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A SPA BUSINESS PUBLICATION



Floating arctic spa for Sweden

Architects Bertil Harström and Johan Krauppi have created a free-floating hotel on one of Sweden's longest rivers, with the micro-destination featuring a spa among its offerings.

Owned and conceptualised by the architectural duo, the circular Arctic Bath Hotel and Spa will float on the Lule River during the summer months, with the structure frozen in place through the winter. It's set to open in Harads on 15 January 2020.

The main building is circular and was inspired by a log jam, while the overall design was influenced by the local tradition of log-driving.

Harström and Krauppi were first inspired to create Arctic Bath in 2010 during the opening of the Treehotel in Harads – a property with seven unique rooms suspended above the forest floor.

Arctic Bath will feature a spa, restaurant and 12 rooms: six floating ones and six elevated on poles onshore.



■ Architects Bertil Harström (inset) and Johan Krauppi designed the free-floating hotel

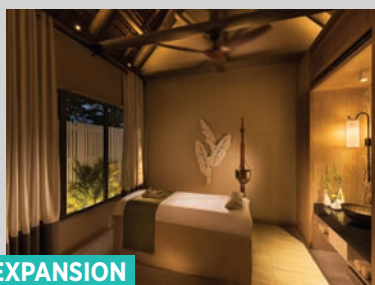


The spa will have one treatment room and will offer a variety of treatments – such as massages, facials, and body treatments. Kerstin Florian has been chosen as product house, alongside the brand's sister skincare range ANDA, which is both organic and vegan. Additional facilities

will include the outdoor cold bath – a circular pool at the building's centre – as well as saunas, a steam sauna and thermal baths.

The outdoor cold bath will be available all year, as during the winter the pool will be kept free from ice.

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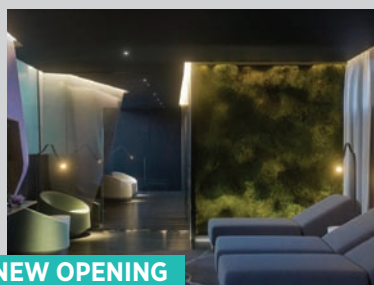


EXPANSION

Anantara executes strategic expansion into Mauritius

164-bedroom resort marks brand's entry into market

p9



NEW OPENING

Four-level thermal spa for Formentin hotel

Alberto Apostoli-designed property to open in 2020

p11



p26

HRH Prince of Wales opens Monart's first UK sister-site on land owned by the Duchy of Cornwall

Prince Charles has officially opened Monart Destination Spa's first UK property, The Monart Spa – Poundbury, in Dorset.

Owned by the Griffin Group, the seven treatment room spa has been built on land owned by the Duchy of Cornwall, the estate of HRH The Prince of Wales.

The spa is open to all, with no memberships required.

Facilities include a hydrotherapy pool, sanarium and caldarium, as well as a sauna, salt grotto, infrared cabin and aroma steamroom. Experience showers complete the mix.

Joint owner, Liam Anthony Griffin, said: "We've researched the very best



■ The spa is open to all, with no memberships required

"We've researched the very best of traditional techniques"

Liam Anthony Griffin

of traditional techniques, combined with state-of-the-art technologies to give our

guests a health and wellbeing-enhancing spa experience. We've focused on creating an

environment of pure relaxation where wellbeing is the centre of everything we do."

The Monart Spa – Poundbury is partnering with skincare brand Pevonia, which is providing a range of facial and body treatments and associated staff training, as well as its at-home retail line.

Equipment, including Lonto wellness beds, herb tower steamers, hot towel cabs, therapist stools, mag lamps and a skin analyser, have also been provided by Pevonia.

The brand has developed an exclusive 85-minute treatment for the new spa – called Monart Total Escape Signature – using products rich in copper and natural marine magnesium.

Stem-cell specialist Augustinus Bader collaborates with Victoria Beckham Beauty



■ Following her music career, Victoria Beckham has set up very successful fashion and beauty businesses

Victoria Beckham Beauty (VBB) has announced a partnership with stem-cell biomedical scientist, Prof Augustinus Bader.

Originally from Germany, Bader is known for his eponymous skin-care range which uses patented stem-cell TFC8 technology, which took 30 years to create.

Bader's products were primarily designed for regenerative-medical use and were applied to skin burns endured by firefighters to promote skin renewal.

"It's been a dream to develop products with Augustinus"

Victoria Beckham

As a result of the collaboration, VBB has added a Cell Rejuvenating Priming Moisturiser to its range, which launched earlier this year.

"It's been a dream to develop with Augustinus," said Victoria Beckham, who's a long-term supporter and consumer of Bader's skincare brand.

"As someone who only wants the best skincare, I

was surprised I didn't have to compromise to have clean ingredients, and now the product works to improve the health of my skin."

Bader said: "It was an honour to collaborate with Victoria for her first skin launch. It's the first priming moisturiser of its kind to care for your skin cells, while also preparing your skin for makeup application".





■ Hendra Hadiprana was an acclaimed Indonesian architect

"My grandfather and Hans Jenni were collaborators, who became great friends"
Sekaraya Hadiprana Surjaudaja

Chedi Club Ubud rebrands to celebrate **Hendra Hadiprana**

The Chedi Club Tanah Gajah Ubud resort, Bali, is undergoing a change of management and a rebrand, with the handover scheduled for 1 January 2020.

Owned by Singapore-based General Hotel Management (GHM), the 20-villa-property will be taken over by hotel management group, Hadiprana, and rebranded as Tanah Gajah, a resort by Hadiprana.

The group is named after the late Hendra Hadiprana, the acclaimed Indonesian architect, art-collector and designer, who designed

the resort and was also responsible for the Legian Bali and InterContinental Bali.

Hadiprana built the resort – set among the ricefields of Ubud – in the 1980s. He passed the management of the property to GHM in 2004. The architect died in December 2018, aged 89, and his heirs are launching Tanah Gajah in tribute to him. "We've had a terrific run with GHM," said Sekaraya Hadiprana Surjaudaja, the architect's granddaughter and principal in the organisation. "My grandfather and GHM founder Hans Jenni were collaborators, who became great friends".

2 Prince Charles opens Monart's first UK site

The Monart Spa – Poundbury, in Dorset has been built on land owned by the Duchy of Cornwall, the estate of HRH The Prince of Wales

9 SHA plans further expansion with first Middle East location

SHA Emirates will span 125,000sq m and feature 120 suites and 293 private residences, with the goal to target an increased consumer demand for wellness.

10 Bad Ragaz partners with Clinics of Valens

The partnership aims to offer the "best clinical competence" in neurological, internal-oncological and musculoskeletal rehabilitation

11 Formentin to open Alberto Apostoli-designed thermal spa

Hotel is located in the centre of Abano Terme, an ancient thermal area located between Verona and Venice

Job opportunities

26

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SoulCycle chief executive **Melanie Whelan** steps down from role



■ Whelan will vacate the role with immediate effect

SoulCycle chief executive Melanie Whelan has resigned from her role, capping off a challenging few months for the indoor cycling operator.

Whelan will vacate the role with immediate effect and will also step down as director of the company's board.

She will be replaced by chief financial officer Sunder Reddy, who has been named interim CEO.

In an emailed letter sent to Soul Cycle employees – widely reported in the US media

"The love, the passion, the energy and the spirit of what we do is more important today than ever before"

– Whelan wrote: "I'm deeply grateful for the opportunity to have led our SoulCycle team and brand during a transformational time for this amazing community.

"Having started with SoulCycle when we had only seven studios and a huge dream – I couldn't be more proud of what this team has accomplished together. The magic of SoulCycle has always

been in those dark studios. The love, the passion, the energy and the spirit of what we do is more important today than ever before. SoulCycle is a one-of-a-kind organization and I will be cheering on your continued growth and success."

Founded in 2006, SoulCycle currently operates nearly 100 studios in the US, Canada and the UK.

Bernhard Mayer-Klenk, inventor of the experience shower, dies at 78

Bernhard Mayer-Klenk, founder of spa supplier Kemitron GmbH, passed away on 6 November 2019 at age 78.

Kemitron is a German company specialising in the development and manufacture of high-quality products for the sauna, spa and wellness industry.

Mayer-Klenk's curiosity and creativity powered countless innovations in the spa and wellness markets.

Perhaps the most well-known of his inventions is the experience shower, but Mayer-Klenk also invented fragrance dosing pumps, automatic sauna infusion systems, salt inhalation systems and much more.



■ Mayer-Klenk also invented fragrance dosing pumps

Mayer-Klenk's true passion was for fragrance, and Kemitron has become well-known for its high-quality essential oils

His innovations were fuelled by intimate knowledge of the industry and the close relationships he forged with clients, who would give him

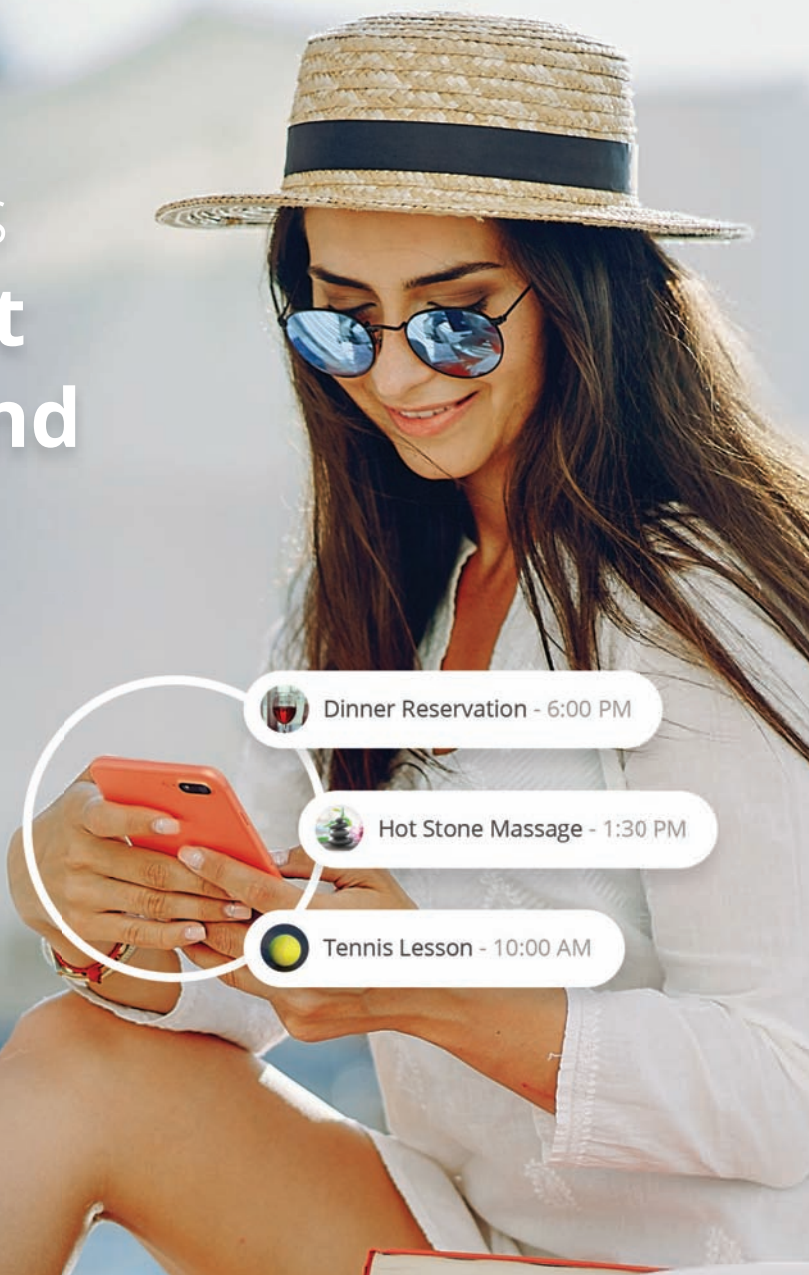
direct feedback from guests and visitors. His desire to fulfil guests' every need is credited with giving rise to many of his inventions.

Kemitron was founded in 1977 to provide cleaning and disinfectant products for public swimming pools. This quickly evolved as Mayer-Klenk saw the opportunity to expand into spa and wellness sectors. His true passion was for fragrance, and Kemitron has become well-known for its high-quality essential oils and fragrance dosing systems, an essential element in the evolution of the experience shower.

Mayer-Klenk was a devoted family man and his family has played a huge role in the company. His wife, Ingeborg, has been involved since its founding and remains a key advisor, while his son, Stephan, now runs the firm.

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■ Kirien Withers (left) of Spa Guru and Neil Owen of Spa Vision

"Spa Vision's development experience is a great asset for projects and developers in Asia Pacific"

Withers and Owen team up for Asia Pacific projects

Leading spa and wellness consultants Spa Vision and Spa Guru Consulting are set to collaborate to bring "exceptional expertise and insight" to projects across the Asia Pacific Region.

Neil Owen, director of Spa Vision is partnering with consultant Kirien Withers, director of Spa Guru.

Commenting on the alliance, Owen said:

"I've known and admired Kirien for more than 15 years as she's always been at the forefront of the spa movement in Australia.

"Knowing her passion for the industry, when we opened up our Asia Pacific office in 2016, building relationships with established consultants like Kirien was a key priority and an important

part of our strategy. Sharing expertise can only benefit the client and we can clearly demonstrate how the collaboration adds value."

The businesses are already working together on projects and the pair feel their combined skill and expertise can add value to wellness operators and developers.

"Spa Vision's global spa development experience, particularly in the European market, is a great asset for projects and developers in Asia Pacific and beyond," Withers said.

"Their access to global resources offers our mutual clients opportunities to consider, while enjoying the benefits of weighing them against local market expertise."

MEET THE TEAM

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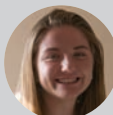
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PODCASTS

GWS launches 'Motherlode of wellness content'

The Global Wellness Summit (GWS) has announced the launch of its first podcast series, recorded live during the 2019 conference in Singapore.

The 21-episode series features in-depth interviews with wellness speakers who attended the GWS and is hosted by Kim Marshall, CEO of The Marshall Plan, a marketing and branding firm, and co-founder of S'Well Public Relations.

Episodes will be uploaded weekly and the line-up will include a selection of 21 speakers from the 2019 summit, including Viome CEO Naveen Jain; Neil Jacobs, CEO of Six Senses; Frederick Chavalit Tsao, founder of OCTAVE

Institute; and theologian, author and environmentalist Martin Palmer.

"This is the motherlode of wellness content in the world," Marshall told *Spa Opportunities*.

"Over the past 13 years, the GWS and the Global Wellness Institute (GWI) have become a resource for business leaders and industry insiders in the wellness space for evidence-based research and the latest innovations – but the information typically only reaches the few thousand people in GWS's orbit.

"With this podcast series, we're putting the 'globe' in Global Wellness Summit and making the information available to anyone."

[READ MORE ONLINE](#)



■ The 21-episode series features in-depth interviews



We're making the information available to anyone

Kim Marshall

TRENDS

Soothe announces roll-out of CBD massages



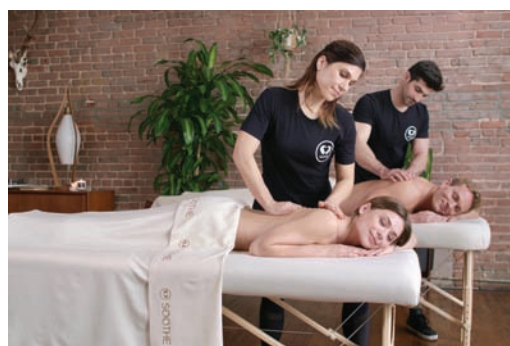
Our CBD massages combine a unique variety of techniques

Jeff Bishop

On-demand massage service, Soothe, has rolled out CBD massages to customers in Southern California.

The massage is available through the Soothe app to citizens of Los Angeles, Orange County, Inland Empire, Palm Springs and San Diego. The brand has also announced plans to expand the offer into other regions.

CBD products are used to treat stress and anxiety, insomnia, inflammation and chronic pain and are becoming increasingly popular in the industry. ISPA's 2019 *US Spa Industry Study* claimed that nearly half (43 per cent) of its respondents



■ CBD products are used to treat stress and anxiety

feel CBD products and treatments will be the industry's next big thing.

Jeff Bishop, Soothe's VP of operations said: "Our CBD massages combine a unique variety of massage techniques, supplemented with the topical use of high-quality, FDA-compliant CBD products".

[READ MORE ONLINE](#)

NEW MARKETS

Minor Hotels makes strategic expansion into Mauritius



This new resort represents an important strategic expansion

Dillip Rajakarier

Anantara has recently launched its first Mauritian destination – Iko Mauritius Resort and Villas – on Le Chaland beach, Mauritius.

Owned by Currimjee Jeewanjee & Co, the 164-bedroom property resort was created by Australia-based Ground Kent Architects and Abacus Design interior designers of Thailand.

Dillip Rajakarier, CEO of Minor Hotels – parent company of Anantara – said: "This new resort represents an important strategic expansion in Anantara's footprint, which will build on the strength the brand already has in the Indian Ocean".



■ The destination includes a 368sq m spa

The destination includes a 368sq m spa with two double and three single treatment rooms, two relaxation areas, a Turkish hammam, spa pool, two experience showers and two outdoor Thai massage pavilions.

The spa only uses chemical-free products and has chosen Comfort Zone, THÉMAÉ Paris and Nougatine to supply its treatments. Wellness journeys are led by experts in reiki therapy, chakra healing and Ayurvedic healing.

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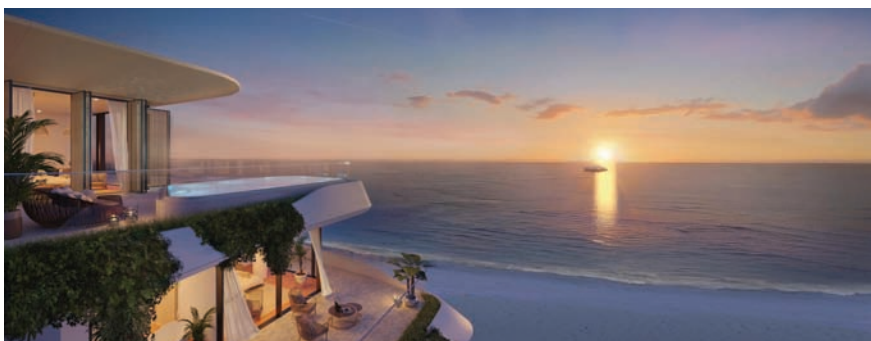
NEW OPENING

SHA plans further expansion with first Middle East location

SHA Wellness Clinic has announced the second phase of an ambitious global expansion plan, with SHA Emirates at AlJurf in Abu Dhabi, UAE, in partnership with place-maker IMKAN.

The property will be the third SHA Wellness Clinic, following the company's inaugural facility located in Spain and its second recently announced opening in Mexico in 2021.

Located along the Sahel Al Emarat, SHA Emirates will span 125,000sq m and feature 120 suites and 293 private residences, with the goal to target an increased consumer demand for wellness.



■ The resort facilities have been designed to increase consumer demand for wellness



We want to be a catalyst for health and wellness in the UAE

Walid El-Hindi

Architects MYAA and BSBG CONCEPT have developed the concept

"The collaboration between IMKAN and SHA Wellness Clinic has brought SHA Emirates to AlJurf, with the facility being the first in the Middle East," said Walid El-Hindi, CEO of IMKAN.

"Our aim is to fully support living a healthy lifestyle and become a catalyst for health and wellness in the United Arab Emirates."

SHA Emirates' philosophy is that the very best health for mind, body and soul is attained through marrying optimum nutrition and therapy with external elements of luxurious and relaxing surroundings.

Mirroring our vision for AlJurf, it is without doubt that our second home destination becomes the ideal setting for our health wellness-led project."

READ MORE ONLINE

COLLABORATION

Bad Ragaz partners with Clinics of Valens

Swiss wellbeing and medical resort, Grand Resort Bad Ragaz, has partnered with Clinics of Valens, which specialises in neurology, rheumatology, pneumology, geriatrics and psychosomatics. Grand Resort Bad Ragaz is home to two hotels and the 25-room Clinic Bad Ragaz, which offers specialised medical services.

The partnership will commence on 1 January 2020 and the two will join forces to improve quality and expertise, aiming to offer the "best clinical competence" in neurological, internal-oncological and musculoskeletal rehabilitation.

Both clinics use thermal water sourced from the local

Tamina Gorge to support patient rehabilitation, due to its natural healing properties – a low mineral content and natural body temperature of 36.5°C.

Clinics of Valens also conducts research to inform the development of therapeutic intervention. The partnership means Clinic Bad Ragaz will be able to make more informed therapeutic decisions for its patients.

Patrick Vogler, Grand Resort Bad Ragaz CEO, said: "Our medical staff will benefit directly from an expansion in medical technology and experience in rehabilitation working with the Clinics of Valens."

[READ MORE ONLINE](#)



■ Both clinics use thermal water from the adjacent Tamina Gorge



“

Our medical staff will benefit from working with Clinics of Valens

Patrick Vogler

NEW LAUNCH

Anantara skincare range goes all-natural



“

Anantara recognises that consumers are now more conscientious

Zoe Wall

Anantara Spa has reformulated its signature skincare range with natural ingredients.

Developed in collaboration with Thailand's I Plus Q House of Aromatherapy, the cruelty-free collection no longer includes parabens, sulphates, mineral oils and synthetic colours.

Minor Hotels' group director of Spa – Asia for MSpa International Limited, Zoe Wall said: "We recognise that consumers are now making more informed and conscientious decisions. We're pleased to support our guests in making these decisions with Anantara Spa products."



■ The range launched in Thai spas on 1 December

Anantara's body lotion, conditioner and two exfoliating scrubs were reformulated in order for the collection to be certified all-natural. The brand has also unveiled a new massage product as part of the relaunch – Hydrating Organic Coconut Oil.

[READ MORE ONLINE](#)

GROWING FOOTPRINTS

Four Seasons to expand into Mexico

Four Seasons Hotel and Resorts has announced plans to add a fourth Mexican Resort – Four Seasons Resort and Residences Cabo San Lucas at Cabo Del Sol – which is slated to open in 2022.

The 80-key resort will be built on the southern tip of Mexico's Baja California Peninsula, with 40 private residences, sitting on more than 50 oceanfront acres.

The property will be developed under a partnership between Four Seasons and Oakmont Corporation.



Guests and residents will enjoy the adventure and activity that Cabo San Lucas is known for

John Davison

The destination will offer a signature Four Seasons spa, fitness centre, dining options and a private beach and golf club – The Cove.

"With our second property on the Baja Peninsula, we are excited to offer another opportunity to live and stay with Four Seasons in the Cabo region," said John Davison, president and CEO, Four Seasons Hotels and Resorts. "Guests and residents will enjoy the adventure and activity that Cabo San Lucas is known for."

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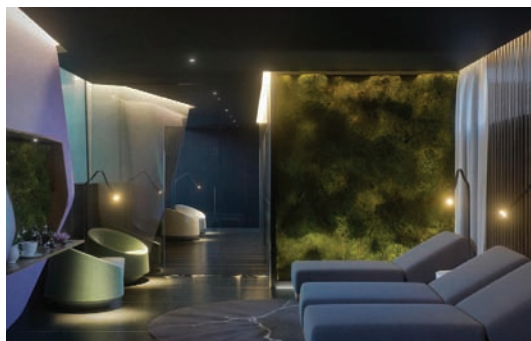
DESIGNER SPA

Formentin to open Alberto Apostoli-designed thermal spa

Architect Alberto Apostoli is designing a new four-level spa for the Formentin Hotel, which is set to open next year. A historic thermal hotel built in 1911, the Formentin Hotel is located in the centre of Abano Terme, an ancient thermal area located between Verona and Venice, where natural thermal water flows to the surface at 87°C, delivering about 300 litres of water per minute.

Apostoli has taken inspiration from the Aurora Borealis and the icebergs of the Northern seas for the spa.

The 840sq m (9,042sq ft) spa will include a swimming



■ The spa is scheduled to open in April 2020



Hot-cold and water-fire have always been the basis of wellbeing

Alberto Apostoli

pool; a thermal area with Turkish bath, sauna, ice waterfall, outdoor whirlpool; a couple's treatment cabin; three individual treatment rooms and a double treatment cabin.

"Hot-cold and water-fire combinations have always been the basis of wellbeing," Apostoli said. "For the Formentin spa, I wanted to create a Nordic environment in opposition to the sauna and the Turkish bath."

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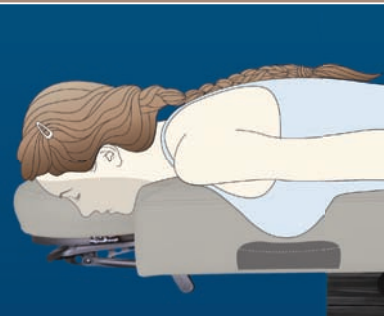
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spa & wellness news

BOTANICALS

Changing the state of mind with treatments

English hotel collection, De Vere, has announced a partnership with JustBe Botanicals.

Spas at De Vere Tortworth Court and De Vere Cotswold Water Park have been selected to include JustBe Botanicals' product line.

Founded by aromatherapist Gail Bryden, JustBe Botanicals' product line is handmade in Scotland. Both products and treatments are claimed to restore guests' emotional balance and enhance their sense of wellbeing.



**Our aim is to create
a calm oasis away
from everyday life**

Louise Tunisch

The partnership will see six new treatments offered, including a couple's, prenatal and signature spa experiences.

While booking, guests will be given five 'states of mind' choices for how they wish to feel on departure, including happy, pure, active, tranquil and detoxed.

Louise Tunisch, director of spa at De Vere Cotswold Water park, said: "Our aim is to create a calm oasis away from everyday life."

[READ MORE ONLINE](#)

PROGRAMMING

Sangha Retreat by Octave Institute launches 21 journeys

Sangha Retreat by Octave Institute is offering a four or seven-day Traditional Spinal Alignment retreat at its wellness destination in Suzhou, China.

The retreat is one of Sangha's 21 new wellness programmes and consists of customised vertebral therapy. The programmes have a starting price of CNY6,526 (£719, US\$928, €839) per night and are claimed to correct vertebral alignment, improve mental and emotional wellbeing, resolve muscle tension and inflammation and improve mobility and posture.



■ The retreats include integrated wellness assessments



**Sangha's purpose is to
encourage mind, body
and spiritual wellness**

Fred Tsao

Fred Tsao, Octave Institute founder, said: "The purpose of the institute is to introduce a new cycle of living that achieves mind, body and spiritual wellness".

The 21 wellness programmes are derived from 14 themes which range from seasonal gut management to gender-specific retreats, designed to improve overall health and physical and emotional wellbeing.

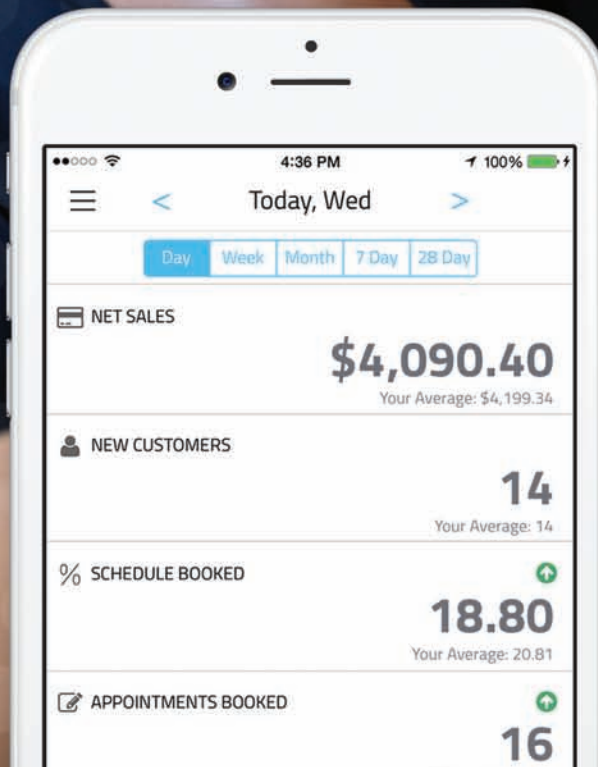
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8-9 DECEMBER 2019

Spa & Beauty Forum

**A. ROMA Lifestyle Hotel,
Rome, Italy**

The event is marketed as "the reference point for the spa industry". It offers operators and entrepreneurs the opportunity to come together with the entire wellness market.

www.lifexcellence.it/spa-beauty-forum

23-26 JANUARY 2020

Les Thermalies

**Carrousel du Louvre,
Paris, France**

Water and wellness show with a focus on thermal spas and thalassotherapy. The event markets itself as the essential exhibition to promoting and selling treatments and products to a targeted clientele.

www.thermalies.com

26-29 JANUARY 2020

Green Spa Network Congress

**The Oaks, Ojai,
California, US**

The GSN's signature event, the theme of this year's congress will be "Transformation". The Congress aims to bring spa professionals together from across the industry and around the world to talk about work, business and the future, while creating a positive vision for themselves.

www.greenspanetwork.org

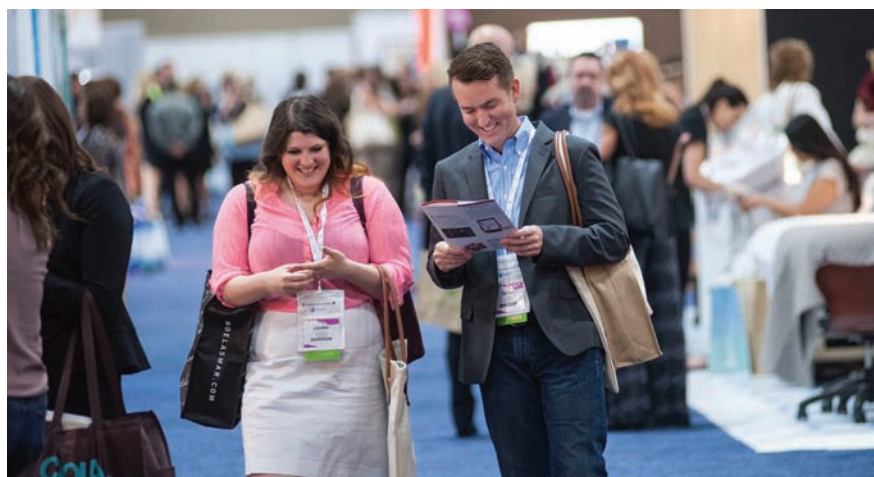
3-4 FEBRUARY 2020

Beautyworld Japan Fukuoka

**Fukuoka Kokusai Center
Fukuoka, Japan**

Beautyworld Japan Fukuoka will be lifting the curtain to welcome all professional buyers, aestheticians, nail artists and beauticians. The event will look to showcase the latest products, techniques and knowledge available in the beauty and wellness industries.

www.beautyworldjapan.com



■ The two-day summit is part of ISPA's programme of industry events for professionals

14-15 APRIL 2020

ISPA Talent Symposium and Resource Partner Summit

**The Ritz-Carlton Bacara
Santa Barbara, California, US**

The two-day event will be the first of its kind for the spa industry. It

is set to focus solely on workforce issues. Featuring keynote speakers, among the event's main focuses is to highlight energetic and innovative approaches to solving workforce challenges.

www.experienceispa.com

16-17 FEBRUARY 2020

World Spa & Wellness Dubai Festival Arena, Dubai, United Arab Emirates

The World Spa & Wellness Dubai is marketed as the leading networking event for top-tier executives and owners of spas, hotels and wellness centres.

www.worldspawellness.com

19-21 FEBRUARY 2020

ForumPiscine - 12th International Pool & Spa Expo and Congress

**Bologna Exhibition Centre
Bologna, Italy**

ForumPiscine is marketed as the only international event in Italy for the pool and spa industry. Now in its 12th year, the three-day event is organised by Editrice Il Campo and will feature a conference and a large exhibition. It is expected to attract more than 7,500 delegates.

www.forumpiscine.it

6-8 MARCH 2020

BEAUTY Düsseldorf

**Düsseldorf Exhibition Centre
Düsseldorf, Germany**

A leading international trade fair for cosmetics, nail, foot, wellness and spa professionals from all over the world. It attracts around 55,000 trade visitors from 76 countries. The Trade show will see 1,500 exhibitors and brands from 32 countries displaying their products

www.beauty-duesseldorf.com

12-16 MARCH 2020

Cosmoprof Worldwide Bologna Fair District, Bologna, Italy

Cosmoprof Worldwide Bologna is a custom exhibition with three different areas dedicated to specific industries and distribution channels, with each show opening and closing on different dates in order to facilitate the flow of visitor traffic.

www.cosmoprof.com

Crystal palace

A gem-themed spa has added sparkle to the new Four Seasons Philadelphia. We talk to senior spa director Verena Lasvigne-Fox

There's a dazzling new light in the sky over Philadelphia, and this one will be shining brightly for years to come, both literally and figuratively. It's the home of the

Four Seasons Hotel Philadelphia at Comcast Center – a 1,121 ft, 60-storey skyscraper that's been designed by the world-famous Norman Foster.

The 219-bed hotel, complete with two restaurants from award-winning chefs, is a flagship, world-class facility for the group. It takes up the upper 12 floors of the building and at the top is a crystal-themed spa with more than 700 pounds of gems embedded into the walls, seven treatment rooms, an infinity pool offering amazing views and a fitness centre.

Longtime Four Seasons spa leader Verena Lasvigne-Fox is steering the ship, having arrived at her post two years ago while the hotel and spa were still under construction. With 12 years' spa management experience under



■ The spa is helmed by Lasvigne-Fox

her belt, the German native moved to Philadelphia after stints overseeing Four Seasons spas in the Seychelles, Marrakech, and the renowned George V in Paris. Here, she shares her high expectations for 'the spa in the sky'.

How would you describe the spa and how involved in the design were you?

It features an ambience of elegance, with sleek and modern décor, highlighted in warm tones of birch wood, metallic finishes and the spectacular artistry of fresh flowers by the world-renowned florist, Jeff Leatham. Our spa consultant Sylvia Sepielli completed this before I arrived, but the spa concept and menu development were left all for me.

It was important to give the spa an identity and a soul, and I developed a concept around crystals, as many ancient healing traditions utilise crystals.

How does the crystal theme manifest itself?

Crystals are present in our spa through different touch points like our signature therapies and crystal-enhanced water.

All treatment rooms are named after a specific crystal, included in the décor – we have over 700 pounds of gems embedded in the walls – each has a singing bowl and also aligns with a chakra point with appropriate artwork and colours. The third eye and crown chakra rooms are used for aesthetics, and the heart chakra room is used for couple's treatments.

These details help to create a space in which optimal wellness and healing can resonate around and within the guest.

What are the most exciting treatments you offer?

I love the Warm Crystal Massage, which costs US\$195 (€175, £151) for 60 minutes, as it allows you to indulge in a full body massage while experiencing the healing properties of warm crystals and their respective oils: anti-stress, regeneration or harmony. Therapists will adapt the pressure to best soothe your tired muscles and conclude with gifting the guest with a crystal to take home.



■ 700 pounds of crystals adorn spa walls



■ Four Seasons worked with specialist crystal interior designers

“ We’ve only been open two months, but there’s already such an incredible demand for the spa we’ve begun hiring additional therapists ”

What aspects of the spa are you most proud of?

First, I must mention my dream team of 29 therapists. I’m extremely proud of every single one of them.

Also, the unique elegance of the spa facility with its infinity edge swimming pool on level 57, which provides expansive, panoramic views over the city

Additionally, the supportive brand partners that we’ve selected: Dr Burgener Switzerland, Dr Barbara Sturm for darker skin tones, Vitaman for male customers, May Lindstrom Skin’s organic line and Côte nailcare.

I also want to highlight our crystal healer Rashia Bell from The Cristalline, a specialist crystal interior design and lifestyle company, whose knowledge and expertise has added a whole different level to our experience.

How’s the spa performing so far?

We’ve only been open for two months, but we’ve witnessed an incredible demand for the spa, now we’ve begun hiring additional therapists.

Retail sales currently make up 18 per cent of revenue but I expect that to grow to 30-40 per cent. My vision for our lifestyle boutique was for guests to browse through an exclusive collection of curated items – from crystals and jewellery to designer swimwear – for themselves and others. Our spa products are the most popular, representing 70 per cent of retail sales.

How important are spas and wellness to Four Seasons?

Wellness isn’t just about appearance or feeling good, it’s about restoring and maintaining balance, physically and mentally.



■ The spa is situated inside one of the largest buildings in the US

Four Seasons’ appointment of Harley Pasternak as global fitness advisor is indicative of how committed our company is to wellness.

Our spa allows guests to immerse themselves in a haven of wellness and serenity, inspired by the healing power of crystals, and experience pure bliss in the clouds.



■ Groupe Nordik was founded by Martin Paquette and Daniel Gingras, who were driven by a love of wellness

Alexandre Cantin

Groupe Nordik already runs two nature spas in Canada and aims to have 10 sites in North America by 2027. Katie Barnes talks to the VP of growth and strategy



■ Cantin has spent three years at Groupe Nordik

The facts speak for themselves. Groupe Nordik owns and manages two Nordic-themed nature spas in Canada, which attract 415,000 visitors a year and employ over 460 staff. It's invested more than CA\$60m (US\$45.3m, €41.1m, £35.3m) in the properties so far. It recently announced an ambitious rollout plan – to have eight more spas across North America in the next seven years.

Alexandre Cantin, who's overseeing the company's growth and development, shares some insight into the business and why he thinks we'll be hearing a lot more about it in the future.

Groupe Nordik's mission is to 'transform people's lives one visit at a time' by providing a wellness break away with its Nordic-inspired spas surrounded by nature which focus on bathing and thermal cycles. It places an emphasis on 'thermotherapy' and offers spa treatments, some of which are supplied by Comfort Zone.

Groupe Nordik's first property, Nordik Spa-Nature, opened in Chelsea, Québec in 2005. It's claimed to be the largest thermal spa in North America, covering 210,000 sq ft. 10 years later came Thermëa, a smaller sister site near Winnipeg, Manitoba.



■ The bathing and thermotherapy circuits at Nordik Spa-Nature attract up to 300,000 people a year



The appeal of the sites can be attributed to their affordability and scope of facilities. At Nordik Spa-Nature, for example, access to its 10 pools and nine distinct heat experiences costs CA\$71 (US\$54, €49, £42) and the space is so expansive it's split into three distinct areas. Visitors then pay extra for treatments – a classic, 60-minute Swedish massage is priced at CA\$110 (US\$83, €75, £65) – or sessions in specialist facilities such as CA\$65 (US\$49, €45, £38) to relax in the källa floatation pool.

"We're affordable for any type of client," says Cantin, "even students who don't have much money or older folk who just want to relax."

"This also means that our audience is really broad. Most normal companies have two to three marketing personas to target, whereas we have seven or eight."

Cantin's reluctant to give away percentages of popularity as competition in the area is tight. Scandinavian-themed spas, in particular, are very

“ Most normal companies have two to three target marketing personas, whereas we've seven or eight ”

popular in Québec and the surrounding regions. But, Nordik Spa-Nature and Thermëa are top of the chain and pride themselves on 'pushing the industry to new heights by offering innovative and leading edge rejuvenation'.

Cantin explains that profits are reinvested back into the company for development. Nordik Spa-Nature, for example, started on an initial investment of CA\$5m (US\$3.8m, €3.4m, £2.9m) but this has increased to CA\$45m (US\$34m, €30.8m, £26.5m) over the years.

What Groupe Nordik has created is testament to the founders Martin Paquette and Daniel Gingras who were driven by a love of wellness. Now, having paid back initial

investments, the company is on the brink of an exciting rollout.

The goal is to have 10 nature spas by 2027, with construction already underway for a third development in Whitby, Ontario which is scheduled to open in December 2020. Cantin was brought in as corporate development director three years ago to support this expansion.

"Martin and Daniel are both ambitious leaders," concludes Cantin. "It [the rollout] comes down to the fact that the company is healthy and able to sustain growth. The reason we're aiming to grow so fast is because we have the vision and the capacity to do it. When you go to the US, there's nothing like our offering. It's a land of opportunity."



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■ Spa Professional aims to empower each team member with the necessary knowledge and operational tools to engage with guests

Improve operational performance with role-specific training



■ Kasha Shillington

Opportunity lies in every step of the guest journey - from the first contact to departure. Ensuring that every member of your spa contributes to an end-to-end experience where every touchpoint is considered, crafted and cared for, is critical to your spa's success.

Spa Professional, a comprehensive training program created by Lobster Ink in close collaboration with Resense, teaches the best practice principles every employee needs to know to ensure Guest satisfaction throughout every interaction.

This first-of-its-kind curriculum consists of nine courses, divided into four different Learning Paths to effectively support each role in the spa. Every Learning Path is comprehensive and targeted to ensure your entire team is equipped to deliver superior and consistent Guest experiences that drive commercial value across your portfolio.

Spa associates will also enjoy access to customisable templates, standard operating procedures and other proven best practice resources from global wellness experts, Resense.

"A spa experience is a journey, and every person in the spa is vital to creating and caring for the guest throughout their journey," said Kasha Shillington, CEO Resense Spas.

From therapists to receptionists, attendants, managers and directors - Spa Professional aims to empower each team member with the necessary knowledge and operational tools to genuinely engage with guests, reduce costs and maximise commercial value.

SPA-KIT KEYWORD

LOBSTER INK

Spa Vision and W Brisbane's Away Spa join forces



■ Neil Owen

Spa Vision, a global spa consultancy with offices in the UK and Australia, has announced a new partnership for the Away Spa at the 5-star W Brisbane hotel.

As part of the deal Spa Vision, a consultancy firm that provides procurement and consultancy services for spas the world over, has supplied the spa with two Infinity GT treatment tables from Living Earth Craft to enhance Away's treatment offering.

Designed to combine form and function, the Infinity GT



■ The Infinity GT from Living Earth Crafts combines form and function

features a tapered silhouette and LED-lit iceblock shelf. It also boasts a removable Strata GT mattress with a proprietary Hexagel layer, that is designed to provide the ideal balance between comfort for the client and response for the therapist.

Spa Vision director Neil Owen said: "Working collaboratively with spa director Holly

Walker, we were clear about her requirements from the outset and were able to offer her the best all-round solution."

"The Infinity GT not only provides a stylish look synonymous with the W brand, it's a fully electric luxury treatment table."

SPA-KIT KEYWORD

SPA VISION

Comfort Zone reveals Scientific Garden

Emerging from the vision of sustainable beauty, the new scientific garden, an open-air lab within the Davines Village in Parma Italy, is a dream come true for Comfort Zone's founder and president, Davide Bollati.

Bollati has always had a strong belief that nature is

more than a resource for natural ingredients: it is the essence of life for humans, an endless source of inspiration and knowledge, teaching us the meaning of beauty and interconnection every day.

Unwavering in this belief, Bollati has long dreamed of a botanical garden dedicated



■ Davide Bollati

fruit trees from all over the world, which inspire the R&D team to create cutting-edge, high-performing formulae.

Not only is the garden utilised to develop the haircare and skincare products for the Davines, Comfort Zone and Skin Regimen brands, but also it acts as a unique space for people to study, work, gather and be free to relax.

In the modern world where nature is often taken for granted, the Scientific Garden at the Davines Village is a place where people are inspired to learn about sustainability, where beauty is appreciated and biodiversity is celebrated.

SPA-KIT KEYWORD

COMFORT ZONE



■ The garden will be used to develop haircare and skincare products

to scientific research and this led to its creation within the Davines Village – the home of sustainable beauty – that opened in 2018.

The garden celebrates the co-existence of science and nature and is home to an extensive range of over 6,000 plants, shrubs and

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Comphy launches sleep kits for spas



■ Jessica Carrington

Comphy – a provider of linen for treatment rooms – has launched Sleep by Comphy, a package which includes a sleep kit and weighted blanket designed to improve sleep.

The sleep kit includes a soy candle, aromatherapy bath salts and linen spray with natural sleep-inducing ingredients, a Comphy pillowcase, soothing meditation playlist and an online sleep quiz.

The package is suitable for retail, as a gift with sleep treatment or as a room amenity



■ The package is suitable for retail or to be used as a room amenity

to connect the hotel and spa. It's been developed to be used both at home and in the treatment room and will be available for purchase in spa and resort boutiques.

Comphy claims the ten-pound weighted blanket can contribute to more restful sleep.

Jessica Carrington, Comphy's director of sales

said: "The sleep kit and weighted blanket are ideal complements to our spa partner's sleep treatments."

"The weighted blanket is an amazing addition to the sensory experience in a deep relaxation massage or sleep treatment."

SPA-KIT KEYWORD

COMPHY

RKF Linen announces partnership with evianSpa

French brand RKF Luxury Linen has announced a partnership with evianSpa – the wellness brand from mineral water supplier, Evian.

RKF has designed a bespoke collection of linen, towels and

bathrobes for the urban spa.

The range has been introduced at evianSpa South Korea, which is on the 86th floor of the Signiel Hotel, Seoul, and will be rolled out in other evianSpa-branded



properties and future projects.

To date, the spas can be found in Japan, South Korea and Vietnam. Evian is aiming to expand the spa concept into the Middle East, Europe and the USA.

The linen range is now part of the brand identity of evianSpa, with branded bathrobes and linen also

■ The branded products will be rolled out in other evianSpa-branded properties and future projects

available to purchase in the evian boutique at Evian Les Bains on the shores of Lake Geneva.

SPA-KIT KEYWORD

RKF LINEN



■ The range has been introduced at evianSpa South Korea

[**comfort zone**]

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Whatever spa facilities you're responsible for, Spa Opportunities can raise your recruitment to another level and help you find great people.

How does it work?

We work in partnership with you to get your job vacancies in front of qualified, experienced industry people via specially customised recruitment campaigns.

There are loads of recruitment services, how is Spa Opportunities special?

We're the only recruitment service in the industry offering job marketing in print, on digital, social, email, via an online job board and on video, so you get the best of all worlds for one competitive price.

What are the most powerful features?

We position your job vacancy listings right next to our popular industry news feeds, so your career opportunities catch the eye of those hard-to reach candidates who aren't currently job hunting.

In addition to the 'new look' Spa Opportunities, we've also relaunched the website with fantastic enhanced search functionality which enables you to target the best candidates with a laser focus.

I hear you're part of Leisure Media

Yes, we give you access to Leisure Media's entire network of print, digital, online and social brands, enabling you to build your profile as an Employer of Choice™ via **Spa Opportunities / Spa Business, Leisure Opportunities, Health Club Management, Sports Management, Leisure Management and Attractions Management.**

What packages are available?

We offer everything you need, from rolling Powerpack campaigns which earn you extra job marketing goodies and discounts, to targeted ad hoc campaigns, reputation management promotions, executive job marketing, open days at schools and apprenticeship marketing.

Is there more?

Yes, we also offer a range of HR services through our sister company, HR Support, such as cv screening, shortlisting and interviewing to final shortlist.

What now?

We have packages to suit all budgets and requirements and we'd love to talk to you about how we can partner to bring inspirational people into your organisation to give you that competitive advantage you know will make a difference.

Meet the Spa Opportunities team



Liz Terry



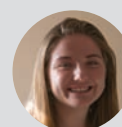
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Hope to hear from you soon on +44 (0)1462 431385 or email theteam@leisuremedia.com

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- A passion for delivering exceptional levels of service

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The Old Course Hotel, Golf Resort & Spa is proud to be part of Kohler Co., a company whose mission is to contribute to a higher level of gracious living for those who are touched by our products and services.

We understand that it takes investment in our associates' development to make that happen. So, we offer ongoing investment in each individual's personal development and the opportunity to collaborate with others across functions and roles at Kohler Co., both locally and internationally.

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About Us

The Old Course Hotel, Golf Resort & Spa is an award-winning company who is proud to be recognised as an exceptional hospitality provider and also an employer of choice, committed to the development of staff. An independently ran resort, we are part of Kohler Company's Hospitality & Real Estate division, an American company offering up a whole host of opportunity to its employees.

We are an equal opportunities employer and we welcome applications from all suitably qualified persons regardless of their sex, religious belief, political opinion, race, age, sexual orientation; or, whether they are married or in a civil partnership; or whether they are disabled; or whether they have undergone, are undergoing or intend to undergo gender reassignment.

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The role will take responsibility for the day to day running of our gym, home to the latest hi-tech exercise equipment, as well as overseeing our new services such as Nutrition, Physiotherapy and Remedial Sports Massage which make Sequoia a true holistic Wellness destination.

The Wellbeing Manager will manage our team of Fitness Instructors as well as external practitioners so management experience is essential, in addition to a passion for motivating the team to achieve their personal and combined goals.

Spa/Holistic Therapist

As a Grove Therapist, you will need relevant qualifications (BTEC, NVQ, ITEC, CIDESCO, CIBTAC or equivalent), preferably with ESPA training and product knowledge.

Your spa experience will certainly have included delivering predominately massage treatments. But more than that, we're looking for a positive focus on customer care, the flexibility to work shifts and weekends, the ability to communicate and interact with guests, in English, and the desire to play your part in a fantastic team.

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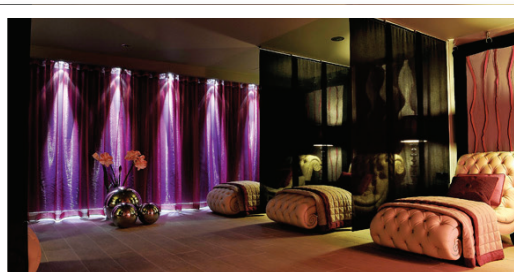
We have a range of Full Time & Part Time positions available to include weekend shifts on a rota basis and live in accommodation available at some of our sites starting from only £52 per week.

Our spa teams are passionate and dedicated to their profession. They aim to optimise the effectiveness of the treatments and therapies offered. When guiding our clients towards the right choice of treatment and product we take into account their overall lifestyle and its requirements and also their individual circumstances on the day and how they wish to feel.

Working at the spa is fun and we want you to love your job and embrace the warm, friendly personalities of our guests and be focused on delivering first-class experiences and exceeding their expectations at every turn. We are a family and we treat our team like family.

What we need from you:

- To be passionate about delivering the very best spa experience each and every day
- To be smart and well presented
- To have previous experience in a similar role or a real desire to prove yourself as a first-time therapist
- NVQ Level 3 or similar level spa related qualifications and be fully qualified as a minimum in manicures, pedicures, waxing, massage and facials
- Excellent level of spoken and written English
- To be able to work shifts as required that will include weekends and bank holidays
- Proof of eligibility to live and work in the UK



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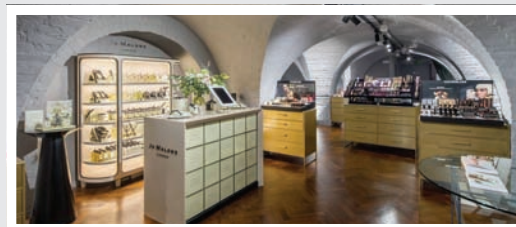
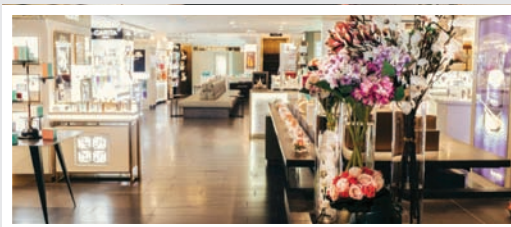
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From the creators of Urban Retreat, 'The White House' a new hair, beauty and hospitality concept is set to open in Knightsbridge this Spring.

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We are currently recruiting for 2 roles and are looking for individuals who are hardworking, highly skilled and professionals! 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!

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Essential key skills:

- Minimum of 2 years' experience in a professional salon environment
- Professionally recognised qualification equivalent to NVQ Level 2 and have certifications or comparable
- Experience in manicure, pedicure, gel, everlasting and acrylic services
- Demonstrable experience of delivering customer excellence
- Excellent organisational and time management skills
- Fluency in English and excellent communication skills

- Sales-driven with the ability to achieve targets
- Sales / retail ability or experience
- Ability to work cohesively with other employees as part of a team
- A high level of professionalism and understanding of client confidentiality
- Must be flexible and prepared to work evenings weekends and Bank Holidays
- Must adhere to salon standards of exceptional personal grooming, representing the Urban Retreat brand to the highest of standards

Hair Specialist

For the right candidate, The White House are offering the opportunity to spend three weeks training in the Frederic Fekkai salon in NY.

Essential key skills:

- Minimum 3 years shop floor and column generating experience
- Excellent all-round colour skills; possess the ability to perform classic, contemporary and trend styles
- Excellent all-round knowledge and experience with colour techniques
- Ability to blow-dry and finish in a modern way

- Good command of English both verbally and in written communication
- Level 3 NVQ or equivalent
- Documented professional development over your career
- Certified training with any of the major providers such as L'Oreal
- Ability to work in areas such as session work, shows, competitions, seminars etc.

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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.

For more information, scan
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WEB ADDRESS BOOK

Connect with spa organisations from around the world.

We welcome your entries – write to spaopps@leisuremedia.com

Association of Malaysian Spas (AMSPA)

■ www.amspa.org.my

Bali Spa and Wellness Association

■ www.balispawellness-association.org

Brazilian Spas Association

■ www.abcpas.com.br

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

■ www.bubspa.org

Association of Spas of the Czech Republic

■ www.jedemedolazni.cz

The Day Spa Association (US)

■ www.dayspaassociation.com

Estonian Spa Association

■ www.estonianspas.eu

European Spas Association

■ www.espa-ehv.com

Federation of Holistic Therapists (FHT)

■ www.fht.org.uk

German Spas Association

■ www.deutscher-heilbaederverband.de

Hungarian Baths Association

■ www.furdoszovetseg.hu/en

The Iceland Spa Association

■ www.visitspas.eu/iceland

The International Medical Spa Association

■ www.dayspaassociation.com/imsa

International Spa Association (ISPA)

■ www.experienceispa.com

Japan Spa Association

■ www.j-spa.jp

Leading Spas of Canada

■ www.leadingspasofcanada.com

National Guild of Spa Experts Russia

■ www.russiaspas.ru

Portuguese Spas Association

■ www.termasdeportugal.pt

Romanian Spa Organization

■ www.romanian-spas.ro

Salt Therapy Association

■ www.salttherapyassociation.org

Serbian Spas & Resorts Association

■ www.serbian spas.org

South African Spa Association

■ www.saspaassociation.co.za

Spanish National Spa Association

■ www.balnearios.org

Spa Association of India

■ www.spaassociationofindia.in

Spa & Wellness International Council

■ www.lswic.ru

Taiwan Spa Association

■ www.tsapa.tw

Thai Spa Association

■ www.thaispaassociation.com

The UK Spa Association

■ www.spa-uk.org

Ukrainian SPA Association

■ www.facebook.com/UASPA

