

# spa opportunities

18 - 31 MARCH 2016 ISSUE 237

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## Aman opens first Japanese hot springs resort

Aman's first Japanese hot springs resort, Amanemu, has opened in the Ise Shima National Park, on the shores of Ago Bay.

Providing a rural complement to Aman Tokyo, and continuing Aman's Japanese expansion, Amanemu has adopted a classic Japanese aesthetic in the ryokan tradition with each of the 24 suites and four two-bedroom villas featuring their own onsen.

Designed to be a relaxed, peaceful and contemplative destination, Amanemu aims to embrace 'omotenashi,' the Japanese welcoming spirit blending with warmth and respect, the company said. Amanemu is also run by an 'okami,' a female manager, which it said is important to the carefully honed art of traditional Japanese ryokan hospitality.

Designed by Kerry Hill Architects, the resort's architecture is based on a



The 2,000sq m spa is heavily influenced by Japan's natural hot springs

contemporary interpretation of Japanese Minka buildings, which incorporate traditional low-slung tiled roofs and dark-stained Japanese cedar exterior walls, reflective of the simple nature-influenced design of ryokans, Japan's traditional bathing retreats.

The holistic Aman Spa aims to promote wellbeing through the integration of treatments, relaxation, movement and nutrition.

Heavily influenced by Japan's natural hot springs and therapeutic powers of water, the 2,000sq m (21,528sq ft) spa encompasses a large central onsen for communal bathing, plus two private spa pavilions – each with their own indoor and outdoor onsen. There is also a fitness centre, Watsu suites and an expansive glass-walled yoga studio with an outdoor deck overlooking a peaceful garden with a Tabunoki tree at its centre.

Four additional treatment suites allow guests to experience therapies that combine mineral-rich onsen water with the traditional herb-based practice of kampo, established on the principle that the body and mind are inseparable.

*Continued on back page*

## Soothe gains US\$35m in financial investment

Los Angeles-based on-demand massage company Soothe has received US\$35m (€31m, £24m) in financing from its previous investor, The Riverside Company, bringing its total funding to US\$47m (€42m, £33m). The company said the funding will allow it to bring its same-day, at-home massage service to every major US market.

"We're thrilled by the demand we're seeing among clients and massage therapists alike who are eager to experience on-demand massage as a routine form of wellness," said Soothe founder and CEO Merlin Kauffman.

*Details: [http://lei.sr?a=n7B5W\\_S](http://lei.sr?a=n7B5W_S)*

## Starwood expands in European cities

At the International Hotel Investment Forum in Berlin this month, Starwood announced its continued expansion in Europe with more than 30 hotels under development and expected to open in the next five years.

Starwood's Tribute Portfolio will make a double debut in France in March with Le Metropolitan and Le Dokhan's, both located in the upmarket 16th Arrondissement of Paris, within easy reach of landmarks such as the Eiffel Tower and Avenue des Champs-Élysées.

Designed by French architect Francois Champsaur, Le Metropolitan will feature an elegant, modern aesthetic in a traditional 19th Century Haussmann-style building. The hotel, due to open 1 April, will also include a wellness centre. Originally conceived as



The Westin Hamburg is slated to open this year

a private townhouse, Le Dokhan retains the feeling of an intimate Parisian residence.

Also slated to open this year are The Westin Hamburg, located atop the new Elbe Philharmonic Hall on the banks of the river Elbe, and The Westin La Quinta Golf & Spa Resort near Marbella, Spain.

*Details: [http://lei.sr?a=E6j2N\\_S](http://lei.sr?a=E6j2N_S)*

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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

Matthew Campelli +44 (0) 1462 471912

Kim Megson +44 (0)1462 471915

### Publisher

Astrid Ros +44 (0)1462 471911

### 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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## Anantara opening two Omani resorts

Anantara has plans to open two hotels in Oman this year: the Al Baleed Resort – Salalah by Anantara in the southern province of Dhofar and the Anantara Al Jabal Al Akhdar Resort in the northeast.

The Anantara Al Jabal Al Akhdar is set in the rocky contours of the vast Saiq Plateau on Oman's fabled Green Mountain, and perched 2,000m (6,562ft) above sea level on the curving rim of a large canyon. Designed to reflect traditional Omani architecture, the resort blends into the surrounding landscape, offering panoramic canyon views. It will include 82 bedrooms and 33 villas with private swimming pools and personal butler services, as well as an Anantara Spa with Thai and Arabian treatments.

The 1,450sq m (15,608sq ft) spa will include a private hammam with heated marble surface that will offer Bikram Yoga, as well as five treatment rooms, including two couples. Separate male and female thermal suites will each include a Himalayan salt steamroom,



The Anantara Al Jabal Al Akhdar is set on a canyon rim

aroma-infused sauna room, experience rain showers, indoor relaxation bed chambers, outdoor relaxation patio with loungers a wet area featuring a heated vitality pool with whirlpool and a health station with nutritious snacks, fresh fruit, infused water and teas.

The Anantara Al Baleed Resort – Salalah will feature a design inspired by Dhofar's heritage and the region's coastal fortresses, and will also include an Anantara Spa.

*Details: [http://lei.sr?a=P2w7y\\_S](http://lei.sr?a=P2w7y_S)*

## Four Seasons Prague to get first spa

The Four Seasons Hotel Prague is adding a spa to its Old Town location – the first time the hotel, which includes three historic buildings, will have its own spa.

The five-treatment-room spa will feature local, old world European traditions and will be based on water and mineral-rich products and treatments. It will also include state-of-the-art thermal baths, a vitality pool, spa baths, steam and sauna rooms and a lounge area.

Treatments will incorporate moor muds and mineral-rich water through treatments using Budapest-based skincare line Omorovicza, which is “the essence of our local experience,” said general manager Rene Beauchamp.

The spa will also use products from Australian company Sodashi – which uses natural essential oils and plant with anti-ageing properties – and Swiss Perfection, a skincare brand focused on anti-ageing cellular therapy.



The historic Four Seasons Prague will have a spa for the first time

Set in a historic Neoclassical building overlooking Prague Castle, the spa is being designed in synergy with the hotel's decor, and will feature natural materials such as wood, glass and stone, as well as local architectural details like ceiling arches, tiling and stencilling. The design approach has been adapted to emphasise relaxing, the company said.

*Details: [http://lei.sr?a=B9S8s\\_S](http://lei.sr?a=B9S8s_S)*



## Lithuania to host spa championship

The National Spa Association of Lithuania is opening its massage championship to other European countries for the first time this year.

The event, sponsored by the non-profit association, brings industry professionals together for two days to watch top therapists perform and win prizes and awards. In the past, the event was limited to participants from Lithuania, but this year, organisers hope to have at least 30 participants from 10 different countries take part in the Open European Massage Championship, set for 18-19 May in the seaside resort of Palanga.

“The key reason for going open and international is to provide the possibilities for our industry players and therapists to see how masters from other countries are performing and to see the trends in other countries – while at the same time, letting other countries have a closer look at our own heritage,” said Lukas Mackevicius, president of the National Spa Association of Lithuania.



The event brings professionals together to watch top therapists

“Also, as the spa industry is an international industry, we decided to take an initiative in the region and share this amazing experience with associations in other countries, as it’s an extremely valuable tool for staff motivation and personal development.”

Mackevicius said participants are all very dedicated, spending 30-60 days preparing for the event. Rules will be provided in Lithuanian, English and Russian. *Details: [http://lei.sr?a=s8Q6j\\_S](http://lei.sr?a=s8Q6j_S)*

## Dusit resort to have 30+ hot springs

Dusit Fudu Hotels and Resorts will bring a 250-bedroom hot springs resort to Suzhou City, China, in late 2018.

The Dusit Thani Wellness Resort Suzhou SND, Jiangsu will include more than 30 indoor and outdoor natural hot springs pools, as well as oxygen rooms, infrared cabins and salt saunas. It will also include Dusit’s signature Thai-inspired Devarana Spa, with six treatment rooms.

Situated on the lower reaches of the Yangtze River and the shores of Lake Tai, Suzhou was founded in 514

BC and is known as the ‘Venice of the East,’ with canals, stone bridges, pagodas and meticulously-designed gardens – which have been listed as a UNESCO World Heritage Site.

The resort will be set in a new lifestyle destination, the Suzhou National Hi-Tech District, currently home to more than 1,500 foreign companies and more than 40 Fortune 500 companies.



The resort, in Suzhou City, China, is due to open in late 2018

“It is our great honour to introduce the world-renowned gracious Thai hospitality and unique wellness concept to this city,” said Lim Boon Kwee, president of Dusit Fudu Hotels and Resorts. “We believe that the Dusit Thani Wellness Resort Suzhou SND, Jiangsu will set a benchmark in service, quality and excellence in the local hospitality industry.” *Details: [http://lei.sr?a=t4W3a\\_S](http://lei.sr?a=t4W3a_S)*



Fraenkel hand-picked 40 destinations

## Sallie Fraenkel develops Select Wellness Collection

Travel Leaders Group – which includes more than 6,500 travel agencies worldwide – has launched a Select Wellness Collection made up of 40 hotels and spas renowned for their focus on health and wellness.

The collection was designed in conjunction with wellness and spa consultant Sallie Fraenkel – president of the Mind Body Spirit Network and former COO of SpaFinder Wellness and EVP of the Global Wellness Summit. Fraenkel hand-picked the 40 properties that are part of the programme, which she said are mostly very specialised in the wellness market.

Properties in the collection include Mexico’s Rancho La Puerta, Spain’s SHA Wellness, California’s Two Bunch Palms and Italy’s LeFay Resort & Spa Lago di Garda. *Details: [http://lei.sr?a=P4J4p\\_S](http://lei.sr?a=P4J4p_S)*

## Oberoi bringing luxury resort to the Maldives

The Oberoi Group will bring a luxury resort to the Maldives in partnership with SCDCL, a Bangalore-based real estate development company. The two companies have signed a Memorandum of Understanding with the government of Maldives.

“We are extremely pleased to partner and assist ACDCL in the design and management of the proposed luxury resort,” said P.R.S. Oberoi, executive chair of The Oberoi Group. “The resort will reflect the legendary Oberoi service delivered by an attentive and caring team, making it the preferred choice for luxury travellers.”

Further details, including information about a spa at the location, are not yet available. The Oberoi Group, which operates 30 hotels and two luxury Nile Cruisers, will also open three hotels in 2016, in Morocco, India and United Arab Emirates. *Details: [http://lei.sr?a=X4t7n\\_S](http://lei.sr?a=X4t7n_S)*

## Lefay takes top honours at PSW

Lefay Resort & Spa Lago di Garda in Gargnano, Italy, was named Worldwide Health and Wellness Destination at the Professional Spa and Wellness Awards. Fairmont took home top honours in two categories: Resort Spa of the Year, Middle East for Willow Stream Spa at Fairmont The Palm, Dubai, UAE; and Resort Spa of the Year, North and South America, for The Spa at Fairmont Grand Del Mar, San Diego, USA.

Other awards include 36.5° Wellbeing & Thermal Spa at Grand Resort Bad Ragaz, Switzerland for Resort Spa of the Year: Europe and Scandinavia; The Mandarin Oriental, Paris, Hotel Spa of the Year: Western Europe & Scandinavia; Amanzoe Spa at the Amanzoe, Kranidi, Greece, Resort Spa of the Year: Eastern Europe; Old House Resort & Spa, Russia: Hotel Spa of the Year, Eastern Europe; The Spa and Ayurvedic Retreat at Four Seasons Resort



The Lefay was named Worldwide Health and Wellness Destination

Maldives at Landaa Giraavaru, Resort Spa of the Year: Asia and Australasia; Away Spa at W Retreat & Spa Bali Seminyak, Hotel Spa of the Year: Asia and Australasia; ESPA at The Ritz Carlton Abu Dhabi, UAE, Hotel Spa of the Year: Middle East; One&Only Spa, One&Only Palmilla, Mexico, Hotel Spa of the Year: North and South America.  
*Details: [http://lei.sr?a=u7J4F\\_S](http://lei.sr?a=u7J4F_S)*

## GWS theme is 'Back to the Future'

In recognition of its 10th anniversary, the Global Wellness Summit (GWS) theme for 2016 will be Back to the Future, senior VP and executive director Nancy Davis told *Spa Opportunities*.

The GWS is also using the milestone as an opportunity to re-imagine its annual student challenge as the 'Shark Tank of Wellness' competition.

Davis said the Back to the Future theme is "about paying homage to the past and using it as a lens to the future."

She said: "We're going to look back at those 10 years of the organisation and the industry, creating memories of past summits and inviting certain people back to be part of the conference."

"The summit has always been about looking ahead, so whenever we look back, we're also going to look forward and ask what the next 10 years will look like."

To mark the anniversary, Davis said the GWS will create a time capsule. Delegates will take part in a 'thinking outside the box' exercise and on the last day their industry thoughts and predictions will be sealed in a capsule to be opened in 10 years' time.



Spa Business editors join GWS organisers in Austria to discuss 2016

The goal of the new Shark Tank of Wellness is to attract more students – not just those in the spa industry – and to embrace all facets of wellness. Students from all over the world studying disciplines as varied as architecture and technology will be invited to submit wellness innovations.

Three finalists will be invited to the summit to present their proposals in a 'Shark Tank of Wellness' competition (based on the US TV programme of the same name), and pitch their ideas for a prize of US\$10,000 (€9,071, £7,022).  
*Details: [http://lei.sr?a=j9a9e\\_S](http://lei.sr?a=j9a9e_S)*

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**LISA STARR**  
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**C**an you name the continent with the fastest-growing spa industry? You would be correct if you said Africa. In the 2014 Global Wellness Economy Monitor, the numbers for Africa were staggering: between 2007 and 2014 the number of spas almost tripled, and revenues and employment have nearly doubled.

Of course, this is partly due to the low starting benchmarks, but it is nonetheless impressive. Africa's 54 countries sport an array of healing rituals and vibrant indigenous ingredients, which provide great building blocks for spa treatments.

The Spa & Wellness Association of Africa is doing much to contribute to this performance. This year's Kenya event was hosted by the amazing Enashipai Resort & Spa at Lake Naivasha. The event began with welcomes from Enashipai general manager Andrew Muir and Okeke-Martin, as well as SWAA Kenya ambassador Lucy Imison, of the Kempinski Villa Rose Spa in Nairobi.

Kamundi next explained to attendees "What it takes to win an award," having recently collected the third consecutive "Leading Spa Resort in Kenya" accolade from the World Travel Awards.

Attendees also received a Global Spa & Wellness Trend presentation from myself, and heard from another SWAA Kenya ambassador, Hemingway's Nairobi spa manager Katy Whitfield, on the benefits of SWAA membership. Spas and businesses in this region of the world are still learning to embrace the power of collaboration, but can already see the results. During the afternoon, a three-hour workshop entitled 'Four Cornerstones of Spa Success' was held for registered spa managers.

Day 2 of the SWAA event was a full-day spa leadership course, 'Creating Spa Growth & Profits,' facilitated by myself.

Certainly, the African market has its challenges; each country has infrastructure issues, a lack of international standards, and a dearth of spa therapists and managers. However, those companies that invest in their facilities and their people are having no challenges attracting clients, and no doubt the spa industry in Africa will continue to grow at a strong pace.

## Creative leaders make spas shine

Successful spa leadership that utilises a creative mindset can drive spa profitability, according to Daniel Friedland, MD and principal of workplace wellness consultancy SuperSmartHealth.

Friedland spoke at the Professional Spa and Wellness conference in London, on the topic of 'Neuroplasticity, neuroleadership and peak performance programmes for spas.' He began his presentation by saying that when he enters a spa, the first thing he asks himself is 'Does this place have a soul?'

"If the answer is yes, you can track that back to the leaders – either the manager or the owners that are breathing the life and soul into the place," he said. "High-performance leadership drives a culture of engagement, that then yields profoundly rich experiences, the byproduct of which is a highly profitable enterprise."



Friedland spoke at the Professional Spa & Wellness Conference

Friedland said effective, creative leaders are achievement-oriented, with a purpose and vision that allows them to be strategically focused and decisive, and to get results. They relate and collaborate well, are authentic, systems-aware and self-aware.

*Details: [http://lei.sr?a=E6A6C\\_S](http://lei.sr?a=E6A6C_S)*

## McCarthy: negativity can be good

How we recruit, train, manage and treat our employees is what makes the difference in an organisation, according to Jeremy McCarthy, Mandarin Oriental's group director of spa. McCarthy sat on a panel at the Professional Spa and Wellness conference in London entitled 'Help your team bloom and flourish by unlocking their motivation and potential.'

McCarthy, who holds a Masters degree in Applied Positive Psychology from the University of Pennsylvania, also teaches a course through UC Irvine on 'Positive Leadership in Spas & Hospitality.'

"I don't teach that negativity is a bad thing," said McCarthy. "If you have that culture of everything has to be positive and we don't want any negativity, then how does somebody feel comfortable letting you know that there's a problem that needs to be fixed?"

Additionally, negative employees can even be an important resource to an organisation, suggested McCarthy.

"Negative employees bring energy to an organisation, because they care," he explained.



McCarthy says negative employees bring energy to an organisation

"If they didn't care, they wouldn't be negative. Negative employees have energy and passion, and if you can direct that in the right way, you have a real resource there."

McCarthy said he also shifts the conversation from how to motivate employees, to how to stop demotivating them.

"Almost everybody shows up to work on the first day motivated," he explained. "The question is, what do we as managers do over time that starts to strip away that inherent motivation that your employees had on day one?"

*Details: [http://lei.sr?a=H9M3G\\_S](http://lei.sr?a=H9M3G_S)*

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**2 June 2016****Forum Hotel & Spa**Four Seasons Hotel George V  
Paris, France

Panel discussions and educational sessions at this one-day forum have been designed to bring together both hotel

and spa professionals. The winner of the Black Diamond Award for the industry's best spa manager is also announced. Organised by Vladi Kovanic, the theme this year is "Looking to the Future."

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[www.forumhotspa.com](http://www.forumhotspa.com)**8 - 11 June 2016****Spatec Europe**Grande Real Santa Eulália Resort & Spa  
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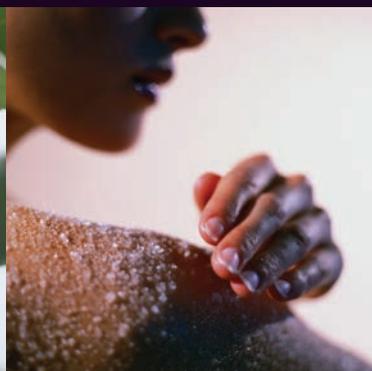
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ESPA at Resorts World Sentosa

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## Veit: Leaders must be driving force

Hans-Peter Veit, director of spa for luxury hotel brand Oetker Collection, shared his top tips for unlocking staff motivation at a panel during the Professional Spa and Wellness Conference

To be accepted as a manager, and to motivate a team, leaders have to be the driving force, said Veit – and they need to leave the office and get involved.

“Times are over when once you could lead by delegation only,” he said. “Our staff need to see and to feel that we love our job, our clients and our team. We have to take our ass out of our office, and we have to work, we have to assist, we have to coach, we have to be part of the team – and we always have to be on the front line. If we are recognised as the hardest worker on our team, our team will definitely follow us.”

Veit also suggested that coaching is an



Hans-Peter Veit is director of spa for Oetker Collection

important skill that leaders need to master, and that listening is key to keeping staff happy.

“Be a helping hand, but never pull,” said Veit. “Push your team to be creative and let them learn to work. Accept and appreciate their ideas and let their ideas be part of your spa.”

Details: [http://lei.sr?a=K4V2S\\_S](http://lei.sr?a=K4V2S_S)

## 5-star Gran Melia to open in Iran

Melia Hotels is entering the Iranian market with the five-star Gran Melia Ghoo Hotel, to be located in a large mixed-use residential, commercial and hotel complex in the Caspian Sea holiday destination of Salman Shahr. The company said the Gran Melia Ghoo will be the first five-star internationally branded hotel in the country.

The hotel is part of the Ghoo, Middle East Diamond development being built by Iranian businessman and investor Ahad Azim Zadeh. In addition to the hotel, the 180,000sq m (1.9m sq ft) resort will also feature two residential towers, a sports centre and a retail mall.

The hotel will occupy a 130m (427ft) tall tower and will include 319 bedrooms, as well as seven restaurants and bars, 1,300sq m (13,993sq ft) of meeting and banquet facilities, two swimming pools and a spa. Further spa details are not yet available.

“We have always been pioneers in the development of new markets in the travel and tourism industry, so it is a fantastic challenge for us to be involved in a project which is so important for the future of the industry in this country, in a historic moment for the international relations



The Gran Melia Ghoo Hotel will be located on the Caspian Sea

within the area,” said Gabriel Escarrer, vice chair and CEO of Melia Hotels International.

The lifting of sanctions on Iran earlier this year has opened a new phase for foreign investment, and the Iranian government is already implementing strategies to accelerate the development of several key sectors, including tourism.

Iran is hoping to attract more than 20 million tourists by 2025, compared to the current 5 million visitors it now has.

Details: [http://lei.sr?a=V8u2X\\_S](http://lei.sr?a=V8u2X_S)

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Jessica Wadley has extensive spa experience

## Oakworks adds two executives

Spa equipment manufacturer Oakworks has added two executives to its team. Jessica Wadley joins the company as vice president of US business development for spa and massage, and Dafne Berlanga has been named vice president of international business development.

Wadley has extensive relationships and experience in the spa and massage industries, most recently as vice president of sales for Skin Authority.

Berlanga has been international sales director at spa equipment manufacturer Sybaritic, and joins Oakworks with extensive relationships and experience in over 80 countries in the medical and aesthetic capital equipment industry. She has a unique understanding of the medical and spa industries, the company said, having led business areas of product management, marketing and sales.

*Details: [http://lei.sr?a=3uzf2\\_S](http://lei.sr?a=3uzf2_S)*

## MacDonald Hotels launches therapist reward programme

UK-based Macdonald Hotels & Resorts have launched a 'Your Opinion Matters Survey,' an internal incentive programme to recognise and reward outstanding spa therapists across the Macdonald Hotels group.

Following each treatment, spa clients are asked to complete the survey and return it in an envelope to the spa manager.

Therapists will receive points based on the customer feedback, and a monthly, quarterly half-year and annual awards scheme will be celebrated by the spa teams. An annual lunch will highlight how the top three therapists have gone above and beyond to achieve their accolades, with a prize of a holiday abroad given.

*Details: [http://lei.sr?a=B2f4D\\_S](http://lei.sr?a=B2f4D_S)*

## Elemis promotes two team members

Skincare brand Elemis has promoted two members of its executive team. Nicci Anstey is now global training and education director, and Harrison Gregory is head of UK spa and salon.

Anstey has worked with Elemis for 16 years; in her new position, she will develop and implement strategy and education-based concepts to achieve sales vision and goals.

"Nicci is a dynamic and highly-skilled senior leader with extensive experience in the professional skincare and spa industry," the company said. "Elemis are excited that Nicci will be returning to her training roots to use her skills and knowledge as an incredible brand spokesperson and master educator."

In his new position as head of UK spa and salon, Gregory will provide direction and leadership to the UK sales team,



Nicci Anstey is now global training and education director

while striving to maximise existing and new business development opportunities.

"We are delighted that Harrison has accepted this opportunity," the company said. "He is dynamic, and brings with him extensive sales and management experience."

*Details: [http://lei.sr?a=f8A8C\\_S](http://lei.sr?a=f8A8C_S)*

## Guide for working abroad published

International beauty and spa therapy standard setter CIDESCO has launched its 'International Guide to Working Abroad' in response to the questions it regularly receives from its students.

"Whilst an exciting prospect, moving abroad for many is a very daunting experience," said Anna-Cari Gund, CIDESCO International president. "At CIDESCO, we encourage our students to study or work abroad, bringing in new possibilities and opportunities while also offering experiences of new culture and a new way of life."

Gund said she also understands that the prospect of moving abroad can be scary, and she hopes the guide will answer students' questions and put them at ease.

Touching on subjects such as 'doing your research,' 'preparing for culture shock' and 'knowing your rights,' CIDESCO's guide draws on the experience of its own members as well as Debbie Weaver, the head of international recruitment at spa operator Steiner Leisure.

"It is great for students who are thinking about making the move, or students who have



The guide was created in response to questions from students

already made the move, and we have already had some great feedback," said Gund.

This is the first of a new 'Guide Series' from CIDESCO, which plans to launch additional titles in the coming months.

CIDESCO will hold its 64th World Congress and Exhibition in Dublin, Ireland from the 22 to 26 September 2016. Expected to attract delegates from around the world, the event provides the opportunity for beauty and skin therapy professionals to discuss industry issues, learn new skills and network.

*Details: [http://lei.sr?a=t2F8a\\_S](http://lei.sr?a=t2F8a_S)*

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# spa opportunities JOBS ONLINE

■ **Spa Therapist**

Whittlebury Hall Hotel & Spa  
Salary: £15,000 - £17,000 per annum  
Job location: Northamptonshire, UK

■ **Level 3 Complimentary and Beauty Therapists**

Thermae Bath Spa  
Salary: Competitive  
Job location: Bath, UK

■ **Spa Therapist, part time**

Wildmoor Spa and Health Club  
Job location: Stratford-upon-Avon, UK

■ **Beauty Therapist**

The Wellbeing (London) Co  
Salary: Competitive  
Job location: Richmond, London, UK

■ **Spa Therapist**

Hamilton Princess Hotel  
Salary: Competitive + Housing & Benefits  
Job location: Hamilton, Bermuda

■ **Assistant Spa Manager**

Hoar Cross Hall Hotel  
Salary: Competitive  
Job location: Burton upon Trent, UK

■ **Spa Manager**

Hoar Cross Hall Hotel  
Salary: Competitive  
Job location: Burton upon Trent, UK

■ **Qualified Spa Manager**

Tone Leisure  
Salary: £19,127 - £24,595 per annum  
Job location: Taunton, Somerset, UK

■ **Beauty Therapist**

Center Parcs Ltd  
Salary: £8.25 per hour + benefits  
Job location: Woburn Forest, Bedfordshire, UK

■ **Reality Based Online Spa Management Course**

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■ **Spa Therapists**

Lifehouse Spa and Hotel  
Salary: Competitive  
Job location: Essex, UK

■ **Tutor Beauty Therapy**

The Training Room  
Salary: Competitive  
Job location: Nationwide, UK

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



## HAMILTON PRINCESS SPA THERAPIST

**Location:** Hamilton, Bermuda  
**Salary:** Competitive +  
 Housing & Benefits  
**Closing date:** 25 Mar 2016

### Hotel Overview:

At Hamilton Princess & Beach Club, our approach to Human Resources begins with selecting the best candidates to join our global team of service professionals committed to turning moments into memories for our guests. As a member of our Spa team your passion and engaging interpersonal skills will ensure exceptional guest service standards.

### Summary of Responsibilities:

Reporting to the Lead Spa Therapist, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues
- Demonstrate Fairmont core values in all interactions
- Provide an exceptional guest service experience by performing massage and body treatments in minimum modalities of Swedish, Aromatherapy, Deep Tissue, Hot Stone, Body Scrub and Body Wrap in a professional and engaging manner
- Perform skincare treatments utilizing facial machinery
- Perform depilatory waxing services
- Perform nail services including natural nail spa manicure, spa pedicure and gel nail services
- Maintain a clean, hygienic and neat work

- environment at all times, ensuring all equipment is in safe working condition
- Generate sales by recommending and/or up-selling products and services
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure managers and relevant departments are notified in a timely manner
- Follow and ensure compliance with all corporate, hotel, departmental and safety policies and procedures

### Qualifications:

- Esthetician/Cosmetology license and/or a diploma in Beauty or Spa Therapy is required
- At least 2 years' experience in massage and spa therapies in a luxury hotel environment is strongly preferred
- Current First Aid and CPR certification is strongly preferred
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times
- Energetic with excellent interpersonal and communication skills
- Excellent organizational skills with ability to prioritize and multi-task
- Proven ability to work in a demanding fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

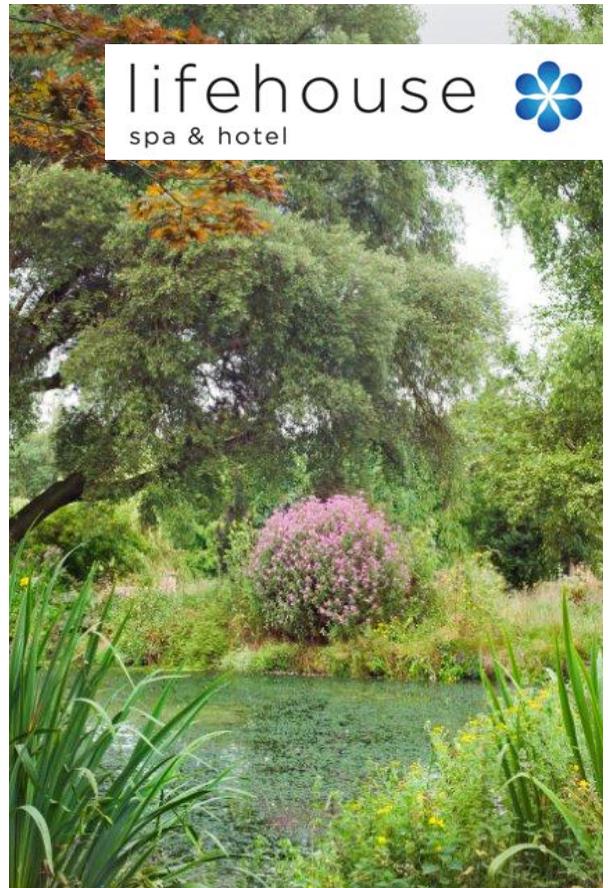
**Apply now:** [www.fairmontcareers.com](http://www.fairmontcareers.com)

## SPA THERAPISTS

**Location:** Essex, United Kingdom

**Salary:** Competitive

- Experienced spa therapists, ideally having worked in a highly customer service oriented spa environment.
- Outgoing, nurturing and friendly towards their customers.
- Passionate about the health and well-being industry and be able to communicate that passion appropriately to our guests.
- Able to provide excellent customer service to our guests.
- CIDESCO/BABTAC qualified (or equivalent) and experienced (NVQ level 3 or similar).
- Flexible in approach and work best in a team-working environment.
- Have excellent communication skills.
- Fluent in spoken English.



**Apply now:** <http://lei.sr?a=3C5a9>

## LEVEL 3 COMPLIMENTARY & BEAUTY THERAPISTS

YTL at Thermae Bath Spa and The Gainsborough Bath Spa are currently looking to expand their team of Therapists.

The ideal candidates will possess excellent customer service skills, and a warm and friendly personality.

Relevant experience in a similar role is preferred.

Excellent Rate of Pay. Full and Part Time Hours Available. To include Daytime/ Evening and Weekend shifts.

Interested candidates should send their CV to: [vanessalowes@thermaebathspa.com](mailto:vanessalowes@thermaebathspa.com)

Or by post to: Vanessa Lowes, Thermae Bath Spa, The Hetling Pump Room, Hot Bath Street, Bath, BA1 1SJ

[www.thermaebathspa.com](http://www.thermaebathspa.com)  
[www.thegainsboroughbathspa.co.uk](http://www.thegainsboroughbathspa.co.uk)



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BATH SPA



### Spa Therapist

Location: Northamptonshire, United Kingdom

Salary: £15,000 to £17,000 per annum

#### Job purpose:

The position of the Spa Therapist is there to provide a service of excellence and high quality to all clients and guests visiting the Spa on a day to day basis.

#### Main area of responsibility:

- All treatments administered will be of the highest standard and delivered with the utmost professionalism. Adherence to treatment timings and training guidelines is essential.
- Assistance is required in keeping a high standard of cleanliness and professionalism at all times throughout the treatment rooms and within all other areas of the Spa.
- Confidentiality with regards to work issues such as salary, working requirements and other related work subjects is mandatory. Therapists are not allowed to discuss such matters with clients, guests or colleagues.
- Adherence to all regulations in respect of Health, Safety, Fire and Emergency procedures is mandatory.
- Therapists are expected to be fully knowledgeable regarding all the products offered in the Spa. Retail sales and up-selling to clients and guests on a daily basis.

- Therapists are expected to retail in all treatments that they carry out as this is part of the treatment for the guest, in conjunction with this all therapists should be working towards their retail target that is set by their executive therapist.
  - Therapists are required to undertake all other reasonable requests from the Spa Management team and to carry out any additional work necessary to make the Spa a success, within the remit and level of responsibilities for their role.
  - Follow company SOP's in all treatments.
- What are we looking for?**
- Positive attitude.
  - Being open to new ideas.
  - Good time keeping.
  - Wanting to learn.
  - Personal appearance is to be immaculate and professional at all times.
  - Commitment to delivering high level of customer service.
  - Flexibility to respond to a range of different work situations.

#### Qualifications:

- NVQ Level two and three
- BTEC
- NVQ Level two and a massage course
- Qualification in Massage

#### Experience:

- Experience working with clients either in college or in the industry.
- Required skills.
- Beauty.
- Customer Service.
- Therapists.
- Day Spa.
- Commitments.

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- Benefits of becoming an Employee of Whittlebury Hall:
- Salary: £15,000 to £17,000 per annum.
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  - Free Gym Member.
  - Pension Scheme.
  - Uniform provided.
  - Guest service voucher scheme.
  - Hot and cold food/drinks provided.
  - Free parking.
  - 28 days holiday.
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Whitebury Hall

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## Private onsens in each room at Amanemu

*Continued from front cover*

In addition, the spa also features unique pieces of artwork by Japanese Kimono and obi artisan Genbei Yamaguchi. Genbei's intricately designed obi – the broad sash worn around the waist of a kimono – decorate the walls as an ode to an age-old Japanese tradition of displaying treasured family heirlooms.

The interior spaces of the rest of the resort offer elegant simplicity, and have been crafted in light shades of Japanese timber. Each stand-alone suite

encompasses floor-to-ceiling windows with woven textile and timber sliding shutters, stretching from one end of the suite to the other, allowing for unobstructed views of the national park surrounding the resort.

Custom-made furniture ensures a harmony between architecture and design, and incorporates white oak coffee tables, sofas and armchairs with neutral fabric tones.



Bathrooms follow the design of traditional Japanese baths

Bathrooms follow the design of traditional Japanese baths, with charcoal-coloured basalt stone tiles, which draw the eye across the room to the private onsen with floor-to-ceiling windows and the vista out onto the private gardens. Accessories are kept to a minimum so as not to distract from the view and the experience of taking a traditional Japanese bath.

*Details: [http://lei.sr?a=R7k7T\\_S](http://lei.sr?a=R7k7T_S)*

## Rooftop 'oasis' for new Four Seasons

The Four Seasons Hotel Dubai International Financial Centre – an intimate, boutique-style hotel in the heart of Dubai's business district – is set to open this month, complete with a private rooftop spa, fitness and leisure 'oasis.'

With 106-bedrooms, the Four Seasons DIFC is located within the 45 hectare (110 acre) DIFC, which also hosts the Ritz Carlton DIFC.

The new Four Seasons DIFC features interiors by New York-based Tihany Designs, which will be "characterised by impeccable craftsmanship, bespoke details and high-tech efficiency," the company said.

The five-treatment-room spa will showcase exclusive treatments created for the hotel by skincare brand Terres D'Afrique, including a signature Blue Tigers Eye Massage, which combines aromatherapy, acupressure and reflexology. Spa manager Hayley Bluett described the spa as "a sanctuary of wellness in the heart of the DIFC," and also noted that this is Terres D'Afrique's launch in Dubai.



The resort features a unique glass-tank lap pool on the rooftop

A multi-level outdoor leisure deck includes a whirlpool gazebo with 180-degree views, a glass-tank lap pool, private cabanas and a small bar serving fresh juices and cocktails.

"Dubai is one of the world's most important business capitals, with a growing global leisure market, so it's important that we are very focused on the unique needs of each individual guest," said general manager Carlo Stragiotto.

The resort is the sister property of the Four Seasons Resort Dubai Jumeirah Beach.

*Details: [http://lei.sr?a=q8G6r\\_S](http://lei.sr?a=q8G6r_S)*

### Argentina Spa Association

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

### Association of Malaysian Spas (AMSPA)

T: +603 4253 3478 W: [www.amspa.org.my](http://www.amspa.org.my)

### 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.balispawellness-association.org](http://www.balispawellness-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

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

### Association of Spas of the Czech Republic

T: +420 606 063 145 W: [www.jedmedolazni.cz](http://www.jedmedolazni.cz)

### The Day Spa Association (US)

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

### Estonian Spa Association

T: +372 510 9306 W: [www.estonianspas.eu](http://www.estonianspas.eu)

### European Spas Association

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

### Federation of Holistic Therapists (FHT)

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

### French Spa Association (SPA-A)

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

### German Spa Association

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

### Hungarian Baths Association

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

### The Iceland Spa Association

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

### The International Medical Spa Association

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### International Spa & Wellness Association (ISWA)

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### International Spa Association (ISPA)

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

### Japan Spa Association

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

### Leading Spas of Canada

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

### National Guild of Spa Experts Russia

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

### Portuguese Spas Association

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

### Romanian Spa Organization

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

### Salt Therapy Association

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

### Samui Spa Association

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

### Serbian Spas and Resorts Association

T: +381 36 611 110 W: [www.serbianspas.org](http://www.serbianspas.org)

### South African Spa Association

T: +27 11 447 9959 W: [www.saspaassociation.co.za](http://www.saspaassociation.co.za)

### Spanish National Spa Association

T: +34 902 1176 22 W: [www.balnearios.org](http://www.balnearios.org)

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### Spa & Wellness Africa Association

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### Spa & Wellness International Council (SWIC)

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