

spa opportunities

1-14 FEBRUARY 2019 ISSUE 312

Daily news & jobs: www.spaopportunities.com

Death, fashion and nature – GWS reveals 2019 trends

The Global Wellness Summit (GWS) released its top eight wellness trends for 2019 at a press event in New York City last week. The in-depth report is more than 100 pages, and includes new directions deemed to have the most meaningful impact on the US\$4.2tr global wellness industry.

Trends range from the rise of a 'dying well' movement to 'meditation going plural', wellness remaking the fashion industry and scent playing a dramatic role in emotional health.

The eight trends are:

1. Well Fashion – Way Beyond

Athleisure. The GWS predicts a wave of sustainable, ethical, intelligent, healing, more inclusive, and meaningful fashion and a more "well" fashion market.

2. Wellness Takes on Overtourism Wellness tourism will tackle the "number one issue" in the travel industry – the crush of tourists overwhelming popular destinations.



The GWS predicts there will be radical innovation in sustainable textiles

3. Meditation Goes Plural Meditation will evolve from a singular to a plural practice, from a generic concept to understanding specific types and their unique brain impacts, just as this explosive market blooms—like yoga and boutique fitness before it—into many varieties.

4. Prescribing Nature Doctors are increasingly, instead of prescribing pharmaceuticals, giving prescriptions for walks in nature.

5. MediScent: Fragrance Gets a Wellness Makeover The sense of smell is having a wellness renaissance.

6. China – Uncovering the Wealth in Wellness With a population of 1.4 billion and big middle-class, no country will have a bigger impact on the future of the wellness economy.

7. Nutrition Gets Very Personalised We are entering the age of personalised nutrition, where science, low-cost medical testing and new technologies identify what foods are

right just for us.

8. Dying Well Suddenly a "death positive" movement is here, with everything around death and dying getting rethought through a more "well" lens.

Details: http://lei.sr/G7e8Z_S

Nichols named SVP of spa at WTS

Spa, fitness and lifestyle consultancy and management firm WTS International (WTS) has named Janice Nichols as the new senior vice president of spa operations.

Nichols brings more than 30 years of experience in the wellness industry. Most recently, Nichols represented WTS as corporate operations director, overseeing spa operations.

In her new role, she will be responsible for maintaining successful operations for more than 50 spas, providing guest experiences and improving financial performance.

Details: http://lei.sr/v4h3j_S

Ocean spa opens at Kempinski Bali resort

Kempinski Hotels has opened its second Indonesian resort, The Apurva Kempinski Bali, in the upmarket Nusa Dua area on 1 February.

The 475-bedroom beachfront resort, whose name comes from a word meaning 'unique and magnificent' in Sanskrit, will include an immersive ocean-facing spa and fitness centre offering treatments inspired by traditional Balinese healing practices, designed to promote balance and wellbeing.

The Apurva Spa is located at the front of the resort, overlooking the ocean, and includes 14 treatment rooms, most with ocean views.

A menu of body and beauty treatments has been inspired by time-honoured Javanese and Balinese wisdom. The philosophy is based on the ancient proverb 'rupasampat



The Apurva is Kempinski's second resort in Bali

wahyabiantara': true beauty is achieved when outer beauty is in harmony with inner beauty.

Traditional ointments such as lulur, a herb and spice body scrub, are designed to help achieve outer beauty, while activities such as sunrise yoga and meditation.

Continued on back cover

GET
SPA
OPPS

Magazine sign up at
spaopportunities.com/subs

Job board live job updates
spaopportunities.com

PDF for iPad, Kindle & smart phone
spaopportunities.com/pdf

Ezine sign up for weekly updates
spaopportunities.com/ezine

Online on digital turning pages
spaopportunities.com/digital

Instant sign up for instant alerts
[at spaopportunities.com/instant](http://spaopportunities.com/instant)

Twitter follow us:
[@spaopps](https://twitter.com/spaopps) [@spaoppsjobs](https://twitter.com/spaoppsjobs)

RSS sign up for job & news feeds
spaopportunities.com/rss

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 in chief

Liz Terry +44 (0)1462 431385

Editor

Jane Kitchen +44 (0)1462 471929

Deputy editor, news and products

Lauren Heath-Jones +44 (0)1462 471927

Reporters

Tom Anstey +44 (0)1462 471916

Katie Barnes +44 (0)1462 471925

Tom Walker +44 (0)1462 471934

Publisher

Astrid Ros +44 (0)1462 471911

Recruitment

Gurpreet Lidder +44 (0)1462 471914

Design

Ed Gallagher +44 (0)1905 20198

Web team

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

Subscribe to Spa Opportunities:

Online: www.leisuresubs.com

Email: subs@leisuremedia.com

Tel: +44 (0)1462 471913

Annual subscription rates are UK £20,

Rest of world £26, students (UK) £13.

Spa Opportunities is published fortnightly by The Leisure Media Company Limited, Portmill House, Portmill Lane, Hitchin, Herts SG5 1DJ, UK. The views expressed in this publication are those of the author and do not necessarily represent those of the publisher The Leisure Media Co Ltd. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise, without the prior permission of the copyright holder, Cybertrek Ltd. Printed by Preview Cromatic Ltd. Distributed by Royal Mail Group Ltd and Whistl Ltd in the UK and Total Mail Ltd globally. ©Cybertrek Ltd 2019. ISSN Print: 1753-3430 Digital: 2397-2408 To subscribe to Spa Opportunities log on to www.leisuresubs.com or email: subs@leisuremedia.com or call +44 1462 471930.

Massage rollers “increase blood flow”

The benefits of face massage rollers have been given scientific backing after a study found that using a roller can increase skin blood flow for more than ten minutes after the massage.

Led by the Institute for Liberal Arts at the Tokyo Institute of Technology – and published in the Complementary Therapies in Medicine journal – the research also suggested that the use of rollers can improve vasodilation – the widening of blood vessels – in the long-term. The research team conducted short- and long-term experiments involving the participation of healthy male and female volunteers to examine the effects of using a massage roller on facial skin and blood flow.

Among the findings of the short-term experiments were that even a five-minute massage resulted in “significantly increase facial skin blood flow” in the massaged cheek, with a relative change of up to around 25 per cent.

“The increase in skin blood flow after applying the massage roller persisted much



Even a five-minute massage ‘significantly increased skin blood flow’

longer than we had expected,” the study reads. “Short-term mechanical stimulation by a facial massage roller increased skin blood flow for more than 10 minutes in the massaged cheek.”

In the long-term experiment, the researchers examined the effects of daily massage over a five-week period. They also examined the reactivity of facial blood vessels to a heat stimulus, involving application of a heating probe set at 40°C, in order to test whether there were any changes in vascular dilation response.

Details: http://lei.sr/d9T9j_S

Gloria Budd to bring Facercise to the UK

Entrepreneur and massage therapist Gloria Budd has been granted the UK license to launch Carole Maggio’s Facercise programme.

Developed by Maggio more than 30 years ago, Facercise consists of a series of facial exercises that promises to deliver a more youthful appearance by targeting the 57 muscles in the face.

Launching at A Place to Heal by Arrigo in London’s Holland Park in February, Budd will offer a range of Facercise workshops, including small group sessions, one-to-one consultations and a six week programme, as well as the Signature Transformational treatment.

In the small group sessions, which start at £50 per person, Budd will demonstrate Facercise’s 13 facial exercises, including postural positions, movements and resistance levels, while the one-to-one sessions, which start from £180 per head, are designed to elevate



Facercise is set to make its UK debut this month (February 2019)

the learning process and include personalised video recordings for mobile devices to encourage clients to continue practicing at home.

The six-week programme, which starts from £300, includes advanced exercises.

Benefits of Facercise are said to include a more luminous ‘peachy’ looking skin and reduced under-eye puffiness.

Details: http://lei.sr/3c4M6_S



Raison d'Etre shares 2019 predictions

Spa consultancy and wellness think tank Raison d'Etre (RDE) has identified five key wellness trends for spas, hotels and lifestyle operators to look out for in 2019.

According to RDE, 2019 will see a return to more basic ideas of nature and crafting, with consumers taking a more dynamic approach to their own happiness, and opting for real-life experiences and connections.

This need for 'In Real Life' (IRL) connection is expected to have a significant impact on spa design, with more space being dedicated to communal areas.

Additionally, RDE anticipates that this will spark the discussion on the democratisation of wellness and wellbeing, making it available to everyone, not just those who can afford it.

An increase in environmental awareness has driven a trend for 'Back to Basics' travel, indicating that more people are looking to experience life on a personal, rather than global scale. This poses a challenge for the industry to provide authentic experiences and create



Raison d'Etre has identified five of 2019's key wellness trends

environments that encourage relationships with the self, others and nature.

There will also be a step away from the mindfulness movement, to be replaced by kindness. For the industry, this means placing an emphasis on staff care, as well as making a conscious effort to show kindness to others, ourselves and the environment.

The awareness surrounding mental health is only set to get more prevalent this year and will foster a shift towards emotional wellbeing.

Details: http://lei.sr/y2v4E_S

Halotherapy landmark for Chicago

The 1000M South Michigan property development in Chicago, Illinois is set to become the first residential building in the US to introduce a Himalayan Salt Room.

The new amenity will be a major wellness feature of the 74-story, Helmut Jahn-designed complex, which is expected to break ground later this year.

In addition to providing guests with facials, massages, and other bespoke offerings, the spa will also recreate the ambience of "coastal beaches".

In a blog post, the company said: "What makes the Himalayan Salt Room special is the use of a sodium chloride compound to naturally saturate the air to provide a rich collection of minerals that our bodies crave.

"Benefits include clearing respiratory issues, reducing inflammatory pain and soothing skin ailments."

Proponents of halotherapy have also alleged that it helps to expel viruses and



Halotherapy is rapidly increasing in popularity in the wellness industry

other unwanted pollutants from the body. Despite its relative antiquity – halotherapeutic treatments have apparently been enjoyed in Eastern Europe for centuries – modern halotherapy has only recently attracted the attention of wellness experts.

The Global Wellness Institute launched an initiative in 2017 to study its potential health benefits, and in 2018 the company added salt therapy to its list of global wellness trends.

Details: http://lei.sr/K3a7z_S



Wendy Bosalavage is president of LIVunLtd

Bosalavage named to Green Spa Network Board

The Green Spa Network (GSN) has appointed Wendy Bosalavage, president of LIVunLtd, to its board of directors in the role of treasurer. A pioneer in the health and wellness industry, Bosalavage serves on numerous corporate and nonprofit boards, and also currently serves as vice chair of the Global Wellness Initiative on Social Impact.

LIVunLtd is a global luxury brand specialising in consulting, design and management of amenity services in residential and commercial properties, spas, and hotels.

"We are thrilled to have Wendy on our board, she brings a wealth of industry experience and expertise, and we look forward to her contributions," said Bonnie Baker, GSN board president.

Details: http://lei.sr/Q5e7Z_S

Voya to launch food supplements arm

Irish skincare company Voya is set to launch a new company specialising in seaweed-based nutritional supplements.

The company, called Sea Ōr, was first conceptualised in 2014 and is set to launch in early 2019. It will offer two kinds of results-driven food supplements - Body and Hair, Skin & Nails - that will enable users to reap the health and nutritional benefits of seaweed. Both types are formulated with Orplex, a trademarked seaweed complex developed for Sea Ōr by scientists. It features Laminaria Digitata (kelp) and Fucus Serratus, seaweeds hand-harvested from the west coast of Ireland. Rich in vitamins and minerals these seaweeds contribute to normal cognitive, thyroid, skin and metabolic function.

Details: http://lei.sr?a=h2Z4w_S

Regional spa association for Chicago

Chicago is the third-largest city in the US, with a population of 2.7 million, and is home to world-class hospitality, cultural, arts and entertainment options.

The Chicago downtown area alone has more than 75 spas, yet in spite of this environment, the Chicago spa industry has not had a strong voice since the dormancy of the Great Lakes Spa Alliance.

So in the interest of collaboration, earlier this month some 35 managers and owners of local spas came together for an evening of education and networking, hosted by the Chuan Spa at the Langham Hotel and the director of spa for North America for Langham, William Wesley Myers.

The group has tentatively called themselves CLASP, for ChicagoLand Area Spa Professionals, and will explore forming an



Lisa Starr (left) and William Wesley Myers organised the launch event

association that can provide a platform for local spa professionals.

Commenting on the launch of the new association, Myers said: "The feedback was very positive, and attendees agreed that collaboration makes everyone stronger."

Details: http://lei.sr/J9s8v_S

Mondrian London gets rebrand

The Mondrian London Hotel has been rebranded as Sea Containers London, following its acquisition by international hospitality firm Lore Group.

Previously operated by sbe, owner of the Mondrian brand, the hotel's new name is a tribute to its setting inside the iconic Sea Containers House on London's South Bank.

Managed by the Lore Group, the hotel will continue normal operations throughout its transition, with much of its features and facilities – including the highly-acclaimed Agua Spa, Curzon Cinema and Sea Container Restaurant – remaining unchanged by the acquisition.

Planned changes include the relaunch of both the Dandelyan and rooftop bars. The Dandelyan bar will feature a brand new concept developed by Ryan Chetiyawardana, AKA Mr Lyam, while the rooftop bar, formerly the Rumpus Room, will be renamed 12th Knot. Both bars are expected to reopen in March.

A number of small interior updates have also been planned, with the hotel expected to retain many aspects of its original design, created by architect Tom Dixon.



The hotel has been renamed Sea Containers in tribute to its location

Additional changes include an overall rebrand, offering a 'fresh graphic identity' and playful sense of humour, while new staff uniforms will reflect the "golden age of transatlantic travel mixed with the contemporary street style of the South Bank"

Billy Skelli-Cohen, chief executive of Lore Group, said: "We're very excited about this new era and next step in the hotel's story. Our incredible hotel team will continue to offer guests an unrivalled experience at Sea Containers London."

Details: http://lei.sr/d3b2s_S

*Mind
if we
tag
along?*

IF SUCCESS
IS YOUR
DESTINATION,
WE KNOW THE
WAY.

*Start your
journey.*



experienceispa.com/letsgo



« The Bathrobe by RKF as a Fashion item »



RKF Luxury Linen

RKF.FR

l'Art du linge raffiné
The Art of fine linen



Van De Sant's founder, Robert Milder (right) secured investment from Deborah Meaden (left)

TV show funding for sustainable design firm

Sustainable furniture design company Van De Sant has secured a £70,000 (€80,000, US\$91,000) investment package from British serial entrepreneur and TV personality Deborah Meaden.

The Dutch company received the investment thanks to an appearance by its founder, Robert Milder, on the popular UK television show *Dragons' Den*, which offers entrepreneurs the opportunity to present their business ideas to a panel of five wealthy investors.

Milder's pitch, which introduced the "Dragons" to Van De Sant's sustainable spa chairs and couches, impressed Meaden, who invested the £70,000 in the company in return for a 15 per cent stake in the business.

Details: http://lei.sr/2G4D9_S

CIDESCO announces partnership with WorldSkills

CIDESCO, the standards setter for the global spa and beauty industries, has announced a new partnership with WorldSkills, a global not-for-profit that promotes vocational education and training.

As part of the deal CIDESCO has assisted WorldSkills in the review of its Standards Specification for its Beauty Therapy for WorldSkills competition.

Taking place in Kazan later this year, the competition is aimed at beauty therapists with a Level 2 Beauty Diploma qualification who are working towards Level 3/Level 4 qualification in Beauty Therapy. Contestants are judged on their professional demeanour, safe working practices, professional attitude, client interaction, level of skill and dexterity, time management and working methods.

Details: http://lei.sr/G9M5B_S

Radisson enters Georgian market

The Radisson Collection Hotel, Tsinandali Estate has opened its doors in Kakheti, Georgia – a region that pioneered the cultivation of wine-producing grapes over 8,000 years ago.

Set on an 18-hectare, hilly expanse near the Palace Museum of Prince Alexander Chavchavadze – the aristocratic father of the Georgian Romanticism literary moment – the 141-room resort comprises a number of cavernous and brightly painted spaces reminiscent of Romanesque interiors, as well as a vineyard and winery.

Its on-site spa, which features a fitness room, sauna, jacuzzi, and infinity pool, also provides unobstructed views of the Caucasus Mountains. The property's additional facilities include a 1,200-seat amphitheatre designed by French architecture firm Fabre/Speller,



The hotel is located at the Tsinandali Estate, the home of Georgian wine

three bars, and three dining outlets – Prince Alexander, Le Bistro, and Kakheti Restaurant.

The project was developed by the Silk Road Group and involved an international team of architects and interior designers, including John Fotiadis, Christian Gabas, Damien Figueras, Ingo Maurer, and Tamara Kvesitadze.

Details: http://lei.sr/Z2C9P_S

Spa hotel for former Masonic lodge

A unique hotel that once functioned as the main congregating place for various high society Hungarian Freemasons during the 19th century is set to open in February.

Located in Budapest's Terézváros district – a Broadway-like area renowned for its opera house and state theatre – the Mystery Hotel will feature 82 rooms, a rooftop bar, and a fitness room.

Among the highlights is a luxury courtyard spa outfitted with a sauna, Jacuzzi, and steam bath.

The Mystery Hotel's interiors – all renovated by Hungarian designer Varró Zoltán – will also incorporate an eclectic mix of Baroque, Renaissance, and classical art.

Additionally, the structure's exteriors will retain their decorative elements, some of which include sculptures of a sphinx, a square and compass, and other visual motifs commonly used in Masonic symbolism.

Another highlight of the rehauled space will be the 88-person-capacity restaurant, which will be housed inside the building's Egyptian Revival-style great hall. Erstwhile used as the



The property was designed by architect and freemason Vilmos Ruppert

ritual 'temple' for lodge members, the dining room, will feature a balustraded balcony with two wrought iron spiral staircases.

The building, which was originally created in the 1890s by architect Vilmos Ruppert, who – perhaps not incidentally – was also a Freemason, is the first of Preferred Hotels' hospitality ventures to launch in Hungary.

First founded in 1968, the luxury hotelier company presently manages a portfolio of more than 650 premium-standard hotels in more than 85 countries.

Details: http://lei.sr/Y4D4u_S

(RE)EQUIP FACILITIES

MO1 EVO SERIES



GHARIENI

TAKING WELLNESS TO THE NEXT LEVEL

www.gharieni.com



CALENDAR

10-11 February 2019 Professional Beauty GCC

The Meydan, Dubai

Brings together beauty, hair and spa brands in the Middle East.

www.professionalbeautygcc.com

13-15 February 2019 ForumPiscine

Bologna Fiera, Bologna, Italy

Three-day congress focusing on pool systems – from large public facilities to those in spas.

www.forumpiscine.it

24-25 February 2019 World Spa & Wellness Convention

ExCeL London

A two-day conference held alongside the Professional Beauty tradeshow.

www.professionalspawellness.com/site/WorldSpaAndWellnesConvention

25-27 February 2019 BeautyAsia

Suntec Singapore, Singapore

Exhibition for beauty and wellness professionals.

www.beautyasia.com.sg

12 March 2019 Women in Wellness Leadership Conference

New York, NY, US

A conference organised by *American Spa* magazine focusing on female leaders.

www.americanspawiw.com

14-15 March 2019 Asia Pacific Spa & Wellness Coalition Roundtable

Kuala Lumpur, Malaysia

A two-day round table discussion for the Asia-Pacific region.

www.apswc.org

14-17 March 2019 Cosmoprof Worldwide

Bologna, Italy

One of the world's biggest beauty trade fairs. Features a two-day spa symposium.

www.cosmoprof.com

29-31 March 2019 Beauty Düsseldorf

Messe, Düsseldorf, Germany

An international beauty show with brands from 77 countries that attracts 55,000 visitors.

www.beauty.de



SPATEC events are based on offering delegates planned networking activities

19-22 June 2019

SPATEC Europe

Grand Hotel Dino, Baveno, Piedmont, Italy

In an intimate results-oriented business setting, SPATEC Europe brings together Europe's most important spa operators

of leading medium-to-large hotel resort, destination, athletic, medical and day spas to meet with key leading domestic and international suppliers to participate in a series of one-on-one meetings over two dedicated business days.

www.spateceu.com

24-27 April 2019 The Wellness Collective

The Verdura Resort, Sicily, Italy

A new four-day wellness networking event, to include four days of networking, one-to-one meetings, keynote addresses, seminars, and first-hand wellness activity experiences.

www.wellnesscollectiveevents.com

05-08 May 2019 GSN Buyers Conference

Civana Carefree Resort, Arizona, US

The three-day GSN Buyers Conference is marketed as the wellness industry's only green buying event.

www.greenspanetwork.org

6-7 May 2019 Healing Summit

Pine Cliffs Resort, Portugal

Run by the Healing Hotels of the World, the event attracts a wide range of attendees.

www.healingsummit.org

8-9 May 2019 Independent Hotel Show Europe

RAI Exhibition & Conference Centre
The Netherlands

The first European Independent Hotel Show will be held in Amsterdam this year.

www.independenthotelshow.nl

13-14 May 2019 Spa Life Ireland

Johnstown Estate Hotel & Spa, County Meath, Ireland

A two-day conference that also includes a new product exhibition.

www.spa-life.ie

23 May 2019 Forum Hotel & Spa

Hotel George V, Paris

A one-day meeting for international leading figures in the spa, hospitality and wellbeing industries.

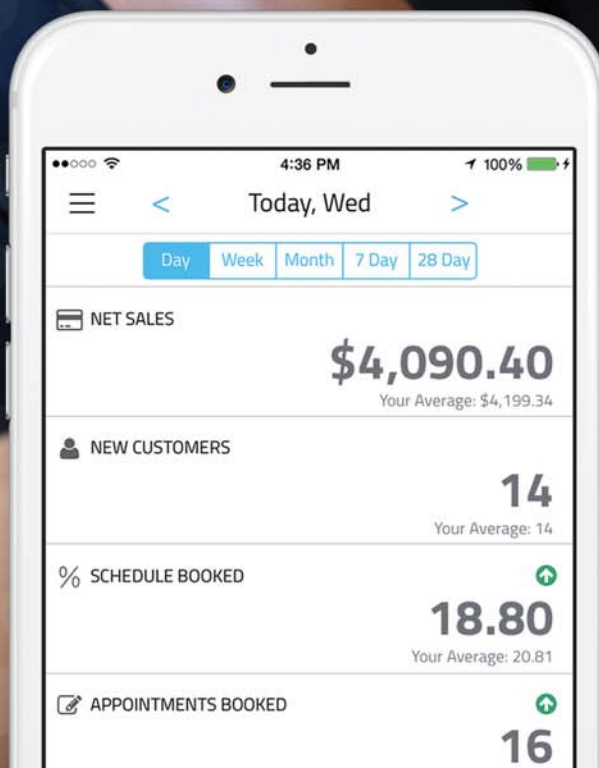
www.forumhotspa.com



booker

All the Features You Need to Manage Your Spa and Delight Your Customers

Online Booking • Staff Scheduling • Integrated POS • CRM • And More



Learn why Booker is the leading spa management software

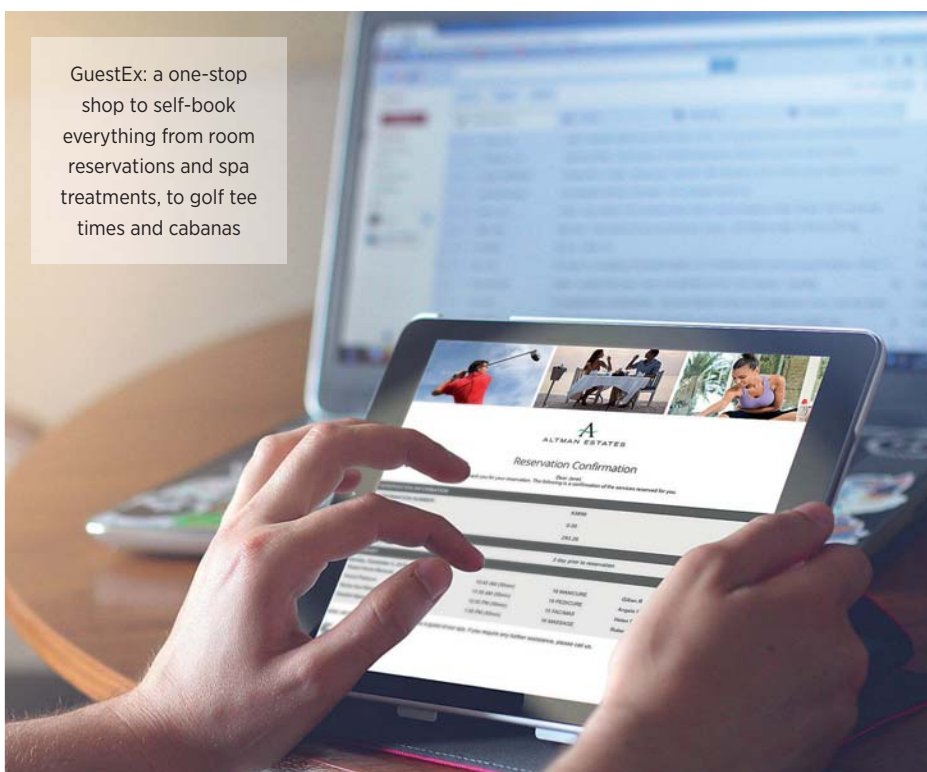
www.booker.com/spabusiness

PROMOTION



We wanted to provide an omni-channel approach and strategy to guest engagement

GuestEx: a one-stop shop to self-book everything from room reservations and spa treatments, to golf tee times and cabanas



ResortSuite's GuestEx

ENHANCING GUEST ENGAGEMENT

In a world where technology is evolving rapidly to meet the growing demands of an emerging generation of digital natives who expect mobile-friendly 24/7 accessibility, cutting-edge software company ResortSuite's hospitality system offers operators enhanced guest engagement alongside complete control of their booking availability.

As founder and CEO Frank Pitsikalis says: "ResortSuite offers guests a single online portal to self-book a room reservation, spa treatment, class, multi-day programme, dining reservation, golf tee time, or cabana - virtually any activity or resource available at a property. Guests can also download a branded mobile app with a mobile concierge experience allowing them to view their itinerary and add spa treatments, classes, dining reservations or golf tee times quickly and easily, as well as review statements, loyalty and privileges together with a 'shake to ID' feature that brings up a barcode for seamless ID and payments."

ResortSuite's GuestEx realises the vision for a streamlined, integrated and consistent guest experience

ResortSuite specialises in integrated hospitality management systems that can be deployed in single or multi-location spas, hotels, resorts and private clubs. But where ResortSuite stands out from the software vendor crowd, is in its unique modular form, meaning it can be integrated with other hospitality systems, or adopted as a single, fully-integrated and guest-centric hospitality management platform in its entirety; an ideal fit for wellness and activity-focused hotels, resorts and destination spas.

At the heart of ResortSuite's vision to deliver a streamlined, integrated and consistent guest experience is GuestEx, a suite of guest experience technologies that includes online booking engine ResortSuite WEB, branded mobile concierge app

ResortSuite MOBILE, marketing automation ResortSuite CONNECT, and integration with ResDiary for online dining reservations. "We wanted to provide an omni-channel approach and strategy to guest engagement," adds Pitsikalis.

GuestEx is ResortSuite's response to the rise of the digital native generation as a dominant spending force for spa and wellness experiences, together with their very different expectations around online booking and mobile self-service. "ResortSuite GuestEx is the first platform of its kind that gives a guest a one-stop shop to book everything that a business has to offer. ResortSuite has been designed to provide the ultimate in personalised guest service no matter what channel the guest engages with, be it online, mobile, phone or face to face."

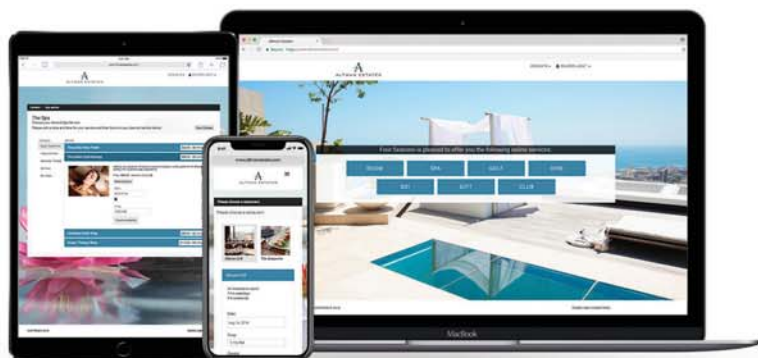
Get in touch:

www.resortsuite.com
sales@resortsuite.com
Tel: +1 416 259 0715

ResortSuite

Guest Expectations are Changing. Are You?

Track guest preferences, create highly targeted e-marketing campaigns, enable online and mobile bookings for all of your amenities - within a single integrated management system.



Create exceptional guest experiences.

Learn more at resortsuite.com





Bushey Grove Leisure Centre



SPA MANAGER

Location: Bushey, Hertfordshire Salary: Circa £30,000 + Benefits

InspireAll needs your help. We are opening a new destination Spa and Beauty Therapy facility within Bushey Grove Leisure Centre.

With over £2.2m worth of investments through 2018-19 you will be leading a team within the very best working environment.

Your role will be to build and manage a motivated team to deliver first class treatments, to maximise revenue, encourage repeat business, and as the business grows to recruit and train new staff.

A proven track record in Spa Management, a hands-on therapist trained to level 4, great people skills, an understanding of driving retail and achieving targets is essential, as is an exceptional work ethic and attention to detail.

You must be able to work on your own initiative, achieving a high standard of work whilst providing an excellent standard of customer service at all times. A major focus of this important role will be on driving revenue and profit and delivering exceptional customer service.

Innovation will be an exciting part of the role, working with the site management to be first to market with new products, treatments and experiences so we stand out from the crowd.

It would also include some shift work including some weekends and you will need to be hands-on manager of people, setting the standard in terms of work ethic and standards covering treatments from time to time as and when required.

We aim to open another spa based on the model created at Bushey at Furze Field Leisure Centre in June 2019.

Working for InspireAll your staff benefits will include:

- A free leisure card, entitling you and your close family to use of facilities at our Centres for free or reduced fees.
- Discounted access to nursery places and other children's activities
- Pension Scheme
- Employee of the Quarter and Long Service Award schemes
- Excellent career progression and training opportunities

**For more information
and to apply now:**
<http://lei.sr/8y9t2>



BVLGARI
HOTEL LONDON



Located in Knightsbridge on the edge of Hyde Park, The Bvlgari Hotel London is both a haven of calm in the centre of the city and yet under a minute's walk from such landmarks as the famous Harrods department store.

We are recruiting!

We are currently recruiting for a variety of roles to join our award winning luxury Spa. Based over two floors, our Spa comprises numerous treatment rooms offering a variety of specialist products and services, a Spa suite and a 25m swimming pool and adjoining vitality pool. We offer a competitive salary and benefits package

Spa Sales and Reservationist

In this role you will be responsible for meeting and greeting our guests and members whilst also making repeat and new bookings. You will be responsible for maximising the revenue of the Spa through effective scheduling, treatment room bookings and product sales.

Spa Attendant

In this role you will be responsible for meeting and greeting our guests and members whilst also making repeat and new bookings. You will be responsible for maximising the revenue of the Spa through effective scheduling, treatment room bookings and product sales.

Senior/Spa Therapists

Spa Therapists are responsible for delivering exceptional treatments to guests of the spa, in line with ESPA and Hotel brand standards, whilst maintaining the excellent five-star client care, cleaning standards and grooming. Responsible for revenue generation through retail, up-selling and cross sales to other business centres in the spa.

Did we mention the fabulous benefits we offer too? See below for just some of them...

- Highly Competitive Salary
- Discount at selected Bulgari retail outlets
- Life Assurance
- Private Dental Insurance
- Service Charge
- My Bulgari Rewards Discount Scheme
- Private Health Insurance
- Group Personal Pension Plan

All our colleagues demonstrate our core values in the service they deliver... Radiance, Grace, Authenticity, Pure Presence, Integrity and Tradition of Excellence... is this you? If you think it is and you would like to join our team please send your CV and letter of application below.

We look forward to hearing from you!

For more information and to apply: <http://lei.sr/P4t8r>

URBAN RETREAT



VACANCIES

Doha, Qatar, Competitive Salary and Benefits

Here at Urban Retreat, we are offering an exciting opportunity to work at a brand new luxury Spa and Beauty Salon in Doha!

We are looking for an individual who is hardworking, highly skilled and professional! If you are someone who has real passion for the beauty industry, who would like to be part of the best team in luxury surroundings, and able to provide services of the highest standards then we'd love to hear from you!

Beauty Therapist

Essential key skills:

- Qualified to a CIDESCO, CIBTAC or NVQ Level 3 in Beauty Therapy.
- Previous 3-5 years' experience within a luxury salon or spa environment.
- Fluency in English and excellent communication skills. (Arabic would be a bonus)
- An eye for detail and pride taken in your work
- Excellent time keeping/organisational skills and works well under pressure
- A high level of professionalism and understanding of client confidentiality
- Ability to work independently, and with other employees as part of a team
- Sales-driven with the ability to achieve targets and demonstrable

Senior Colourist/Stylist

Essential key skills:

- Qualified to a NVQ Level 3 in Hairdressing or equivalent.
- Previous 3-5 years' experience within a luxury salon environment.
- Fluency in English and excellent communication skills. (Arabic would be a bonus)
- Experience working with large brands such as L'Oreal
- An eye for detail and pride taken in your work
- Excellent time keeping/organisational skills and works well under pressure
- A high level of professionalism and understanding of client confidentiality
- Physical stamina to stand for long periods of time
- Flexible and prepared to work evenings weekends and national public holidays
- Must adhere to salon standards of exceptional personal grooming, representing the Urban Retreat brand to the highest of standards
- Constantly working towards building a loyal clientele
- Experience in all color techniques, including free hand painting, babylights and Balayage

Key Responsibilities across both roles

- To consistently deliver the highest level of services and treatments to clients
- To assist with demonstrations/ events as required
- Ensuring you have the correct stock levels and to adhere to your treatment schedule.
- Ensure all services are completed to excellent technical standards
- Ensure high levels of service delivery from greeting to departure
- Provide clients with a thorough consultation to understand their needs and expectations, and finish by providing recommended aftercare to fulfill the client's needs
- Working towards set targets/KPI's
- Take ownership of own service column to maximize revenue
- Taking pride in your workspace; ensure cleanliness of your work areas are kept to the highest of standard • Ensure personal standards and grooming are in line with UR brand standards
- Assist with the training of newly joined team members
- Adapting/Learning new services offered by Urban Retreat

If you feel these qualities apply to you and you have experienced with the required responsibilities, please apply now: <http://lei.sr/J5o9Z>



STRIP
WAX BAR

Therapist

LONDON

COMPETITIVE SALARY AND BENEFITS

Strip Wax Bar is a pioneer in hair removal industry, specialising in waxing and laser hair removal.

Established in 2005, Strip Wax Bar has grown to become one of the most respected beauty brands in luxury hair removal with a market leading presence. The company now boasts a customer base across 6 London boroughs with an international reach.

Strip Wax Bar offers excellent customer service and champions both new and renowned waxing and laser hair removal techniques, as well as stocks a broad range of beauty and lingerie brands online and in-stores.

We have an inclusive and supportive company culture, and believe in getting the right fit when it comes to people joining the company. We place a high value on people and believe we can offer a fun and friendly environment to work in, as well as a great place to learn and develop.

We offer competitive rates of pay with built in commission on treatments and retail as well as staff perks along the way to show how much we appreciate the hard work. On top of that we offer different contract opportunities for senior or part time therapists. We warmly welcome freelance therapists as well.

Strip Wax Bar is an equal opportunity employer and is determined to ensure that no applicant or team member receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race.

Please mention Spa Opportunities when applying for this job.

Apply now: <http://lei.sr/g7J4T>

Ocean-facing spa at The Apurva, Bali

Continued from front cover

Treatments are tailor-made for each guest based on the four stages of life: teenage, adult, married and post-adult, with different varieties of oil and lulur selected depending on specific individual needs.

The Apurva Kempinski Bali cascades down the hillside like one of Bali's iconic rice paddies, emerging from the cliff tops and gradually making its way down to the Indian Ocean.

Architect Budiman Hendropurnomo of UK-based Denton Corker Marshall drew inspiration from the rice terraces and their centuries-old 'subak' irrigation system to create the concept for the property. Modern Balinese architecture pays homage to the island's natural landscapes and manmade temples, and the resort features natural-clad stone buildings, bougainvillea-covered terraces and a network of waterways.

The 250-step Grand Staircase, inspired by Bali's sacred Pura Besakih water temple, runs



The resort features natural-clad stone buildings, bougainvillea-covered terraces and a network of waterways, pools and waterfalls

through the centre of the resort, and provides a stage for nightly rituals.

Interior designer Rudi Dodo of Trivium Design Group has imagined opulent interior spaces created by Indonesia's finest craftsmen and artisans, which pay tribute to the country's rich design heritage, while adding modern touches that anchor The Apurva in the present day.

Details: http://lei.sr/P3Y5q_S

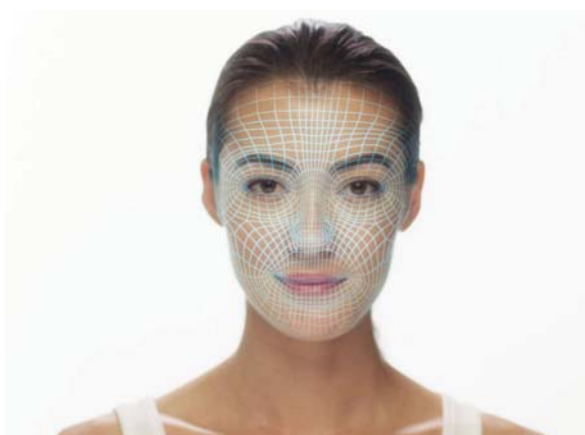
Neutrogena launches 3D printed mask

As wellness and skincare get more and more high-tech, the Consumer Electronics Show (CES) in Las Vegas is proving to be the launchpad for new innovations in the spa and beauty market.

In January at the CES, skincare brand Neutrogena unveiled a new personalised 3D printed face mask, the MaskiD, which users create from a smartphone selfie.

"Neutrogena MaskiD marks one step towards a new model of product development where we find innovative uses for the latest technology, such as digital imaging, skin analysis, and 3D printing, to give consumers new ways to achieve their best skin ever," said Dr Michael Southall, global R&D lead at Johnson & Johnson Consumer Inc, Neutrogena's parent company.

The MaskiD is powered by user data, starting with the shape of the mask itself. Using a smartphone 3D camera, the user snaps a selfie to create a precise, multi-dimensional map of her face and the exact measurements and shape of her nose, space between the eyes, lips, and



Using a smartphone 3D camera, the user is asked to snap a selfie to create a precise, multi-dimensional map of their face

other unique physical characteristics. Next, personalised data from the Neutrogena Skin 360 system analyses the skin's needs, making a recommendation for what ingredients will be most beneficial and where.

Finally, using a proprietary 3D printing process, high-efficacy ingredients are printed onto the custom-fit hydrogel mask on the zones of the mask where they will deliver the greatest benefit for that individual.

Details: http://lei.sr/R2H6b_S

Argentina Spa Association

T: +54 11 4468 0879 W: www.asociacionspa.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.spaandwellness.com.au

Bali Spa and Wellness Association (BSWA)

W: www.balispaandwellness-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.jedmedolazni.cz

The Day Spa Association (USA)

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 Spa 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.dayspaassociation.com/imspa

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 0188 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)

T: +7 4957640203 W: www.iswic.ru

Taiwan Spa Association

W: www.tspta.tw

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