

# spa opportunities

13-26 APRIL 2018 ISSUE 291

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## The Retreat at Blue Lagoon Iceland now open

The world-famous Blue Lagoon in Iceland has undergone a significant expansion with the opening of its first luxury offering, the Retreat at Blue Lagoon Iceland, which includes a hotel, restaurant and spa.

A four-year endeavour, the Retreat is the result of a partnership between Blue Lagoon; Basalt Architects, the firm that designed the complex and made significant contributions to its interior design; and Design Group Italia, the agency that conceived and orchestrated the Retreat's interior, experiential, and product design.

The project includes the subterranean Retreat Spa, the geothermal Retreat Lagoon, the 62-suite Retreat Hotel, and the Moss Restaurant.

Built into an 800-year-old lava flow on the south shore of the Blue Lagoon, the Retreat Spa is offered to both overnight guests of the Retreat and day guests, and features



The Retreat features floor-to-ceiling windows to bring the terrain inside

a steamroom built into the lava rock; a cold well; in-water massages; treatment rooms offering bench massages and beauty treatments; and a spa restaurant.

Exclusive to the Retreat is the Blue Lagoon Ritual, a spacious area of interconnected chambers where guests cover their bodies with

the three treasures of geothermal seawater – silica, algae and minerals.

The Retreat Spa also allows guests to access the Retreat Lagoon, a new Blue Lagoon experience where the mineral-rich water flows around the Retreat through a terraced concourse of lava.

The Retreat's Spa Restaurant is designed to offer guests a place to take a break from the spa journey. With the Retreat Lagoon as the restaurant's backdrop, guests can relax in their bathrobes and enjoy seasonal light fare including "Sushi Around Iceland".

Guests can also enjoy shots of thyme and crowberry or algae; beetroot or cold-pressed kale juice; as well as a selection of smoothies based on skyr – an Icelandic dairy offering – including skyr and rhubarb, chia, almond and honey.

*continued on back cover*

### APPOINTMENTS



### SPA THERAPIST

Competitive Salary & Benefits Package

SEE PAGE 16

## Harmsworth to leave ESPA International

Sue Harmsworth has announced her departure from ESPA International, the company she founded 25 years ago, saying the move will enable her to concentrate on her passions for spa, integrative medicine, health and wellbeing, and to develop new partnerships and projects.

Established by Harmsworth in 1993, ESPA products and treatments are sold in more than 700 spas around the world, and the brand also provides management and consulting for spas globally.

ESPA was acquired by The Hut Group – one of Europe's largest retailers of premium beauty products – in September 2017 from affiliates of KSL Capital Partners in a reported £100m (€83.5m, £76.5m) deal.



Harmsworth founded ESPA International in 1993

Harmsworth said she will continue to stay connected to the world of wellbeing through her many global projects, including the Global Wellness Summit, Global Wellness Institute and the Wellness For Cancer initiative. She will also continue to chair and be involved in various projects and new ventures.

*Continued on back cover*

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## Greg Payne creates wellness retreats

Industry figure Greg Payne is behind a series of four- to seven-night 'transformational' wellness retreats that are due to launch at a hillside hide-away in Provence this month.

Payne, who's worked for leading spa operators such as Aman and InterContinental, has spent the last two years consulting on the project for Villa La Coste. He's brought together specialists in genetics and meditation, cranial sacral therapy, acupuncture, aromatherapy and yoga – who have more than 20,000 hours of experience each in their field.

"The retreats we've chosen are specifically and deliberately branded," said Payne. "Everything we're working with is a traditional modality which is rooted in medical practice." He added that he's intentionally picked experts who don't "do the hotel circuit" and are busy with their own practices.

Running first, from 21-27 April is the Bodhimaya Rest and Restore retreat, which is based on science-based gut-healthy menus, meditation and yoga. Biomarker testing is



Payne has worked for Aman and InterContinental

offered pre-arrival so the programme can be customised, and focuses can include weight loss, body cleansing, release from stress and burnout or simply resting. Another 10-night Bodhimaya retreat based on genetics and meditation will be available at the end of September.

Body, Mind & Soul, a retreat based on acupuncture, aromatherapy and cranial osteopathy (and including two sessions of each), will be held in May and October.

Details: [http://lei.sr?a=Y6a7j\\_S](http://lei.sr?a=Y6a7j_S)

## Arizona spa gets 'Women's Quiet Room'

Sanctuary Spa at Sanctuary on Camelback Mountain Resort & Spa in Scottsdale, Arizona, US, has completed a refurbishment and expansion that has introduced a new look throughout and a new feature, the Women's Quiet Room.

The spa features separate women's and men's spas, with a total of 12 indoor and outdoor treatment rooms and a private, stone-walled outdoor treatment room called Sanctum.

Sanctuary Spa's redesign is the work of interior designer Lynne Beyer, whose ongoing relationship with the resort has spanned the design of jade bar and Table XII private dining room; the expansion of Sanctuary's signature restaurant, elements; and last year's Spa Casita and Suites remodel. Mark Philp of Allen + Philips Architects is the project architect.

The Women's Spa has been expanded from 12,000 to 13,200sq ft, and the women's steam room has been doubled in size.



The cocoon-like Women's Quiet Room is a tranquil alternative

The new windowless, cocoon-like Women's Quiet Room offers spa-goers a tranquil alternative to the more social environment of the women's lounge. Its design is a departure from the rest of the spa – intimate and insular with an emphasis on curves. Sculpted ovals suspended from the 11ft ceiling cradle an 8ft-long light fixture crafted of paper and wood by artist William Leslie and titled "Wave after Wave."

Details: [http://lei.sr?a=t7m8m\\_S](http://lei.sr?a=t7m8m_S)



## La Valencia adds new sensory spa

California's historic La Valencia Hotel & Spa is set to open a 3,500sq ft wellness sanctuary, as it transforms a 1905-era bungalow into Spa La V, a sensory experience spa and garden.

Located in the San Diego-area town of La Jolla, the hotel was built in 1926 and features 114 bedrooms. Its signature pink exterior and tower have earned it the nickname 'Pink Lady', and it sits overlooking the Pacific coastline and La Jolla Cove.

The spa will feature six treatment rooms, including two couples' suites, as well as a tranquillity lounge with fireplace and intimate Zen deck overlooking a private garden planted with native plants. Connected via a walkway to the sea on the north side of the hotel, the indoor/outdoor oceanview spa will embrace its garden and balconies as treatment spaces, promote social spa-ing and feature results-oriented wellness and beauty therapies.

"Spa La V is an idea whose time has come," said La Valencia's managing director Mark Dibella. "Today's travellers – and the local membership that is sure to build – expect



Dana Stallings has been named director of spa at the La Jolla hotel

a spa experience that is founded on a solid wellness philosophy and that also celebrates what's special about its location."

The spa is using products from Voya, Sonoma Lavender, Euro Spa Aromatics, Epicure, BuDha Girl, Coola, Mala & Mantra, Sara Happ, and its own branded wellness products.

Spa La V has also partnered with Joanne Berry and Wellness Education Hub for its Elevated Education.

Spa industry veteran Dana Stallings – who has owned the Spa Velia Day Spa in San Diego for 14 years – has been named director of spa. *Details: [http://lei.sr?a=J2w2k\\_S](http://lei.sr?a=J2w2k_S)*

## GOCO opens Daios Cove spa on Crete

GOCO Hospitality has opened its latest spa on the Greek island of Crete.

Part of Daios Cove Luxury Resort & Villas, the spa provides holistic health and wellness experiences with an extensive range of heat and water facilities. The menu includes locally inspired and results-focused spa journeys as well as fitness and mind & body spaces. Future plans include developing a section of the resort into a dedicated GOCO wellness retreat.

The Daios Cove Luxury Resort & Villas, home to the new GOCO Spa Daios Cove, sits in a private bay with views of the Aegean Sea.

The 2,500sq m cove includes eight treatment rooms – including two private suites and a dedicated Thai massage room – a modern gym and movement studio, two indoor pools and a thermal spa suite with Finnish sauna, Soft Sauna, Mediterraneo (combined sauna with steam bath) and Nimfea reaction showers. Specially developed thermal therapeutic



The spa includes eight treatment rooms and two indoor pools

circuits allow guests to use the heat and water facilities to energise, detox, maintain their weight and sleep well. The gym has recently installed a Styku body scanner, giving guests the ability to obtain high-precision insights into their current state of health and fitness and receive personalised lifestyle consulting.

A resident Indian yoga master will be delivering regular sessions for guests to explore a variety of yogic styles and techniques.

*Details: [http://lei.sr?a=p8x8K\\_S](http://lei.sr?a=p8x8K_S)*



The 48-storey new-build property is designed by AECOM and will include an AvaniSpa

## Avani Hotels to open third property in Dubai

Avani Hotels & Resorts will open a property in Dubai in 2020, to include both hotel suites and branded residences, as well as an AvaniSpa.

Developed by real estate firm Alfahim, the 48-storey new-build property will be the third Avani in Dubai and will represent the launch of Avani residences in the region. Avani Hotel Suites & Branded Residences will be located directly overlooking the famous Palm Jumeirah, adjacent to Dubai Marina and Media City.

Designed by architects AECOM, the suites and residences will offer floor-to-ceiling windows, interactive living and private terraces featuring views of The Palm or the city. The Residences will be a mix of one, two, three and four bedrooms.

*Details: [http://lei.sr?a=e7X9B\\_S](http://lei.sr?a=e7X9B_S)*

## Global Wellness Summit to focus on business of wellness

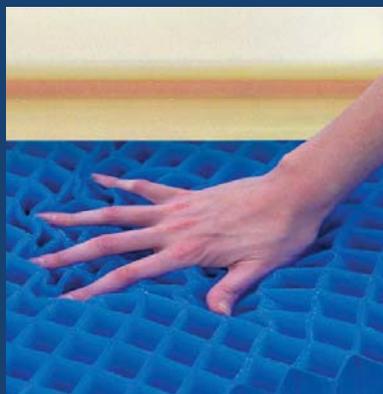
The Global Wellness Summit has announced the theme of its 2018 conference: "Shaping the Business of Wellness." The 12th annual gathering of wellness industry leaders, which will be held from 6-8 October 2018 at Technogym Village in Cesena, Italy, will focus on the current business landscape and future trends for the ten segments that make up the global wellness economy.

During the Summit, keynotes, panels and roundtables will look at the businesses of beauty, healthy eating, wellness tourism, fitness/mind-body, preventive/personalised medicine, complementary/alternative medicine, wellness lifestyle real estate, the spa industry, the thermal/mineral springs market and workplace wellness. An update of the Global Wellness Economy Monitor will also be released to delegates.

*Details: [http://lei.sr?a=N2M4C\\_S](http://lei.sr?a=N2M4C_S)*



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## Yoga spa to open in UK's Lake District

A new spa concept is set to launch at The Netherwood Hotel and Spa in the Lake District in England later this month. The 120sq m (1,292sq ft) spa, which has undergone extensive refurbishment, will offer a thermal suite, ice fountain, aroma steam room, salt inhalation room, plunge pool and hot tubs, as well as three treatment rooms, including a couples treatment room.

It will take guests on a 'journey of wellness' with the new concept focused on yoga, meditation and mindfulness. Participants will begin their day with a yoga session, delivered by Purusha yoga instructor Lex Gemini.

The spa will also offer a number of new treatment packages and rituals, developed in-house, including the Woodland Ritual and Twilight Evenings, inspired by the sea and surrounding woodland. The packages will feature signature oil blends



The spa journey will incorporate yoga, meditation and mindfulness

and products from Spanish skincare brand Germaine De Cappuccini.

Louise Sergaki, spa manager at The Netherwood Spa, said: "We have been working to develop spa journeys incorporating yoga and meditation and mindfulness.

"The team will be dedicated to delivering a more personal holistic wellness experience, bringing elements of Balinese and Ayurvedic rituals."

Details: [http://lei.sr?a=p5k2y\\_S](http://lei.sr?a=p5k2y_S)

## Gerrard launches training school

Beauty entrepreneur Susan Gerrard has launched a branded training academy for the UK spa market.

Qualifications offered at the Susan Gerrard Beauty Academy range from spa and beauty therapies to specialist nail care, and all courses will be taught at a purpose-built facility located in Borehamwood, Hertfordshire.

As well as VTCT Level 2 Diplomas and Certificates – which take up to 30 weeks to complete – the academy

will feature shorter courses, designed to "offer an insight into the industry".

Susan Gerrard said: "With the launch of the Susan Gerrard Beauty Academy, we aim to provide an environment for students to thrive and achieve advanced beauty therapy skills and retail and homecare know-how.

"With my experience of more than 50 years as a manicurist, an educator, a distributor and now a manufacturer, the market has evolved and there are gaps for a higher, more comprehensive training.

"With the Academy we hope to give beauty therapists advanced skills, teach them how to interact with their clientele and improve



Gerrard brought the Jessica natural nail care brand to the UK in 1992

the profit potential for their business. We shall be devoting time and passion to ensure our students enter the industry fully prepared and confident."

Gerrard brought the Jessica natural nail care to the UK in 1992 and has been credited with helping to raise the status of professional nail care in the country.

In 2011 she went on to create her own cosmetics brand - Mii Cosmetics – targeting spas and salons. Gerrard was awarded the Scratch Stars Lifetime Achievement Award for her contribution to the professional beauty industry in 2016.

Details: [http://lei.sr?a=s2S9p\\_S](http://lei.sr?a=s2S9p_S)



La Badira, Hammamet, Tunisia.



Hotel Gran Meliá Colón, Sevilla, Spain.



Marsa Malaz Kempinski,  
The Pearl, Doha, Qatar.

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1. NPD BeautyTrends\*: Products sold in Perfumeries and Department Stores, Luxury brands, value sales 2016 on a total 4 countries (France, Italy, Spain mainland and UK). 2. Lifting Replenisher and Power Firmer Treatments.

# CLARINS



The resort will have 32 overwater villas

## JW Marriott to open new location in the Maldives

JW Marriott has announced a new location in the Maldives, due to open in November 2018. Located on the island of Vagaru, Shaviyani Atoll, the JW Marriott Maldives Resort & Spa will include 61 villas, each with a private pool, as well as a treetop restaurant and a Spa by JW.

The Spa by JW will feature six treatments rooms, one Royal Treatment Suite, a gym, yoga pavilion and beauty salon.

The resort will have 29 one- and two-bedroom beach villas and 32 overwater villas set on stilts over the Laccadive Sea, as well as one four-bedroom Royal Water Villa that will come with a nanny's quarters.

An on-site water sports and dive centre will host an on-site marine biologist, and will offer deep-sea fishing, sailing excursions, parasailing, and kayaking.

*Details: [http://lei.sr?a=P2r6e\\_S](http://lei.sr?a=P2r6e_S)*

## Avani Central Melbourne to have two outdoor spas

Avani Hotels & Resorts is continuing its expansion in Australia with the development of Avani Central Melbourne Residences, its second property in Australia.

Due to open this year, the 456-bedroom, 55-storey hotel will draw inspiration from the brands contemporary design and will include an indoor swimming pool with floor-to-ceiling windows as well as two outdoor spas.

The hotel will also include a sauna, steamroom and a dedicated yoga room.

The brand's first location, Avani Broadbeach Gold Coast Residences, opened last December. Avani has a growing global portfolio, with 23 properties operating around the world.

Avani recently launched Avani+ Luang Prabang in Laos and Avani Metropolis Auckland Residences in New Zealand, and has several new properties in development.

*Details: [http://lei.sr?a=P7u6a\\_S](http://lei.sr?a=P7u6a_S)*

# W Hotels debuts in Central America

W Hotels Worldwide, owned by hospitality giant Marriott International, has opened a boutique property in Panama – the first W in Central America.

The W Panama is situated in the newly-opened, 50-storey Evolution Tower located near Uruguay Street in the Panama City's business district and includes a 3,500sq ft FIT-branded health club and a W Hotels Away Spa.

The hotel's design – created by Studio Gaia and the internal design team of W Hotels – was conceived to “blend centuries of history and culture with the nearby tropical paradise and trendy metropolitan spirit of Panama City.”

Distinct hues and textural contrasts inspired by Panama's history and colorful indigenous patterns have been used, while the internationally important Panama Canal is directly referenced through the use of five



The W Panama includes an Away Spa and a FIT health club

shipping containers throughout the space – including in the lobby, on the pool deck and at the Cargo destination bar. Intended to “set the scene” for meetings and socialising, graffiti artist Oscar Melgar has given each a creative twist. The hotel – which has 203 guest rooms, including 28 suites – is accessible from the 15th floor of the skyscraper, and provides sweeping views of the nearby bay and the Canal.

*Details: [http://lei.sr?a=T7x8E\\_S](http://lei.sr?a=T7x8E_S)*

# The Principal Edinburgh adds new spa

The Principal Edinburgh Charlotte Square has opened a new luxury spa and health club offering organic beauty and wellbeing.

The Spa at The Principal features a mood lit 12m pool, thermal area including sauna and steam rooms plus experience showers. There are also three treatment rooms and a stylish snug for relaxation.

The spa will also be the first spa in Scotland to offer treatments using Oskia, a range of British organic beauty products. The signature Oskia Glow Facial uses a combination of anti-ageing and glow-inducing techniques to illuminate the skin and leave face, body and mind feeling rejuvenated and skin brighter, hydrated and toned.

Ishga products and treatments using Scottish ingredients from the sea will also be available at The Spa at The Principal.

The new gym offers the latest Intenza Fitness cardio equipment and impulse strength stations along with free weights, a fitness studio and a designated stretch and core space. A ‘Cardio Zone’ includes treadmills, bikes, elliptical trainers, escalate



The Spa at The Principal includes a stylish snug for relaxation

stair climber, and rowing machines. The new gym also includes a custom-built fitness studio, offering the latest in functional equipment including a rig, TRX stations, sprint track, kettle bells and sand bags. The fitness studio also offers a wide range of classes, including dynamic Pilates along with HIIT, spin, muay thai, and yoga.

The Spa completes The Principal Edinburgh Charlotte's recent multi-million pound restoration and refurbishment, which also includes bedrooms and suites inspired by the golden age of travel and a sense of Scottish hospitality.

*Details: [http://lei.sr?a=T3G9v\\_S](http://lei.sr?a=T3G9v_S)*



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# CALENDAR

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Freiburg im Breisgau, Germany  
Product innovations, networking  
opportunities and a conference.  
[www.spa-life.eu](http://www.spa-life.eu)

**15-17 May 2018**

**Asia Pool & Spa Expo**

Poly World Trade Expo Center,  
Guangzhou, China  
A leading industry trade fair for the spas,  
sauna, bath and water parks.  
[www.poolspabathchina.com](http://www.poolspabathchina.com)

**20-23 May 2018**

**SPATEC Spring North America**

Ritz Carlton Sarasota, Florida, US  
The event will bring together American spa  
operators to meet with key leading domestic  
and international suppliers in a series of one-  
to-one meetings, along with social events.  
[www.spatcevents.com](http://www.spatcevents.com)

**21-22 May 2018**

**World Spa & Wellness Asia**

JW Marriott Resort, Phuket, Thailand  
The new one-to-one event will consist of  
an inspirational conference, intimate brand  
showcase and a networking programme.  
[www.worldspawellness.com](http://www.worldspawellness.com)

**23-25 May 2018**

**23rd Annual ESPA Congress**

Domburg, Zeeland, The Netherlands  
The European Spa Association (ESPA)  
Annual Congress is a multi-day event that  
brings together representatives from spa  
and thermal associations across Europe.  
[www.espacongress.eu](http://www.espacongress.eu)

**4-5 June 2018**

**Hotel Summit**

Radisson Blu Hotel, Stansted, London  
The Hotel Summit is specifically  
organised for senior professionals who are  
directly responsible for purchasing and  
procurement within their organisation.  
[www.hotel-summit.co.uk](http://www.hotel-summit.co.uk)

**7 June 2018**

**Forum HOTEL&SPA**

Four Seasons Hotel George V  
Paris, France  
A one-day event for the European spa  
industry with speakers and discussions.  
[www.forumhotspa.com](http://www.forumhotspa.com)



The event encourages people to change one aspect of their lives for the better for that day

**9 June 2018**

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activities now take place in more than  
100 countries around the world.  
[www.globalwellnessday.org](http://www.globalwellnessday.org)

**13-14 June 2018**

**Hospitality Minds Europe**

London  
Brings together 200+ hospitality decision-  
makers start-ups, tech companies, investors,  
architects and designers.  
[www.wplgroup.com/aci/event/hospitality-minds-europe/](http://www.wplgroup.com/aci/event/hospitality-minds-europe/)

**18-19 June 2018**

**Spa Life Ireland**

Johnstown Estate Hotel & Spa, Ireland  
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opportunities and a conference.  
[www.spa-life.ie](http://www.spa-life.ie)

**20-23 June 2018**

**SPATEC Europe**

Mövenpick Hotel, Marrakech, Morocco  
Brings together spas spa operators and  
suppliers to participate in a series of one-  
on-one meetings over two business days.  
[www.spatcevents.com](http://www.spatcevents.com)

**29-31 July 2018**

**Cosmoprof North America**

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**6-9 September 2018**

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The hotel will be near the Champs Elysees

## Bvlgari planning Paris hotel with Antonio Citterio

The hospitality arm of luxury goods giant Bvlgari has announced plans to open a hotel in Paris in 2020, bringing its international collection to eight properties.

Italian design firm Antonio Citterio Patricia Viel and Parisian architects Valode & Pistre are converting a historic building on Avenue George V – adjacent to the Champs Elysees in the famous and fashionable Triangle d’Or area of the French capital – into the 66-room Bvlgari Hotel Paris.

In a bid to boost the hotel’s luxury credentials, most of the guestrooms will be suites, and leisure facilities will include Bvlgari spa with a 25-metre pool, a restaurant and bar, and a courtyard garden.

The Bvlgari Hotels & Resorts Group already owns properties in Milan, London, Bali and Dubai.

Details: [http://lei.sr?a=d4k2P\\_S](http://lei.sr?a=d4k2P_S)

## England’s Titanic Spa to eliminate plastic

The Titanic Spa in Huddersfield, UK, has launched a ‘no plastic’ initiative that will see it completely eliminate the use of plastic bottles, straws and cups. The company was inspired to launch the initiative after Titanic Spa volunteers partnered with Natural Kirklees’ Environmental Alliance and pharmaceutical company Thornton & Ross to clear plastic waste from a local pond. Over 500 plastic water bottles were removed, and then later recycled.

The spa has since replaced single-use plastic bottles, cups and straws with recyclable paper alternatives, as well as introduced eco-friendly reusable plastic bottles for guests to keep.

Warrick Burton, MD of Titanic Spa, said: “Plastic waste is a serious problem all over the globe, so we’re delighted to have the public’s support on this initiative.”

Details: [http://lei.sr?a=6v3N2\\_S](http://lei.sr?a=6v3N2_S)

# Meditation shows long-term gains

Gains in the ability to sustain attention developed through intensive meditation training are maintained up to seven years later, according to a new study published in the *Journal of Cognitive Enhancement*.

The study is based on the Shamatha Project, a major investigation of the cognitive, psychological and biological effects of meditation led by researchers at the University of California, Davis, Center for Mind and Brain.

“This study is the first to offer evidence that intensive and continued meditation practice is associated with enduring improvements in sustained attention and response inhibition, with the potential to alter longitudinal trajectories of cognitive change across a person’s life,” said first author Anthony Zanesco.

The Shamatha Project examines the effects of two intensive meditation retreats held in 2007 at the Shambhala Mountain Center in



The study examines the effects of meditation retreats held in Colorado

Red Feather Lakes, Colorado, US. Immediately after the study, participants in the meditation retreat showed improvements in attention as well as in general psychological wellbeing and ability to cope with stress.

The new study shows that those gains in attention observed immediately after retreat were partly maintained seven years later, especially for older participants who maintained a more diligent meditation practice over the seven years.

Details: [http://lei.sr?a=Z9s5H\\_S](http://lei.sr?a=Z9s5H_S)

# Historic Newcastle baths to be saved

Work has started to renovate Newcastle City Pool and Turkish Baths in Newcastle upon Tyne, UK, following a campaign to save the Grade II listed building.

The £5m (\$7m, €5.7m) renovation will be carried out by leisure charity Fusion Lifestyle, in partnership with design firm Creatability and a number of undisclosed companies.

The baths, which originally opened in 1928, closed to the public in April 2013. Fusion secured planning permission and listed building consent

for the property in 2016, after seeing a community campaign to re-open the baths.

Estimated to be completed in summer 2019, the project includes plans to return the pool and baths to their former glory, including the careful restoration of some of the building’s original features, including the 1920s pool tiles, wood-panelled changing rooms and the Turkish baths terrazzo flooring.

The development will also feature a new spa with improved disabled access, as well as a state-of-the-art fitness suite, and conditioning studios.



The project plans to return the pool and baths to their former glory

“The restoration plans will turn this historic 1920s building into a stunning leisure destination fit for 21st-century use,” said Ian Cotgrave, managing director of Createability. “This has to be one of the most exciting projects we have worked on to date, and we can’t wait to reveal the beautiful facilities to the local community.”

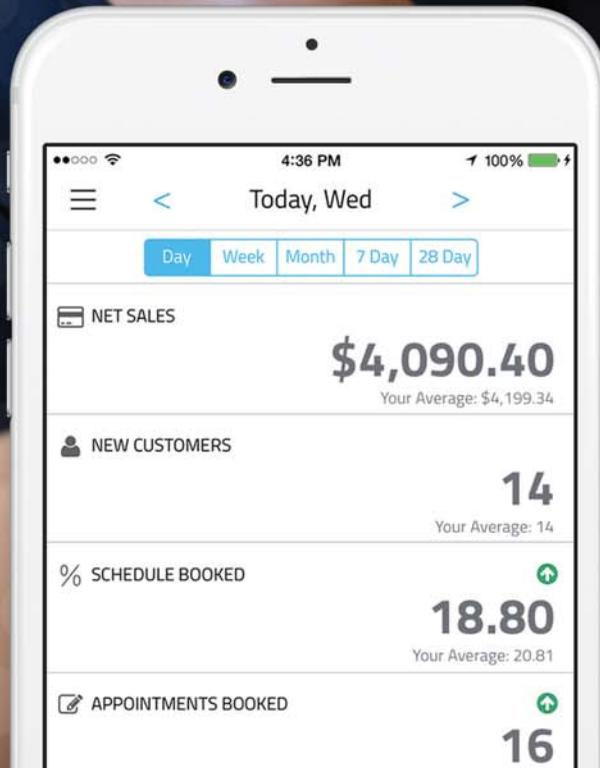
Anthony Cawley, operations director at Fusion Lifestyle, added: “We’re delighted to start the exciting work to bring the Newcastle City Pool and Turkish Baths back to life.”

Details: [http://lei.sr?a=7s7r9\\_S](http://lei.sr?a=7s7r9_S)

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## spa opps

# MY CAREER

Spa industry professionals share how they got to where they are today

### Elisabeth Rugani

DIRECTOR OF SPA AND WELLNESS

Mandarin Oriental Hyde Park London

I've always been fascinated by the healing power of nature on both the body and mind

**E**lisabeth Rugani has been working in the leisure industry for 12 years. She is the director of spa and wellness at the Mandarin Oriental Hyde Park London.



#### Tell us about your career

"My background is in sales, communication and marketing but I've always been fascinated by the healing power of nature on both the body and mind.

My first job in the industry was as international partnerships manager at the Sha Wellness Clinic in Spain, where I helped to launch the spa, and was responsible for developing, and maintaining, international sales partnerships.

I then decided to make the move into the operations side of things, specifically business management and development, and started working at La Reserve Hospitality Collection in Saint-Tropez, France, as a spa director. I was with La Reserve for four years before becoming spa director at the Hotel Metropole Monte-Carlo, where I was responsible for product and business development as well as marketing and communication.

I left Hotel Metropole in 2016 to join the Mandarin Oriental Hotel Group as director of spa and wellness, and have been with the company ever since."

#### What support has the company given you to enable you to progress?

"Mandarin Oriental Group is really supportive and gives its employees the tools to operate at their best in optimum conditions, including support from the corporate office, HR department and executive team. The company has created an environment where colleagues help each other, which is very rare for a large hotel group.

Mandarin Oriental also has real expertise on the spa industry and counts on a team of spa experts, including Jeremy McCarthy, the group director of spa and wellness, to support all spas within the group. It's a really supportive environment."

#### What training have you and how was it useful?

"I've been with the company for two years and have attended a number of training courses including finance training – which helped me gain a better understanding of general finance.

It also helped me develop a strategic approach to budgeting and forecasting – as well as strength deployment inventory – which led to myself and the executive team being able to design the action plan for the upcoming year."

**WE'RE HIRING**  
CLICK HERE FOR JOBS



The new spa at the Mandarin Oriental London opens in May



# Spa Therapist

London, United Kingdom, £23000 - £24000 per annum + commissions

## We are excited to be recruiting a Spa Therapist for the Mandarin Oriental Spa.

### The Spa Therapist will be responsible for the following duties:

- The Spa Therapist is responsible for, but not limited to performing as trained all spa treatments to guests in a professional and pleasant fashion.
- Be on time for appointments and thoroughly review appointments after completing each treatment
- Keep work area clean and neat at all times.
- Must follow all Standards and Procedures as taught by legendary trainers or Treatment supervisor/ Head Therapist
- To ensure that a high standard of service is maintained throughout the Spa.
- Must be NVQ Level 3 Diploma in Beauty Therapy qualified

### We offer our Spa Therapists world class benefits but not limited to:

- Team member discounts on hotel stays and dining across the group
- Highly competitive salary within the luxury London Hotel sector
- Free laundry and complimentary meals whilst on duty
- Colleague recognition and reward programmes
- An exciting range of learning and development programmes
- Opportunities for promotion and transfers across the group
- Colleague Social events and Wellness programmes

### About us:

In 2018 Adam D. Tihany will oversee the design of the next-generation Spa at Mandarin Oriental, London, which will be significantly expanded to include a couple's suite and an exclusive Mandarin Oriental Spa Wellness & Beauty concept, offering powerful and effective cosmeceutical and therapeutic treatments for both men and women.

The newly unveiled Spa at Mandarin Oriental, London will offer new services, many exclusive to London, inviting guests and members to discover a global well-being approach, encompassing both wellness and beauty.

With the extensive renovation a newly created position has arisen for a Spa Therapist. Reporting directly to the Spa Treatment Manager the ideal candidate will have previous experience in a similar role within the luxury sectors. The successful candidate will have strong organisational abilities, outstanding operational knowledge, an attention to detail as well as a passion for delivering guest service at the highest level.

### Your career:

Working at Mandarin Oriental isn't just a job; it provides an opportunity to build a career for life with the potential to travel the world within our unique organization. Our people aim high and we support them all the way by providing career advancement and Learning and Development programmes designed to enable our colleagues to be the best. We do this by developing our Colleagues and encouraging them to take on new challenges, thus allowing us to identify their potential and help them expand their careers as the group's expansion plans take effect over the next few years with many new hotel openings on the horizon.

### Eligibility:

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.

### Apply now:

<http://lei.sr?a=u6v1v>



# Spa Receptionist

London, United Kingdom, Competitive Salary & Benefits

**We are excited to be recruiting a Spa Receptionist for the Mandarin Oriental Spa.**

**The Spa Receptionist will be responsible for the following duties:**

- The Spa Receptionist will be acting as an ambassador for The Spa and represent the brand values and standards.
- The Spa Receptionist will warmly welcome our customers and assist them in their Spa experience.
- Responsible for providing the right information about our range of treatments and about our exclusive skincare products.
- We are looking for a passionate, outgoing and customer service orientated individual willing to provide the best experience to our exclusive guests.
- Previous experience in a front of house and sales environment is required

**We offer our Spa Receptionists world class benefits but not limited to:**

- Team member discounts on hotel stays and dining across the group
- Highly competitive salary within the luxury London Hotel sector
- Free laundry and complimentary meals whilst on duty
- Colleague recognition and reward programmes
- An exciting range of learning and development programmes
- Opportunities for promotion and transfers across the group
- Colleague Social events and Wellness programmes

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## *Are you a Fan?*

### **Your career**

Working at Mandarin Oriental isn't just a job; it provides an opportunity to build a career for life with the potential to travel the world within our unique organization. Our people aim high and we support them all the way by providing career advancement and Learning and Development programmes designed to enable our colleagues to be the best. We do this by developing our Colleagues and encouraging them to take on new challenges, thus allowing us to identify their potential and help them expand their careers as the groups expansion plans take effect over the next few years with many new hotel openings on the horizon.

### **Eligibility:**

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.

**Apply now: <http://lei.sr?a=v8c2E>**



GRAYSHOTT

HEALTH SPA

# Spa Therapist

Full Time, Competitive Salary All Locations



## Grayshott Medical Spa are looking Spa Therapists to join their Award-Winning Team.

Set in 47 acres of gardens and grounds, adjoining 700 acres of stunning countryside, Grayshott is only one hour's drive from London. The spa is located in the peace and tranquillity of the Surrey countryside and is a world away from stresses and strains of modern living. Its little wonder that we have received a clutch of prestigious awards.

- Good Spa Guide Best Wellness Programme
- Conde Nast Traveller Voted 14th Destination Spa Worldwide
- Spa Traveller Best UK Spa Cuisine
- Spa Traveller Top UK Spa Therapist
- England's Best Wellness Retreat 2017

The ideal candidate should have a passion for delivering great customer service and memorable treatments, a can-do attitude and the ability to multi-task and smile under pressure.

### Spa Therapists will be responsible for:

- Consistently performing all spa treatments as per product and spa training.
- Providing exceptional, memorable guest service at all times.
- Maintaining the cleanliness and health and safety of the work place.
- Up-selling spa treatments and products.
- Carrying out Spa reception duties as required.
- Assist with demonstrations as and when required.
- Skills and Knowledge
- Recognised beauty therapy qualification e.g. NVQ Level 3/ HND in beauty therapy along with previous experience in a luxury spa environment.

- Previous experience in luxury spa or high-profile salon.
- A capability and commitment to delivering high levels of guest care.
- An outgoing personality with a proven sales track record.
- A smart and professional appearance.
- A positive attitude and excellent communication skills
- The enthusiasm to be part of a team.
- Flexibility in attitude, approach and working hours (to include weekends and bank holidays)

### What we offer YOU

- Competitive salary
- Uniform
- Extensive training both internally and externally
- Professional learning and Development opportunities
- Meals on duty
- Retail / Treatment Commission
- Use of the facilities at designated times.
- Accommodation available

### Eligibility:

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process

Apply now:

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# SPA THERAPIST



Competitive Salary & Benefits Package Location: Birmingham

## The exciting opportunity

Resorts World Birmingham is a £150m leisure and entertainment complex, located at the NEC, offering guests an unrivalled leisure experience all under one roof. With a 4\* Boutique Hotel, International Casino and Sports Bar, 12 bars and restaurants, and an 11 screen cinema offering the UK's first purpose built IMAX screen, we provide the perfect location for after show parties and overnight stays.

A fantastic opportunity has arisen for an enthusiastic Spa Therapist to join the award winning Santai Spa at Resorts World Birmingham. Voted "Best Spa in Birmingham 2016", our 5\* luxury spa includes 7 treatment rooms and an outdoor hot tub overlooking Pendigo Lake. The spa is undergoing a stunning refurbishment in April to include a brand new gym and relaxation area.

Our product offering is ESPA and OPI nails. We also specialise in Wavestone massage and cancer specialist touch massage. Full training will be provided.

## Key duties and skills required

- Carry out ESPA treatments in a professional, warm, and friendly manner.
- Conduct thorough consultations to fully understand client's personal needs; educating your clients on their skin and recommended products.
- Passionate about the beauty industry and offer a memorable guest experience to every client.

- Highly motivated with a positive 'can do' attitude.
- Be a confident and effective communicator, who can demonstrate their ability to converse with a wide variety of guests and colleagues at all levels
- Have excellent communication skills and a friendly personality, as well as a flair for sales, to ensure that every guest leaves happy and keeps coming back.

## Essential:

- NVQ level 2 & 3 in Beauty Therapy or equivalent
- Experienced with treatments including; facials, nails, body treatments and massages (minimum 1 year experience)
- Flexible to work weekends, weekdays and evenings as and when required

## What we can offer you

- Competitive salary & benefits package
- Flexible benefits such as health cash plan, dentist insurance, childcare vouchers etc.
- 28 days holiday (+ holiday purchase scheme to buy an additional 5 days)
- Positive and fun working environment with company funded social events
- Free gym membership for Spa employees
- 50% food and drink at the Resort (\*Genting operated areas)
- Free parking on site
- Numerous other discounted good and services

Apply now: <http://lei.sr?a=0H5I2>

# Spa therapist

**Location:** Reddish, Stockport, Cheshire

**Salary:** £16,000 plus commission and bonuses

This is based upon a 40 hour week and some evening and weekend work will be required.

Here at **Kingfisher Health Club** we have gained a reputation of taking care of our members in a relaxed non intimidating atmosphere. We are looking to further enhance our offering to our members and open our very own treatment spa. This is a ground floor opportunity for the right person to help create a range of treatments to entice and satisfy. We will work together to offer a variety of experiences with the best beauty products and make our treatment spa as successful as the rest of the club.

As an integrated member of the kingfisher team you will be passionate about your treatments and able to create a relaxed convivial atmosphere with your spa guests.

We expect you will have a recognised beauty / massage qualification with previous experience in a spa environment , NVQ level 3 in beauty therapy etc.

As an independent family run Health Club we were delighted to come runner up for Health Club of the year 2017 in the prestigious National Fitness Awards. We see the opening of our treatment spa as the missing part of the jigsaw which will further enhance our members experience.

For more information and to apply: <http://lei.sr?a=c9f8l>



Kingfisher Health Club

design  
for  
leisure



# Hydrothermal Spa Designer

Salary:  
c£40,000pa

Location:  
North London

**Design for Leisure** are a specialist spa design and consultancy company who create some of the most exciting hydrothermal bathing experiences in the world. Mainly working in the 5\* luxury sector, our state-of-the-art projects are installed in spas, hotels and wellness resorts across the globe and are specified using high-end materials and equipment appropriate for the most luxurious of builds.

We're currently working on more than 40 projects, offering clients a highly specialised technical spa and pool design service to support project teams, with detailed technical drawings and specifications for wet spa areas and pools of all types.

With such a variety of workload we're expanding our London-based design team and are now looking to recruit a technically capable designer, quite possibly with industry experience to provide MEP support on our design and in some cases installation projects.

Working from existing schematic designs, you'll develop detailed service drawings and specifications based on best practice to ensure the optimum solution is developed. No two projects are ever the same, so you'll be facing new challenges and working with new disciplines all the time. Working together with our offices in Austin, Texas our style is highly collaborative, so strong team-working skills are vital as is the ability to take the lead on technical issues with clients and project managers.

Our projects are all over the world, so the ability to work with and understand different national standards and codes is essential, as is the ability to work with both metric and imperial weights and measures.

There will be occasional international travel for project meetings and visits to some key manufacturers in Germany as part of your induction into the company.

#### You must have:

- A successful track record of working in building services
- Quantifiable experience of mechanical, electrical and plumbing (MEP) service design and drawing and/or a background designing within the swimming pool industry
- Excellent working knowledge of Microsoft Office Suite, AutoDESK AutoCAD, Photoshop, Adobe Acrobat and SketchUp
- Experience of working in project management and work effectively in a team-working environment

#### Ideally you'll also have:

- Experience of designing pools and of specifying pool filtration systems
- Experience of working in the spa/wellness sector
- The ability to undertake general CAD work
- An understanding of SolidWorks, Revit and Vectorworks

To find out more about Design for Leisure, visit our website: [www.designforleisure.com](http://www.designforleisure.com) or download a copy of our company profile.

For a confidential discussion and to find out more about this exciting opportunity, please call our retained advisor Michael Emmerson on 07796 066158 or email your CV with a covering note to [MichaelEmmerson@HR-Support.org.uk](mailto:MichaelEmmerson@HR-Support.org.uk)

Apply now: <http://lei.sr?a=A3X6Y>



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# SPA THERAPIST

NEWPORT, UNITED KINGDOM

Highly trained ✓ Qualified to NVQ Level 3 ✓ Experienced ✓ Enthusiastic to learn more ✓

If you are magic at massage and fantastic at facials, then you could be for us. We're looking for a Spa Therapist to join our award winning team and spa\*.

The Celtic Manor Resort houses two luxurious spas with 16 gorgeous treatment rooms, offering the latest in therapies with leading products, ready and waiting for you to get your hands on.

When you join the Celtic Manor family, you get some pampering too!

## Celtic Manor Resort family benefits include:

- Very competitive rates of pay, which are reviewed on a regular basis £8.30 - £9.58 per hour, depending on experience.
- Attractive commission scheme
- Own in house Celtic College
- 28 holiday days per year
- Free Meals on Duty
- Discounted Leisure Membership
- Childcare Voucher Scheme
- Cycle 2 Work Scheme
- Discounted Room Rates
- Discounted Food & Beverage Rates
- Discounted Spa & Resort Retail
- Discounted On-Site Activities
- Staff Accommodation £459pcm (subject to availability)

\*Voted Readers' Choice Best UK Hotel Spa & Best UK Spa Manager 2015 Spa Traveller awards.

*In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of the eligibility will be required from candidates as part of the recruitment process.*

*The Celtic Manor Resort is an equal opportunity employer and would welcome interest from applicants of all ages.*



Apply now - <http://lei.sr?a=i3G2m>

## Blue Lagoon Iceland opens Retreat

### Continued from front cover

The Retreat itself, set in the centuries-old lava and surrounded by the Blue Lagoon's revitalising waters, features 62 suites with a minimalist aesthetic designed to bring the dramatic terrain of Iceland in-room with floor-to-ceiling windows, as well as "human-centric lighting", set to mimic the phases of the sun. Arranged on two levels, the suites on the lower level feature private terraces, providing views of the lava and the surrounding lagoon, with some offering guests direct access to the lagoon. The upper-level suites offer private balconies overlooking the moss-covered horizon. The upscale Moss Restaurant highlights seasonal and regional ingredients, including reindeer sourced by a hunter from Eskifjörður.

The Retreat has worked with Icelandic artist Ragna Róbertsdóttir to create a lava-based wall installation for Moss Restaurant, as well as salt-based topographical "mindscapes"



The Retreat is set in centuries-old lava and includes 62 suites

for the Moss and Lagoon Suites. Inspired by Iceland's volcanic, tectonic, and oceanic provenance, Ragna's work often blurs the distinction between nature and architecture — much like the philosophy of the Retreat.

Fashionizer Spa has supplied organic cotton uniforms for all the departments at The Retreat at Blue Lagoon, including spa managers, therapists, reception and housekeeping.

*Details:* [http://lei.sr?a=G2S7w\\_B](http://lei.sr?a=G2S7w_B)

## Harmsworth leaving ESPA International

### Continued from front cover

Harmsworth said her mission now is to raise the profile of the importance of prevention in lifestyle, by focusing on doing consultancy work on wellness destination projects: "I want to get prevention, wellness and integrative medicine integrated into the spa industry globally," she said.

She'll also work on healthy ageing projects, saying: "Unless you suffer from a major illness, ageing is a choice – we determine how we age by the way we live. I want to contribute to a new level of awareness of the opportunity for people to live well and age well."

Commenting on her departure from the business, Harmsworth said: "I would personally like to thank our amazing customers, spas and global partners and of course our team for their loyal support. It really has been an incredible journey. I wish the ESPA brand and its wonderful team the very best for the future and I leave behind a fantastic new leadership team who are dedicated to developing the brand further. ESPA is in the expert hands of The Hut Group, where the team's passion and expertise will propel ESPA forward into its next chapter."

Paul Gedman, CEO of The Hut Group Beauty Brands, said: "More than two decades



Harmsworth says she will now do consultancy work on wellness destination projects

ago Sue Harmsworth had a revolutionary idea that created the idea of beauty and wellbeing, an idea to provide the best holistic products and spa services around the globe. The success of ESPA demonstrates a true commitment to entrepreneurship, a passion and drive; which means that today ESPA products are sold in over 70 countries. The company remains a pioneer in spa, wellness and beauty, with a highly promising future and poised for its next phase of evolution and growth under THG's guidance."

*Details:* [http://lei.sr?a=N4r8u\\_B](http://lei.sr?a=N4r8u_B)

### Argentina Spa Association

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

### Association of Malaysian Spas (AMSPA)

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

### Australasian Spa Association

T: +61 4 3003 3174 W: [www.spaandwellness.com.au](http://www.spaandwellness.com.au)

### Bali Spa and Wellness Association (BSWA)

W: [www.balispawellness-association.org](http://www.balispawellness-association.org)

### Brazilian Spas Association

T: +55 11 2307 5595 W: [www.abcpas.com.br](http://www.abcpas.com.br)

### Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

T: +359 2 942 7130 W: [www.bubspa.org](http://www.bubspa.org)

### China Spa Association

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

### Association of Spas of the Czech Republic

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

### The Day Spa Association (US)

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

### Estonian Spa Association

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

### European Spas Association

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

### Federation of Holistic Therapists (FHT)

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

### French Spa Association (SPA-A)

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

### German Spa Association

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

### Hungarian Baths Association

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

### The Iceland Spa Association

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

### The International Medical Spa Association

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

### International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: [www.iswa.de](http://www.iswa.de)

### International Spa Association (ISPA)

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

### Japan Spa Association

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

### Leading Spas of Canada

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

### National Guild of Spa Experts Russia

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

### Portuguese Spas Association

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

### Romanian Spa Organization

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

### Salt Therapy Association

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

### Samui Spa Association

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

### Serbian Spas and Resorts Association

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

### South African Spa Association

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

### Spanish National Spa Association

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

### Spa Association of India

T: +91 995 889 5151 W: [www.spaassociationofindia.in](http://www.spaassociationofindia.in)

### Spa Association Singapore

T: +65 6223 1158 W: [www.spaassociation.org.sg](http://www.spaassociation.org.sg)

### Spa & Wellness Africa Association

W: [www.spaassociationofafrica.com](http://www.spaassociationofafrica.com)

### Spa & Wellness International Council (SWIC)

T: +7 4957640203 W: [www.iswic.ru](http://www.iswic.ru)

### Taiwan Spa Association

W: [www.tspta.tw](http://www.tspta.tw)

### Thai Spa Association

T: +66 2168 7094 W: [www.thaispaassociation.com](http://www.thaispaassociation.com)

### Turkish Spa Association

T: +90 212 635 1201 W: [www.spa-turkey.com](http://www.spa-turkey.com)

### The UK Spa Association

T: +44 8707 800 787 W: [www.spabusinessassociation.co.uk](http://www.spabusinessassociation.co.uk)

### Ukrainian SPA Association

T: +3 8044 253 74 79 W: [www.spaua.org](http://www.spaua.org)