

spa opportunities

18-31 JANUARY 2019 ISSUE 311

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L'Occitane to buy Elemis in US\$900m deal

French skincare brand L'Occitane International will acquire British skincare brand Elemis for US\$900m in cash, in a deal expected to close in the first quarter of 2019. Elemis is being sold by Steiner Leisure Limited, a portfolio company of private equity firm L Catterton.

Reinold Geiger, chair and CEO of L'Occitane, called the deal a "major step forward for L'Occitane in building a leading portfolio of premium beauty brands".

"Elemis is well-positioned for continued global growth due to the brand's broad appeal, award-winning product portfolio, robust new product development pipeline and effective consumer-focused digital and brick-and-mortar distribution strategy," Geiger said. "We have long admired Elemis for their commitment to natural ingredients and scientific innovation, and we look forward to utilising our expertise in the category to expand the brand's footprint around the world."

Sean Harrington, co-founder and CEO of Elemis, said the agreement will strengthen



Sean Harrington, co-founder and CEO of Elemis, says the agreement will strengthen Elemis' continued growth and momentum

Elemis' continued growth and momentum.

"Reinold Geiger has a strong history of developing and supporting brands like ours that are creating products sourced from nature and developed through cutting-edge science and technology," Harrington said. "With his inspiring and entrepreneurial leadership, I am confident that through this transaction, we can continue to realise our mission of delivering extraordinary products and experiences and grow Elemis into one of the leading skincare brands in the world."

Catterton acquired Steiner – whose portfolio at the time included skin- and hair-care brands Elemis, La Thérapie, Bliss, Remède, Laboratoire Remède and Jou brands, as well as 200 day spas and spas-at-sea – in 2015 a deal valued at US\$925m.

Catterton also recently sold off One Spa World, its spa at-sea division, in November, in a deal worth US\$948m.

http://lei.sr/v7F6H_S

APPOINTMENTS



Beauty Therapist

HOAR CROSS HALL

ELEMIS
DEFINED BY NATURE, LED BY SCIENCE

SEE PAGE 14

GWS names two Summit co-chairs

The Global Wellness Summit (GWS) has named Catherine Feliciano-Chon – a leading brand development and communications expert with offices in Hong Kong and Shanghai – and Tokyo-based spa/wellness investor and entrepreneur Yoriko Soma to co-chair the 2019 Summit, which is set to take place 15-17 October at the Grand Hyatt Hong Kong.

According to the Global Wellness Institute's recently released 2018 Global Wellness Economy Monitor, Asia is the biggest growth leader in key wellness markets. The region lays claim to being the fastest-growing wellness tourism market in the world. In addition, Asia boasts the largest number of spas and thermal/mineral springs in the world and has a fast-growing wellness real estate market.



Catherine Feliciano-Chon is one of the co-chairs

"Having the Summit in Hong Kong underscores Asia's importance to the wellness economy," said Feliciano-Chon, who is also a GWS advisory board member. "With China at our doorstep, Hong Kong bridges East and West, the ancient and modern, and sits at the crossroads of many industries shaping the business of wellness."

Continued on back cover

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CONTACT US

The Leisure Media Company
Portmill House, Portmill Lane,
Hitchin, Herts SG5 1DJ, UK
Tel: +44 (0)1462 431385
Fax: +44 (0)1462 433909
e-mail: please use contacts'
fullname@leisuremedia.com

Subscriptions

Denise Adams +44 (0)1462 471930
subs@leisuremedia.com

Editor in chief

Liz Terry +44 (0)1462 431385

Editor

Jane Kitchen +44 (0)1462 471929

Deputy editor, news and products

Lauren Heath-Jones +44 (0)1462 471927

Reporters

Tom Anstey +44 (0)1462 471916

Katie Barnes +44 (0)1462 471925

Luke Cloherty +44 (0)1462 471915

Andrew Manns +44 (0)1462 471902

Tom Walker +44 (0)1462 471934

Publisher

Astrid Ros +44 (0)1462 471911

Recruitment

Gurpreet Lidder +44 (0)1462 471914

Design

Ed Gallagher +44 (0)1905 20198

Web team

Michael Paramore +44 (0)1462 471926

Dean Fox +44 (0)1462 471900

Emma Harris +44 (0)1462 471921

Tim Nash +44 (0)1462 471917

Circulation manager

Michael Emmerson +44 (0)1462 471932

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Center Parcs spa details revealed

Center Parcs has revealed details of the spa at its first Irish resort, set to open later this year. Being built at a cost of €10m, the Aqua Sana spa at Center Parcs Longford Forest is set to be one of the largest stand-alone spas in Ireland at more than 2,500sq m (26,909sq ft), and will include 14 treatment rooms and 23 different spa experiences.

The spa will use Irish organic skin-care brand Voya and British skincare brand Elemis in the spa's treatments.

"We are really excited to be introducing Aqua Sana to Ireland in 2019 and welcoming guests to our unique, luxury forest retreat," said Kay Pennington, Aqua Sana group spa manager. "Aqua Sana will offer a variety of treatments and we know that Voya and Elemis are the ideal beauty brands to provide our guests with the best possible spa experience."

Voya founder Kira Walton said she's been working with Aqua Sana since 2017 and is "delighted" to have been chosen as a partner at Longford Forest.

"Center Parcs is in tune with Voya's love



Center Parcs first Irish resort is set to open later this year

of all things natural, so this partnership makes complete sense," she said.

Set in 395 acres (1.6sq km) of forest land near the village of Ballymahon, Center Parcs Longford Forest will have a capacity of up to 2,500 guests and will employ around 1,000 people.

Incorporating Center Parcs' classic features, the new resort will also include a subtropical indoor waterpark, restaurants and shops, along with 470 lodges and 30 apartments that will house guests in a natural forest setting.

Center Parcs currently runs five holiday villages in the UK, all with substantial spas.

Details: http://lei.sr/s8y4c_S

Ex-Oberoi president launches new brand

Hotelier and ex-Oberoi president Kapil Chopra has launched a new hospitality venture, The Postcard Hotel, a brand of intimate luxury hotels in India with plans to expand to 50 around the world in the next five years.

The first three hotels have just opened, and are spread across different neighbourhoods in Goa: The Postcard Moira, nestled in one of the four heritage villages of Goa; The Postcard Velha, surrounded by 300

acres of coconut plantations in old Goa; and further south, The Postcard Cuelim, which houses a 350-year-old chapel.

Wellness plays a crucial role in The Postcard experience, and the hotel has partnered with Coimbatore-based Purnarnava Ayurveda to create an "optimum healing environment" in the quietude of Goa, offering on-site ayurvedic consultation and treatments for guests across all hotels in Goa ranging from seven to 21 days. Forest Essentials, meanwhile,



The Postcard Hotel plans to have 50 locations within five years

offer amenities from their range of Nargis, the Kashmiri daffodil. Transformative experiences and local community are at the heart of The Postcard Hotel's offering. Each hotel will offer experiences that give guests a sense of the neighbourhood and the destination.

The experience within the hotel, too, will focus on local experiences, from food, to design, to welcome cocktails, to defining your own check-in and check-out hours.

Details: http://lei.sr/S9r3r_S



Puerto Rican resort gets new spa

The St Regis Bahia Beach Resort in Puerto Rico has reopened following an extensive US\$60m renovation that includes a new spa concept at the resort's Iridium Spa.

The spa concept pays homage to the glamour of The St. Regis' founding patroness, Caroline Astor, combined with a focus on the nature and culture of Puerto Rico.

The Iridium Spa offers a menu of customised and results-oriented treatments using local ingredients such as gold, coffee, tropical fruits and rum. The spa also features the latest personalised services with a Synergy Decanter Table, allowing guests to tailor their treatment by selecting essential oils and local herbs to create a custom blend of ingredients.

The spa includes relaxation areas, steam and sauna facilities, cold and hot plunge pools, ten treatment rooms, an exercise area and a fully equipped state-of-the-art fitness centre.

Designed by Puerto Rican designer Nono Maldonado together with Hirsch Bedner Associates of San Francisco, and inspired by the surrounding sea, sand and foliage, the 139



The St Regis Bahia Beach resort has undergone a US\$60m renovation

refurbished bedrooms and suites at the resort feature a light, modern and organic aesthetic.

A colour palette of shades of whites and light blues is designed to complement ocean and lush tropical garden views.

The property also features two private bird sanctuaries, an on-site "green team" led by a marine biologist, four deco turf tennis courts, a St. Regis Kids Club, an ocean-front golf course, and numerous trails for biking, walking and running all within the tropical setting.

The property is working on several initiatives to support the communities affected by Hurricanes Maria and Irma in 2017.

Details: http://lei.sr/P5D4k_S



The Taj Aravali Resort & Spa is located in Udaipur at the foot of the Aravali Mountains

New Taj Hotel includes 15,000sq ft Jiva Spa

The Indian Hotels Company Limited has opened its second Taj hotel in Udaipur, the Taj Aravali Resort & Spa.

Located in the foothills of the ancient Aravali Mountain Range, the resort is spread across 27 acres of landscaped gardens and features a 15,000sq ft (1,394sq m) Jiva Spa with 11 treatment rooms.

The resort's 92 bedrooms all offer panoramic views of the Aravalis, and include 16 traditional cottages, 15 Swiss tents and one signature Glass Box Suite. It features a contemporary design ethos with a mix of traditional Rajasthani influences and furnishings inspired by Mewar region's world-class equestrian heritage. The hotel also has extensive recreation facilities such as squash, badminton, and tennis courts.

Details: http://lei.sr/F2U9u_B

Welsh wellness village moves ahead

The proposed Wellness and Life Science Village in Llanelli, Wales has taken another major step forward following unanimous approval from Carmarthenshire County Council's Planning Committee.

The £200m complex planned for Delta Lakes on the Llanelli coast is expected to create close to 2,000 jobs and give the local economy a £467m boost.

It is one of 11 projects that make up the £1.3bn Swansea Bay City Deal.

As well as an Institute of Life Science, a Community Health Hub facility at the Village is set to include a Wellness Education Centre and a Clinical Delivery Centre.

A state-of-the-art leisure centre, assisted living accommodation and a wellness hotel are also planned for the Village, along with landscaped outdoor spaces for walking and cycling, a children's play area, and spaces for outdoor performing arts.



The Wellness and Life Science Village in Wales will open in 2021

Members of the Planning Committee visited the Delta Lakes site and heard the detailed planning application this afternoon before coming to their unanimous decision.

"Llanelli has been in gradual decline since so many of its traditional industries closed, leaving a legacy of poverty and poor health, which the Wellness development seeks to remedy," said committee chair Alun Lenny.

Details: http://lei.sr/9e9N9_S

Alpine Italian resort draws on thermal spa traditions

Luxury group Italian Hospitality Collection (IHC) has opened Le Massif, its first resort in the Aosta Valley. Designed by Italian architects Fabrizio Gandolfo and Inart Studio, the alpine property, which comprises a hotel and off-site chalet, is located in the shadow of Mont Blanc and features 80 rooms and suites. Le Massif also offers various wellness therapies through its spa programmes, such as forest bathing and alpine stone massages.

Each of the treatments is modelled on what the company has called "Equilibrium", an anti-inflammatory approach to health and wellbeing which emphasises stress reduction, physical exercise, and nutrition.

IHC said the philosophy "draws on thousands of years of thermal spa traditions in Italy and Psychoneuroendocrine Immunology (PNEI)".

Details: http://lei.sr/x5Z4v_S

'All-spa-inclusive' resort adds villas

Fusion Resort Cam Ranh – an all-spa-inclusive resort – is launching The Hideaway, a resort within the resort, this month. The extension of the property on Vietnam's South Central coast features 50 new one-bedroom villas, an outdoor pool, a poolside restaurant, gym and yoga studio, an outdoor tennis court, and a yoga pavilion.

"With The Hideaway we didn't want to simply add more of the same thing as most expansion projects set out to do," said Remco de Hoog, Fusion's chief creative officer. "Becoming bigger does not always mean becoming better. Instead, we've built an entirely new property with its own identity, its own atmosphere, and its own unique facilities."

Situated on the western slope of Fusion's immense sand dune, with private gardens and private pools for the villas, The Hideaway supplements the resort's existing ocean-view and ocean-facing villas and suites.

A stay at The Hideaway includes the same signature features as the resort: the 'anywhere, anytime' breakfast service, daily spa treatments at no extra cost, and complimentary wellness



Fusion Resort Cam Ranh has launched The Hideaway, an extension of the property

activities such as yoga, tai chi, and meditation.

"For those looking for an extra-peaceful, extra-private, and completely distraction-free holiday lifestyle, The Hideaway is ideal," said Michael Wirz, the resort's manager.

Details: http://lei.sr/S2w8z_S

Buchman joins Burke Williams

US urban day spa brand Burke Williams has named Dana Buchman as its vice president of marketing and public relations. Buchman has spent the last 15 years driving marketing on behalf of global consumer brands including Apple, Disney, Barbie, and Activision.

"Dana's passion for wellness and marketing is infectious. She's an amazing storyteller and her strong creative vision has the power

to create even deeper, more meaningful connections with our guests," said Theresa Armour, co-founder, Burke Williams. "We're thrilled to have such a talented individual leading our most important mission, to transform your day, backed by her authentic connection to our company's values."

Buchman's career has spanned a variety of industries from consumer products to gaming, technology to athleisure fashion. She began her career at a startup in Australia, providing corporate leadership training based on martial arts principles and The Art of War by Sun Tzu. After making her way back to the US, she drove innovation with Barbie at Mattel across digital and physical products. Prior to joining Burke Williams, she served as head of marketing at Lorna Jane, leading the US omni-channel campaign that empowers women. Now, Buchman will focus her marketing and PR leadership on elevating Burke Williams to new heights. "It's an honour and a privilege to join such an incredible brand that inspires all of us to prioritise wellness and self-care," said Buchman. "Burke Williams has been a revolutionary leader in the wellness industry, transforming lives for over three decades. I look forward to telling their amazing stories, connecting authentically with their audiences, and innovating to build upon their success."

Details: http://lei.sr/a9Q6J_S



Dana Buchman has worked in marketing for the past 15 years

*Mind
if we
tag
along?*

IF SUCCESS
IS YOUR
DESTINATION,
WE KNOW THE
WAY.

*Start your
journey.*

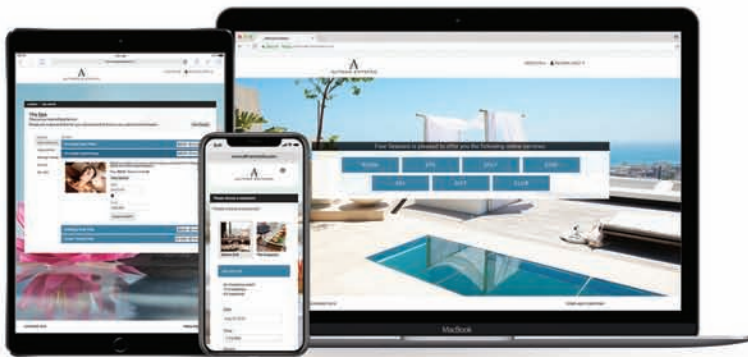


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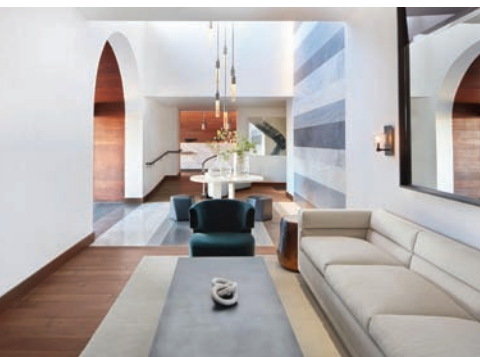
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The resort now has nine wellness guest rooms

Casa Madrona Hotel gets wellness makeover, spa

US-based design studio Salt + Bones have completed a wellness renovation of The Casa Madrona Hotel and Spa in Sausalito, California.

The overhaul, which was inspired by the sea and by “the materials of luxury yachts”, saw the creation of a lobby, courtyard, and nine wellness guest rooms, as well as a three-treatment-room spa.

The hotel’s other newly introduced wellbeing offerings include nine “sleep smart beds” with temperature regulation and biometric tracking features; Muse 2, a brain-sensing headband that guides meditation and monitors brain activity; and Vi Sense, a virtual personal trainer that dictates customised coaching advice through heart-rate sensing earphones.

Details: http://lei.sr/N9T6P_S

Natura Bissé opens new spa in London shopping centre

Spanish skincare brand Natura Bissé has opened its first ever standalone spa at the Westfield London shopping centre in London. The Natura Bissé spa is located in The Village, the centre’s dedicated luxury shopping area, and offers treatments in a Mediterranean-inspired environment created by Spanish architect Juan Trias de Bes.

The spa offers a complete, immersive Natura Bissé experience, and is designed to convey the essence of the brand, including its expertise and results, as well as luxury, sophistication and a five-star service accredited by Forbes.

Spread across 340sq m, the spa plays host to three treatment rooms equipped with Gharieni beds, as well as a skincare consultation area, where customers can receive bespoke skincare diagnoses and product recommendations.

Details: http://lei.sr/w7c2f_S

New Maldives island resort opens

A 26-house private island in the Baa Atoll region of the Maldives opens this month with a spa offering dedicated to “freedom of movement, contemplation and reconnection”.

The entire focus of The Nautilus is on “absolute freedom”, and the island includes one, two or three-bedroom villas.

The Nautilus promises to offer guests “a sanctuary free from space and time” and to “indulge every desire, at any time of day or night”, with a House Captain assigned to each villa to ensure details are to guests’ liking.

All guests will receive a spa treatment on arrival to address the stresses of travelling and to help them regain their equilibrium.

The spa’s core offering will be a four-hour treatment that is designed to suit an individual and their needs.



The Nautilus has a focus on ‘absolute freedom’ and includes 26 villas

Personal preferences are identified in advance to form a personal blueprint.

With no appointments necessary, treatments are served in-house, in the floating spa pavilions or on the beach. The resort boasts six Gharieni MO1 treatment beds.

Details: http://lei.sr/q8E8j_S

Helmstetter, Hugo launch company

Monica Helmstetter and Lucy Hugo, formerly of Questex Media, have announced the launch of a new event company, We Work Well, which they describe as “the next generation of hosted buyer events”.

The inaugural We Work Well event will be held 9-12 June, 2019, at The Langham Huntington in Pasadena, California, US, and a second event is planned at The Ritz Carlton Dove Mountain in Arizona, US on 22-25 September. The events are national, with a focus on the US spa market. We Work Well will build on the appointment-based hosted buyer format, with an aim for industry leaders to cultivate business relationships in more meaningful ways while enhancing physical and mental wellbeing.

“We Work Well will build on the hosted buyer format, bringing wellness into every aspect of the event experience,” said Helmstetter. “We’re going to challenge our attendees to reimagine how they can connect at events, through scheduled one-on-one meetings, but also adding meaningful and healthy networking activities, building community

and purpose.”

The event also aims to make a more lasting impact. “Our goal is to inspire attendees to take what they have learned from our event and put it into practice in their personal and professional lives,” said Hugo.

Helmstetter and Hugo bring more 25 years of spa industry experience to the new venture, with senior roles at Questex Media’s American Spa magazine and Spatec North America, as well as the non-profit group #SpasPushingLimits.

Details: http://lei.sr/h4e8p_S



Hugo (left) and Helmstetter have launched We Work Well



Lounger Three Plus

heat storing ceramics - active relaxation

CALENDAR

24-27 January 2019

Les Thermalies

Carrousel du Louvre, Paris, France
Water and wellness show with a focus on thermal spas and thalassotherapy.
www.thermalies.com

29-31 January 2019

Spatex 2019

Ricoh Arena, Coventry, UK
Spatex is the UK's largest international pool and spa exhibition.
www.spatex.co.uk

10-11 February 2019

Professional Beauty GCC

The Meydan, Dubai
Brings together beauty, hair and spa brands in the Middle East.
www.professionalbeautygcc.com

13-15 February 2019

ForumPiscine

Bologna Fiera, Bologna, Italy
Three-day congress focusing on pool systems – from large public facilities to those in spas..
www.forumpiscine.it

24-25 February 2019

World Spa & Wellness Convention

ExCeL London
A two-day conference held alongside the Professional Beauty tradeshow.
www.professionalspawellness.com/site/WorldSpaAndWellnesConvention

25-27 February 2019

BeautyAsia

Suntec Singapore, Singapore
Exhibition for beauty and wellness professionals.
www.beautyasia.com.sg

12 March 2019

Women in Wellness Leadership Conference

New York, NY, US
A conference organised by *American Spa* magazine focussing on female leaders.
www.americanspawiw.com

14-15 March 2019

Asia Pacific Spa & Wellness Coalition Roundtable

Kuala Lumpur, Malaysia
A two-day round table discussion for the Asia-Pacific region.
www.apswc.org



The one-day event includes networking, speakers and the Black Diamond Award

23 May 2019

Forum Hotel & Spa

Hotel George V, Paris
A one-day meeting for international leading figures in the spa, hospitality and wellbeing industries. The theme this year is 'Multiversity', and speakers

include Roberg Allen, Emlyn Brown, Martin Goldmann, Robert Henry, Mike Wallace, Beata Aleksandrowicz, and Hans-Peter Veit. The event also includes the announcement of the Black Diamond Award for best spa manager.
www.forumhotspa.com

14-17 March 2019

Cosmoprof Worldwide

Bologna, Italy
One of the world's biggest beauty trade fairs. Features a two-day spa symposium.
www.cosmoprof.com

29-31 March 2019

Beauty Düsseldorf

Messe, Düsseldorf, Germany
An international beauty show with brands from 77 countries, this event attracts 55,000 trade visitors.
www.beauty.de

24-27 April 2019

The Wellness Collective

The Verdura Resort, Sicily, Italy
A new four-day wellness networking event, to include four days of networking, one-to-one meetings, keynote addresses, seminars, and first-hand wellness activity experiences.
www.wellnesscollectiveevents.com

6-7 May 2019

Healing Summit

Pine Cliffs Resort, Portugal
Organised by the Healing Hotels of the World, this event brings together a wide range of attendees.
www.healingsummit.org

8-9 May 2019

Independent Hotel Show Europe

RAI Exhibition & Conference Centre The Netherlands
The first European Independent Hotel Show will be held in Amsterdam this year.
www.independenthotelshow.nl

13-14 May 2019

Spa Life Ireland

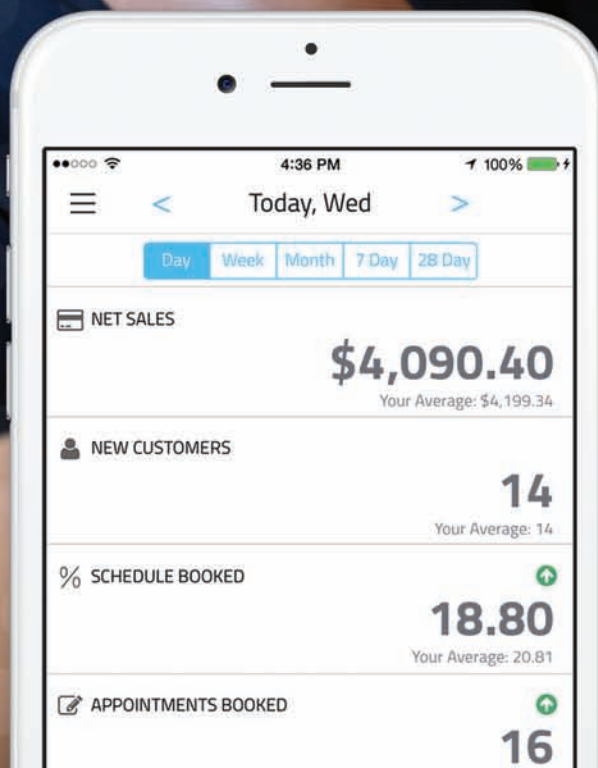
Johnstown Estate Hotel & Spa, County Meath, Ireland
A two-day conference that also includes a new product exhibition.
www.spa-life.ie



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Creating Wellness by Design

We talk to Mohammed Ibrahim, CEO of The Wellness about creating wellness and leisure experiences that are sensual, sociable and sustainable

What's the background to The Wellness?

The Wellness was founded in 2007, with its first office in the heart of Dubai, working across the MEA region, Europe and globally. Our expertise is a combination of 30 years' international experience.

Our company has been expanding rapidly, with double-digit growth year on year, and today consists of 60 passionate employees.

We've now successfully furthered our expansion by opening our Asia office in Hong Kong which will cater for the ever-expanding Asian spa and wellness market.

What services do you offer?

We're a full-service wellness company with two main offerings: consultancy and project realisation.

We serve our clients by providing spa and pool conceptualisation, design development, construction and project management through to maintenance.

Why should spas and hotels work with The Wellness?

We pride ourselves on our out-of-the-box thinking for every project we deliver. Our workforce consists of highly skilled and passionate individuals. We've worked hard to foster a spirit of excellence, teamwork and a desire to elevate among all our employees.

We always deliver on time. That's because we're the only spa design and creation specialist offering a whole range of in-house services – from conceptualisation to architectural and technical design, through to project realisation.

Our clients know us as a team of professionals who are dynamic, yet refreshingly fun – with an approach to consultancy that's really quite different from our counterparts.

Can you share an example of this 'difference'?

We make sure what we propose is beyond a client's expectations. We certainly



● Mohammed Ibrahim, CEO, The Wellness

don't consider our business as "just a business about numbers and profits".

We give great attention to what our client needs and might need, and there must also be an exceptional experience and health benefits to their guests.

For instance, if the client asks for a spa, the basic package would be sauna and steam. However, at The Wellness, we would consider the user/guest, area size, location, theme, culture, etc.

We'd offer a customised design that creates a special connection to the guest so they can savour every second of their spa experience and want to return.

What excites you about the current spa market?

The wellness industry is now five per cent of global economic output, and one of the world's fastest-growing markets.

I'd say The Wellness is successfully part of it, yet always striving to provide more effective and innovative solutions.

Our design concepts focus on a combination of health, sustainability and architectural wellness.

These are the main sources of every experience in a spa, and very relevant to current wellness trends.



The Wellness creates
spas that stimulate
all five senses



The Al Mleiha resort's spa blends with its desert environment

We see health in terms of 'lifestyle and social interaction' for the spa guests; 'sustainability' by exerting our efforts to minimise environmental damage; and 'architecture' for comfortable, functional spa design, equipment and materials that affect the mental and physical health of the guest.

What do you see as the challenges for today's spa operators?

Global wellness tourism is now a 'thing' and rapidly growing. Several small (and even some high-end) hotels are adding spa amenities. These could be free of charge or offered at a very affordable cost.

However, the kind of hotels that we're talking about here are not focusing on spa business, such as practices, methods and benefits. Their focal point is to pull in more customers to make more profit for the hotel.

That is the biggest challenge for spa operators; or standalone spa facilities.

A spa must focus on providing quality service and benefits to guests in terms of physical, mental, social and spiritual aspects; not just profit.

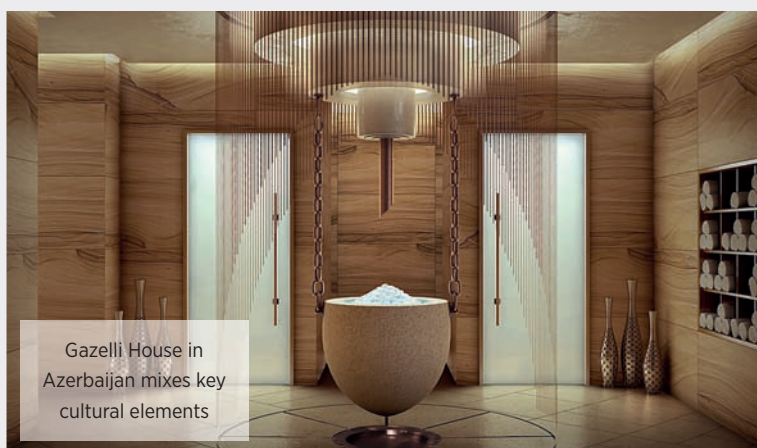
In this current digital age, we must somehow disconnect from our gadgets; and reconnect with ourselves and others physically and mentally.

A spa could be one of the best places to socialise and interact in person and at the same time improve one's health.

How do you define wellness?

Wellness – in layman's terms – is everyday health and fitness, a form of wellbeing through movement.

But for our clients, especially for spa and hotel operators, it's much more of



Gazelli House in Azerbaijan mixes key cultural elements

an experience for their guests. With The Wellness, we ensure that the concept layout, design and materials of the spa area are accessible to all related areas of the hotel.

It doesn't have to be complicated – we always favour simplicity – and it should always be sustainable.

What's next for The Wellness?

The year 2018 has been extremely busy for us. We just launched The Wellness Asia in Hong Kong, increased our in-house services, closed deals on more 5-star projects, and doubled our work force.

We want to expand our contribution of wellness concepts and architectural expertise in the Asia Pacific region.

As the wellbeing-conscious market continues to increase, we're extending our services to consumers who'd like private spa facilities installed in their own homes, or as part of a wellness community initiative.

We'll also focus on providing solutions for all areas of wellness throughout the property.

In Austria we're working on an innovative bio-pool system where the water treatment method consists entirely of plants. We'll be focusing much more on green solutions to maintain and improve the quality of the environment, which also benefits society.

We'll certainly be delivering more eco-friendly, energy-efficient projects like this in the future, as well as working with global chains and boutique brands.

thewellness

Website: www.thewellness.ae

Email: office@thewellness.ae

Phone: +971 4 362 9625

Instagram: [@thewellnessdubai](https://www.instagram.com/thewellnessdubai)

Twitter: [thewellnessdxb](https://twitter.com/thewellnessdxb)



Bushey Grove Leisure Centre



SPA MANAGER

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

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

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

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

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

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

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

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

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

Working for InspireAll your staff benefits will include:

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

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



THE LANESBOROUGH
LONDON



Spa Receptionist

Competitive Salary & Benefits Package

We are looking for a talented and passionate Receptionist to join a fantastic team at London's finest Luxury Health Club.

The Lanesborough Club & Spa is an extension of the hotel's graceful splendour. Designed by London-based interior practice, 1508, it unfolds in a luxurious palette of glossy wood, scintillating marble and sumptuous silk wallpaper, flourished with gleaming gold fixtures and baroque touches. Sleek interiors reflect the hotel's resplendent décor, while seamlessly incorporating state-of-the-art facilities. The generous 18,000 sq ft space is home to an expansive gym, hydrotherapy pool, sauna and suite of thermal treatment rooms, exclusively available to members and hotel guests only. The Lanesborough Club & Spa has collaborated with London's resident experts on a comprehensive menu of fitness and wellbeing treatments including revered facialist Anastasia Achilleos, beauty brands ila and La Prairie and fitness experts Bodyism.

The role of the Receptionist is to assist the Head Receptionist with the operation of The Lanesborough Club & Spa facilities and in particular oversee the reception duties whilst maintaining maximum sales and excellence in service standards. The Receptionist shall show a thorough understanding of the product, including knowledge of Membership, while providing support to the Spa Manager.

The ideal candidate would be able to demonstrate the following attributes:

- Experience in a similar role within a luxury Club & Spa
- Excellent command of the English language and a second language would be preferred
- Experience in supervising a team
- Show drive for Excellent Customer Service leading by example
- Passionate about fitness and wellbeing
- Please note this role requires an element of manual handling

In return we offer fantastic industry leading rewards and benefits (Conditions apply):

- Dental and Optical Benefits
- Season Ticket Loan
- Private Medical Insurance
- Meals on Duty
- Enhanced Pension Scheme
- Tailored Uniforms
- Cycle Scheme (Loan to Purchase)
- Dry Cleaning (Non Uniformed Ambassadors)
- Childcare Vouchers
- Training & Development Plans
- Social Committee Activities
- Training Fund Assistance
- Awards & Recognition Programs

Apply now: <http://lei.sr/9N2c8>

HOAR CROSS HALL



Beauty Therapist

Location: Hoar Cross, Staffordshire
Competitive Salary and Commission

Do you recognize the importance of exceptional guest care and delivering quality treatments?

If you do, you could be the perfect person to join the highly regarded Beauty Therapy Team at Hoar Cross Hall.

So who are we?

Set in 50 acres of quintessential English countryside, Hoar Cross Hall Spa Hotel is a Grade II listed stately home retreat that pairs period style with modern luxury and attentive service. Far from imposing strict rules, regulations and regimes, the focus at Hoar Cross hall is on balancing the body and mind, restoring a sense of calm and promoting a general feeling of well being.

And who are we looking for?

We are looking for candidates who are enthusiastic, dedicated and have a warm and caring personality to join our team. It's essential all applicants have NVQ level 2&3 or equivalent.

We expect the highest delivery of professional treatments and service to our guests with great attention to detail.

We offer you excellent opportunities and fantastic team member incentives along with full in house training with leading brands such as Elemis, Jessica, La sultane de Saba, Spa Find, Little Butterfly & Jennifer young.

If that wasn't enough we also offer a number of additional perks:

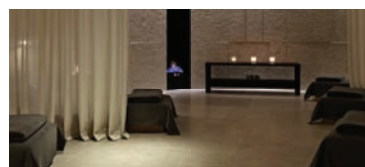
- Simply Spa day per year
- Use of the spa and leisure facilities
- Lunch provided
- Free parking
- Uniform
- Christmas staff party
- Commission rates
- Incentives
- Friends and family discounts on spa packages
- Staff discount on spa packages
- Staff retail discount
- Premium brand training

Apply now: <http://lei.sr/G9x2P>

ELEMIS
DEFINED BY NATURE, LED BY SCIENCE



BVLGARI
HOTEL LONDON



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

We are recruiting!

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

Spa Sales and Reservationist

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

Spa Attendant

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

Senior/Spa Therapists

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

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

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

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

We look forward to hearing from you!

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

Feliciano-Chon, Soma GWS co-chairs

Continued from front cover:

Feliciano-Chon founded CatchOn, a strategic marketing communications consultancy with offices in Hong Kong and Shanghai in 2001.

Under her direction, the agency has become known for its insights on the Asian consumer and has developed significant industry resources and trend studies, including the "China Spa Consumer Study"; the annual "Future of Food" report; "10+10 Made In China"; and "Raise The Red Lantern or Fly The White Flag: Understanding and Embracing Chinese Travellers."

Tokyo-based Soma is also a GWS advisory board member and runs a major investment fund for Asian spa and wellness businesses. She began her career at the Boston Consulting Group in Hong Kong, focusing on the luxury consumer market and has participated in multiple resort, destination and day spa projects in Asia.



Yoriko Soma is based in Tokyo and is co-chair of the 2019 GWS

"Corporate success is built on collaboration, and that is exactly what the Global Wellness Summit, with its tagline 'Joining together. Shaping the future,' prides itself in fostering," said Soma. "I'm excited to be part of the team that will help the GWS delegates uncover insights and opportunities in the Asian wellness economy and help them better understand Asian culture and the best way to approach business in this exploding market."

Details: http://lei.sr/B8a8S_S

UK doctors can now prescribe nature

Doctors in the UK now have the authority to prescribe "nature" as a treatment for certain ailments.

Medical practitioners since the days of Ancient Greece have recommended nature-based therapies, such as visits to thermal springs and pilgrimages to remote groves and sanctuaries.

The practice, however, appears to be coming back into fashion with modern-day physicians in Scotland.

The reason for the resurgence seems to stem from an overwhelming amount of evidence attesting to the psychological and physical benefits of such therapies.

For example, in a study published in 2003 in the *Journal of Environmental Psychology*, researchers demonstrated that trees and woodlands can have a healing effect on the mind.

Similarly, a report released in 2010 by scientists at the University of Essex's Interdisciplinary Centre for Environment and Society found that regular nature walks can improve mental wellness. Another article – published in 2015 with the American Academy



The NHS Forest explores links between health and environment

of the Sciences – even went so far as to call natural areas "vital for mental health" in an increasingly urbanised world.

Finally, NHS Forest, a collaborative project which explores the empirical links between health and the environment, has also stressed the nature's well-being benefits.

"The health of patients, staff and local communities," the group said in a statement, "can be dramatically improved by providing opportunities to exercise outdoors and access green spaces including woodlands."

Details: http://lei.sr/9M8E6_S

Argentina Spa Association

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

Association of Malaysian Spas (AMSPA)

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

Australasian Spa Association

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

Bali Spa and Wellness Association (BSWA)

W: www.balispaandwellness-association.org

Brazilian Spas Association

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

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

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

China Spa Association

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

Association of Spas of the Czech Republic

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

The Day Spa Association (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 Spas 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.visitspa.is/iceland

The International Medical Spa Association

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

International Spa & Wellness Association (ISWA)

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

International Spa Association (ISPA)

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

Japan Spa Association

W: www.j-spa.jp

Leading Spas of Canada

T: +1 800 704 6393 W: www.leadingspasofcanada.com

National Guild of Spa Experts Russia

T: +7 495 226 4289 W: www.russiaspas.ru

Portuguese Spas Association

T: +351 217 940 574 W: www.termasdeportugal.pt

Romanian Spa Organization

T: +40 21 322 01 88 W: www.romanian-spas.ro

Salt Therapy Association

W: www.salttherapyassociation.org

Samui Spa Association

T: +66 7742 08712 W: www.samuispaassociation.com

Serbian Spas and Resorts Association

T: +381 36 611 110 W: www.serbianspas.org

South African Spa Association

T: +27 11 447 9959 W: www.saspaassociation.co.za

Spanish National Spa Association

T: +34 902 1176 22 W: www.balnearios.org

Spa Association of India

T: +91 995 889 5151 W: www.spaassociationofindia.in

Spa Association Singapore

T: +65 6223 1158 W: www.spaassociation.org.sg

Spa & Wellness Africa Association

W: www.spaassociationofafrica.com

Spa & Wellness International Council (SWIC)

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

Taiwan Spa Association

W: www.tsapa.tw

Thai Spa Association

T: +66 2168 7094 W: www.thaispaassociation.com

Turkish Spa Association

T: +90 212 635 1201 W: www.spa-turkey.com

The UK Spa Association

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

Ukrainian SPA Association

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