# spa opportunities

13 JANUARY - 19 JANUARY 2012 ISSUE 128

Daily news & jobs: www.spaopportunities.com

# Westin to open three hotels in China

Starwood Hotels and Resorts Worldwide has revealed its Westin brand is to open three new hotels in China over the next six months as part of plans for further growth across the country.

Ningbo, Xian and Xiamen are the three cities set to feature new Westin hotels, with the business to include 16 Chinese properties by April 2012 and looking to double its footprint by 2014.

Westin Ningbo will be a 312-bedroom hotel compris-

ing six restaurants and bars and more than 14,000sq ft (1,301sq m) of space for meetings, as well as a Heavenly Spa.

The 326-bedroom Westin Xian will include a 2,500sq m (26,910sq ft) Heavenly Spa with 10 treatment rooms, one of which will be a couples' room. A sauna; a steamroom; a whirlpool; and a fitness suite will also form part of the spa, which will offer Comfort Zone products.



All three hotels will include Westin's Heavenly-branded luxury spas

The Westin Xian will also offer an indoor swimming pool; and an art and artefact museum below the hotel, as well as extensive meeting facilities.

Meanwhile, the 304-bedroom Westin Xiamen will also include a 1,100sq m (11,840sq ft) Heavenly Spa and an indoor swimming pool, along with three restaurants. It will form part of a wider mixed-use complex.



Spas are deemed "offenssive" by some Maldivians

### Maldives spa ban lifted by government

Tourist resorts and hotels in Maldives will be able to continue offering spa facilities after the government delayed a ban imposed earlier this month.

A circular sent by the country's Tourism Ministry ordered operators to close their spas following protests led by opposition political parties. However, the government has now asked the Supreme Court to adjudicate whether spas are legal under the Maldivian constitution and has lifted the ban until a decision is made.

### Ritz-Carlton announces first Austrian hotel

The Ritz-Carlton Hotel Company has announced plans to open its first property in Austria with the 202-bedroom Ritz-Carlton Vienna, which is due to launch in mid 2012.

Two 19th century palaces on Schubertring and culturally-protected by the government are set to house the hotel, which will be owned by an investor represented by Verny Capital.

The new Austrian property forms part of the operator's ongoing international expansion and follows the recent acquisition of The Ritz-Carlton, Moscow in the Russian capital.

# Club Med expands Asian portfolio

Club Med, the international all-inclusive destination brand, has announced that it has signed an agreement to open its second Chinese property in Guilin, Guanxi Province, in mid-2012.

An existing Relais and Châteaux resort will be transformed into the new Club Medbranded as part of the deal, which has been signed with owner ChinaPaoShan.

Due to open in pre-launch mode for the summer 2012 season, the 162-bedroom resort is to comprise a spa and two swimming pools, along with a fitness room.

Club Med confirmed the resort will become "fully-aligned" with its standards for full-year trading in 2014, with an expansion to more



than 300 bedrooms planned in summer 2013. It forms part of the group's plans to expand in China, with five sites earmarked to launch by 2015. The aim is to attract up to 10 per cent of upscale resort customers in the country.

Twitter >> follow us:

Magazine sign up at spaopportunities.com/subs

PDF for iPad, Kindle & smart phone | Online on digital turning pages spaopportunities.com/pdf Ezine sign up for weekly updates

spaopportunities.com/ezine

spaopportunities.com/digital

@spaopps @spaoppsjobs

Instant sign up for instant alerts at spaopportunities.com/instant 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 Gildea +44(0)1462 471930 subs@leisuremedia.com

### Editor

Liz Terry +44(0)1462 431385

### Managing Editor

Tom Walker +44(0)1462 471934

### Assistant Editor

Pete Hayman +44(0)1462 471938

### Design

Ed Gallagher +44(0)1905 20198

### Internet

Dean Fox +44(0)1462 471900 Fmma Harris +44(0)1462 471921

### Tim Nash +44(0)1462 471917

Associate Publisher

### Annie Lovell +44(0)1462 471907

### Recruitment, training and tenders

Paul Thorman +44(0)1462 471904 Simon Hinksman +44(0)1462 471905 Sarah Gibbs +44(0)1462 471908

### Property advertising sales

Simon Hinksman +44(0)1462 471905

### Financial Controller

Sue Davis +44(0)1395 519398

### Financial Administrator

Denise Gildea +44(0)1462 471930

### Circulation Manager

Michael Emmerson +44(0)1462 471932

### Subscribe to Spa Opportunities: Online: www.leisuresubs.com

Online: www.leisuresubs.com Email: subs@leisuremedia.com Tel: +44 (0)1462 471913

Tel: +44 (0)1462 471913

Annual subscription rates are UK ε31,

Europe ε41, Rest of world ε62, students UK ε16.

Spa Opportunities is published fortnightly by

The Leisure Media Company Limited, Portrill House, Portrill Law, Histin, Hert Sci 31) ILV. and is distributed in the USA by SPP, 75 Aberdeen Road, Emigoville, PA 17318-643F, Periodicalis postage paid @ Manchester, PA POSTMASTER Send US address change to Spa Opportunities, co PO Box 432/Emigoville, PA 17318-643F. The views expressed in print are those of the author and do non necessarily represent those of the publisher He Leisure Media Company Limited. 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. Printed by Co Print Solutions plc.

Ocybertrick Lida Osa USNS 0593-8393.

# Sundari unveils first Irish flagship spa

Sundāri, the spa concept established by supermodel Christy Turlington, has announced the launch of its first Irish flagship facility at the Killarney Plaza Hotel in County Kerry.

The 3,000sq ft (278.7sq m) spa now provides a wide number of treatments from Indonesia, Thailand and India, in addition to tailormade healing therapies for the mind and body.

Signature treatments offered by the Killarney Plaza include the Sundāri Zana, consisting of a 90-minute facial and hot stone massage using volcanic

stones. The Realign treatment is a 75-minute, four-handed signature massage, which uses essential oils from plants, flowers and trees combined with the "energy" of two therapists.

Meanwhile, the Sundāri spa at the Killarney Plaza Hotel also a range of post-natal therapies



The Sundāri Spa at Killarney Plaza Hotel includes six the rapy rooms  $\,$ 

such as the New Baby Brightening facial and the New Mums' Body Massage.

Facilities at the Killarney Plaza Hotel's spa include six therapy pods; two signature therapy areas; a consultation area; a hand and feet therapy space; and a relaxation garden.

### Loews Hotels appoints new president and CEO

Paul W Whetsell, founder of the original CapStar Hotel Company in 1987, has been named as the new president and chief executive officer of New York, US-based Loews Hotel.

Loews Hotels currently operates 18 hotels and resorts across the US and Canada, including

the 414-bedroom Loews Atlanta Hotel which opened its doors to guests in April 2010.

Other members of the portfolio include the Loews Miami Beach Hotel, which boasts an Elemis Spa with 16 treatment rooms; a whirlpool; a sun deck and a relaxation lounge.

# US mountain spa resort to be expanded

Old Edwards Inn and Spa, a mountain resort located in North Carolina, US, has commenced work on an expansion scheme that will add an outdoor heated mineral pool to its facilities.

Due for completion in the first quarter of 2013, the mineral pool will be the third to be added to the resort. A further 22 guestrooms are also planned, taking the total number to 90. The extra guestrooms will be housed in the new Falls Cottages, which will be created around a courtyard

with the free-form heated mineral pool and whirlpool, as well as gardens.

John Lupoli Construction is carrying out the work on behalf of Old Edwards, which features a 25,000sq ft (2,323sq m) European-style spa



in action impression of the what the old Dawards him will look ha

with 12 head Swiss showers and steamrooms. Spa facilities also include rainfall showers; whirlpools; a ladies' sauna; a solarium; couples' treatment rooms; an outdoor treatment area; additional luxury spa suites; and the Spa Café.



# Mindbody launches daily deals

Health and wellness software provider Mindbody has launched a new daily deals product for its 15,000 subscribers. Called Mindbody Deals, the new service will integrate a social coupon redemption process into the point of sale system as part of efforts to make it easier for staff to handle daily deals.

Mindbody will tailor its deals into each business's current way of doing business, taking into account

their check in/out process, reporting system and automated marketing features.

Business owners will be able to create their individual Mindbody Deal via a dashboard within their online management system.

The offer is then automatically distributed to a network that includes more than 500 daily deal sites such as patch.com, Tippr, Dealster and CBS Local – with the potential



Mindbody Deals aims to minimise the strain of voucher deals on spas

of reaching more than 80 million customers. Rick Stollmeyer, co-founder of Mindbody, said: "Subscribers tell us that the daily deals concept is great in theory – but in practice, it's often a frenzy of new clients that strains their capacity to offer a quality service.

"Mindbody Deals is designed to mitigate that strain, bringing a steady uptick in sales, not a disruptive spike in customer volume."

# E-SQL MARIA LOSSON HELIFORE

Hotel Verta has been bought from administration

### Simon Cowell's brother buys London's Hotel Verta

Christie + Co has confirmed that London's Hotel Verta, which was formerly part of the von Essen portfolio, has been bought by a private buyer in a deal worth "around £20m". The buyer of the 70-bedroom property has been identified as Nicholas Cowell, brother of X Factor mogul Simon Cowell.

The new owners have appointed Hong Kong-based Rhombus International Hotels Group to manage the property.

Hotel Verta and Verta Properties entered administration separate from von Essen in July 2011. Facilities at Hotel Verta include the subterranean Spa Verta, which comprises a hydro-vitality pool; a sanarium; heated loungers; a steamroom; a sauna; and five treatment rooms.

A relaxation area and a fitness suite are also among the property's facilities, in addition to the Patrisey restaurant. The hotel is located adjacent to the London Heliport.

### Pola Orbis completes AU\$300m Jurlique deal

Japanese skincare giant Pola Orbis has completed its acquisition of Australian rival Jurlique in a deal worth AU5300m (U5330m, 6230m, 6194m). The acquisition is seen as a way for Pola Orbis to get a foothold in the Australian and New Zealand markets, where Jurlique's organic products have a strong presence.

In a statement, a spokesperson for Pola said: "This deal will accelerate our overseas expansion plan and will

significantly contribute to achieving our longterm vision. Through this acquisition, we'll be able to strengthen our business platform and distribution capabilities globally."

As part of the deal, Pola Orbis will take control of all of Jurlique's nine consolidated subsidiaries in five countries.



Polar Orbis will use the Jurlique brand to get a foothold in Australia

Jurlique's existing management team will continue with the company.

Jurlique's CEO, Sam McKay said: "The transaction represents a significant milestone for Jurlique. Our brand is well positioned with a strong presence in key strategic markets, with a focus on Asia, the Americas and Australia."

# Raison d'Etre's Bjurstam predicts spa trends for 2012

Anna Bjurstam, managing director of Swedish spa consultancy Raison d'Etre has predicted that personal treatment schedules and eye therapies will be among the top spa trends of 2012.

Listing "booking time, not treatments" as her top trend for the year, Bjurstam said: "There is an emerging trend towards booking spatime, not treatments, allowing therapists to design a bespoke treatment plan for each guest according to their needs and expectations."

Bjurstam's other predictions for 2012 include the emergence of eye treatments; spas adapting to accommodate all ages; Social Spa-ing: and nutritional advice.

### Jumeirah to enter Italian market with Rome hotel

Jumeirah Group, the Dubai-based luxury hotel company, is to manage the five-star luxury Grand Hotel Via Veneto in Rome. Italy.

Jumeirah Group will take over the running of the 122-bedroom, privately-owned hotel and integrate it into its global portfolio of luxury

hotels. The property will be rebranded as Jumeirah Grand Hotel Via Veneto, Rome.

Hotel facilities include the Aqva City spa, which boasts six treatment rooms and a couples' room; a vichy shower; hammam; saunas; vitality pool and a relaxation area.

# Ukraine plans new 'tourist city' development

Ukrainian vice prime minister and minister of infrastructure Borys Kolesnikov has unveiled plans to develop a new "tourist city" near Yevpatoria over the next three-and-a-half years.

Addressing delegates at the recent Inside Ukraine conference, Kolesnikov said the project is part of a national programme to transform the Crimean peninsula into a visitor destination. It is expected the development will be built from scratch and will offer hotel accommodation and opportunities for investment in the creation of new infrastructure for the region.

Two new airports are also proposed for the Crimean peninsula, with Ukraine's government looking to maximise the area's potential as a tourist destination and for foreign investment.

"In the next three and a half years, essentially, a completely new tourist city will emerge near Yevpatoria," said Kolesnikov.



The hotel has been designed by Capita Symonds

# New £20m scheme for Saudi Arabian eastern coast

Plans for a £20m (EUR23.8m, US\$31m) mixed-use development on Saudi Arabia's east coast have been unveiled by the UK-based firm. Capita Symonds.

The firm designed the 50,000sq ft (4,645sq m) project on behalf of a private client, which is to include a new gym and a spa facility within a six-storey building.

It is expected that construction work will start in early 2012, with the design of the building incorporating a triple-skinned façade with chevrons of stainless steel and LED-lit faceted acrylic crystals.

Due for completion in 2013, the new development also boasts a roof formed as a balanced wing with tapering edges to all sides and a gold leaf soffit to reflect light from the top floor.

# US Virgin Islands resort revamped

Marriott Hotels and Resorts (MHR) has unveiled its iconic Frenchman's Reef and Morning Star Marriott Beach Resort in the US Virgin Islands, following a USs48m (€36m, £31m) revamp.

Among the new amenities that have been added to the property is the 4,000sq ft (372sq m) Lazule Sea Spa, which features seven treatment rooms; a couples' room; three poolside treatment cabanas; and a spa pool.

A relaxation room also forms part of the spa, while a spa pool deck is located away from the enlarged main swimming pool area and features hot and cold mini-plunge pools.

Elsewhere, the Frenchman's Reef and Morning Star Marriott Beach Resort also comprises a newly-expanded health and fitness club and a full-service salon with hair and manicure/pedicure stations.



The Frenchman's Reef boasts a 4,000sq ft Lazule Sea Spa with three pools

All 302 bedrooms have been completely overhauled as part of the refurbishment, while there is also a new adults-only infinity pool with swim-up bar.

General manager Jose Gonzalez said: "We are ecstatic about the results of the renovation. The Reef has always been a popular St. Thomas resort and with this investment I believe we have set a whole new standard."

### Hotel Missoni to open in Mauritius

Rezidor Hotel Group (RHG) has announced its luxury lifestyle brand, Hotel Missioni, is to open a new 80-suite property overlooking the Indian Ocean in Mauritius in 2014.

The hotel will be owned by Bouigue Développement and will include the brand's signature dining concept, Cucina; a Choco Café; a fitness area; and a 9005g m (9,688sg ff) spa.

Hotel Missoni Mauritius, which will join the brand's existing properties in Edinburgh, UK, and Kuwait, will also offer access to a

650m (2,133ft) beach and outdoor swimming pools. Each of the hotel's suites will incorporate Missoni's signature patterns and fabrics, as well as a large covered outdoor living area known as a Varangue in Mauritius.



The property is the third Missoni-branded boutique hotel to open wit a spa

RHG president and chief executive officer Kurt Ritter said: "Combining Missoni's iconic design with the local culture influenced by Europe, Africa and Asia, the hotel will be unique in Mauritius."

### US company to rejuvenate Scottish spa hotel scene

US-based golf and leisure developer Southworth International Holdings (SIH) will relaunch two iconic Scottish hotels in early 2012 following a restoration of the properties.

Kintyre Development Company, a subsidiary of SIH, will own and operate The Royal Hotel in Campbeltown and The Ugadale Hotel in Machrihanish after the pair open during Q1.

The Ugadale Hotel closed nearly 30 years ago but has undergone an extensive revamp and is to incorporate 22 guestrooms and suites, The Kintyre Club restaurant and a spa.

# WANT YOUR CLIENTS TO BOOK DIRECTLY THROUGH YOUR FACEBOOK PAGE...



# ...AND TELL ALL THEIR FRIENDS?

# CHOOSE SPABOOKER

The ONE choice for spa marketing & business management software.







Mobile



Tablet





4



Point of Sale



CRM

Marketing

# Inbound arrivals to Cambodia up by 15 per cent

Inbound tourism arrivals to Cambodia increased by 15 per cent year-on-year during the first 10 months in 2011, according to the country's tourism ministry.

A total of 2.31 million foreign tourists entered the country between January and October 2011 - up from 2 million in the same period in 2010. Asian visitors make up a large majority of arrivals with visitor numbers from Vietnam and South Korea totalling nearly 800,000. The tourism industry is the country's second largest industry. In 2010, the sector received a total of 2.5 million foreign tourists, generating a total revenue of USs1,75ph (61,34ph, £1,12bh).

Spa tourism is one of the most rapidly growing sectors of the industry, with a number of new facilities having been launched in recent years.



The revamp includes the addition of a day spa

# New spa planned for UK independent luxury hotel

Boringdon Hall Hotel director James Nettleton has announced plans for a new multi-million pound development to include a spa and a 60-bedroom expansion of the Devon property.

Further details of the project are expected to be announced in the New Year, with Plymouth-based ADG chosen as architects and Ward Williams Associates named as project manager.

The planned scheme follows the announcement earlier this year that the Nettleton Group had taken over the 41-bed-room property, which also includes The Gallery Restaurant. It is expected that 50 new jobs will be created as part of the development, which forms part of a long-term strategy designed to secure the future of the historic hotel.

Nettleton said: "The building has an amazing history and hopefully this new development will secure its future."

# New-look for Mauritius spa

The Residence Mauritius has announced the unveiling of its new-look Sanctuary Spa, which has benefited from an extensive €700,000 (US\$939,000, £597,000) refurbishment of its facilities.

Facilities at the 600sq m (6,458sq ft) spa include 11 treatment rooms, including two couples' rooms, which feature an Asian-influenced design with pebbled floors and lattice furniture.

Beauty and haircare treatments have been designed by

France-based brand Carita, which has developed the Haute Beauté concept in reference to the Haute Couture fashion term.

Adults and children can now benefit from new treatments at The Residence Mauritius' spa, including two signature treatments for parents – The Sanctuary Massage and the Ylang Ylang Couples massage. The Sanctuary



Following the overhaul, the resort's spa now houses 11 treatment rooms

Massage comprises a combination of yogic breathing techniques, aromatic massages and Reiki, while the Ylang Ylang Couples Massage uses a signature aroma.

Meanwhile, a new gym with cardiovascular equipment has been created as part of the revamp, with a personal trainer offering tailormade programmes using Tai Chi and Yoga.

### Kempinski opens Haitang Bay Sanya resort

Resort operator Kempinski opened its latest property in Haitang, China on 8 January.

Kempinski Hotel Haitang Bay Sanya will offer accommodation in 576 guest rooms and 52 luxuriously appointed villas. Facilities include a spa golf course and five restaurants.

The resort's Spa Centre is located by the Haitang river and has been built using elements from an old Shanghai-style house which was previously owned by early 20th century crime lord Du Yuesheng – dubbed "China's Al Capone".

## Elemis announces five new spa agreements

Elemis, one of the UK's leading spa and skincare brands, has continued with its expansion following the addition of five new UK spas to its portfolio this winter.

Among the latest venues to partner with Elemis is The Garden Spa at The Bath Priory Hotel, which features four treatment rooms – including one double room – and an indoor swimming pool.

Fullerton Place Spa at Shortflatt Tower near Newcastle-upon-Tyne, which has four treatment rooms,

hammam, steamroom and an outdoor hot tub, now offers a range of Elemis therapies.

Two venues in West Yorkshire have also partnered with Elemis – Wood Hall Hotel and Spa in Wetherby, which has two treatment



Bath Priory is one of the five UK spas to agree a deal with Elemis in 2011  $\,$ 

rooms, and The Potting Shed Spa in Batley. Meanwhile, Elemis has also joined forces with The Rush Salon Group's flagship salon in the centre of London – The House of Rush – which spans two floors.



Unparalleled networking opportunities with leading spa owners from across the globe

Invaluable advice to improve your business from those who've done it

A varied programme with presentations, case studies and lively panel discussions to help you improve your spa business

Our unique convention guarantee - your money back if you're not satisfied

For more information, visit www.spaconvention.com or call + +44 (0) 844 557 0914



As part of

4 & 5 MARCH EXCEL LONDON

| PROFESSIONAL 2012



# **DIARY DATES**

### 22-23 January 2012

### 2nd annual Spa Marketplace Hilton Hawaiian Village

The two-day event has a focus on future salon services, wellness, anti-aging, new medical aesthetics, spa trends and medical tourism. Today, there are over 800 Hawaiian lodging facilities as well as over 600 spas of every type serving over 7 million Hawaiian residents and visitors.

Educational Workshops will also offer CEU credits for an array of seminars on spa therapies, business and marketing practices. tel: +1 450 833 2400

www.HawaiiSpaMarketplace.com

### 4-6 February 2011 Spatex 2012

Brighton Hilton Metropole, Brighton, UK This exhibition for the pool, spa and lifestyle sectors is now in its 16th year. It will include a three-day programme of workshops organised by the Institute of Swimming Pool Engineers (ISPE).

2012 marks the 16th consecutive annual event showcasing the Pool, Spa & Lifestyle industry! With swimming pools, spas, hot tubs, saunas, and a host of associated products, SPATEX 2012 is the event to visit. tel: +44 (0)1264 358558

www.spatex.co.uk

### 8-11 February 2012 Kosmetik Expo

Marriott Moscow Royal Aurora Hotel, A key beauty trade show in Russia. Tel: +7 495 937 13 18

www.ki-expo.ru

### 15-17 February 2012 Aesthetic Life

### Kiev, Ukraine

This inaugural spa and wellness trade show and conference is part of Kiev's Healthy Nation event.

Tel: +380 44 423 30 89 http://hn2012.treex.com.ua

### 4-5 March 2012

### Professional Beauty & European Spa Convention

### ExCel London, UK

Focused on strategy and business issues the convention gives a platform to spa owners and senior managers to share their experiences of operating a successful spa. Running alongside a dedicated spa exhibition at Professional Beauty, the UK's



largest trade show for the beauty industry the European Spa Convention is set to attract day spas, hotel spas, resort spas and destination spas.

Tel: + 44 (0) 20 7351 0536 www.professionalbeauty.co.uk

### 11-12 March 2012

### Spa & Salon Expo

The New Riviera Hotel, Las Vegas, US The event is designed to appeal to owners, operators. directors and managers for styling and beauty salons; all spa segments, including resort, destination, day, medi/ medical, eco, organic amd salon spas; aesthetics and wellness centers; tanning salons; boutiques and specialty shops, beauty supply stores, health and nutrition stores tel: +1 702-436-6854

www.bestvalueexpos.com/DHBPE.html

### 13-14 March 2012

### **Retail Business Technology Expo and** Cards & Payments Solutions

Location: Earls Court 2, London, United Kingdom

Retail Business Technology Expo and Cards & Payments Solutions is the definitive event for retail and hospitality organisations in the UK and mainland Europe looking for the right tools, solutions and advice to run their businesses even more effectively.

Tel: 0044 28 874 2728

www.retailbusinesstechnologyexpo.com

### 14-17 March 2012

### SpaTec Spring 2012

The Ritz-Carlton Orlando, Grande Lakes, Florida, US

a 3-day forum of one-on-one meetings

between corporate spa owners, directors and design/management companies and leading spa suppliers and vendors from the following categories:

Tel: +44 (0) 208 547 9830 www.mcleaneventsinternational.com/ events/SpatecSpringNA12/about/

### 26-27 March 2012 **Spameeting Europe**

Tivoli Lisboa, Portugal, Lisbon, Portugal A two-day business meeting concept offering projects' sponsors opportunity to have face to face meetings.

tel: +331 53049970 www.spameeting.com

### 18-21 Apr 2012 SPATEC Europe 2012

# Don Carlos Leisure Resort & Spa, Marbella,

Spain SPATEC is a 2-day forum of face-to-face

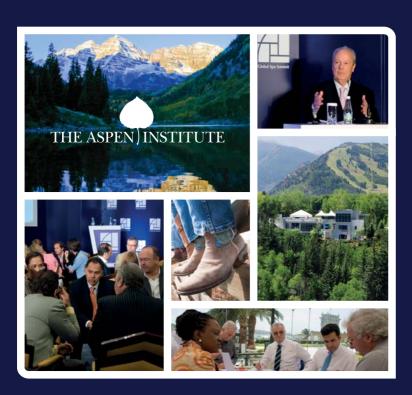
meetings between UK and European spa owners, directors and senior personnel, with leading spa suppliers from the following categories:

Apparel, Aromatherapy, Beauty Products, Body Toning, Fitness Equipment, Hydrotherapy, Linens/Robes/Towels, Manicure, Marine Therapies, Massage, Retail, Sales and Marketing Services, Single Use Items, Skincare, Software, Spa Equipment, Sun Protection, Steam Baths, Tanning and other new, innovative and relevant suppliers to the Spa and Beauty industry.

Tel: +1 214 592 4270 www.mcleaneventsinternational.com/ events/SpatecSpringNA12



# Aspen, Colorado • June 4-6, 2012

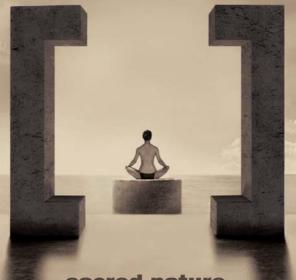


# 2012 Global Spa Summit

The premier by-invitation-only event for the spa and wellness industry's senior executives.







# sacred nature

eco-cosmesis for the skin. for the planet in the best spas worldwide



marie claire

d'exellence ethical product special nominee 2010 www.comfortzone.it



# Quality assurance for Thailand

The Thai Spa Association (TSA) has teamed up with certification company SGS to establish a voluntary code of standards for the country's spa and wellness industry.

According to a spokesperson, the standards will be introduced to "ensure provision of an international service offering in keeping with client expectations".

The code is based on five key elements identified by SGS – facilities and infrastructure; spa operations; sanitation and cleanliness; personnel and

staffing; and monitoring and improvement.

It is hoped the new set of standards will help Thai spa operators and owners to define, roll out and monitor the quality and safety performance criteria in their business strategies.

In a statement, SGS said: "We will aim to help protect the reputation of Thai spas and



The quality assurance scheme aims to raise the standards of the sector

leverage the industry's potential for continuous improvement, including improving internatl cost controls by providing key stakeholders endorsement to best practice.

"We know this new standard will help TSA and its members to reinforce their premier market positioning in Asia."

### India's Ananda Spa appoints new manager

Ananda in the Himalayas, the destination spa in the Tehri Garhwal district of Uttarakhand, India, has announced the appointment of Luis Guillermo Molina Guisado as spa manager.

Guisado joins Ananda with more than 14 years of experience within the spa industry, and

was formerly spa manager at The Sanctuary Spa at Mount Wolseley Hotel in Ireland.

The 24,000sq ft (2,230sq m) spa offers includes 24 treatment rooms with specialised areas for Ayurvedic, Oriental and Europeaninspired body and beauty therapies.

### Sorenson named CEO of Marriott International

Marriott International president and chief operating officer Arne Sorenson has been named as the hotel group's new chief executive officer, with effect from 31 March 2012.

Sorenson becomes only the third chief executive officer in the group's history and succeeds Bill Marriott, who has been elected executive chair and chair of the board from the same date.

The new leadership appointments, which also included Robert McCarthy as

© CYRERTREK 2011

chief operating office, come ahead of Marriott International's 85th anniversary this year.

Marriott said: "As we approach the 85th birthday of our company in 2012 and I proudly celebrate my 60th year of service, I decided to



Sorenson will become only the third chief executive in Marriott's history  $% \left( \frac{1}{2}\right) =\left( \frac{1}{2}\right) \left( \frac$ 

recommend to the board that Arne Sorenson take over the CEO responsibilities.

"Arne knows the business, lives our core values, and has earned the respect and admiration of all of our company's major stakeholders."

### Cosmoprof to launch new Middle Eastern show

BolognaFiere, the organiser of the Cosmoprof beauty trade fair, has teamed up with Turkish expo company Interteks to launch Cosmoprof Middle East.

The first Cosmoprof dedicated to the region will be held in Istanbul, Turkey from 22 to 25 March 2012 at the Lüfti Kirdar – Rumeli Exhibition Center. The show will occupy 20,000sq m of floor space and will be set up in sectors representing the cosmetics and beauty industry – such as packaging, aesthetics, spas, medical, nails, national pavilions, hair and perfumery.



The new contract will come into effect on 1 April

# New services provider for UK's hair and beauty sector

The UK Commission for Employment and Skills (UKCES) has chosen Habia to deliver key training and business development services to the UK's hair and beauty sector.

The group has been selected as the preferred provider for "universal services", which includes National Occupational Standards; apprenticeship frameworks; and qualification-related activities.

Habia secured the UKCES deal, which covers a minimum three-year period from 1 April, after a commissioning process.

### Ali Kasikci to head Orient-Express Hotels in the US

Orient-Express Hotels has appointed Ali Kasikci as regional managing director for North America, Mexico and the Caribbean, with effect from 30 January.

Kasikci's responsibilities will include managing the renovation and reopening of El Encanto – a 92-bedroom hotel in Santa Barbara, California, US, which is due to open late next year.

The hotel will be Orient-Express' first on the US' West Coast and will comprise a six-room boutique spa; an infinity-edge swimming pool and a restaurant.



# spa business 2012 handbook

### What's in the handbook?

### Operator information

- Industry movers and shakers
- · Key industry statistics and research
- A 2012 diary highlighting events, shows and networking opportunities
- Predictions and trends for 2012
- A development pipeline
- Trends and research
- Fitness

### Supplier information

- Company profiles including key information, contact details, images of products and a picture of a key contact
- A-Z listing of trade associations

The print edition will be available at £25 per copy

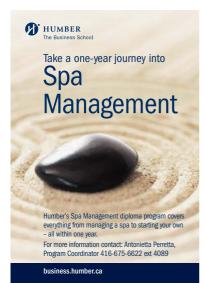
The Spa Business Handbook is the ultimate reference guide for the international spa market. Published in 2012 as a comprehensive resource for operators and suppliers worldwide, Available it will be distributed to key in print & online decision makers including leading hotel and spa operators, suppliers, developers, consultants and other experts. It will also be distributed at key spa events, making it a must to be seen in.

IN ASSOCIATION WITH Spa business & spa opportunities



To book your promotion or for further information please contact the sales team

Tel +44 (0)1462 431385 Email displaysales@leisuremedia.com





Learn more today! extension.uci.edu/spamag





# Experienced Agents Wanted

A professional spa company and international distributor of a high performance range of spa products is currently seeking experienced agents to market and sell to top end spas throughout Europe, Middle East, North Africa, & Russia.

Apply online:

www.spabusiness.com/agents

jobs and news for the spa and resorts industry worldwide

# spa opportunities

# Forthcoming issues:



**20 Jan 2012** Book by 17 Jan

**3 Feb 2012**Book by 26 Jan

**17 Feb 2012**Book by 9 Feb

### TO ADVERTISE

Tel: +44 (0)1462 471907

Email: spaopps@leisuremedia.com

spa opportunities

### **JOBS ONLINE**



■ Dual Fitness Instuctor &

Sales Promotor/Advisor

Company: énergie group

Location: Redditch, UK

■ International Business Development - Asia

Company: GramercyOne

Location: Singapore

**■ Client Retention Manager** 

Company: SpaBooker/ GramercyOne

Location: New York, United States

■ Spa Therapist

Company: Sofitel London St James

Location: London, UK

**■ Experienced Agents Wanted** 

Company: Experienced Agents Wanted

Location: Europe, Middle East and Russia

■ Client Services Manager, Asia

Company: SpaBooker/ GramercyOne

Location: Singapore

■ Customer Support Specialist

Company: SpaBooker/ GramercyOne

Location: Germany

For more details: www.spaopportunities.com

# Join Our Team!

SpaBooker by GramercyOne, is the leading online booking, point-of-sale and business management software for the spa industry. Thousands of spas benefit from the #1 web-based system and SpaBooker is the chosen supplier of Hilton Hotels Worldwide and Six Senses.

GramercyOne is a rapidly growing, dynamic company headquartered in the United States and looking to continue its growth and support of clients throughout the world.

We are looking for intelligent professionals that thrive in a fast-paced, results oriented environment and have an exceptional work ethic.



The primary role of the Client Retention Manager will be to identify and retain accounts that may not be utilizing their system to its utmost potential. This position will work directly with the Vice President of Operations to meet and exceed retention targets, while also working with the implementation and customer support teams to ensure a positive overall experience for the client.

For immediate consideration, please submit a cover letter with salary requirements and resume to careers@gramercyone.com "Client Retention Manager, New York" must appear in Subject line of e-mail for consideration.

### International Rusiness Development Asia

As a member of the International Business Development team, you will be based in Singapore and responsible for new business acquisition by selling into corporate hospitality and wellness prospects across Asia and report to the VP of Sales. Core responsibilities include building a pipeline of opportunities (ideally through industry contacts), analyzing client requirements, presenting software capabilities to senior management and technology teams, designing a full scope solution to cover multiple locations and preparing RFPs.

For immediate consideration, please submit a cover letter with salary requirements and resume to careers@gramercyone.com "Intl Biz Dev - Asia" must appear in Subject line of e-mail for consideration.

### Customer Support Coordinator New York

We are currently seeking articulate, energetic, confident, entry-level individuals with a college degree and brainpower to spare. To make it on the GramercyOne team you must be technology savvy, organized, able to multi-task and comfortable communicating on multiple platforms including phone, e-mail, internet and social media.

For immediate consideration, please submit a cover letter with salary requirements and resume to careers@gramercyone.com "Customer Support Specialist" must appear in Subject line of e-mail for consideration.



- Do you want to work with an innovative, growth-oriented computer software company to establish and build a new Singapore office?
- Do you have a hospitality and/or spa and wellness background?
  - Do you understand the value of cloud-based computing solutions?
  - · Are you a proven self-starter?
  - Do you have experience implementing and supporting large, multi-site software solutions and managing pilot locations for hospitality or spa brands?

### If so, we'd love to talk to you.

As a member of our international team you'd be responsible for ensuring the success of our relationships with existing and new clients across the Asia Pacific region, reporting to our VP of Operations.

Our software solution is sold on a monthly subscription, so it's important for our clients to use it effectively to extract value so their business sees tangible results and we maintain a happy client.

For immediate consideration, please submit a cover letter with salary requirements and resume to careers@gramercyone.com "Client Services Manager, Asia" must appear in Subject line of e-mail for consideration.

Emails sent to any other address, or any phone calls, will result in the candidate being immediately removed from consideration.



GramercyOne is an Equal Opportunity Employer

For more information on these roles and to find out more about GramercyOne, go to: www.spaopportunities.com/gramercyone

# Mondrian hotel to open in London

US-based hospitality company Morgans Hotel Group (MHG) has revealed plans to launch Europe's first Mondrianbranded property at the iconic Sea Containers House in London. The 652,000sq ft (60,573sq m) office building, which is located on the South Bank, is set to accommodate a 360-bedroom hotel and is expected to become the brand's sixth property.

Due to open in 2014, facilities at the hotel are to incorporate an "innovative restaurant" and ground floor

and rooftop bars conceived by the Light Group, as well as a spa. MHG has revealed that it will spend around £9m (€10.6m, US\$14.1m) of "key money" into the project, which was the third management deal for Mondrian in 2011. Earlier this year, the group announced its plans to launch Mondrian-branded hotels in Doha,



The iconic Sea Containers House in London will be home to Mondrian

Qatar, and Nassau in The Bahamas as part of its strategy to expand the business.

MHG chief executive officer Michael Gross said: "Sea Containers House is an exceptional property in a key gateway city that will allow us to serve our guests for business and pleasure throughout the year.

# SHA clinic reopens following expansion

SHA Wellness Clinic in Alicante, Spain, has relaunched after the completion of a expansion and renovation of its facilities, which now boasts a larger spa area.

The clinic has doubled in size to span 2,000sq m (21,528sq ft) as a result of the work and now offers guests a new fitness room: additional treatment rooms; and the SHA Boutique retail store.

Eight medical consultation rooms, three macrobiotic consultation rooms and an acupuncture room have been

created as part of the scheme, along with a dentist consultation room.

Other facilities include two sickbay rooms; two rooms for hydrotherapy colon; 11 cabins for natural therapies; one double cabin with



The clinic now offers additional treatment rooms following the work

outdoor terrace; and an en-suite cabin. A spokesperson for SHA Wellness Clinic said: "SHA is a world-wide pioneering well-being clinic, focused on improving and notably lengthening people's health and well-being."

### Glenn Fusfiled named COO of Steiner's Onboard Spa

Read Spa Opportunities online: www.spaopportunities.com/digital

Steiner Leisure has appointed Glenn Fusfield as chief operating officer of its Onboard Spa Company arm. Fusfield has served as executive vice president of the company since April 2007, having held various leadership roles with Steiner's maritime operations since 2000.

Leonard Fluxman, president and chief executive officer of Steiner Leisure, said: "Over the years, Glenn has demonstrated his talent for skillfully directing the operations of our maritime division and expertly guiding its expansion and development."

### **ADDRESS BOOK**

- T: +54-11-4468-0879 W: www.asociacionspa.org
- Asia Pacific Spa and Wellness Coalitie
- T: +65 9855 2032 W: www.apswc.org
  - sociation of Malaysian Spas (AMSPA) T: +603-4256-8833 W: www.amspa.org.my
  - ssian Sna Associatio
- T: +61 3 9387 9627 W: www.aspaassociation.com.au
- Bali Spa and Wellness Association (BSWA) T: +62-361-976-333 W: www.balispawellness-association.org
- T: +11-7548-5555 W: www.abcspas.com.br
- British International Spa Association (BISA)
- T: +44 1580 212054 W: www.bha.org.uk
- Bulgarian Union for Balneology and Spa Tourism (BUBSPA) T: +2-816-4761 W: www.bgspa.org
- China National Spa Association
- T: +86-10-68392460 W: www.cnnspaassociation.com
- Association of the Spa Places of the Czech Republic T: +420-384-750-840 W: www.spas.cz
- The Day Spa Association (US)
- T: +1 201 865 2065 W: www.dayspaassociation.com
- ian Spa Association T: +372-5109306 W: www.estonianspas.eu
- European Spas Association T: +32 2 733 2661 W: www.espa-ehv.com
- Federation of Holistic Therapists (FHT)
- T: +44 870 420 2022 W: www.fht.org.uk
- French Sna Association (SPA-A)
- W: www.spa-a.com
- T: +49-228-201-2090 W: www.deutscher-heilbaederverband.de Hungarian Baths Association
- T: +36-1-452-4505 W: www.furdoszovetseg.hu/en
- The Iceland Spa Association
- T: +354-896-005-0 W: www.visitspas.eu/iceland The International Medical Spa Association
- T: +1 201 865 2065 W: www.medicalspaassociation.org
- onal SPA & Wellness Associ T: +49-30-397-5315 W: www.iswa.de
- International Spa Association (ISPA)
- T: +1 888 651 4772 W: www.experienceispa.com
- Japan Spa Association www.i-spa.it
- T: +81-3-5724-6649 W: www.j-spa.jp
- Latin American Spa Association T: +52-55-52-77-17-76 W: www.expospa.com/spa
- Leading Spas of Canada
- T: +1 800 704 6393 W: www.leadingspasofcanada.com
- olian Spa Sauna Associatio T: +976-117-014-4410 W: www.mssa.mn
- National Guild of Spa Experts Russia
- T: +007 495 938 1592 W: ng.russiaspas.ru
- T: +1 505 331 2344
- T: +351-217-940-574 W: www.termasdeportugal.pt
- Romanian Spa Organization
- T: +40-21-322-01-88 W: www.romanian-spas.ro
- T: +66 7742 08712 W: www.samuispaassociation.com
- Serbian Spas and Resorts Association T: +381-65-20-20-120 W: www.udruzepiehania co rs
- South Africa Spa Association T: +27-11-447-9959 W: www.saspaassociation.co.za
- anish National Spa Associati T: +34-915-490-300 W: www.balnearios.org
- Sna Association of India
- T: +1-919-310-039532 W: www.spaassociationofindia.in Spa Association of the Czech Republic
- +420 222 511 763 W: www.spas.cz
- T: +65 6223 1158 W: www.spaassociation.org.sg
- Spa & Wellness Association of Nepal
- T: +44 1268 745 884 W: www.spabusinessassociation.co.uk Taiwan Sna Association
- T: +886-227-358-576 W: www.tspa.tw
- T: +66 (o)2665 7395 W: www.thaispaassociation.com Turkish Spa Associat
- T: +90-258-271-4425 W: www.spa-turkev.com

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