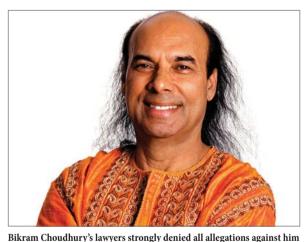
Yoga entrepreneur Bikram Choudhury, the creator of the hot yoga training programme that bears his name, is facing six civil lawsuits from women accusing him of rape or assault – the first of which was filed two years ago and the latest on 13 February, 2015.

Bikram studio franchises across the world have already dropped the Bikram brand from their names in response to the lawsuits. The 69-year-old denies the allegations and has never been criminally charged

despite alleged assaults stretching back a decade, according to the New York Times.

Bikram yoga classes last 90 minutes in a room heated to 40°C (104°F) and consist of 26 yoga poses taught by Choudhury and his mentees at independently-operated studios from Buenos Aires to Shanghai. Teacher training sessions with Choudhury that last nine weeks cost US\$12,500 (€11,157, £8,134) per pupil. Students' diet, wardrobe, speech and facial expressions are allegedly supervised and constrained during training with Choudhury - who in some circles is considered to be a spiritual leader.

Canadian former Bikram yoga instructor Jill Lawler claims that during a teaching



course, she massaged Choudhury "for hours" during mandatory Bollywood movie viewings that often last "until 3am". This practice was carried out by a number of his devotees at a time, however Lawler claims Choudhury began to grope her inappropriately during one such massage in 2010. He reportedly apologised later and vowed to "make her a champion". Several weeks later, the lawsuit alleges, he raped her in his hotel room.

Choudhury's lawyers strongly deny all allegations against him, saying the claims "dishonour Bikram yoga" and police had declined to file any charges due to a lack of evidence. Details: http://lei.sr?a=k2S6U_S



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DIARY DATES

20-23 March 2015 Cosmoprof Worldwide

Bologna, Italy

One of the world's biggest beauty events, Cosmoprof Worldwide will include sectors on beauty salon & spas, hair, perfumery & cosmetics and green nature. The 2014 event featured 2,450 exhibitors from 69 countries. The total number of visitors at the exhibition in 2014 was 207,238 – 34 per cent of whom came for perfumery products and services.

Tel: +39 0279 6420 www.cosmoprof.com

27-29 March 2015 **Beauty Dusseldorf**

Messe, Dusseldorf, Germany
Up to 50,000 trade visitors and 1,250
exhibitors take part in the annual trade
show. Areas are themed around spa,
wellness, cosmetics and nail care. A threeday conference for spa operators, managers
and investors will be put together by spa
consultant Sylvia Glückert. A new addition
to the event is a Nail Star Academy for
industry leaders to showcase techniques.
Tel: +49 4560 6902
www.beauty.de

19-20 April 2015 Natural & Organic Products Europe

ExCeL, London, UK

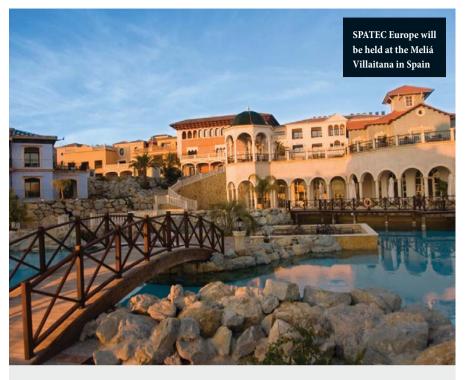
A spa and beauty section features at this trade show and is set to include 600 exhibitors this year, representing thousands of natural and organic brands. *Natural Products* magazine editor, Jim Manson, will discuss key retail trends and changing consumer behaviour in his opening keynote speech. The Soil Association will present a market report.

Tel: +44 1273 645 117 www.naturalproducts.co.uk

26-29 April 2015 SPATEC Spring North America 2015

Turnberry Isle, Miami, Florida, US
Operators of America's leading mediumto-large hotel resort, destination, athletic, medical and day spas will meet with key domestic and international suppliers to participate in a series of one-on-one meetings over two dedicated business days. Sharing of ideas and best practices occurs during planned networking activities including dinners and keynote speeches.
Tel: +1 214 592 4370

www.spatecna.com



3-6 June 2015 SPATEC Europe

Meliá Villaitana, Costa Blanca, Spain During the two-day event, spa owners, operators, directors and suppliers network during dinners and carry out a series of 20-minute one-to-one business meetings. Both buyers and suppliers get to choose who they would like to meet with and are each given a schedule of meetings. Evening entertainment is also incorporated into the event.

Tel: +35 6994 58 305

www.spateceu.com

30 April - 2 May 2015 Beauty Eurasia

IFM, Istanbul Expo Centre, Istanbul, Turkey The 11th Beauty Eurasia event will feature 550 beauty, cosmetic, haircare, plus spa and wellness brands from 44 countries. It aims to attract 25,000 visitors this year. Tel: +90 212 603 33 33 www.beautyeurasia.com

19-21 May 2015 China Beauty Expo

Shanghai New International Expo Centre, Shanghai, China

An annual event held in Shanghai, China Beauty Expo (CBE) is the leading beauty trade show in Asia. It is a popular trade platform for international cosmetic companies entering the Asian beauty market and is the key beauty and cosmetic exhibition promoted by the Chinese Ministry of Commerce. In 2014, the event attracted 252,200 visitors from 80 countries. The event measures a total of 127,000sq m (31 acres) across 11 halls, featuring 6,433 exhibition booths.

Tel: +86 21 2326 3697 www.chinabeautyexpo.com

26-28 May 2015 Beautyworld Middle East

Dubai, UAE

Beautyworld Middle East will celebrate its 20th anniversary in 2015. The event is said to be a leading trade and networking event for professionals in the beauty, wellbeing, haircare and fragrance sectors. In 2014, approximately 1,350 companies – from both surrounding regions and international markets – showcased their products, equipment and services. There were more than 25,730 visitors over three days. Tel: +971 4389 4500

www.beautyworldme.com

28 May 2015 Forum HOTel & Spa

Four Seasons George V, Paris, France This one-day educational event is now in its eighth year. It comprises panel discussions and aims to bring together hotel and spa professionals. The annual Black Diamond Award ceremony takes place during the day, where the promoters of the event recognise an outstanding professional in the industry.

Tel: +33 142 409 077 www.forumhotspa.com









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RKF Luxury Linen at l'Institut Guerlain, 68 Champs-Elysées Paris



US firm buys Japanese onsen operator

Japanese hotel and spa operator Ooedo-Onsen Holdings is being bought by US private equity firm Bain Capital Partners in a bid to capitalise on tourism ahead of the Tokyo 2020 Olympic Games.

Bain will buy out shareholders in the Japanese company, including its president, for an undisclosed sum.

In a statement, Bain said Ooedo-Onsen sales have risen approximately 30 per cent annually since 2007. Best known for its Ooedo-Onsen-Monogatari "spa

themepark" on the man-made island of Odaiba in Tokyo Bay, the firm expects revenue of about JPY35bn (US\$294m, €258m, £190m) for the fiscal year ending in February, derived from its 29 hotels and spas nationwide.

The Ooedo-Onsen-Monogatari facility opened in 2003 and includes Japanese-style buildings with baths fed by natural hot springs starting 1,400m underground, in addition to open-air baths, a garden footbath and many other hot spring pools. There is also a



Ooedo-Onsen-Monogatari features a street of cultural attractions

traditional-style street with attractions based on the days when Tokyo was known as Edo. This street hosts massage parlours, events and entertainment, accommodation, fortune-telling, restaurants and other cultural leisure offerings.

Japan is seeking to raise the number of foreign tourists by relaxing some visa regulations and extending the sale of tax-free items. The Japan National Tourism Organisation measured a record 13.4m foreign visitors in 2014. *Details: http://lei.sr?a=f3Q2J_S*

Mill wheel-powered spa opens in March

A UK inn and hotel is set to debut its Mill Wheel Spa in March 2015, complete with a beach experience, water mill-powered shower and Heaven skincare by Deborah Mitchell – facialist to Simon Cowell, Gwyneth Paltrow, Claudia Schiffer, Victoria Beckham and Katie Price.

Owned and operated by the Kirk family since 1981, the 26-bedroom Three Horseshoes Country Inn at Blackshaw Moor is adding thermal facilities to create a destination spa at the property, which is located in the Peak District.

Wendy Kirk told local media: "We've done a lot of research and wanted to create something unique. We're aiming to be a major UK spa destination."

According to the forthcoming spa's website, the features on offer at the location will include a shower powered by the visual centrepiece of the spa – a water mill. "The water pours out from the shovels in intervals,



Katie and Wendy Kirk are two of the family team that manages the spa

alternatively warm and cold," the website says.

A large bed of warm sand will be available for guests of the spa, to recreate a seaside scene. The 25-minute experience takes guests from sunrise to peak sunshine and then sunset.

There is also a sauna, stone steambath, cedar plunge pool, two-person rasul mud bath, outdoor vitality pool and spa garden, in addition to a relaxation suite and three treatment rooms. *Details: http://lei.sr?a=D4N8W_S*

Medi-spa offering hair loss fixes cuts the ribbon in Palm Beach

A medi-spa offering hair loss solutions for men and women, IV vitamin therapy and an oxygen bar has opened in Florida's Palm Beach under the leadership of Dr Daniela Dadurian, founder of MDbeautylabs.

BioAge MD Aesthetics and Wellness Bar is a health and wellness centre that has been established to offer functional medicine and cosmetic services to clients looking for services including aesthetic changes, anti-ageing medicine, injectables, fillers and weight loss solutions. There is also an organic juice bar on the premises.

Staffed by a team of nurses, medical estheticians, medi-spa concierge services and massage therapists, the facility is led by Dadurian herself – a specialist in functional, regenerative medicine, laser treatment and cosmetic medicine.

Details: http://lei.sr?a=m5P2n_S



The resort's spa is operated by Guru Spa Thailand

US\$35m Vietnamese resort and spa begins operation

The Salinda Phu Quoc Island Resort and Spa in Vietnam has opened, costing US\$35m (€31m, £23m) and located on 2.5 hectares (6 acres) of grounds near the seashore and town of Duong Dong.

The 121-key resort features a spa operated by management firm Guru Spa Thailand. The spa has seven double treatment rooms – each of which has a shower, bath tub and a steamroom or rain shower. There is a health club onsite, in addition to a restaurant, lounge, infinity pool, bar and business centre.

Leisure activities at the property include snorkelling, diving, water skiing, jet skiing, kayaking and deep-sea fishing. There is also a cookery school, yoga classes and excursions to local pepper farms or to Ham Ninh fishing village.

The resort also features a banquet hall for concerts with capacity for more than 400 guests.

Details: http://lei.sr?a=9k4J8_S



19-20 April 2015 ExCel I London







Thousands of natural beauty and spa buyers discover new products from across the globe

New exhibitors announced for Natural Beauty & Spa Show 2015

THE ESSENTIAL EVENT FOR THE NATURAL AND ORGANIC INDUSTRY

raft of new health and beauty products are set to hit the market at this year's Natural & Organic Products Europe taking place at the new venue of ExCeL London on 19-20 April, which will feature an unprecedented 600 exhibitors showcasing thousands of natural and organic brands - including supplements, botanicals, superfoods, THR mark herbal medicines, homeopathic remedies, personal care and beauty, and healthy food and drink.

Health and beauty buyers (from spas, gyms, salons, fitness and personal training) looking to increase their knowledge and offering in this growing natural health and nutrition market will find a wealth of innovative new product developments at Natural & Organic Products Europe in April.

New additions to the Natural Beauty & Spa line-up to date, include Puresun (UK distributors of OrganicSeries cosmetics), It's Pure Organic (herbal hair colours), Aromata Mirabilia, Bathing Beauty, Natural Spa Factory, Laboratoires Bea, Sóley Organics, North Atlantic Seaweed Products, What Skin Needs, and Pommade Divine. BRYT Skincare, Toulou Organics, and elements natural skincare for men will also be making their debut in the show's new Venus Pavilion.

Returning exhibitors include Ultra Glow



Meet with hundreds of beauty and spa suppliers

NATURAL & ORGANIC PRODUCTS EUROPE

Where: ExCeL London When: 19-20 April 2015 Show sections: Natural Living, Natural Health, Natural Beauty & Spa and The Natural Food Show.

Visit www.naturalproducts.co.uk to register for your free trade only pass, and save £20 on entry. Please enter priority code NPB90. Cosmetics, Childs Farm, Pacifica, Antipodes, Urtekram, Natura Siberica, Nature's Dream, Natracare, Faith in Nature, MyChelle Dermaceuticals, and Jason. The Eco Luxe Pavilion, dedicated to luxury natural beauty brands, is also back on the menu - and 50 per cent bigger - for 2015. Confirmed participants, to date, include Inika Cosmetics, Surya Brasil, Liv Organic Co, Lariese Purely Organic, and Antique Apothecary.

New exhibitors for 2015 include Martin and Pleasance; The Organic Protein Company; Zoya Organic; Wiley's Finest (Wild Alaskan Fish Oil); Enterosgel o+ (a selective absorbent gel that cleanses the gut from toxins, allergens and pathogens); Aleva Naturals (a plant based, certified Vegan skincare line for mothers and babies); and Vividus srl (with its comprehensive Tea Tree Oil range).

Supplement specialists Purasana, Nutrabiotics, Valentis, Prime Fifty, KIKI, World Nutrition, Vibrant Health, and International Natural Products GmbH will also be making their first appearances this year.

Returning exhibitors include Quest Vitamins, Healthaid, Bio-Kult (Protexin), Keypharm NV, Hadley Wood Healthcare, Nature's Plus UK, Good Health Naturally Inc, Wisdom of Nature, Lamberts, Leader Foods Oy, lipolife, Global by Nature, G&G Vitamin Centre, Tiana Fairtrade Organics and HayMax.



19-20 April 2015 ExCeL | London

TRADE ONLY EVENT



at Europe's leading natural beauty business event



How have I not been before?! It's like my Mecca! Gwyneth Paltrow would have had a field day!" CATH TYLDESLEY, HELLO MAGAZINE



Register for your FREE* trade pass at www.naturalbeautyandspa.co.uk

Enter priority code NPB68 when prompted







Plenty of polish in Jessica Cosmetics' Cinderella story

Described as a "phenomenal evolution" in polish, the latest product from Jessica Cosmetics aims to help customers achieve the 'Cinderella Effect' – offering quick and beautiful results.

'Phenom by Jessica' dries quickly in natural light, lasts up to 10 days, and gives a mirror-like shine that becomes brighter without any touch-ups, according to the company. Nails are first primed with one of Jessica's prescriptive basecoats to treat the needs of individual nails. 'Vivid Colour' is then applied followed by 'Finale Shine' to create the finishing touch. KEYWORD: GERRARD INTERNATIONAL



Get soft and silky skin with the new Niance body care range

Niance has created a luxury anti-ageing body care line to complement its face care products.

The new range combines active agents with ingredients established in the company's face care line, with the aim of achieving anti-ageing, slimming, shaping, firming and anti-cellulite results. It includes 'Premium Glacier Body Serum,' 'Premium Glacier Body Cream' and fat burner 'Premium Glacier Body Serum Men'.

Niance says the combined active ingredients of its products reduce the girth of abdomen, hips and thighs significantly, make fat pads melt, and reduce cellulite, creating "silky-soft, visibly invigorated and smoother" skin.

The formulation is enhanced with delicate fragrances and a silky consistency, separately composed for men's and women's products.

KEYWORD: NIANCE



Spa Products Update

POWERED BY

spa-kit.net

For more information, or to contact any of these companies, log on to www.spa-kit.net and type the company name under 'keyword search'

Plus size wellbeing offered by Sommerhuber's latest lounger

An updated and improved version of Sommerhuber's 'Lounger Two' has been unveiled, with the aim of providing additional comfort and wellbeing.

The new free-standing 'Lounger Two Plus' offers a "clear and reduced design vocabulary" and "ergonomic, velvety-soft surfaces", according to the Austrian ceramics manufacturer. The lounger utilises heat storing ceramics and long-wave infrared radiation to provide a sense of wellbeing and relaxation, boosting circulation, dissolving muscle tensions and offering a positive effect on the immune system.

The ergonomically designed surface of the Lounger Two Plus aims to perfectly envelope the body. The electrically heated seating surface is available in 22 contemporary glazes.

KEYWORD: SOMMERHUBER



Skin treatment gel targets breakouts and blemishes

Eve Taylor's 'Purifying Spot Gel' is a treatment gel which combats the bacteria that cause breakouts and clears the skin of blemishes. It features a combination of tea tree, lavender and lemongrass, which provide antibacterial properties while soothing redness and irritation. Additionally, allantoin soothes and reduces inflammation. Purifying Spot Gel can be used with professional treatments, sparingly applied directly to any papule or pustule, underneath a facial masque or moisturiser.

KEYWORD: EVE TAYLOR







Comfort and style in Dubai resort with Fashionizer uniforms

With 90 garment styles including more than 60 original bespoke creations, Fashionizer has designed, manufactured and delivered a uniform programme for a luxury new resort in Dubai. The spa at Four Seasons Resort Dubai will use the company's new linen-rich fabric collection, with reception staff in cream and therapists in black.

The garment was chosen for its high-level performance properties in a hot resort setting. It is made in a smooth fabric with Lycra, and is finished with 'Silverplus', a

treatment which has antibacterial properties to ensure uniforms stay fresh and odourfree. Uniforms were designed to reflect the luxury of the Four Seasons brand as well as the specific character of the resort's location in Dubai.

Fashionizer also provided full accessories, including monogrammed baseball caps and shoes, and the contract also included fitting and alteration of all uniforms for 550 staff onsite in Dubai.

KEYWORD: FASHIONIZER



Spa provider The Product House has become the exclusive distributor for Terres d'Afrique in the Middle East. The collaboration was made official in late January, and covers the UAE, Qatar, Oman, Kuwait, Bahrain and Saudi Arabia.

Interest from major partners in the region has so far been "overwhelming",



according to The Product House owner Janette Watts. "Our properties are drawn to the fundamental ingredients borne from its African heritage, the quality, unique and eclectic elements integrated into the range, particularly the tools to improve the methods of application including wood and precious stones," she said.

Offering sustainably developed, organic skincare that harnesses Africa's botanical heritage, Watts said Terres d'Afrique was a good fit for The Product House, as the company is "passionate" about the environment in which the products are sourced and the nature of the African region.

The Product House is currently in talks with a number of hotels in the Middle East to roll out the Terres d'Afrique products, with Watts predicting a "very exciting" future for the brand in the region.

KEYWORD: TERRES D'AFRIQUE



Enhance room ambience with flatscreen equipped spa tables

Gentle sea waves or a cosy fireplace can be brought to the spa table – helping to create a specific ambience for the treatment room.

A flatscreen integrated into the side of Gharieni Group's 'MLW F2' spa table is able to display any atmospheric film, slide show or picture, via an integrated USB connection.

The display can be tied in to the theme of the treatment room, the spa or the particular treatment itself. Gharieni is also offering the option of an opal glass pane with an LED light behind, which provides pre-programmed atmospheric colour choreographies.

Both sides of the German company's MLW F2 spa table can be equipped with a flatscreen. KEYWORD: GHARIENI

Instant brightening boost is offered by ESPA's new serum



A serum containing a blend of lightening, brightening and firming 'SuperActive' ingredients has been launched by ESPA.

Suitable for all skin types and ages, the company says 'Skin Radiance Intensive Serum' is particularly useful for those with hyperpigmentation or dull complexions in need of an instant boost. The formula contains mulberry, bearberry and liquorice from the company's Skin Radiance range, while multifunctional enzyme-activated vitamin C is enhanced to

prevent premature degradation and preserve maximum efficacy of this active ingredient.

WORD: ESPA

email: svp@wtsinternational.com web: wtsinternational.com

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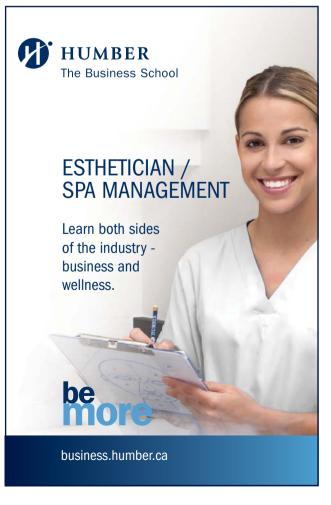
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Degree







Job opportunities with Aqua Sana at Center Parcs



Center Parcs is the leading provider of short break holidays in the UK, delighting generations of guests for the past 27 years. Each of our Villages is set in beautiful forest locations with over 200 activities and after recently opening our fifth Village, we now employ a team of more than 7,000 people.

Aqua Sana is our award winning spa which welcomes guests who are on short breaks as well as spa day clients. As well as 'World of Spa' there is a full treatment menu, using Elemis, Decléor and our own signature ranges. We also have an Express Beauty area, a fully stocked Boutique, and Vitalé Café Bar. Aqua Sana is a high quality, continually evolving spa concept.

If you're as passionate as we are about the benefits that spa can bring, why not be part of our evolution?

We are currently recruiting for various roles within our Aqua Sana teams across the 5 villages, including;

- BEAUTY THERAPIST (FULL & PART TIME)
- EXPRESS BEAUTY THERAPIST
- SPA HOST
- SPA LIFEGUARD

If you're interested in a career within Aqua Sana, please visit the Center Parcs Careers Website and select 'Job Search'.

Here you can select the Village where you are interested in working and see what opportunities are currently available. You can also register for 'Job Alerts' and we will contact you as and when opportunities become available.'

www.centerparcscareers.co.uk



GOCO Hospitality is a wellness hospitality development and management company. We create, innovate and operate tomorrow's hospitality concepts.



SPA Directors

We are currently sourcing candidates for two large Spa developments.

In partnership with leading luxury Hotel brands, GOCO Hospitality is developing two large-scale luxury wellness spas in Asia, which are set to open within the next 12-16 months.

Strong individuals are required to take ownership of these five* hotel spa operations. You will have a quality conscious approach, with a proven track record of commercial success and the motivation and determination to succeed.

We are seeking to recruit Spa Directors who have the experience and knowledge to coordinate successfully and manage the developmental stages of the spas leading into pre-opening, launch and ongoing operation.

The successful candidates will demonstrate extensive experience in operating and marketing spa operations within a luxury setting and the commercial skills to drive high-quality service operation.

Requirements

- Spa and Leisure experience of around 8- 10 years, with a minimum of four years in a leadership role.
- Proven ability to lead projects with a focus on time management and execution.
- Strong business orientation and commercial skills.
- Ability to develop effective sales and marketing strategy.
- Proven ability to develop and lead successful teams.
- Fluent in English (written/spoken).

The opportunities are rewarding ones for current Spa Directors who are seeking to add a distinct edge to their careers. Both the positions offer an excellent salary, bonus and benefits package for the right candidate.

Please send covering letter and CV including reference to: sridhar@goco.co



THE ISLAND WELLNESS SPA

at THE WEST BAY COUNTRY CLUB

Spa Manager and Spa Therapists

Our Island Wellness Spa is dedicated to natural and holistic therapies that make the body and mind feel relaxed, rested and restored and the skin glow.

We are looking for an experienced Spa Manager and therapists competent in massage techniques and passionate about health and wellness treatments.

As Spa Manager you need proven managerial experience in the spa industry. You will be responsible for organizing and motivating our team of highly skilled therapists and it is important to us that you are able to combine your managerial responsibilities with a hands-on role in the spa.

We are also seeking skilled, passionate and conscientious spa therapists who are competent in massage, facials, manicures and pedicures with either NVQ Level 3, ITEC Level 3 or equivalent. We have full, part time and seasonal positions available.

The spa is integrated with our Country Club and you will work alongside the personal trainers, physiotherapist, chiropractor and the sports team to provide whole body wellness to our members and guests.

Excellent working conditions and an attractive package are offered.

Please send your CV and covering letter to General Manager, Steve Deacon.

The West Bay Country Club & Spa Halletts Shute, Yarmouth PO41 0RJ Email: steve.deacon@westbayclub.co.uk www.westbayclub.co.uk

OPERATIONS MANAGER TRAINING MANAGER

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Created in early 2009, Resense Spa S.A. is a joint venture between Kempinski Hotels and Raison d'Etre. Resense Spa SA has an enviable portfolio of professionally and profitably designed spas, all under one of two brands – Resense and Kempinski The Spa. With over 60 Spa contracts signed, Resense Spa SA operates 23 Kempinski The Spas in 21 different countries, and opened its first Resense Spa in 2014.

With the continuing growth we are looking to recruit an Operations Manager and a Training Manager to be part of our team.

MINIMUM REQUIREMENTS:

Operations Manager:

- Ten (10) years spa management experience in an international standard spa.
- Have managed a portfolio of properties which includes pre-opening and operational experience
- Proven track record of direct Owner/ General Manager Interaction.
- A proven business and marketing acumen within a similar multi-site environment.
- The position will involve extensive travel for the success of the role.

Training Manager:

- Five (5) years spa therapy and (1) supervisory experience within an international standard spa.
- Recognised international beauty therapy and massage qualification.
- Previous training experience an advantage.
- Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team who can deliver high standards of service in all areas.
- Ability to plan, manage and complete pre-opening, take-over and post-training as per SOPs.
- This position will involve extensive travel for the success of the role. Both positions will involve Extensive travel for the success of the roles.

If this excites you please send your resume and cover letter to David Long, COO, at career@resensespas.com.

Please note only those candidates under consideration will be contacted.

spa opportunities **JOBS ONLINE**



■ Wellness Centre Manager

Company: SportsJobs4Women Location: Muscat, Oman

■ Beauty Therapist

Company: Center Parcs Ltd Location: Woburn Forest, Bedfordshire, United Kingdom

■ Beauty Therapist (Part Time)

Company: Center Parcs Ltd Location: Elveden Forest, Suffolk, United Kingdom

■ Spa Director - Full time position

Company: Sopwell House Location: St Albans, United Kingdom

■ Fitness Apprenticeship

Company: énergie group Location: Croydon, Greater London, United Kingdom

■ Spa Therapists

Company: The West Bay Club Location: Isle of Wight, United Kingdom

Spa Manager

Company: The West Bay Club Location: Isle of Wight, United Kingdom

Studio For Hire

Company: énergie group Location: Croydon, Greater London, United Kingdom

■ Implementation and **Support Consultant**

Company: Xn Hotel Systems Location: United Kingdom

Operations Manager

Company: Resense Spa Location: Worldwide

■ Training Manager

Company: Resense Spa Location: Worldwide

■ Leisure Club Supervisor & Senior Spa Supervisor

Company: Marriott International Location: Shedfield, Southampton

Global operators share spa KPI results

Continued from front cover
During a detailed discussion
about KPIs in spas operated by leading companies,
Rachael McCrory – director
of spa at the Andaz Tokyo
& Grand Hyatt Tokyo –
illustrated the difference
in consumer demand in
different world regions.

With the understanding that China is the main driving force for the Asian market, McCrory has broken up the figures to compare the Chinese market with the rest of the Asian countries' Hyatt

spas. While the average treatment spend in Chinese Hyatt spas is €99 (US\$112, £73), other regional countries measure an average spend of €107 (US\$122, £78). Therapist utilisation is also higher in the surrounding countries at 41 per cent, compared to Chinese therapist utilisation at 36 per cent. Facility occupancy is lower in China at 6.3 per cent, compared to other Asian areas at 11 per cent. Massage is more popular in China at 74.5 per cent, than in other Asian locations – 69 per cent. While hotel guest capture in regional spas is 3 per



Alex de Carvalho, vice chair of the UK Spa Association, also presented data

cent, Chinese spa locations capture 1.6 per cent of hotel clients. In contrast, Alex de Carvalho spoke about the UK spa market, highlighting the UK Spa Association's benchmarking data – based on information submitted confidentially from 80 spas across the region. Carvalho said there are 2,900 spas in the UK, which represent an annual turnover of £1.2bn (US\$1.9bn, €1.6bn). There are approximately 53,000 people employed in the UK spa market, which is the eighth largest spa market in the world. Details: http://lei.sr?a=v3U6Z_S

Swimming hole spa set for Mexican Hyatt

The Hyatt Playa del Carmen, Mexico, designed by Mexican architect Javier Sordo Madaleno of Rockwell Group, is scheduled to launch on 1 June 2015 featuring a natural mangrove jungle, oceanfront infinity pools and a spa.

Within the 314-bedroom beach resort there is a spa with cenotes – natural pits featuring groundwater that are used as swimming holes. These are typically found on the Yucatan Peninsula of Mexico.

The new hotel is built

in a V-shape and features three bars and two restaurants, in addition to local outlets on the La Quinta Avenida street.

Catering for families, the resort will offer a Camp Hyatt for children, and for adolescents, a Teen Arcade will feaure activities such as ping-pong, table football, a 10-seat cinema and arcade games.

Weddings and events are also to be hosted at this property, with an ocean-front gazebo to complement the bridal suite for pre-wedding pampering.



The hotel will have cenotes, which are naturally-occurring swimming holes

The Riviera Maya area is known for its rich mangrove tree population, with natural forests growing along the canals and coastline of this locale. According to Hyatt, the hotel was constructed to avoid as much impact on the environment as possible – thus the trees are prominently featured throughout the property's common grounds.

Off-site excursions for visitors include trips to the Tulum Mayan ruins, Coba Maya Village and Cozumel, a popular scuba diving site. Details: http://lei.sr?a=G8b4E_S

ADDRESS BOOK

Argentina Spa Association

T: +54 11 4468 0879 W: www.asociacionspa.org

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.balispawellness-association.org

Brazilian Spas Association
T: +55 11 2307 5595 W: www.abcspas.com.br

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

T: +359 2 942 7130 W: www.bubspa.org

China Spa Association

T: +86 21 5385 8951 W: www.chinaspaassociation.com

Association of Spas of the Czech Republic

T: +420 606 063 145 W: www.jedemedolazni.cz

The Day Spa Association (US)

T: +1 877 851 8998 W: www.dayspaassociation.com

Estonian Spa Association

T: +372 510 9306 W: www.estonianspas.eu

European Spas Association
T: +32 2 282 0558 W: www.espa-ehv.com

Federation of Holistic Therapists (FHT)

T: +44 23 8062 4350 W: www.fht.org.uk

French Spa Association (SPA-A)

W: www.spa-a.com

German Spas Association

T: +49 30 24 63 692-0 W: www.deutscher-heilbaederverband.de

Hungarian Baths Association

T: +36 1 220 2282 W: www.furdoszovetseg.hu/en

The Iceland Spa Association

W: www.visitspas.eu/iceland

The International Medical Spa Association

T: +1 877 851 8998 W: www.medicalspaassociation.org International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: www.iswa.de

International Spa Association (ISPA)

T: +1 859 226 4326 W: www.experienceispa.com

Japan Spa Association

W: www.j-spa.jp

Leading Spas of Canada

T: +1 800 704 6393 W: www.leadingspasofcanada.com

National Guild of Spa Experts Russia

T: +7 495 226 4289 W: www.russiaspas.ru

Portuguese Spas Association

T: +351 217 940 574 W: www.termasdeportugal.pt

Romanian Spa Organization

T: +40 21 322 01 88 W: www.romanian-spas.ro

Salt Therapy Association

W: www.salttherapyassociation.org

Samui Spa Association

T: +66 7742 08712 W: www.samuispaassociation.com

Serbian Spas and Resorts Association

T: +381 36 611 110 W: www.serbianspas.org

South African Spa Association

T: +27 11 447 9959 W: www.saspaassociation.co.za

Spanish National Spa Association

T: +34 902 1176 22 W: www.balnearios.org

Spa Association of India

T: +91 995 889 5151 W: www.spaassociationofindia.in

Spa Association Singapore

T: +65 6223 1158 W: www.spaassociation.org.sg

Spa & Wellness Africa Association

W: www.spaassociationofafrica.com

Spa & Wellness International Council (SWIC)

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Taiwan Spa Association

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Thai Spa Association
T: +66 2168 7094 W: www.thaispaassociation.com

Turkish Spa Association

T: +90 212 635 1201 W: www.spa-turkey.com

The UK Spa Association

T: +44 8707 800 787 W: www.spabusinessassociation.co.uk

Ukrainian SPA Association

T: +3 8044 253 74 79 W: www.spaua.org