

# spa opportunities

23 OCTOBER - 05 NOVEMBER 2015 ISSUE 227

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## Canyon Ranch sets sights on Turkish Riviera resort

US-based Canyon Ranch's first international resort – the Canyon Ranch Wellness Resort at Kaplankaya – is slated for opening in July 2016 on the Turkish Riviera, near the city of Bodrum.

The new 107,500sq ft (9,987sq m) Canyon Ranch Spa, Fitness and Wellness Center will include 40 treatment rooms. Its treatments will combine traditional and Eastern medicine, to provide the integrative wellness experience that the brand has become known for.

Designed by Barcelona-based architectural firm OAB and principal architect Carlos Ferrater, the Canyon Ranch development will include a “strikingly modern” resort that combines “a rarefied mix of natural beauty and contemporary



Environmentally conscious buildings will be integrated with the landscape

design,” the company said. Geometric shapes and sustainable materials will be used to create environmentally conscious buildings that integrate with the landscape. The region is surrounded by significant ruins and architectural

sites, and has been a centre of healing since ancient times. The design will embrace the area's natural beauty, the company added, and guest quarters will be integrated into the surrounding topography.

The hotel will include 141 guest rooms, as well as two restaurants that will offer an array of Mediterranean dishes.

“Canyon Ranch is launching onto the global stage with Canyon Ranch Wellness Resort at Kaplankaya in Turkey,” said Susan Docherty, Canyon Ranch CEO. “With its breathtakingly beautiful natu-

ral landscape and ancient, healing lands, it is the idyllic location for our first international immersion destination and will redefine the concept of a luxury wellness experience.”

Details: [http://lei.sr?a=4A7x4\\_S](http://lei.sr?a=4A7x4_S)

### ISPA study shows high demand for US spa staff

With an estimated total of 360,000 employees in the US spa industry – a record high – the demand for US spa staff does not appear to be slowing down, according to *The International Spa Association's 2015 US Spa Industry Study*.

Statistics from the ISPA report revealed that 57 per cent of the facilities surveyed said they were intending to create new job opportunities.

The study also found that almost one in two spas (46 per cent) said they had increased staffing levels in the last six months, compared to the same period in the previous year.

Details: [http://lei.sr?a=X3Y6f\\_S](http://lei.sr?a=X3Y6f_S)

### Omani design reigns at Al Bustan Palace

Six Senses has opened a 33,000sq ft (3,066sq m) spa at Al Bustan Palace, a Ritz-Carlton Hotel, in Oman's capital city, Muscat.

Reflective of traditional Omani design, the spa complements the hotel and features domed ceilings, arched walkways, columns and falaj, or water channels. The spa is housed on three levels, much like an ancient Arabian fort, with heavy wooden doors flanking the entrance.

“Six Senses Spa at Al Bustan Palace will take the spa experience in the Middle East to a whole new level,” said Bernhard Bohnenberger, president of Six Senses. “From glorious architecture to results-driven wellness programmes, Six Senses is thrilled to be managing this exciting project, which has been in the planning stage for several years.”



The spa features domed ceilings and arched walkways

The 17-treatment-room spa includes a large reception area with ladies' majlis (intimate seating areas), two consultation rooms, and a large spa gallery with a variety of skincare and wellness lifestyle products. Wet facilities include infrared saunas, steamrooms, ice showers and hammams.

*Continued on back cover*

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## CONTACT US

The Leisure Media Company  
Portmill House, Portmill Lane,  
Hitchin, Herts SG5 1DJ, UK  
Tel: +44 (0)1462 431385  
Fax: +44 (0)1462 433909  
e-mail: please use contacts'  
fullname@leisuremedia.com

## Subscriptions

Denise Adams +44 (0)1462 471930  
subs@leisuremedia.com

## Editor

Liz Terry +44 (0)1462 431385

## Head of news

Jak Phillips +44 (0)1462 471938

## News editor

Jane Kitchen +44 (0)1462 471929

## Reporters

Tom Anstey +44 (0)1462 471916

Kim Megson +44 (0)1462 471915

## Publisher

Astrid Ros +44 (0)1462 471911

## Associate publisher

Helen Andrews +44 (0)1462 471902

## Product editor

Kate Corney +44 (0)1462 471927

## Design

Jack Emmerson +44 (0)1462 471136

## Internet

Michael Paramore +44 (0)1462 471926

Dean Fox +44 (0)1462 471900

Emma Harris +44 (0)1462 471921

Tim Nash +44 (0)1462 471917

## Circulation manager

Michael Emmerson +44 (0)1462 471932

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## £11m Thermal Spa Village for Galgorm

The Galgorm Resort & Spa in Ballymena, Northern Ireland, has opened a new Thermal Spa Village, which means the resort now boasts 75,000sq ft (6,968sq m) of picturesque riverside spa facilities.

Spa consultant Jennifer Gorman helped create the Thermal Spa Village, which pays homage to the area's unique heritage. The Thermal Spa Village is situated in the tranquil Northern Irish countryside, about 20 minutes outside of Belfast. It includes an extensive selection of riverside hot tubs, indoor and outdoor heated pools, steamrooms, Celtic sauna, sanarium, snow cabin, Orangery relaxation room, and River House yoga studio.

The new facilities complement the resort's existing thermal spa facilities, first opened in 2007, which include an infinity hydrotherapy pool, outdoor hot tub and whirlpool, laconium, herb caldarium, aroma grotto, ice fountain, sauna, experience showers and heated relaxation loungers. Product houses include Voya and Aromatherapy Associates.



The Galgorm Resort & Spa now has 75,000sq ft of spa facilities

Spa facilities are complimentary for guests staying within the hotel and estate, who receive a map on arrival encouraging them to follow their own holistic journey through the spa.

Part of the Thermal Spa Village, the Celtic Meditation Sauna Rituals take inspiration from the Finnish Aufguss sauna ritual. They include music, meditation and aromatherapy in combination with a sauna master, whose choreographed routine with a towel circulates hot air and essential oil aromas throughout the room. *Details:* [http://lei.sr?a=v8C4D\\_S](http://lei.sr?a=v8C4D_S)

## Clarins Spa launches at Rome hotel

Clarins has opened its sixth Spa My Blend at the legendary Gran Melia Rome.

Located just minutes from St Peter's Square and on the banks of the Tiber River, the Gran Melia Rome is steeped in ancient history, housing vestiges dating from the 1st century A.D. of the Villa Agrippina. The hotel has been recently renovated, and is part of the Leading Hotels of the World Network.

The Clarins Spa My Blend is 350sq m (3,767sq ft), and has four treatment rooms, including two double rooms.

It also includes a relaxation area, sauna, chromotherapeutic and aromatherapeutic steam bath, sensorial showers, an ice machine and two pools, one with a hydromassage.

Products from the My Blend range – a personalised skin care programme developed by Dr. Olivier Courtin-Clarins – are used, as are Clarins Face and Body Treatments and massages. Before a facial, a therapist carries



The spa includes a chromotherapeutic and aromatherapeutic steam bath

out a thorough skin care analysis using the My Skin Diag tool, a high-tech software programme that asks questions, takes photos and analyses them. Based on these results, a customised beauty prescription is drawn up, and a specific, adapted blend of products is recommended. The hotel also includes a fitness centre with personal trainers, yoga classes and a hair stylist. *Details:* [http://lei.sr?a=F2s5D\\_S](http://lei.sr?a=F2s5D_S)





## New beachfront Fort Lauderdale spa

The Ritz-Carlton Fort Lauderdale has unveiled a new spa perched seven floors above the Atlantic Ocean. Part of a US\$8m (€7m, £5.2m) renovation, the spa now features an expanded and updated look, and has added ESPA products, as well as a new menu of custom treatments.

The 8,500sq ft (790sq m) Spa at The Ritz-Carlton, Fort Lauderdale now offers 11 treatment rooms, including a private couple's treatment suite, as well as whirlpools on the seventh floor tropical pool deck and a full-service hair, manicure and pedicure salon.

The renovation was headed up by New York-based Dash Design. The firm was charged with bringing to life under-utilised space in the former spa, allowing for more guest services. The upgrade spa complements the aesthetics of the ocean-front with tones of aqua and greens layered into the design.

"The experience working with ownership and The Ritz-Carlton brand to elevate and revitalise the spa was a very positive



New marble and mosaic tile wet areas include a steamroom and wet room

and collaborative one," said Paula Azevedo, who is the principal of Dash Design.

All new marble and mosaic tile wet areas include a steamroom, wet room and sauna. The spa also boasts a fitness centre with Technogym cardiovascular and strength equipment and an intracoastal water view. The new spa menu with ESPA products aims to evoke the spirit of Fort Lauderdale, with nods to the ocean, the state's beloved oranges, and native tribes that inhabit the area. *Details: [http://lei.sr?a=T3m7H\\_S](http://lei.sr?a=T3m7H_S)*

## 'Hotel to the stars' adds new spa

The Atlantis by Giardino – a 95-room urban retreat that has hosted the likes of Steve McQueen, Freddie Mercury, Shirley MacLaine and Muhammad Ali – will open on 1 December, following an extensive renovation programme overseen by London-based Gallery HBA.

Designed by architects Hans and Annemarie Hubacher and Peter Issler in the late 1960s, the Y-shaped building with three wings is an important example of post-war Modernist architecture.

The renovation includes the addition of a 1,500sq m (16,146sq ft) dipiù Spa, with panoramic views over Zurich, which will offer both ayurvedic and modern treatments. The spa includes a sauna, steamrooms with quiet zones, relaxation areas, a Pilates and yoga studio. There is also a gym, four treatment rooms and one luxury spa suite with private whirlpool and steamroom. The spa will use Aveda products as well as Giardino Group's own spa



The renovation includes the addition of a 1,500sq m dipiù Spa

range, dipiù, which means "a little more" in Italian. The name's meaning is reflected in the beauty care products from its in-house brand, said spa manager Sabine Schanzenbach.

"The signature beauty line relies on purely natural ingredients: pure organic power," she added. "For these unique products, only first-rate ingredients are used: hand-picked grapes, precious oils, selected blossom and herbal essences." *Details: [http://lei.sr?a=h7j2c\\_S](http://lei.sr?a=h7j2c_S)*

## TAC acquires German spa software competitor HIS

Austrian software provider The Assistant Company (TAC) has acquired German software supplier HIS Solution GmbH, a move the company said will strengthen its market position in Europe.

Founded in 2003, HIS Solution GmbH operates in various markets, including medical, health, beauty and wellness.

TAC said the HIS location in Hanover will be an addition to TAC's locations in Hartberg, Vienna and Chicago.

"We're convinced we have managed to add value for HIS customers and partners as they can implement our software, Reservation Assistant," said Thomas Roessler, managing director at TAC. "By pooling our know-how, synergies in development and support can be used."

*Details: [http://lei.sr?a=N4r8q\\_S](http://lei.sr?a=N4r8q_S)*



Rianna Riego of Two Bunch Palms was a winner

## GSN's Spa Sustainability Awards winners announced

Miraval Resort and Spa, Living Earth Crafts, Two Bunch Palms and Spa Blue at Del Mar were among the top award recipients at the Green Carpet Spa Sustainability Awards.

The gongs were presented by the Green Spa Network – a trade association that promotes sustainability in and through the spa and wellness industry – at their Annual Congress in Yosemite, California.

Winners were in six categories, including healthy cuisine, innovative green products, plus dedicated spa and supply brands.

"It is our privilege and honour as a non-profit voice for sustainability to recognise the work of these dedicated companies, whose examples have raised the green standard for the spa industry around the planet," said Paul Schmidt, executive director of the Green Spa Network.

Next year's nominations open in January, with the awards presented in September.

*Details: [http://lei.sr?a=y3e2e\\_S](http://lei.sr?a=y3e2e_S)*

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## McCarthy: Movement is fitness

Jeremy McCarthy, group director of spa for Mandarin Oriental, outlined the ways in which wellness behaviour is changing at the opening of Piscina & Wellness Barcelona, which ran from 13-16 October in Barcelona, Spain.

Movement is becoming the new fitness, said McCarthy, with a shift towards more diversity of movement to challenge the body in as many ways as possible. He pointed to the example of CrossFit, the popular exercise programme that mixes different movements to ensure that all areas of the body are used.

"We're living in a video age," said McCarthy. "We're not looking at static images anymore – we're looking at video – so there's a greater interest in the broader sense of movement and what you can do with your body."

Hotels normally want to get as much equipment as possible in their gyms, said McCarthy, but those machines lock people into a limited pattern of movement. He envisions future hotel fitness centres will include more



Jeremy McCarthy delivered the opening keynote speech

space to allow people to move. Although movement may be the new fitness, there's also a need to make time for stillness, said McCarthy.

"We're sedentary, but we're not restful," he explained. "We all have this drive to want to produce, every waking moment of every day – and we live in the first time in human history where you can be productive every minute of every day. We've always had forced downtime in our schedules until today."

*Details: [http://lei.sr?a=H5s2Y\\_S](http://lei.sr?a=H5s2Y_S)*

## Alila launches fifth Bali property

Commune Hotels & Resorts has opened its fifth Alila property on Bali, the Alila Seminyak, a 240-bedroom resort with contemporary styled rooms and a 757sq m (8,148sq ft) Spa Alila.

The Alila Spa has eight treatment rooms and two communal rooms: a reflexology lounge and salon.

The Alila Signature Massage is an infusion of lomi-lomi, acupressure, Swedish deep tissue muscle movement and gentle stretching.

An Alila Signature Beauty and Balance treatment begins with a deep cleansing and body scrub, a water pressure treatment with a vichy shower, a 60-minute massage and a cocoa body mask, plus a relaxing silk bath.

The spa uses Alila Living products, which are blended from indigenous plants, fruits, herbs and spices. The massage oils are a mix of sweet almond and virgin coconut oils, sourced from local villages in East Bali.



Alila Seminyak has become the fifth Alila property to open in Bali

Designed by Singapore-based URBNarc, Alila Seminyak has passed the EarthCheck standards. The resort's eco and energy solutions include the use of local and recyclable building materials, operating completely paperless and using their own bottled water. In addition, low energy light fixtures, rainwater harvesting, environmental and building management systems have been implemented.

*Details: [http://lei.sr?a=Z2c5k\\_S](http://lei.sr?a=Z2c5k_S)*





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## Increasing your hotel spa's visibility



**TARA HANRAHAN**

Group director of spa operations, Centara Hotels & Resorts

In my experience, I've found there are usually only four reasons why a resort or hotel spa does not achieve top-line: not enough customers, too low average rate, not enough therapists or not enough treatment rooms. In the majority of cases, it's simply due to a lack of customers.

Many managers are effective in internal operations, which ensures guest satisfaction once they're at the spa – but what strategies are in place to persuade guests to come to the spa to begin with?

I recommend breaking the hotel journey down into three sections, and then ensuring that the spa has a presence at each stage.

**Pre-Arrival:** What contact does your spa have with the guest prior to hotel arrival? Are guests able to pre-book spa treatments, and if so, how do you communicate this to them? Can you reach out via reservations with a spa tagline or special offer? The sooner you can let your guests know about the spa the better.

**Hotel Arrival:** What's happening at check-in? A spa offer, valid for only 24 hours, means you can focus on re-booking. What script is the front office staff using to describe the spa? Consider giving them a commission to book guests on the arrival spa offer. One of my spas had a 40 per cent capture rate purely because the front office team was given a great incentive.

**Throughout Stay:** Breakfast is a key time to proactively engage and upsell spa, as it's the one time that the majority of hotel guests are in one place. Set up a booking table near the entrance to restaurant, and have lots of treatment samples, signage, and therapists showcasing treatments. Ensure you have the appointment calendar ready – expect that guests will book. I've seen spas turn around just with this one tactic.

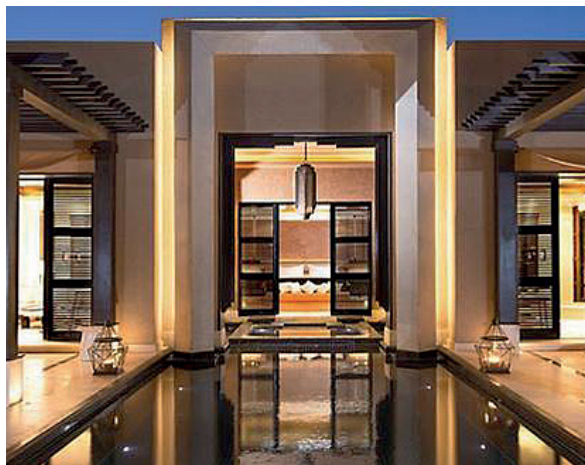
Ultimately, increasing the number of customers in a spa is all about taking the spa to the customers. Don't wait for them to come to you – make it as easy as possible to book. I have a rule in my spas that if a therapist has down-time, 50 per cent of that time must be spent external to the spa – out in the resort and engaging with guests. This is the ultimate goal – be pro-active, go out there and get them!

## Mandarin debuts Berber-inspired spa

The Mandarin Oriental Marrakech, set amid 20 hectares of landscaped gardens and 100,000 roses, is now open. The hotel features 54 private villas inspired by Berber and Moorish influences, all with secluded walled gardens, swimming pools as well as nine suites.

The 1,800sq m (19,375sq ft) Spa at the Mandarin Oriental Marrakech includes six treatment rooms, two hammams dedicated to the traditional black soap scrub, a hairdresser, manicure and pedicure studios, yoga studio and fitness centre. Product houses include Biologique Recherche, Aromatherapy Associates, and local organic brand Nectarome.

The spa was designed by French duo Gilles & Boissier, who took their inspiration from the architecture of cathedrals and historical mosques in Andalusia. A sun-drenched entrance opens onto a pool and fountain, and



The Marrakech spa was designed by French duo Gilles & Boissier

Marrakech's ubiquitous red bricks cover the walls and columns. The architecture and layout are designed around the five elements, and play with the five senses. An arched corridor leads to a 70sq m (753sq ft) heated indoor pool, whose bay windows overlook the gardens. The room is embellished with a white carved stucco ceiling. *Details:* [http://lei.sr?a=E3v5H\\_S](http://lei.sr?a=E3v5H_S)

## Jasha Spa features modern temazcal

The JW Marriott will open a location in Los Cabos, Mexico, next month, with a 21,000sq ft (1,951sq m) Jasha Spa featuring 12 treatment rooms.

Designed by architect Jim Olson in collaboration with Mexico City-based design firm IDEA Asociados, the 299-room JW Marriott Los Cabos is situated in the Puerto Los Cabos community, amid the desert dunes of Baja California Sur, Mexico.

The spa will include an outdoor garden and patio, vitality pools, an indoor pool and private whirlpools. It will also house a modern version of the traditional temazcal – a Mexican sweat lodge used by ancient Aztecs as a therapeutic instrument to promote healing, health and wellbeing.

"JW Marriott Los Cabos Beach Resort & Spa was designed to complement the beauty of the surrounding environment, blending natural elements with modern details to bring local tradition and culture to life in an unparalleled way," said general manager Mike van der Kroft.

The hotel's open-air lobby gives guests views of the sea and expansive



The JW Marriott Los Cabos takes full advantage of its surroundings

infinity pools, and all guest rooms will feature unobstructed ocean views over the Pacific.

The resort's architectural design also provides a number of spaces to display international works of contemporary art.

The hotel will include seven restaurants and bars, 37,000sq ft (3,437sq m) of event space, and access to a private marina and golf courses designed by Greg Norman and Jack Nicklaus.

A boutique hotel within the resort, Griffin Club, will have a private beach and pool, movie theatre, and reserved Jasha Spa areas.

*Details:* [http://lei.sr?a=U4N8s\\_S](http://lei.sr?a=U4N8s_S)



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# DIARY DATES

**20-21 October 2015**

**Independent Hotel Show**

Olympia West, London, UK

Luxury boutique hotel operators peruse some of the UK's finest product and service providers at this show. More than 300 exhibitors and 100 speakers are featured, plus a destination spa that brings together suppliers and talks from right across the health and wellness sectors.

Tel: +44 (0)20 7886 3065

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

**3-5 November 2015**

**Spa & Wellness International Congress**

Renaissance Hotel, Minsk, Russia

Association-led congress that helps shape the Russian spa industry. The event includes education, networking, conferences, competitions, round-table discussions and consultancy sessions.

Tel: +7 (903) 198 0773

[www.lswic.ru](http://www.lswic.ru)

**5-8 November 2015**

**5th Balkan Spa Health & Wellness Summit**

Thermana Lasko Thermal Spa, Slovenia

Spa professionals from the Balkans exchange ideas and network. The goal is to create a basis of co-operation and development in spa, wellness and medical tourism in the Balkans. The Summit is organised each year by a different Balkan country.

Tel: +386 3 544 21 11

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

**10-11 November 2015**

**Spa Life UK**

Holiday Inn, Stratford upon Avon, UK

Includes a spa supplier/buyer forum, conference and product showcase. Featuring new product innovations, shared industry insights, networking opportunities and management education.

Tel: +44 (0)1268 745892

[www.spa-life.co.uk](http://www.spa-life.co.uk)

**11-13 November 2015**

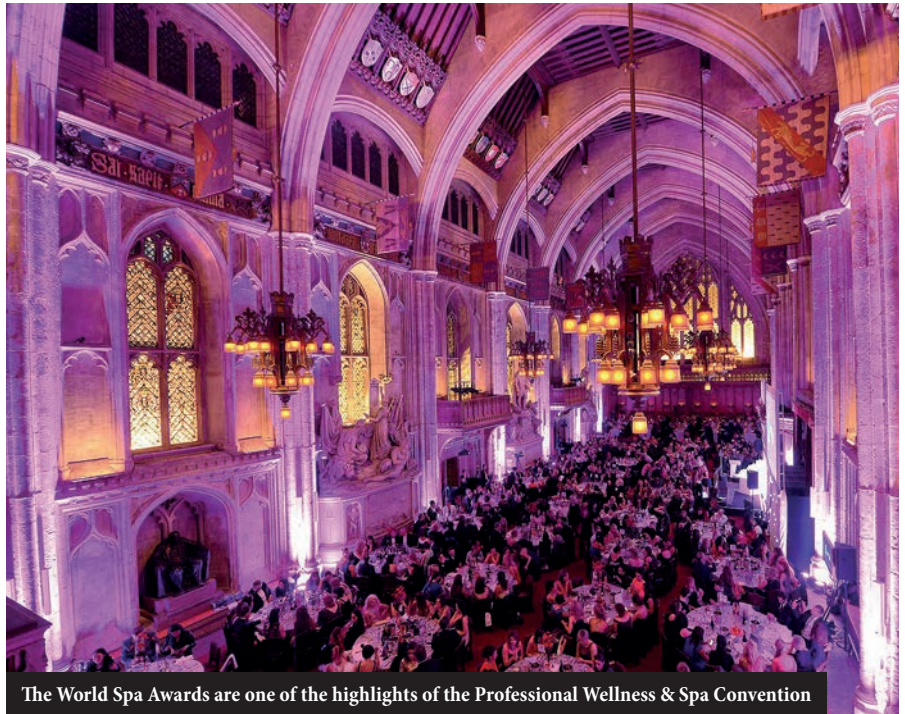
**Cosmoprof Asia**

Hong Kong Convention & Exhibition Centre, Hong Kong

Asian business-to-business show covering spa products and equipment as well as the beauty, haircare, natural health, perfumery and cosmetics sectors. This year marks the 20th anniversary of the event.

Tel: +852 2827 6211

[www.cosmoprof-asia.com](http://www.cosmoprof-asia.com)



The World Spa Awards are one of the highlights of the Professional Wellness & Spa Convention

**28-29 February 2016**

**Professional Wellness & Spa Convention**

ExCeL, London

International spa and wellness figures convene for two days of talks and networking, plus the World Spa Awards.

Part of the Professional Beauty trade show with its 450 exhibitors, it is geared toward spa business owners and managers who are keen to enhance their knowledge and business skills.

Tel: +44 (0)207 351 0536

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

**13-15 November 2015**

**Global Wellness Summit**

The St Regis, Mexico City, Mexico

A top event for spa and wellness professionals worldwide, which brings together leaders and visionaries to positively impact and shape the industry's future. Dr. Deepak Chopra heads up a list of high-profile presenters.

Tel: +1 212 716 1205

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

**6-8 December 2015**

**Spameeting Middle East**

Dubai, UAE

Set meetings of 30 minutes that put spa suppliers in front of distributors and those heading up new developments. The 14th edition of the event will see the launch of The Conference Programme on 6 December, a move designed to allow spa professionals from the region to benefit from learning about new trends in spa operations.

Tel: +33 1 44 69 95 65

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

**20-21 January 2016**

**The London Health Show**

Olympia, London

The London Health Show brings together buyers and distributors from the UK's healthy living & wellness marketplace.

Tel: +44 (0)207 127 4501

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

**21-24 January 2016**

**Les Thermalies**

Carrousel du Louvre, Paris, France

French water and wellness show with exhibition themes focused on thalassotherapy, thermal spas, balneotherapy, day spas and beauty.

Tel: +33 (0)1 45 56 09 09

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

**31 January - 1 February 2016**

**Professional Beauty GCC**

Madinat Jumeirah, Dubai

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# GLOBAL WELLNESS SUMMIT

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## Champneys opens detox extension

Champneys has opened a new Detox and Wellbeing spa in Tring, England, in celebration of its 90th anniversary.

The new detox spa offers a selection of water-based personalised treatments inspired by ancient spiritual cleansing and using seawater, algae and marine minerals to stimulate and cleanse the body and mind.

"People today want to completely relax and cleanse themselves at weekends," said owner Stephen Purdew, speaking to *Spa Opportunities*. "This is a serious spa experience."

The detox spa includes vichy showers, hydrotherapy, wraps, dry floatation, oxygen infusions, Kneipp foot bathing, thalassotherapy pools, manual underwater massage, pressotherapy, an iPulse slimming solution, marine mud and aromatic oil floatation, salt steam inhalation room and a relaxation room.

Visitors can add a detox package to a traditional spa visit, visit the detox spa for the day, or stay for overnight packages



The new detox spa is designed to attract a 'more serious spa-goer'

starting at two nights. A Voyage of Discovery programme lasts 2.5 hours and includes a six-step programme to detox, improve circulation, promote wellbeing or help slim and tone. A personal consultation with a therapist helps decide on treatments during a five-step saltwater and mineral treatment experience.

The health spa also offers a diet and wellbeing aspect to the packages, with low-sugar, goat's milk or gluten-free options.

Details: [http://lei.sr?a=e7w4t\\_S](http://lei.sr?a=e7w4t_S)

## Riviera Palm Springs to become Tribute

The Riviera Palm Springs, a mid-century hotel located on 21 prime acres in downtown Palm Springs, California, will soon join Starwood Hotels' Tribute Portfolio.

The resort will debut as the Riviera Palm Springs, a Tribute Portfolio Resort, in November 2015, after undergoing a multi-million dollar upgrade, including the addition of a new pool bar, wedding pavilion and enhanced lobby.

The Riviera Palm Springs includes an 11,000sq ft (1,022sq m) spa with 18 treatment rooms, as well as 398 guestrooms and more than 52,000sq ft (4,831sq m) of both indoor and outdoor meeting and event space.

The Riviera also offers a fitness centre, business centre and three outdoor pools. Circa 59, the resort's signature Palm Springs restaurant, offers eco-friendly seafood, boutique farm meats and locally-grown produce from the nearby Coachella Valley.



Riviera Palm Springs is undergoing a multi-million dollar upgrade

"The Riviera Palm Springs, with its memorable design elements and distinctive list of services and amenities, is a perfect addition to the Tribute Portfolio brand," said Dave Marr, global brand leader, Tribute Portfolio.

"We look forward to working with the new owners and are excited to give our SPG members access to this magnificent resort in the classically chic destination of Palm Springs."

Details: [http://lei.sr?a=v6Y7y\\_S](http://lei.sr?a=v6Y7y_S)

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1. NPD BeautyTrends®: total sales of 4 countries: France, Italy, Spain mainland and UK, skin care products sold in Perfumeries and Department Stores, Luxury brands, sales in value in 2013, 2. Lifting Replenisher and Power Firmer Treatments.

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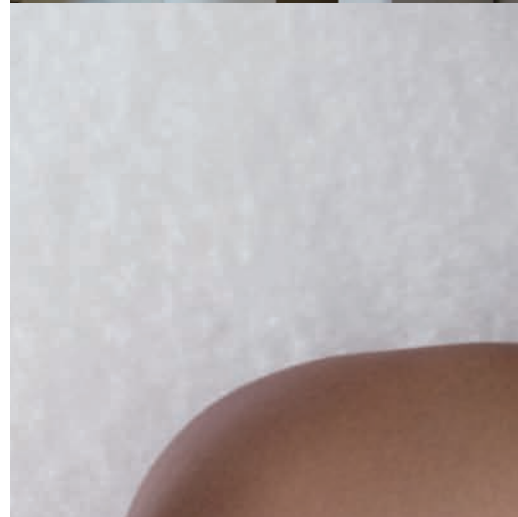
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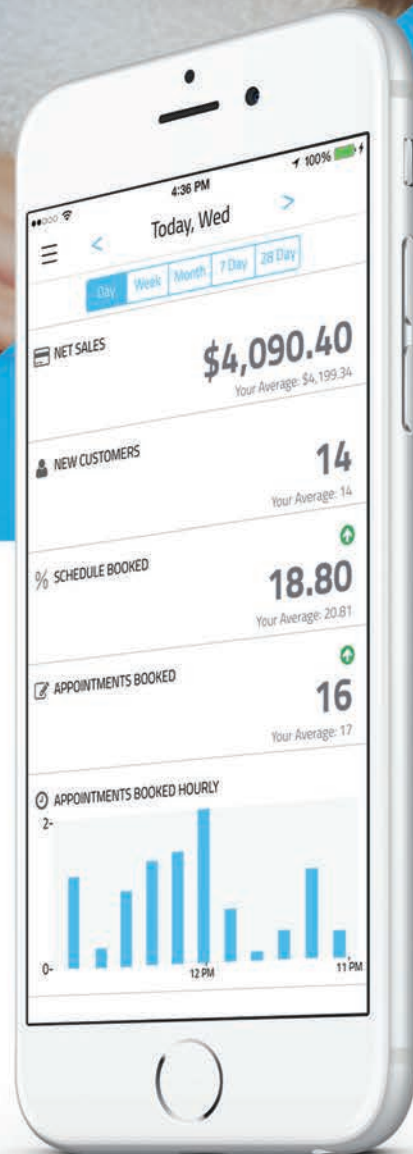
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The ideal candidate will be expected to:

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- Be responsible for updating yourself with all company information.
- Support other Managers and assist in presentations or demonstrations when required.

### Key skills and requirements

- You will have an ITEC training qualification minimum of NVQ Level 3 or equivalent in Beauty Therapy (Face and Body)
- You will have a genuine interest of Holistic Therapies including Hot Stones, Chakras and Crystals.
- Ideally, you will have worked in a 5-star spa environment as a Head Therapist, Trainer or Spa Manager.
- Be confident in training and communicating to teams who are multi-lingual/cultural.
- Ability to think outside the box and deal with unexpected situations. Strong communication skills, both written and verbal
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## ESPA INTERNATIONAL SPA OPERATIONS MANAGER

**Location:** Farnham, UK and International

**Salary:** Competitive

### KEY AREAS OF RESPONSIBILITY

- ✓ To assume responsibility for the overall performance of each Spa appointed to you within the ESPA Portfolio
- ✓ Constantly identify and focus on critical areas in line with achieving the agreed objectives
- ✓ Develop a clear understanding of each Spa, from contract commitments and billing to covering financial, marketing, personnel and training and general operations to establish the business

## INTERNATIONAL BUSINESS DEVELOPMENT MANAGER

**Location:** Farnham, UK and International

**Salary:** Competitive

### KEY AREAS OF RESPONSIBILITY

- ✓ Develop a strong understanding of ESPA's markets, existing spas and spa clients and competition.
- ✓ With this understanding, identify international regions to approach and target Spas which are well suited
- ✓ Present to and win new spas, measured against budget for the continued international growth of the Company
- ✓ Communicate with the ESPA international sales network to work collaboratively and transparently
- ✓ Targeting Spas will involve various approaches including use of personal network, company network, research, cold-calling, site meetings and following up on warm leads
- ✓ Evaluate each business opportunity with respect to financial value, licensing logistics, strategic fit, culture fit and risk profile
- ✓ Feedback to Global Director of Spa Operations on tools or support which would help to unlock greater sales opportunities

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## SPA MANAGER

**Salary:** Competitive (dependent on experience)

**Location:** Cleckheaton, West Yorkshire

We are looking to recruit an experienced Spa Manager to lead and develop our brand new Spa and Leisure Facility.

An exceptional manager who takes pride in delivering the very highest standards of guest care. As a manager you would be very hands on, this is not just an office role but will require a person who's first priority is sales.

### Qualities we are looking for:

- + Will able to control and motivate a diverse team
- + High standards
- + Engaging and charismatic
- + Takes responsibility for the revenue of the spa and is responsible for generating further business
- + Controls the costs of the spa - financially astute with experience of controlling retail and professional stocks and laundry
- + Training & recruiting the team
- + Continual competitor analysis
- + Leads by example - happy to roll up their sleeves
- + A key ambassador of the brand
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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, Decl  r and our own signature ranges. We also have an Express Beauty area, a fully stocked Boutique, and Vital   Caf   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;

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- 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.'

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## Spa Therapists

Location: Essex, United Kingdom

Salary: Competitive



### Qualifications

- Experienced, ideally having worked in a highly customer service oriented spa environment
- Passionate about the health and wellness industry
- CIDESCO/BABTAC qualified (or equivalent) and experienced (NVQ level 3 or similar).
- Comfortable in a team-working environment
- Fluent in spoken English
- Preferably own their own car
- Have a legal right to work in the UK

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Salary: £7.00 - £9.00 per hour

Location: Newby Bridge, Cumbria, United Kingdom

### ITEC/NVQ L3 Qualified Head Spa Trainer Myoka Spas

Salary: Competitive

Location: Malta

### International Business Development Manager ESPA International

Salary: Competitive

Location: Farnham and International travel, United Kingdom

### Spa Therapists Fletcher's Cottage Spa, Archerfield House

Salary: Competitive

Job location: Dirlito

### Senior Spa Therapist Tresco Island

Salary: £18,000 - £20,000

Job location: Isles of Scilly, United Kingdom

### Beauty Therapist Coworth Park

Salary: £18,300 per annum

Job location: Berkshire, United Kingdom

### UK Sales Representative Blinc Inc

Salary: Competitive

Job location: United Kingdom

### Spa Therapist Four Seasons Hotel Hampshire

Salary: Competitive

Job location: Hampshire, United Kingdom

### Spa Manager Gomersal Park Hotel

Salary: Competitive (dependent on experience)

Job location: West Yorkshire, United Kingdom

### Spa Therapists Lifehouse Spa and Hotel

Salary: Competitive

Job location: Essex, United Kingdom

### General Manager - Holistic Spa The Wellbeing (London) Co

Salary: Competitive

Job location: London, United Kingdom

### Therapists / Beauticians Raison d'Etre

Salary: Competitive salary plus commission

Job location: Cairo, Egypt

### International Spa Operations Manager - ESPA International

Salary: Competitive

Job location: Farnham and International travel, United Kingdom

### Beauty Therapist (Full and Part Time) Center Parcs Ltd

Salary: £8.25 per hour

Job location: Brandon, Suffolk, United Kingdom

### Spa Therapists Everyone Active

Salary: £7- £9 per hour plus commission

Job location: St Albans, United Kingdom

### Beauty / Laser Therapist Énergie Group

Salary: Competitive

Job location: Hackney Central, London, United Kingdom

### Beauty Therapy Tutors The Training Room

Salary: Competitive

Job location: United Kingdom

## Six Senses spa opens in Muscat, Oman

### Continued from front

Six Senses appointed Bangkok firms Februar as project architect and P49 for interior design of its new spa at Al Bustan Palace, a Ritz-Carlton Hotel, in Muscat, Oman.

Al Bustan Palace is a beach-front retreat that is tucked away between the rugged Al Hajar Mountain range and the Sea of Oman. It includes 250 guest rooms and suites.

The spa also features a private ladies-only club, which includes a gym, activity studio, relaxation area, hammam, sauna and steam-room, as well as ice shower. The facility also features a ladies-only indoor pool and a private beach, while the spa will offer a range of ladies-only spa membership packages.

Facial and body treatment products are from The Organic Pharmacy and Margy's Monte Carlo, while Gharieni supplied the spa tables and furniture. The spa also offers



The spa has been designed to complement the existing hotel

body composition analysis, fitness consultations, plus yoga and meditation. Additionally, a series of yogic programmes including Discover Yoga, Yogic Detox and Yogic Sleep will be introduced. The activity studios will feature the yogic programmes, along with expert visiting practitioners – including ayurvedic doctors, osteopaths, facialists, aura readers and other alternative medicine practitioners.

**Details:** [http://lei.sr?a=g4m7K\\_S](http://lei.sr?a=g4m7K_S)

## Reigle joins Aromatherapy Associates

Georgiann Reigle will join skincare brand Aromatherapy Associates Group from the beginning of November as vice president for Asia.

Reigle most recently worked for haircare company ghd, where she established the brand in Asia by developing a core professional salon and spa channel, as well as expanding the brand's distribution in luxury retail partners. Reigle also led and managed the Australia & New Zealand subsidiary of ghd and oversaw the global e-commerce business, company strategy and product management.

Prior to this, Reigle spent several years at global management consultancy Bain & Company, where she worked in retail, consumer products, technology and private equity in the USA, Asia, Europe and Africa.

"After 30 wonderful years, we are excited to be expanding our luxury spa and retail business globally," said Muriel Zingraff-Shariff, CEO of Aromatherapy Associates. "Asia is a key growth region, so I'm delighted to welcome Georgiann to the team. Her wealth of experience in this market will be a true asset to the company."



Georgiann Reigle has a background in management consulting

Aromatherapy Associates chair and co-founder Geraldine Howard said that Reigle's wide knowledge of the Asian beauty market, combined with her business experience, makes her an excellent addition to the Aromatherapy Associates team.

Aromatherapy Associates also recently appointed Chantal Sanders to become vice president for Europe, Middle East and Africa.

**Details:** [http://lei.sr?a=a6E7m\\_S](http://lei.sr?a=a6E7m_S)

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### Association of Malaysian Spas (AMSPA)

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### Australasian Spa Association

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

### Bali Spa and Wellness Association (BSWA)

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

### Brazilian Spas Association

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

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

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

### China Spa Association

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### Association of Spas of the Czech Republic

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### The Day Spa Association (US)

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### Estonian Spa Association

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### European Spas Association

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

### Federation of Holistic Therapists (FHT)

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### French Spa Association (SPA-A)

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### German Spa Association

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### Hungarian Baths Association

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### The Iceland Spa Association

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

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W: [www.salttherapyassociation.org](http://www.salttherapyassociation.org)

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### Spanish National Spa Association

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### Spa Association of India

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### Spa Association Singapore

T: +65 6223 1158 W: [www.spaassociation.org.sg](http://www.spaassociation.org.sg)

### Spa & Wellness Africa Association

W: [www.spaassociationofafrica.com](http://www.spaassociationofafrica.com)

### Spa & Wellness International Council (SWIC)

T: +7 4957640203 W: [www.iswic.ru](http://www.iswic.ru)

### Taiwan Spa Association

W: [www.tspta.tw](http://www.tspta.tw)

### Thai Spa Association

T: +66 2168 7094 W: [www.thaispaassociation.com](http://www.thaispaassociation.com)

### Turkish Spa Association

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### The UK Spa Association

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### Ukrainian SPA Association

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