

spa opportunities

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Concrete chemical used in manicures, CIDESCO warns

A chemical found in concrete is being used unsafely during manicures in budget spas and salons around the world, according to spa training organisation Comité International d'Esthétique et de Cosmétologie (CIDESCO).

Methyl Methacrylate (MMA) is a chemical ingredient used in some nail products that has been banned by the US Food and Drug Administration (FDA) because nail technologists using it risk allergic reactions and permanent damage to their clients.

The use of this chemical will be discussed at CIDESCO's 63rd World Congress and Exhibition in Johannesburg, South Africa, between 20-25 May 2015 under the theme "Skin is Alive". The event will be held at the Sandton Convention Centre and led by CIDESCO's president Anna-Cari Gund (pictured).

CIDESCO's lecturer of the Isa Carstens Academy in South Africa, Amanda Schooling, explained the dangers of MMA: "MMA does not dissolve in acetone and is therefore difficult to remove. The nails are



Anna-Cari Gund, president of CIDESCO, says the 2015 congress will focus on key industry issues

either pried off the natural nail or electric drills are used for removal," she said.

"MMA products tend to discolour and become brittle, leading to severe nail damage. MMA products do not adhere well to the nail plate, causing thinning and weakening of the nail. The chemical has a small molecular size and therefore can absorb into the skin risking severe allergic reactions."

Schooling also highlighted the importance of understanding salons' solutions before offering products to clients. "Quality education is vital for a nail technologist," she added. "They must be aware of the chemical structure of the product they have chosen to work with. Proper training and the teaching of safe and hygienic work practices will help prevent overexposure from products. Overexposure may lead to health problems due to inhalation or absorption."

By contrast, Ethyl Methacrylate (EMA) is safe for use on natural nails, said Schooling. Details: http://lei.sr?a=J5T9m_S

V2 spa opens at Andaz Xintiandi in Shanghai

The Andaz Xintiandi hotel in Shanghai has opened a V2-branded day spa, offering guests a diverse range of spa and beauty services.

V2 concept CEO Georgie Yam has partnered with what was the first Andaz property by Hyatt Hotels in the Asia Pacific region, Andaz Xintiandi, Shanghai. The location features 307 guestrooms, three restaurants and bars, 18 meeting and event venues, in addition to a recreation area measuring more than 2,200sq m (23,681sq ft). There is also an indoor pool, fitness centre and 10 treatment rooms for 'yogassage' – assisted yoga massage. Details: http://lei.sr?a=q2t6W_S

Raison d'Etre reveals Dubai LivNordic plans

Raison d'Etre has entered into a strategic partnership with Cayan Group, a Middle Eastern real estate developer, to create a spa on the sixth floor of the Cayan Tower in Dubai Marina under the spa consultancy's LivNordic concept.

Located within the existing residential tower and designed by Italian architecture firm M+N architecture, the project will see Raison d'Etre working with interior specialist Blue Camel Design to complete the spa in time for Q3 2015.

Ian Bell, one of six project managers for Raison d'Etre, spoke exclusively to *Spa Opportunities* detailing the LivNordic concept and this Dubai spa's features.

"The spa will include six treatment rooms, a steamroom, sauna, plunge pool, gym, beauty salon, spa café, outdoor



Ian Bell is one of six Raison d'Etre project managers

pool and we are currently working with the designers to find out if the proposed yoga area can have an indoor section and an outdoor one," said Bell. "Products will be supplied by Organic Pharmacy."

This 1,000sq m (10,764sq ft) site is one of many LivNordic spas set to launch soon.

Continued on back cover

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Austrian glacier hotel extends spa

The Relais & Châteaux Spa Hotel Jagdhof in Neustift, Austria, has launched a new spa chalet – an extension to the existing jSpa, which has incidentally become the first spa in the country to offer natural 'free-from' treatments by REN.

The 700sq m (7,535sq ft) spa chalet comprises two levels and connects with the five-star 70-bedroom hotel's jSpa. The ground floor features a quiet tea bar, a large terrace and relaxation beds. On the upper level, a private couples' 100sq m (1,076sq ft) spa suite features an infinity duo pool, a steam cabin, pine sauna, double treatment beds and swing-loungers.

There are also three relaxation zones on the upper level, in addition to the couples' suite. The first relaxation zone, called Ruez-One, has a décor theme of hay. Another zone is a wool-themed library – with ample reading material.

Panorama, the last of the three zones, has views of glaciers and light rice beds can be moved to make space for a yoga studio. The spa chalet combines with the existing jSpa to



The new spa chalet increases the site's wellness space to 3,000sq m (32,292sq ft)

create 3,000sq m (32,292sq ft) of wellness space. The jSpa is split into two sections: Vitality World and joyful. Vitality World offers guests a choice of 20 saunas, baths and steamrooms – including an amethyst steam grotto, tropical showers, ice-crystal tower, Kneipp circuit, waterbeds and an aqua meditation room.

The joyful section comprises 13 treatment rooms for therapies by REN or QMS. There are also indoor and outdoor heated swimming pools with views of the Stubai glacier.

Details: http://lei.sr?a=w5S7r_S

Lakeside resort set for Chinese isle

Park Hyatt Sanya Sunny Bay Resort has opened on Hainan Island in Sanya, China's southernmost province, promising the opening of a lakeside spa later in 2015.

Situated three miles from Yalong Bay, the island's most popular tourist destination, the 207-bedroom property has been designed by Belgian architect Jean-Michel Gathy of design firm Denniston. The modernist development comprises six standalone arch-shaped buildings designed to allow chi, the traditional Chinese notion of energy, to flow unhindered between ocean and mountains.

Due to open later this year, the resort's spa will be located by the Nan Hu Lake and accessed by buggy. Set to be built in traditional Chinese style, the site will feature a main two-storey building and eight free-standing semi open-air villas around an outdoor courtyard. Within each of the villas there will be a couples' treatment room, private foot treatment



The resort offers five separate pools, including the infinity spa pool

room, freestanding tub, shower, walk-in wardrobe and an oversized day bed.

The main spa building will offer four additional treatment rooms, three foot treatment rooms, a traditional Chinese Medicine consultancy chamber and a lounge on the first floor. The floor below will comprise a gym, yoga studio and an outdoor infinity pool.

Details: http://lei.sr?a=x2Z7Q_S



Avani Seychelles debuts after refurb

The Minor Hotel Group's (MHG) Avani Seychelles Barbarons Resort & Spa has opened on the island of Mahé following an extensive US\$14m (£12m, £9m) refurbishment.

The 124-bedroom property features two restaurants, a pool lounge and shisha bars in addition to an AvaniSpa – which offers one double and three single treatment rooms, a sundeck and plunge pool.

Therapies at the spa include

Ayurvedic rituals, wraps, massages or a Turkish hammam experience, among others. Italian luxury skincare supplier Comfort Zone provides the body care products for the spa.

Other activities on offer at this property include treks along nature trails, mangrove waterways, spice and botanic gardens, heritage sites and island cruises.

There are two restaurants at the resort, in addition to a pool bar and shisha bar.

The capital city, Victoria, is a 25-minute drive away from the resort. Activities and excursions on offer near the property



Comfort Zone is the skincare supplier for the property's AvaniSpa

include visits to the Barbarons Bio Diversity Centre where visitors are invited to plant trees. Seychelles history and culture can be explored at La Bastille and Creole Institute. Hiking trails and island cruises are also on offer.

Minor's Avani brand features at thirteen properties in Thailand, Sri Lanka, Vietnam, Malaysia, the Seychelles, Mozambique, Botswana, Lesotho, Namibia and Zambia. There is a pipeline for further openings under the Avani brand in Asia and the Indian Ocean.

Details: http://lei.sr?a=f2g9u_S

Starwood Hotels CEO resigns "by mutual agreement"

Starwood Hotels and Resorts Worldwide's CEO, president and director Frits van Paasschen has resigned "by mutual agreement" with the company's board of directors.

Adam Aron, a director of the company since 2006, will take over the CEO role on an interim basis while the board interviews both internal and external candidates for a more permanent appointment.

van Paasschen will consult Starwood and assist in the leadership transition.

Chair of the board Bruce Duncan thanked van Paasschen for his contribution and said the things the board will concentrate on now include "accelerating Starwood's growth, improving performance and sharpening its focus on operational excellence."

Aron has experience in the hospitality industry, as a former CEO of Vail Resorts.

Details: http://lei.sr?a=4P2j3_S



Tompkins is CEO of Hilton Head Health

Michael Tompkins opens Indigo spa at Hilton Head Health, US

Michael Tompkins, CEO of weight loss resort Hilton Head Health and ISPA chair, has confirmed the opening of The Indigo spa at destination retreat on Hilton Head Island, US.

Speaking exclusively to *Spa Opportunities*, Tompkins said: "Spa services at The Indigo will enhance the transformational process of our guests seeking weight loss. Using organic lines like Naturopathica and Red Flower for face and body treatments that celebrate the Low Country fauna of South Carolina in conjunction with Skin Authority's skin firming offerings is an exciting expansion to Hilton Head Health's results-focused programming."

The 3,000sq ft (279sq m) spa features six treatment rooms, two of which can open up to become a couples' suite and two of which have showers for body treatments. There is also a 500sq ft (46sq m) salon featuring two manicure and pedicure stations.

Details: http://lei.sr?a=H2p9e_S

Spanish Six Senses due in Q3 2015

Puente Romano Beach Resort Marbella is set to launch a Six Senses Spa in Q3 2015 as part of an extensive multi-million euro refurbishment to the property in the Costa del Sol on the southern coast of Spain.

Resembling an Andalusian village, the 264-guest-room resort is spread across 27 three-storey villas and is set amid 55,000sq m (592,016sq ft) of subtropical gardens featuring more than 400 species of plant life from all over the world.

The Six Senses Spa will feature nine treatment rooms when it opens, six of which will be on the ground floor and three of which will be on the floor above. The design, by Six Senses, incorporates white and blue tiles and natural oak timber floors. The ground floor reception lounge area will lead into a relaxation lounge containing a nail bar – with views of the Mediterranean sea – and a waiting area.

The spa's wet area will include a hydrotherapy pool, a cold plunge pool, ice experience showers,



The refurbishment of the entire property will continue throughout 2015

a herbal steamroom, sauna and hammam.

The three further treatment rooms on the floor above are in an outdoor area and they have canopied roofs with swing cabanas overlooking the sea.

QMS Medicosmetics and The Organic Pharmacy are the confirmed skincare product partners for the spa. Other services at the site will include Six Senses' yogic programmes.

Details: http://lei.sr?a=e4C9G_S

QHotels invests £1.5m in day spa for Manchester, UK

QHotels is investing more than £1.5m (US\$2.3m, €2m) in a city centre day spa at its Manchester hotel, The Midland, UK. The site's former health club will be replaced with a spa that is set to open in June 2015.

Set to be aimed at the local market, in addition to hotel guests, The Spa at The Midland will offer ESPA and Jessica treatments, as well as access to several relaxation areas, a sauna, steamroom, relaxation pool, eight treatment rooms, Rasul and spa café. A gym membership will be available also.

"Our key objective is to provide Manchester with a first-class day spa and beauty destination for quality treatments and provide relaxing packages for overnight spa guests in the 213-bed-room hotel," said Charlie Thompson, group spa support manager at QHotels and chair of the UK Spa Association.

Details: http://lei.sr?a=s5w2X_S



Gabriella Schnitzler has worked for La Prairie

Luxury fashion specialist joins FX Mayr Health Centre

Luxury fashion expert Gabriella Schnitzler has been appointed to the FX Mayr Health Centre at Lake Wörthersee, Austria, as executive manager. She will share dual leadership of the retreat with head physician Dr Stephan Domenig.

Swiss by birth, Schnitzler has held management positions for brands such as Prada, Louis Vuitton, Estée Lauder, La Prairie and Guerlain. She has consulted for the FX Mayr Health Centre since Q3 2014.

"Over the past year we have worked hard to ensure the atmosphere at the FX Mayr Health Centre is even better than ever and to align it with the high standards of our medical department," said Schnitzler. "Together with Dr Domenig, I am pleased to be able to set new benchmarks for the Mayr cure."

Domenig has been responsible for the medical organisation of the centre for more than two years. He introduced a winter health scheme late in 2014 after a site refurb.

Details: http://lei.sr?a=v5s2U_S

Global spa mentorship scheme kicks off

The Global Mentorship Pilot Programme, spearheaded by a team of spa and wellness experts from around the world, has kicked off with 17 experienced spa directors serving as mentors to spa managers looking for guidance.

The first of its kind, the programme is led by Jean-Guy de Gabriac, CEO of Tip Touch international spa training and consultancy, and Deborah Smith, principal of Smith Club & Spa Specialists – a US-based wellness consultancy.

Announced at the 2014 Global Wellness Summit, the mentorship programme pairs will meet twice a month via video conference or by phone, over a three month period to define and meet career challenges identified by the mentee.

The most popular topics chosen by mentees, based on a preliminary survey of the first group to undergo the training, include marketing, finance, leadership and strategic business planning. Other subjects may include insights into how to make retail space more profitable or tips



Jean-Guy de Gabriac, CEO of Tip Touch, is leading the programme

on how to introduce a new fitness programme.

The framework of discussions for mentors and mentees is based on the International Spa Association's (ISPA) list of core competencies for development of spa management professionals. This list was identified by the Global Wellness Summit's Spa Management Education Committee as the ideal list for the mentorship programme following the committee's 2013 *Spa Career Path Survey*.

Details: http://lei.sr?a=E9y4x_S

Macy's to buy spa chain for US\$210m

US department store chain Macy's has agreed to buy the beauty and spa chain Bluemercury for US\$210m (€186m, £138m) to broaden the retailer's customer base.

Washington-based Bluemercury operates 60 outlets in 18 states and has a growing e-commerce business. Macy's, which also owns the upper-market Bloomingdale's chain of department stores, plans to bring some Bluemercury boutiques and products to some department store locations.

"Beauty is a core signature business for Macy's and Bloomingdale's and a continued platform for our company's profitable sales growth," said Terry J Lundgren, Macy's chief executive. "With Bluemercury, our company can access a new channel to reach additional customers, add new dimensions to our product offering and apply our expertise in omnichannel retailing."

Bluemercury spas currently offer



Macy's and Bluemercury spas are to finalise the deal by 2 May 2015

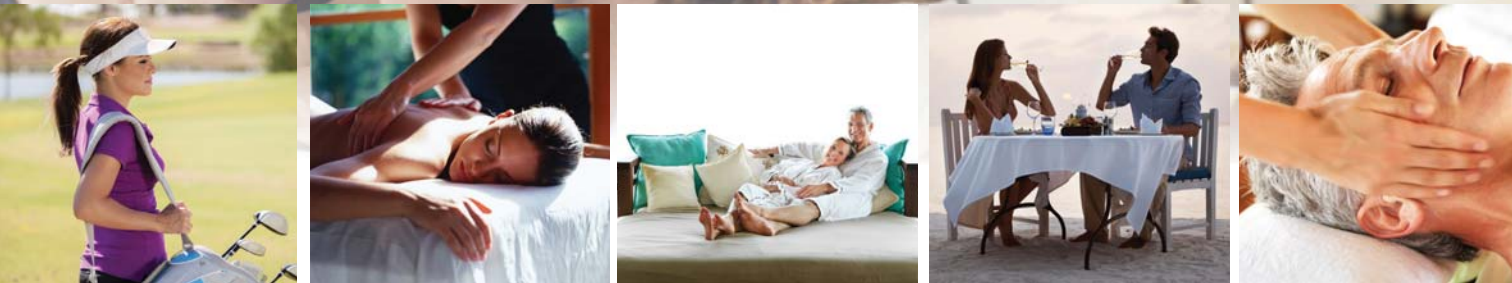
services including facials, massage and waxing, but Macy's has not decided what spa services, if any, it will offer in stores.

"Spa services are integral to Bluemercury's specialty stores, which are the top growth priority to start," said Macy's spokesperson Sluzewski. "We will then start looking at what might make sense for Macy's stores."

Details: http://lei.sr?a=N6d2K_S

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How to brand your wellness business



MIA KYRICOS

Mia Kyricos, Chief brand officer for Spafinder Wellness, Inc and founder of Kyricos & Associates

David Butler, Coca-Cola's VP of Innovation, grew up surfing. I was inspired by his words in the February 2015 issue of *Fast Company* magazine, where he described the sport as, "being in the right place at the right time." Sure, you need to know some basic skills, like how to swim, he wrote, "The real skill is being able to look out on the horizon, see the patterns of waves building," and then "position yourself to make the most of them." Well, that's a lot like branding.

The US\$3.4tn (€2.6tn, £2.1tn) global wellness industry – now three times the size of the pharmaceutical industry – is exploding, so many of us are trying to find our place in this world, both as business owners and consumers. What is wellness? What is a brand? I will leave these questions to *Wikipedia* to answer but from a business perspective, both ultimately mean creating a desire for products, services and perceived value to one's overall wellbeing.

In fact, most market research firms agree that massive opportunity exists for brands to shape the future of wellness by assisting consumers in their quest to live healthier, even richer lives. And this is true no matter where you reside or do business. The question is: How?

Start with asking yourself what your favourite brands are and why. It may begin with a great story or brand promise – which few brands are lucky enough to get right on day one – but it ends with perception.

Setting your brand up for similar success requires following some basic principles:

- 1. Simplicity:** Help consumers to battle today's confusing deluge of health and wellness information with a message that clearly communicates what your product or service actually accomplishes.
- 2. Relatability:** Take the time to relate to your consumers' everyday lives and communicate how your product or service can easily "plug in" and play a habitual part of their routines.
- 3. Efficacy:** So much of what wellness-related firms have to offer today is backed up by readily-available research – so use it.

Thai spa industry to grow 15% in 2015

The Thai Spa Association predicts the country's spa industry will grow by 15 per cent this year, which would be a notable improvement on last year's five per cent growth.

Krod Rojanastien, president of the Thai Spa Association, told Thai newspaper *The National* that the revenue of destination spas will grow by 6-10 per cent, day and hotel spas by 10-20 per cent and spa products by 10-15 per cent.

The value of international spa tourism should reach TBH31bn (US\$951m, €833m, £619m) in 2015, while exported spa services, management and related businesses will grow by 12 per cent from last year.

In 2013, spa business generated revenue of TBH22bn (US\$675m, €591m, £439m), with 22.5m recorded spa visits.

Destination spas' revenue dropped 5-6 per



Krod Rojanastien is president of the Thai Spa Association

cent in 2014, while hotel spas saw a decline of 10-30 per cent. Reasons for this decrease in spa visitations could be the political turmoil that occurred in Bangkok earlier that year. During the second half of the year, however, the sector grew by about five per cent, said Rojanastien.

Details: http://lei.sr?a=g5h5Y_S

Ribby Hall opens spa wellness centre

The Spa Hotel at Ribby Hall Village has opened its new wellness centre in partnership with Wellness International – a wellbeing service provider comprised of medical consultants, GPs, occupational health consultants, health-care practitioners, nurses and medical technicians.

The Wellness Centre, an extension to the existing thermal zone spa, will help clients identify and understand underlying health issues – to be explained by a specialist team of doctors, physiotherapists, personal trainers and lifestyle coaches.

Open to local residents, day spa visitors and overnight guests, the centre's expert advice packages include nutritional support, food intolerance testing, food allergy testing, nutritional therapy, weight management programmes and general health and wellbeing testing.

Spa manager Lorna Macleod said: "There's a direct correlation between what we eat, the appearance of our skin and also our overall health and wellbeing. So not only are we providing our spa guests with the facilities to take time out and hit the pause button on their daily routines, we are also encouraging them,



The Wellness Centre is an extension to the thermal zone spa (pictured)

whilst they are here, to explore and learn more about their overall health and wellbeing."

The spa already offers more than 70 body and facial treatments, carried out by a team of 28 therapists, using the following brands: Elemis, Neom, Mii and OPI.

Planning permission was granted by Fylde Borough Council for the £500,000 (US\$791,000, €635,000) revamp in November 2014. The spa hotel, which initially opened in 2011, originally cost £6m (US\$9.5m, €7m) – but the new Wellness Centre is set to transform what is already on offer. The hotel, staffed by 105 employees, stayed open during the revamp. *Details: http://lei.sr?a=R6R4G_S*

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WTS INTERNATIONAL

DIARY DATES

27 February - 1 March 2015

Kosmetic Expo

Crocus Expo, Moscow, Russia

Around 250 Russian cosmetics and perfumery companies exhibit at this main part of the Kosmetik series for beauty professionals. It is held alongside Nail Expo – a dedicated event for the nailcare sector. There are divisions for equipment for spas. Roughly 250 Russian and foreign perfumery and cosmetic companies take part in the event annually.

Tel: +495 937 13 18 19 21

www.ki-expo.ru

2-3 March 2015

Beautyworld Japan Fukuoka

Fukuoka Kokusai Centre, Japan

A key event for the beauty and spa industries in the region, this event showcases the latest beauty products, equipment, services and ideas in the sector. Highlights include exhibitor presentations, special seminars and nail make-up demonstrations on stage. Attendees are representatives from beauty salons, spas, hotels and resorts, beauty schools, health institutions & manufacturers.

Tel: +81 3 3262 8939

www.beautyworldjapan.com/fukuoka

3 March 2015

Healing Summit

Hotel de Rome, Berlin, Germany

Spa professionals convened at the first Healing Summit last year with a view to exploring ideas of how to “create a paradigm shift through a holistic lifestyle.” Topics for debate included a caring economy, sustainability, personal wellbeing and the future of the wellness industry. The event is organised by Healing Hotels of the World.

Tel: +49 221 2053 1175

www.healinghotelsoftheworld.com

4-7 March 2015

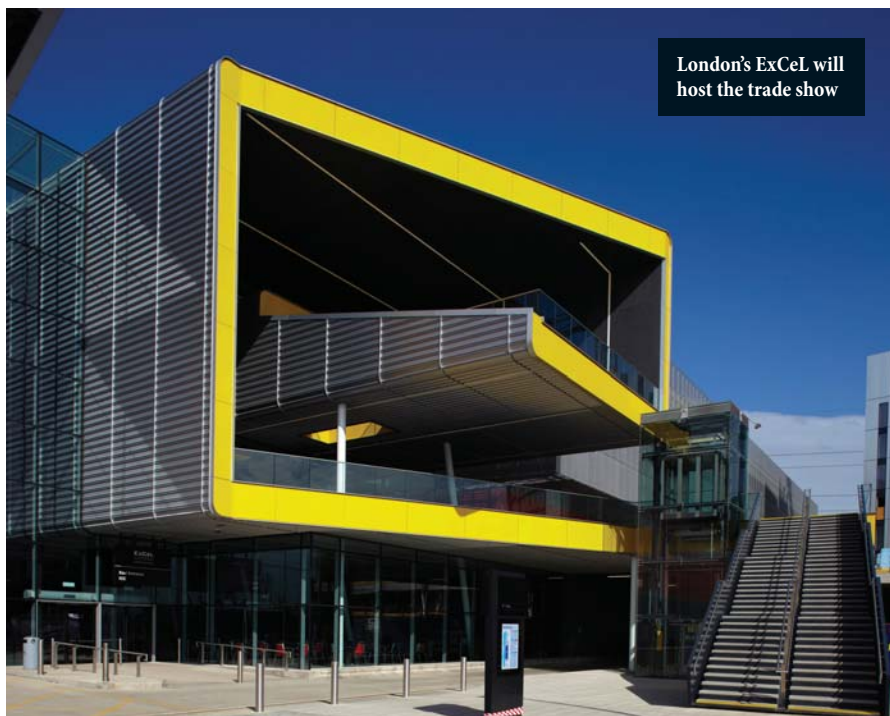
ITB Berlin

Berlin, Germany

ITB Berlin is one of the world's leading travel trade shows. Tour operators and travel professionals find out about trends and do business with tourism ministries and leading hospitality operators. There will be more than 200 keynote speakers and panel debates led by top decision-makers from the tourism industry and political community on topics such as the future of hospitality.

Tel: +49 303 0382 113

www.itb-berlin.de



London's ExCeL will host the trade show

19-20 April 2015

Natural & Organic Products Europe

ExCeL, London, UK

A spa and beauty section features at this trade show and is set to include 600 exhibitors this year, representing thousands of natural and organic brands.

The *Natural Products* magazine editor, Jim Manson, will discuss key retail trends and changing consumer behaviour in his opening keynote speech. The Soil Association will present a market report.

Tel: +44 1273 645 117

www.naturalproducts.co.uk

8-10 March 2015

International Esthetics, Cosmetics & Spa Conference New York

Javits Convention Center, New York, US

The New York edition of IECSC includes an education programme focused on enhancing the skills of spa professionals. The entire event has been designed to help operators and owners grow their business and to keep them at the forefront of the competitive spa sector.

Tel: +1 203 383 0516

www.iecsc.com/ny

10 March 2015

Hotelier Middle East: Spa & Wellness Summit

Dubai, UAE

More than 250 Middle East hotel spa leaders and experts attended the 2014 Spa & Wellness Summit, which was put together by business magazine *Hotelier Middle East*. Now in its third year, the summit enables spa professionals to develop their knowledge, creativity and business capabilities.

Tel: +971 4 444 3463

www.hoteliermiddleeast.com/conferences/spa-forum/

20-23 March 2015

Cosmoprof Worldwide

Bologna, Italy

One of the world's biggest beauty events, Cosmoprof Worldwide will include sectors on beauty salon & spas, hair, perfumery & cosmetics and green nature. The 2014 event featured 2,450 exhibitors from 69 countries. The total number of visitors at the exhibition in 2014 was 207,238 – 34 per cent of whom came for perfumery products and services.

Tel: +39 0279 6420

www.cosmoprof.com

27-29 March 2015

Beauty Dusseldorf

Messe, Dusseldorf, Germany

Up to 50,000 trade visitors and 1,250 exhibitors take part in the annual trade show. Areas are themed around spa, wellness, cosmetics and nail care. A three-day conference for spa operators, managers and investors will be put together by spa consultant Sylvia Glückert. A new addition to the event is a Nail Star Academy for industry leaders to showcase techniques.

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www.beauty.de

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"ONE DAY CAN CHANGE YOUR ENTIRE LIFE!" **GLOBAL WELLNESS DAY**

We all want to be healthy, feel good and live under positive physical and mental conditions. Living well is practically the whole world's common dream... So if this is how we all feel, **why not have a special day dedicated to this common dream?**

WHAT IS GLOBAL WELLNESS DAY?

Global Wellness Day, which brings together exercise, healthy eating and inner health, is a social movement that raises awareness of living well throughout the world. **Global Wellness Day** was celebrated for the first time in Turkey in 2012, with the participation of wellness opinion leaders. Since then, **Global Wellness Day** continues to be celebrated as a not-for-profit event each year, and each year with greater international involvement. In 2015, Global Wellness Day will be celebrated in **45 different locations throughout the world.**

WHY A GLOBAL WELLNESS DAY?

According to many studies, depression is the most common health problem throughout the world. The problem often manifests itself in sleep problems, stress, poor nutrition, inactivity, obesity, heart disease and more... To overcome this problem and lead a healthier and happier life, we need an inspiring beginning. The name of that beginning is **Global Wellness Day.**

Global Wellness Day's 7 Step Manifesto
for an increased awareness of living well:

- 1) Walk one hour
- 2) Drink more water
- 3) Don't use plastic bottles
- 4) Eat organic, locally sourced produce
- 5) Do a good deed
- 6) Eat a family dinner
- 7) Go to bed at 10:00 PM

HOW TO TAKE PART IN GLOBAL WELLNESS DAY?

Global Wellness Day is celebrated every second Saturday of June. If you would like to join us and celebrate the next **Global Wellness Day** on June 13, 2015, by holding a health & wellness oriented event in your city that is free and open to the public, we invite you to contact our **Global Wellness Day** Committee. By fulfilling appropriate conditions, you too can become an ambassador to this very special and powerful day.

Or if you would like to participate on a personal level and become part of **Global Wellness Day TODAY**, we invite you to visit our Website and take place in our signature campaign.



**GLOBAL
WELLNESS
DAY**

www.globalwellnessday.org
info@globalwellnessday.org

facebook.com/globalwellnessday
instagram.com/globalwellnessday
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MHG resort completes US\$11m refurb

The Anantara Bangkok Riverside Resort & Spa in Thailand has completed renovations costing US\$11m (€10m, £7m), with a light refurb of the spa next on the agenda.

Located on 11 acres (1.5 hectares) of riverside gardens, the resort features 10 restaurants and bars, 208 completely refurbished rooms, a swimming pool, kid's club, a cooking school and an Anantara spa.

Speaking exclusively to *Spa Opportunities*, Kathryn Moore – group spa director of MSpa in Asia – said the property's nine-treatment room spa will receive a light refurbishment, the details of which have not yet been revealed.

"This revamp will be complete in about six months," said Moore. "A new residential tower is being built too and once this is complete, we will be moving the spa to a new location."

In 2012, 50 per cent of accommodation, comprising 169 bedrooms and suites, were refurbished – costing US\$9.5m



Kathryn Moore, group spa director of MHG's spa division, MSpa, in Asia

(€8.3m, £6.1m). More recently, a further US\$9.6m (€8.4m, £6.2m) was spent on refurbishing the remainder of the rooms.

In addition, US\$1.2m (€1m, £800,000) was also invested in the revitalisation of the resort's riverside dining venues. This work was completed in November 2014.

This site is not to be confused with the Four Seasons Bangkok, which will be re-flagged as Anantara Siam Bangkok Hotel & Spa in March.

Details: http://lei.sr?a=e6g7Q_S

Sleep guidelines for every age unveiled

The National Sleep Foundation in the US has updated its sleep time duration recommendations, based on analysis of an exhaustive range of research articles.

A group of 18 experts analysed the results of 320 research articles for the purpose – this number was whittled down from an original 2,412 on the basis of the strength of the studies.

The health benefits and also the risks associated with sleep were taken into consideration when the specialists made their recommendations. For example, too little, or too much sleep, can leave a person tired, unable to concentrate, depressed, anxious and in the long term there is an increased risk of diabetes, high blood pressure and obesity.

The new guidelines suggest children aged six to nine years old need 9-11 hours a night, but may get by on 7-8. Teenagers need 8-10 hours, but while 7 hours may be fine for some, sleeping more than 11



Children aged six to nine need 9-11 hours of sleep a night, the study says

hours a day may be detrimental to their health. One of the study's experts, Dr Lydia DonCarlos from Loyola University, Chicago, said the circadian rhythm of teenagers naturally shifts to make them feel sleepy later at night and to wake up later. She warned that this is a normal phenomenon and nothing to do with being addicted to social media, as has been reported.

Details: http://lei.sr?a=z7P5g_S

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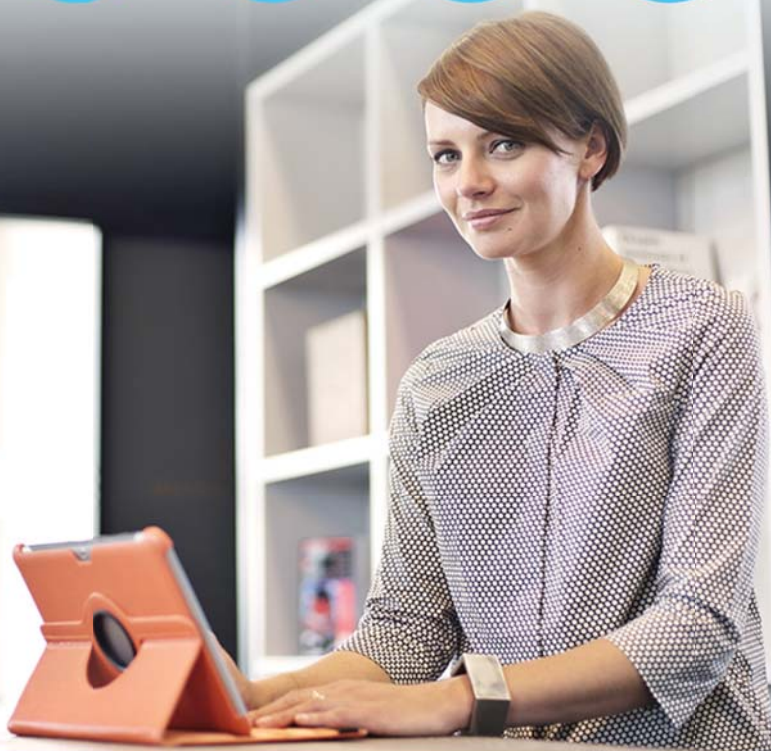
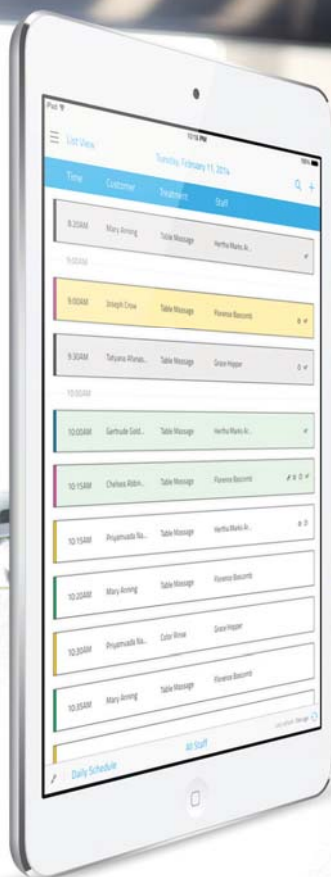


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■ **Implementation and Support Consultant**
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■ **Operations Manager**
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GROUP SPA OPERATIONS MANAGER

FARNHAM, SURREY



As a key member of the ESPA Spa Division, you will be responsible for effectively managing a portfolio of spas, to include involvement from the initial feasibility and financial stages to the pre-opening. You will also support the ongoing development of each spa project whilst maximising all opportunities and resources. Working closely with each Hotel GM and Spa Director you will be responsible for maintaining key objectives, operating criteria, programming, budgeting, staff relations, marketing and training.

KEY RESPONSIBILITIES:

- Responsible for the overall performance of each Spa appointed to you within the ESPA Portfolio; constantly identify and focus on critical areas in line with achieving the overall objectives of the role.
- Develop a clear understanding of each Spa, covering financial, marketing, personnel and training and general operations to establish the business. This will include the aims and individual objectives of the hotel, local and cultural characteristics of the area, demographics of the international guests and the training needs of the Spa team to deliver the highest of five star standards.
- Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team, who can deliver high standards of service in all areas of the business.
- Monitor standards of performance and guest satisfaction including the introduction of measures to ensure the highest standards of quality and service are adhered to.
- Establish and maintain standards of operation, ensuring that ESPA branding is strongly and appropriately represented, whilst protecting the brand, pricing and status at all times.
- Manage spas on site with hands-on support during regular visits, guiding the Spa Manager, developing the team, implementing new initiatives and liaising with all key hotel representatives. Continue to manage each Spa remotely through regular communication

- Analyse the business through many different key performance indicators, Profit and Loss figures and statistics and use this information to identify key focus areas.
- Create and prepare Financial Projections for each Spa within your portfolio.
- Effectively integrate the Spa within the Hotel Marketing Strategy and to ensure ongoing representation of the Spa, both internally and externally.

SKILLS AND EXPERIENCE

The role is based from our offices in Farnham, Surrey, so you MUST BE eligible to work in the UK. We are unable to accept applications from candidates who do not hold an EU Passport.

- Extensive experience at senior level within a luxury Spa environment or similar (Hotel, Health & Fitness or Hospitality business).
- Proven ability of understanding, monitoring and influencing multiple site business performance.
- Ability to communicate effectively at all business levels and to develop sustainable relationships.
- An affinity for numerical work and experience in financial business analysis and cost control.
- Understanding of the dynamics of working within the hotel industry and at Group level.
- Experienced people-manager with demonstrable skills as a leader, motivator and communicator
- In-depth knowledge of all Spa operational areas, including treatments and services, preferably having direct first hand experience.

If you have previously applied for a similar role with us in the last 6 months please do NOT apply again as we will have your up to date details on file.

ESPA



THE ISLAND WELLNESS SPA
at THE WEST BAY COUNTRY CLUB

Spa Manager and Spa Therapists

Our Island Wellness Spa is dedicated to natural and holistic therapies that make the body and mind feel relaxed, rested and restored and the skin glow.

We are looking for an experienced Spa Manager and therapists competent in massage techniques and passionate about health and wellness treatments.

As Spa Manager you need proven managerial experience in the spa industry. You will be responsible for organizing and motivating our team of highly skilled therapists and it is important to us that you are able to combine your managerial responsibilities with a hands-on role in the spa.

We are also seeking skilled, passionate and conscientious spa therapists who are competent in massage, facials, manicures and pedicures with either NVQ Level 3, ITEC Level 3 or equivalent. We have full, part time and seasonal positions available.

The spa is integrated with our Country Club and you will work alongside the personal trainers, physiotherapist, chiropractor and the sports team to provide whole body wellness to our members and guests.

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Please send your CV and covering letter to
General Manager, Steve Deacon.

The West Bay Country Club & Spa
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OPERATIONS MANAGER TRAINING MANAGER

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With the continuing growth we are looking to recruit an Operations Manager and a Training Manager to be part of our team.

MINIMUM REQUIREMENTS:

Operations Manager:

- Ten (10) years spa management experience in an international standard spa.
- Have managed a portfolio of properties which includes pre-opening and operational experience.
- Proven track record of direct Owner/ General Manager Interaction.
- A proven business and marketing acumen within a similar multi-site environment.
- The position will involve extensive travel for the success of the role.

Training Manager:

- Five (5) years spa therapy and (1) supervisory experience within an international standard spa.
- Recognised international beauty therapy and massage qualification.
- Previous training experience an advantage.
- Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team who can deliver high standards of service in all areas.
- Ability to plan, manage and complete pre-opening, take-over and post-training as per SOPs.
- This position will involve extensive travel for the success of the role.

Both positions will involve Extensive travel for the success of the roles.

If this excites you please send your resume and cover letter to David Long, COO, at career@resensespas.com.

Please note only those candidates under consideration will be contacted.



AREA WELLNESS CENTRE MANAGER

We are currently seeking an experienced, talented and passionate professional **Spa Manager** to coordinate the wellness centre of our prestigious properties in Taormina, Belmond Grand Hotel Timeo and Belmond Villa Sant'Andrea. The successful candidate will carry out facial and body treatments to a high professional standard and will be able to advise guests on their skincare regime and on other appropriate treatments. Reports to the Regional Spa Director and Hotel GMs.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for overseeing the efficient running and profitability of service in both spas, ensuring that policies and procedures are complied with the highest standards of service and guest satisfaction.
- Maximize treatment and retail sales through excellent telephone skills, repeat bookings, customer care.
- Enable the department to achieve company's revenue targets on a daily and monthly basis while ensuring compliance with all standard operating policies, procedures including Leading Quality Assurance.
- The role still involves hands on treatments, but will allow the right candidate to develop their skills in all the management's aspects of a spa.



REQUIRED SKILLS AND QUALITIES

- NVQ level 3 in beauty therapy or equivalent required. The knowledge of other massage techniques will be an advantage.
- Previous experience in de-luxe hotel & spa environment required, 3 years at least.

- Leadership skills, skilled at building a cohesive team and facilitating goal accomplishment, developer of others.
- Exceptional communication skills. Capable at engaging audience both with internal and external guests.
- Fluency in Italian and English. Third language, preferably Russian, preferred.
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Raison d'Etre's LivNordic spas take off

Continued from front cover

Ian Bell, a project manager for Raison D'Etre, highlighted important features of LivNordic spas that are set to open in numerous locations across the globe, including the Cayan Tower in Dubai.

"LivNordic is a Nordic concept, celebrating the extreme contrasts in Scandinavian countries – for example the darkness in winter and the never-ending sunshine in summer," added Bell.

"Another of these contrasts is that while Nordic people are good at keeping fit and staying mobile, they also know how to relax. The LivNordic brand is about the balance between these contrasts, so our hot and cold bathing spa rituals will be included in all of our spas."

The only other existing LivNordic spa in the world is in Stockholm.

In other news, Bell said Raison d'Etre was contracted to recreate the spa menu at another property – the London Beaumont Hotel, owned by the famous restaurateurs Chris Corbin and Jeremy King.



A 1,000sq m (10,764sq ft) spa is set to open in Cayan Tower, Dubai (centre)

"I worked to create a spa menu that fits on an A4 page now, rather than an exhaustive list of possible massages for clients to wade through," said Bell. "We also brought in spa furniture, supplied by Gharieni."

Known for its online spa management education programme, Raison d'Etre is in the process of creating supplementary courses for people looking to brush up on certain skills such as finance or leadership. More details of these courses will be announced later this year.

Details: http://lei.sr?a=M9e7G_S

Men prefer to spa with a partner: survey

Men prefer to spa with loved ones, but women prefer to have private solo treatments, according to a consumer survey by the UK-based *Good Spa Guide*.

The survey, based on feedback from 530 respondents, studied the behaviour and opinions of spa-goers. The results show that nearly 60 per cent of men want to spend time with someone they love and 41 per cent of men prefer couples' treatments to individual therapies. This compares to the 18 per cent of women who prefer treatments with their partners in the same room.

Respondents answered 15 questions in total, such as "why do you go to a spa?" The highest ranking answer to this particular question for men and women, at 82 per cent, was "to get some down time and unwind". 11 per cent selected the answer: "so I can look good".

93 per cent of spa-goers feel the facilities are what make for a "perfect spa day", with 85 per cent saying that good customer service is the second most important aspect of a spa. Being



The Spa in Dolphin Square won the readers' choice best London spa award

"well looked after" follows at 82 per cent. Poor customer service was the most selected answer to the question: "What ruins a spa day?" 89 per cent of respondents said this was a problem. Noise levels were the second most likely factor to ruin a spa day, at 88 per cent.

Daphne Metland, founder and managing director of the *Good Spa Guide* said: "Many spas are introducing quiet zones or signs. This is appreciated by customers and can help to tackle problematic noise levels."

Details: http://lei.sr?a=s4S7k_S

Argentina Spa Association

T: +54 11 4468 0879 W: www.asociacionspa.org

Asia Pacific Spa and Wellness Coalition

T: +65 9777 3204 W: www.apswc.org

Association of Malaysian Spas (AMSPA)

T: +603 4253 3478 W: www.amspa.org.my

Australasian Spa Association

T: +61 4 3003 3174 W: www.aspaassociation.com.au

Bali Spa and Wellness Association (BSWA)

W: www.balispaandwellness-association.org

Brazilian Spas Association

T: +55 11 2307 5595 W: www.abcsps.com.br

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

T: +359 2 942 7130 W: www.bubspa.org

China Spa Association

T: +86 21 5385 8951 W: www.chinaspaassociation.com

Association of Spas of the Czech Republic

T: +420 606 063 145 W: www.jedemedolazni.cz

The Day Spa Association (US)

T: +1 877 851 8998 W: www.dayspaassociation.com

Estonian Spa Association

T: +372 510 9306 W: www.estonianspas.eu

European Spas Association

T: +32 2 282 0558 W: www.espa-ehv.com

Federation of Holistic Therapists (FHT)

T: +44 23 8062 4350 W: www.fht.org.uk

French Spa Association (SPA-A)

W: www.spa-a.com

German Spa Association

T: +49 30 24 63 692-0 W: www.deutscher-heilbaederverband.de

Hungarian Baths Association

T: +36 1 220 2282 W: www.furdoszovetseg.hu/en

The Iceland Spa Association

W: www.visitspas.eu/iceland

The International Medical Spa Association

T: +1 877 851 8998 W: www.medicalspaassociation.org

International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: www.iswa.de

International Spa Association (ISPA)

T: +1 859 226 4326 W: www.experienceispa.com

Japan Spa Association

W: www.j-spa.jp

Leading Spas of Canada

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National Guild of Spa Experts Russia

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Portuguese Spas Association

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Romanian Spa Organization

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Salt Therapy Association

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Samui Spa Association

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Serbian Spas and Resorts Association

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South African Spa Association

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Spanish National Spa Association

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Spa Association of India

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Spa Association Singapore

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Spa & Wellness Africa Association

W: www.spaassociationofafrica.com

Spa & Wellness International Council (SWIC)

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

Taiwan Spa Association

W: www.tspa.tw

Thai Spa Association

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Turkish Spa Association

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The UK Spa Association

T: +44 8707 800 787 W: www.spabusinessassociation.co.uk

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