



TMC launches learn to earn scheme

Membership-based massage franchise

The Massage Company (TMC) has opened a new academy to set up its own certified, internationally-recognised training scheme.

The launch was motivated by a shortage in UK therapist talent and a recent surge in consumer demand for massage therapy.

Students will enrol on a six-week training course and complete a Diploma in Massage Therapy from the international Think Tree Hub.

At the end of the course, every successful graduate will head into a job at one of TMC's centres.

Charlie Thompson, TMC founder and managing director spoke exclusively to *Spa Business* about the launch.

"In order to fulfil our vision to bring regular high-quality massage to the mainstream, and grow the size of the massage therapy market, greater training provision is required.

"Quite simply, in many locations it's hard



SHUTTERSTOCK/NDAB CREATIVITY

PHOTO: THE MESSAGE COMPANY

■ Every graduate will head into a job with TMC

to find a good practical hands-on course, and there's no guarantee of a job at the end of the training, so we're fixing this.

"Our structured pathway to employment will take our students right into guaranteed jobs within any of our centres," he said.

[READ MORE ONLINE](#)

“

Greater training provision is required

Charlie Thompson



PHOTO: PREIDLHOF

PEOPLE

Patrizia Bortolin joins World Food Tourism Association

Bortolin champions food wellness tourism

[p02](#)



PHOTO: COMO GROUP

GROWTH

COMO Shambhala to debut in France in late 2022

Como Group is curating a retreat in Burgundy

[p05](#)



PHOTO: KAMIL MACIAK

STRATEGY

How spas can make the most out of Valentine's Day

Verena Lasvigne shares expert insight and top tips

[p08](#)

Patrizia Bortolin joins WFTA to champion wellness food tourism

The World Food Travel Association (WFTA) has named Preidlhof's spa director and transformational wellness coach Patrizia Bortolin its global co-ambassador for wellness tourism.

Launched in 2001, the WFTA is a non-profit organisation with a mission to preserve and promote culinary cultures through hospitality and tourism.

Bortolin is keen to raise greater awareness about the benefits of the Mediterranean lifestyle, its food and culture, the joy of cooking and eating more mindfully.

"It's time for hotels to invest in cross-functional training between wellness



■ Bortolin is spa director at Preidlhof in South Tyrol, Italy

{ **So much creativity and so many health benefits can be released through cooking and tasting food more mindfully** }

experts and F&B departments, and to use the art of eating to get healthier in a happier

way, while also expanding new skills and motivation for everyone," she says.

Bortolin's new role includes serving as a liaison both between the WFTA and the hospitality and wellness industry on a global level.

This will involve identifying and supporting gastronomy tourism development projects that integrate wellness, as well as ways for the WFTA to assist with the development of those programmes, certifications and new projects.

Bortolin will also share information and insights relating to wellness food tourism and culinary culture with the association, as well as hold informative seminars or training webinars with professionals.

[READ MORE ONLINE](#)

Sensei expands leadership team in preparation for new retreat opening 2022, reveals Kevin Kelly



PHOTO: SENSEI

■ Kevin Kelly, industry figure and CEO of Sensei

Sensei, the wellness brand owned by tech billionaire Larry Ellison, has appointed Annika Jackson as general manager and Michael Conte as retreat director of the brand's upcoming second outpost Sensei Porcupine Creek.

Sensei has also appointed Catherine Phillips as retreat director at Sensei Lanai, A Four Seasons Resort, the brand's first destination.

"As Sensei expands with the upcoming opening of Sensei Porcupine Creek later

{ **It was crucial to us to find talent that complements our property leadership teams** }

this year, it was crucial to us to find talented people who complement our property leadership teams," said Kevin Kelly, CEO of Sensei.

"Annika, Michael and Catherine provide a fresh perspective, as well as years of relevant professional experience, knowledge and passion for health and wellness that align with our brand ethos."

Sensei Porcupine Creek will be the brand's first standalone retreat and sit nestled against the Santa Rosa mountains in Rancho Mirage, California.

Alongside 22 rooms, the retreat will feature a diagnostic centre, spa gardens, yoga and fitness pavilions, a swimming pool, golf course and tennis facilities.

[READ MORE ONLINE](#)



PHOTO: HEALING SUMMIT

■ Anne Biging, co-founder of the Healing Summit

{ **The Healing Summit 2022 will be like no other. The format will be refreshed, renewed and open to all** }

Anne Biging: Healing Summit will take place in September

Annual industry event The Healing Summit has been rescheduled from May to 3-4 September 2022.

As in previous years, the conference will be held at Pine Cliffs Resort in Albufeira, Portugal, but this year attendance is being capped at 130 delegates.

The summit is an initiative of the Healing Hotels of the World and brings together like-minded individuals who are drawn to collaborate, raise awareness and inspire change.

Socially conscious speakers from the fields of investment, science, healing modalities,

hospitality, mission-oriented organisations and travel will join delegates at the summit.

The event is co-founded by Anne Biging, Elisabeth Ixmeier and Claudia Roth and has been hosted since 2014.

Biging said: "We're aware of our global delegates who may not be able to travel due to the pandemic. With the new date, we can all be there, and we can plan within a much safer and less stressful environment."

"The 2022 summit will be like no other. The format will be refreshed, renewed and open for all to actively participate."

READ MORE ONLINE

CONTENTS ISSUE 389

- 02 Sensei appointments**
Sensei consolidates leadership team with new appointments ahead of second location opening in 2022
- 04 Rosewood retreats**
Rosewood rolls out of Alchemy of Sleep retreats worldwide
- Scandic eco hotel and spa**
Scandic Hotels will open a climate-neutral hotel and sea view spa in Sweden in 2024
- 07 Parkinson's research**
Four hours exercise a week can slow down the development of Parkinson's

SPA BUSINESS INSIGHTS

- 08 Spread the love**
Industry consultant, Verena Lasvigne, advises spas on how to make the most of Valentine's Day
- 12 Auberge Mayan sanctuary**
Auberge Resorts has opened a beachfront Mayan wellness sanctuary on the Riviera Maya
- 17 Latest supplier news**
The latest in products and innovation from OTO CBD, Voya, BC Softwear, Kemitron and Comfort Zone

Sign up to Spa Business insider:

Online: www.leisuresubs.com

Email: subs@leisuremedia.com

Tel: +44 (0)1462 471930

Annual subscriptions:

International £114, UK £80 and UK students £42.

@spabusinessmag

Read Spa Business and Spa Business insider free online: www.spabusiness.com/archive

PROGRAMMING

Rosewood rolls out Alchemy of Sleep retreats

Rosewood Hotels & Resorts has launched a global sleep retreat collection designed to promote rest through sleep-inducing treatments, movement-driven activities and special amenities.

Taking a holistic approach to sleep, the Alchemy of Sleep retreats address a variety of practices to ensure each guest finds skills to incorporate into their everyday lives and improve their rest.

The programmes include a mix of treatments, consultations and classes focused on sleep, nutrition, movement, aromatherapy and mindfulness.

In keeping with Rosewood's A Sense of Place philosophy, wherein the identity and

offerings of each property are inspired by its destination, the Alchemy of Sleep retreats each have a unique twist to reflect and embrace local wellness customs and natural surroundings.

Guests can opt for a one-night Dreamscape or extend from two to five nights for a Sleep Transformation.

"Taking time for true rest and reset is essential for ensuring good health at every level," commented Emmanuel Arroyo, regional director of wellness at Rosewood.

"We designed our Alchemy of Sleep experiences to provide guests with the tools they need for slowing down and establishing lasting sleep hygiene habits,



SHUTTERSTOCK/BILLION PHOTOS

■ Each retreat has a unique twist based on its location

which will have a greater impact on their overall wellbeing."

Alchemy of Sleep retreats are available at 20 Rosewood properties around the world from January till the end of March 2022.

[READ MORE ONLINE](#)



Taking time for true rest is essential for ensuring good health at every level

Emmanuel Arroyo

SUSTAINABILITY

Climate-neutral hotel with sea view spa to open in Sweden



PHOTO: SCANDIC HOTELS



The hotel will be a modern and attractive meeting place

Peter Jangbratt

Hotel operator Scandic Hotels has announced plans to create a climate-neutral hotel in the northern Swedish city of Sundsvall in 2024.

The new 210-room property – called Scandic Sundsvall Central – will be located in the city's downtown harbour area and be home to a luxury spa and wellness facility featuring sweeping views of the Bothnian Sea.

The building's frame, facade and interior will be made of wood. Plus, the hotel will operate with rooftop solar panels and run on renewable electricity generated through hydropower.



PHOTO: SCANDIC HOTELS

■ The hotel will run on renewable electricity

"Scandic's new hotel in Sundsvall will be a modern and attractive meeting place ideally located in an exciting area where we can see a growing demand for hotel accommodations," said Peter Jangbratt, head of Scandic Hotels Sweden.

Scandic already operates two hotels in Sundsvall, with a total of 312 rooms.

[READ MORE ONLINE](#)

GROWTH

Como Shambhala to debut in France

The Como Group has announced plans to open its first luxury boutique hotel in France in the famous wine region of Burgundy.

Como Le Montrachet will open in phases, with stage one scheduled for completion in late 2022.

The hotel's gradual opening will see the launch of one of Como's signature Asian-inspired Como Shambhala wellbeing retreats.

The wellness destination will be the first-of-its-kind in France.



PHOTO: COMO GROUP



We'll also add a luxury resort in the South Pacific

Olivier Jolivet

Established in 1997 by Christina Ong, Como Shambhala is the wellness brand of hotel group Como Hotels and Resorts – also founded by Ong.

Olivier Jolivet, Como CEO, said: "With the recent sale of Como Metropolitan Miami Beach, this announcement underlines our strategy to develop pioneering properties in new destinations. We'll also add a new luxury resort in the South Pacific to the portfolio in 2022."

[READ MORE ONLINE](#)

MEET THE TEAM

For email use:
fullname@leisuremedia.com



Editorial director
Liz Terry
+44 (0)1462 431385



Spa Business editor
Katie Barnes
+44 (0)1462 471925



Publisher
Astrid Ros
+44 (0)1462 471911



Head of news
Tom Walker
+44 (0)1462 431385



Assistant editor
Megan Whitby
+44 (0)1462 471906



Head of digital
Tim Nash
+44 (0)1462 471917

EXPANSION

IHG creating tropical wellness retreat in Vietnam for Regent

IHG Hotels & Resorts is set to launch the first resort from its recently acquired luxury brand, Regent Hotels & Resorts, in South East Asia in Q1 2022.

Situated on a tropical island off Vietnam's southwest coast, Regent Phu Quoc will feature 176 suites and 126 villas, set against the waterfront backdrop of Long Beach.

IHG announced the acquisition of a majority stake in Regent Hotels & Resorts back in March 2018. Since then, it has relaunched the brand by evolving it to appeal to the modern luxury traveller.

The upcoming resort will be home to a wellness facility



PHOTO: REGENT PHU QUOC

■ Guests will have personalised wellness itineraries

– named Spa at Regent Phu Quoc – offering a range of contemporary and traditional wellness treatments supplied by Biologique Recherche.

Guests will have access to personalised wellness itineraries guided by a resident holistic wellness coach, as well as nail services at a Pedi:Mani:Cure salon, created by podiatrist Bastien Gonzalez.

Holistic wellness programmes will include

vibrational therapy facilitated by Gharieni Group's Welnamis System concept bed. Gharieni is also supplying its MLX Quartz treatment tables for Egyptian-inspired hot sand therapy experiences.

Fitness enthusiasts will also be catered for with a health club featuring a reset meditation studio, fitness centre and rooftop yoga pavilions to enable guests to recharge and rejuvenate.

[READ MORE ONLINE](#)

Spa Business insider is published fortnightly by The Leisure Media Company Ltd, PO Box 424, Hitchin, SG5 9GF, UK.

The views expressed in this publication are those of the author and do not necessarily represent those of the publisher The Leisure Media Company Ltd.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise, without the prior permission of the copyright holder, Cybertrek Ltd. Printed by Preview Cromatic Ltd. Distributed by Royal Mail Group Ltd and Whistl Ltd in the UK and Total Mail Ltd globally.

©Cybertrek Ltd 2022.

ISSN: Print: 1753-3430 Digital: 2397-2408
Subscribe to Spa Business and Spa Business insider at www.leisuremedia.com, email: subs@leisuremedia.com or call +44 1462 471930.



Hôtel Four Seasons George V Paris

FORUM
HOTEL & SPA
in Paris

14TH

edition

2 Juin 2022

www.forumhotspa.com

NEW FORMAT • NOUVELLE FORMULE



Thinking outside the box

Sortir des sentiers battus

Spa Thalassothérapie Thermalisme



**The European rendez-vous for leaders
in the top-end Hotel and Wellness industry**

Le rendez-vous international des leaders
de l'hôtellerie haut de gamme et du bien-être

**International experts | Networking
Opportunity for your business | New trends**

Black and Blue Diamond Awards | Simultaneous translation Limited number of places

Experts internationaux - Opportunité pour vos projets - Tendances
Black et Blue Diamond Awards - Traduction simultanée - Nombre de places limité

Informations for sponsors and participants / Informations pour les sponsors et participants
www.forumhotspa.com - contact@forumhotspa.com - tel 00 331 42 40 90 77

ORGANISATIONS

WTA appoints new ambassadors

The Wellness Tourism Association (WTA), is celebrating its fourth anniversary by striking up a partnership with World Wellness Weekend (WWW) – a global wellness event created to help people adopt healthier lifestyles.

The partnership will see select WWW ambassadors, from around the world, become WTA ambassadors.

“The WWW ambassadors have demonstrated such passion and enthusiasm for the WWW cause that we know

PHOTO: WORLD WELLNESS WEEKEND



Accessible and sustainable wellness travel is now on everybody's mind

Jean-Guy de Gabriac

they'll help us in supporting our mission of bringing standards, definitions and clarity to this growing segment of the tourism industry,” says Anne Dimon, WTA co-founder and president/CEO.

WWW founder Jean-Guy de Gabriac adds: “After two extremely challenging years, accessible and sustainable wellness travel is now on everybody's mind, whether locally with revitalising staycations or internationally with immersive retreats.”

[READ MORE ONLINE](#)

RESEARCH

Four hours exercise a week can slow down Parkinson's

People with early-stage Parkinson's should do regular exercise to slow down the progression of the disease.

The finding comes from a six-year study that followed 237 people who were developing Parkinson's.

The participants had an average age of 63. Their exercise levels at the start of the study were determined using a questionnaire, while their verbal and memory skills – and how much time it took to complete mental tasks – was assessed using common cognitive tests.

People who got at least four hours of moderate-to-vigorous



SHUTTERSTOCK/NOMAD_SOUL

■ The finding comes from a six-year study

exercise a week, such as walking or dancing had a slower decline in balancing and walking five years later, compared to those who were physically inactive.

Researchers used a common test to rate each person's Parkinson's symptoms on a scale of zero to four, with higher scores indicating more severe impairment.

People who got below-average levels of moderate to vigorous exercise – or less than one to two hours, once

or twice a week – increased from an average score of 1.4 to 3.7 over six years.

Those who got above-average levels of moderate to vigorous exercise increased from a score of 1.4 to 3.0 during that time.

Crucially, researchers found that people's physical activity level at the start of the study was not associated with the progression of their Parkinson's later on.

[READ MORE ONLINE](#)

Parker Spa™ Trolley



Fully-functional aesthetics workstation that neatly houses:

Silhouet-Tone® steamer

Daylight Lamps® full-spectrum mag lamp

tempered glass work surface

soft close drawers

surge-protected power strip

soft rolling casters

Spread the love

Industry consultant Verena Lasvigne advises spa operators on making the most out of Valentine's Day

■ Verena Lasvigne has spent 15 years in the spa and wellness industry



PHOTO: FOUR SEASONS

Valentine's Day should be a success both in terms of guest experience and securing your spa's top and bottom line," says Verena Lasvigne, consultant and seasoned spa director.

Speaking exclusively to *Spa Business*, Lasvigne explained that Valentine's Day holds significant opportunities for increased revenue, exposure and footfall for spa businesses.

"In many spas, Valentine's Day is the busiest day of the year," she says, "and since it gets so much attention, it's crucial to plan how to get the maximum out of it.

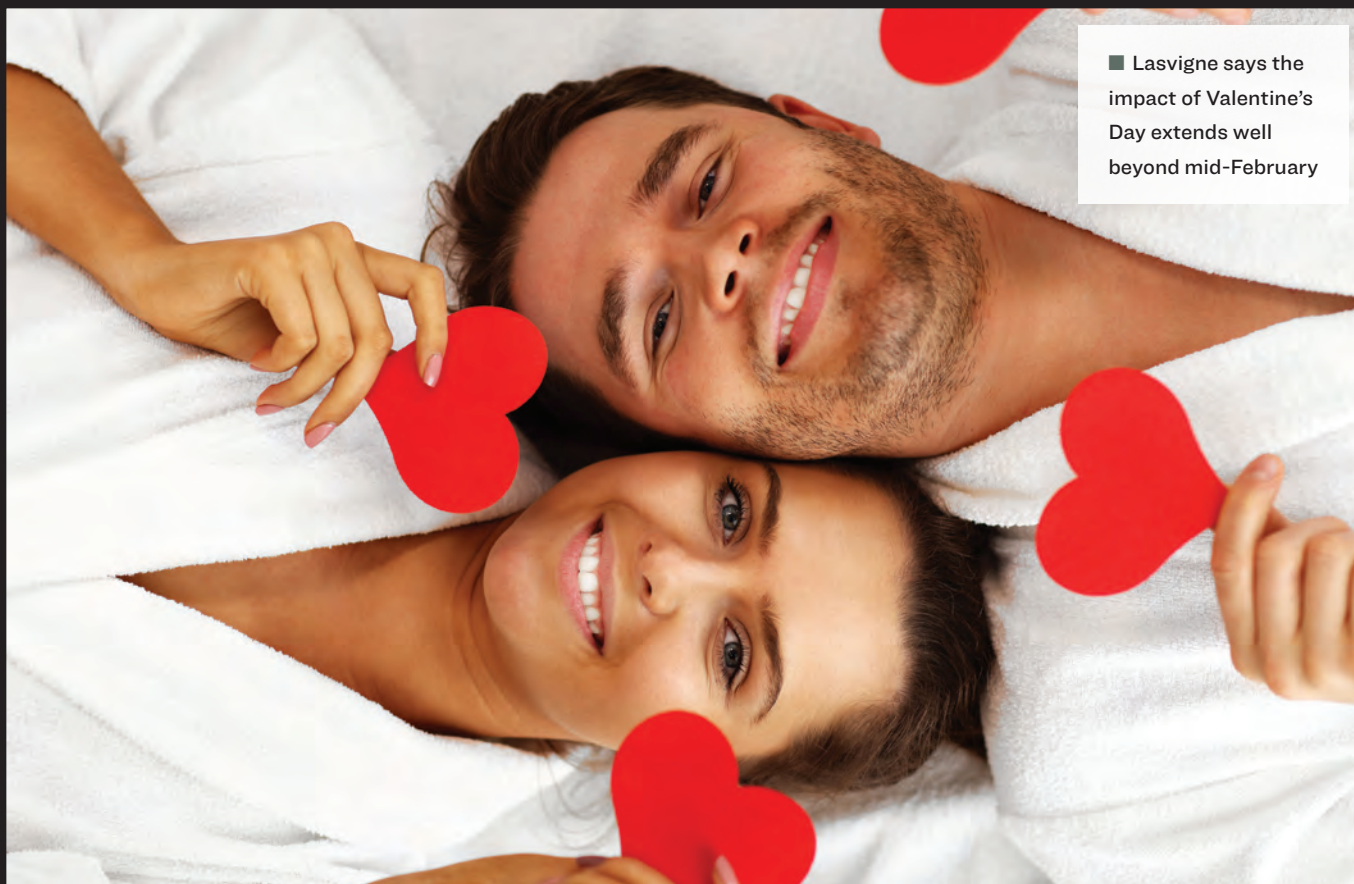
"By that, I don't just mean 14 February, but also anticipating how it can help bring in more business in the months ahead.

"I've come across so many spas over the years which are fully booked for Valentine's Day as of mid-January but then neglected to plan how to take advantage of this special day beyond having a busy schedule."

In Lasvigne's opinion, the business potential of Valentine's Day's extends well beyond mid-February.

To provide inspiration, the industry veteran has rounded up her top tips for optimising profitability in spas on Valentine's Day and beyond...

Many spas neglect to plan how to take advantage of this special day, beyond having a busy schedule



■ Lasvigne says the impact of Valentine's Day extends well beyond mid-February

SHUTTERSTOCK/ KAMIL MACONIAK

Since Valentine's Day gets so much attention, it's crucial to plan how to get the most out of it

1. Increase footfall

For spas that aren't typically busy and need business, put together an offer or package.

It can be something as easy as adding an enhancement and a glass of sparkling wine to a massage and giving it a romantic name. Only your creativity sets the limit. With that, your PR team can start planning a schedule of promotions.

2. Yield management

If your spa is already booked up for the day, don't stop there! Take a strategic approach, such as offering only 50-60 minute massages to get the perfect fill at the best yield.

Some spas don't offer their long-term romance packages of three hours or so on Valentine's Day weekend to maximise revenue. Consider reserving your couple

suites only for couples. Train your reservation team in this approach.

3. Booking strategies

If you have online booking availability, add temporary blocks onto your schedule that only allow on-site reservations to book. This means your online booking reservations don't get in the way of your goal: the perfect fill!

4. Capitalise on retail

Create a retail section with gift ideas for the celebration of love.

Make it Instagramable so the PR team can promote this aspect of your operation. Now is the time to start finding your bestsellers!

5. Get creative

Wow your guests! Many new ones may join you, so your team has the opportunity to turn them

into regular clients. For this, you need to spread some 'love'.

Add a little touch for all guests coming in on Valentine's Day weekend. This could be a rose, heart-shaped chocolates, a QR code to a love song playlist, a love poem for couples or arranging bath salts in a heart shape.

Your creativity can be endless and adapted according to your budget.

6. Value in vouchers

Outline a strategy for promoting spa gift cards and online gift certificates – the more you sell the busier your spa will be the following months.

Spas that are especially busy on Valentine's Day should focus even more on offering gift cards and certificates and less on what the spa has to offer for this day.

Invest your time and energy into promoting the gift of wellness. ●

The Johnstown Estate
Johnstownbridge, Ireland

Triple Detox Therapy



VERIFIED WELLNESS TECHNOLOGIES BY GHARIENI



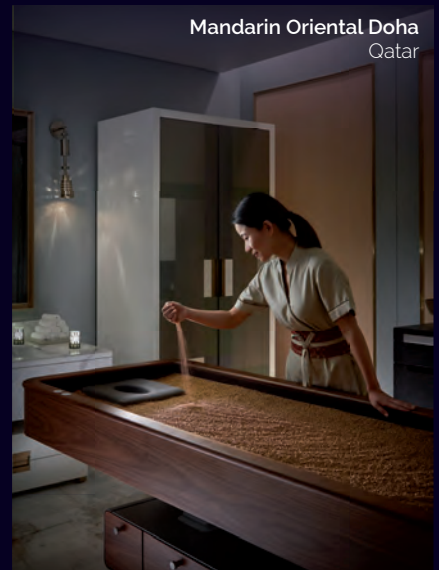
Body Contouring



La Butte aux Bois
Lanaken, Belgium

Binaural Vibroacoustic
Therapy

Potent Anti-inflammatory



Mandarin Oriental Doha
Qatar

Psammo Therapy

Potent Anti-inflammatory

100% TOUCHLESS TECHNOLOGIES

CAN BE INTEGRATED WITH OTHER SPA AND WELLNESS OFFERINGS



■ Global real estate investor GIM Desarrollos is the owner and developer of the 75-key resort

PHOTO: AUBERGE RESORTS COLLECTION

Authentic healing

Auberge Resorts has opened a beachfront Mayan wellness sanctuary on the Riviera Maya

Auberge Resorts Collection has opened a brand new oceanfront resort and spa destination in Kanai, Mexico, a region steeped in ancient Mayan folklore.

Etéreo Auberge Resorts Collection is set among a protected mangrove forest, along a stretch of the Caribbean Sea and is home to an 11,386sq ft spa retreat where the theme and treatment menus have been inspired by ancient Mayan mythology and guests can enjoy a wide range of healing treatments.

The spa – named Sana – is integrated into the natural environment and designed to mirror a sacred Mayan healing well, called a cenote. The facility features six single treatment rooms, plus an additional couple's suite, each with a private garden and shower.

Sana was developed with the help of consultancy Mestre and Mestre Spa and Wellness Consulting, while its essence, concept and experiences were created in partnership with spa consultant Vivianne Garcia-Tunon.

Auberge Spa guests can dip into a

herbal steamroom, experience shower, clay room, ice fountain and sound room, as well as a thermal relaxation lounge, vitality pool, plunge pool and hot tubs.

Prior to every treatment, all clients are invited to a cleansing ritual that cycles through the above facilities to prepare them for their chosen therapy.

"Guests journey through heat, water, sound, ice and rain and lather up with a seasonal curation of Riviera Maya's unique healing ingredients, such as cacao soap and Mayan honey clay," explains Rosalba Velazquez, director of wellbeing.



■ Etéreo celebrates the vibrancy of Mexican culture and its history of healing rituals

Sana's wellbeing experiences focus on renewing self-connection and righting imbalances through a combination of ancient Mayan healing practices and treatments based on emerging wellness trends.

The menu ranges from Mayan clay wraps, crystal healing and sound baths to full moon ceremonies and scent blending.

Spa treatments incorporate organic custom-blended oils, butters, resins, healing stones and flowers. Velazquez told *Spa Business* the spa is the first in the world to offer



All guests at Sana journey through heat, water, sound, ice and rain

organic Circe Brujeria de Origen skincare products and Kypris facials.

"One of our standout treatments is The Healer," says Velazquez. "This two-hour, three-part, subtle body purification ritual has been designed to restore physical, mental and emotional health.

"The treatment is delivered using Mayan crystals, metal and vibration, while smudge smoke, local plants and herbs are used for their uplifting properties. The Healer ends with a scalp, spine and reflex points massage using candle-warmed organic coconut oil (oil of life)." ●



RKF Luxury Linen is a partner of choice for Guerlain and produces linens for the brand's spas

Simply bee-autiful

BEE DEVICE™ © GUERLAIN

RKF has created a new line of exquisite bee-embroidered linens for Guerlain's spas to celebrate its environmental and conservation work

Luxury linen expert, RKF, is a partner of choice for many high-end brands, including Guerlain, one of the oldest and most prestigious French perfume, cosmetics and skincare houses in the world.

A 10-year partnership between the two is based on RKF's deep understanding of Guerlain's mission and the assurance that its bespoke, haute couture French linens are crafted from sustainable textiles and offer an exceptional sensory experience for Guerlain's spa clients.

Each piece of RKF's customised linen for the fragrance house has now been embellished with a signature bee motif, skilfully embroidered using organic satin. This symbol signifies Guerlain's commitment to sustainable product innovation, supporting biodiversity, creating a positive social impact and placing conservation at the heart of its work.

"RKF and Guerlain share a commitment to sustainable luxury," says CEO, Riadh Bouaziz. "It's been an honour to work on the bee collection with Guerlain, so that the company's values are represented in a very personal and tactile way to each and every spa client."

Unique style

Guerlain's bespoke linen collection benefits from RKF's continued R&D into fabric technology and includes materials from its patented Dreamsoft and Timeless ranges.

The light, double-sided Dreamsoft fabric has a silky surface with an alternate absorbent side, which is 60 per cent softer than standard terry towelling and reduces laundry time by 40 per cent, due to its lighter weight.

RKF's Timeless fabric took two years to develop and won gold in the A'Design Award & Competition (www.adesignaward.com) for its design versatility, as well as its lighter weight and volume and extra absorption capacity, which is five times greater than classic terry towelling.

RKF's combination of luxury and household linen design and production sets it apart from other suppliers says Bouaziz: "The intrinsic qualities of our Timeless fabric not only provide more comfort, they also allow for lighter bathrobes which reduces laundry costs and enables the creation of new, haute couture garment designs."

"We won the A'Design award for our use of an innovative fabric in the creation of an elegant



RKF has produced a new line of linens for Guerlain spas, with a delicate bee motif embroidered in organic silk

About: Guerlain for Bees

The Guerlain for Bees Conservation Programme oversees several partnership and bee-focused initiatives.

The programme includes a Women for Bees entrepreneurial beekeeping programme, in partnership with UNESCO, for example, while it's also working to raise awareness among younger generations of biodiversity and bee preservation within its Bee School

– a volunteer programme for Guerlain employees.

Guerlain is committed to sustainably sourcing its iconic ingredients, as well as using sustainable packaging, without compromising on quality, sensoriality and effectiveness.

The company offers traceable and transparent information on all its products via its 'Bee Respect' platform and is aiming to reach net zero carbon by 2030.

bathrobe design,” he says. “This fabric enabled RKF’s designers to create a bathrobe that resembles a trench coat and is a fashion item in its own right.”

About RKF

RKF is a French Maison with a timeless knowhow since 1834 that raises household linen to a form of Art.

With innovation and fashion at the heart of its DNA, RKF designs, manufactures and supplies world class linen for luxury hotels, royal palaces, restaurants, the beauty and wellness industry, across 77 countries.

The brand provides partners with bespoke, ecofriendly and operational solutions by developing patented and sustainable textile materials (15 brands and patents and 17 international awards).

RKF is committed to bringing the future into focus with the highest standards of sensory experiences and is continuously striving to optimise linen management.

The company is also on target to operate on a net zero carbon basis by 2025.

More: www.rkf.fr



“
*RKF and Guerlain
share a commitment
to sustainable luxury*

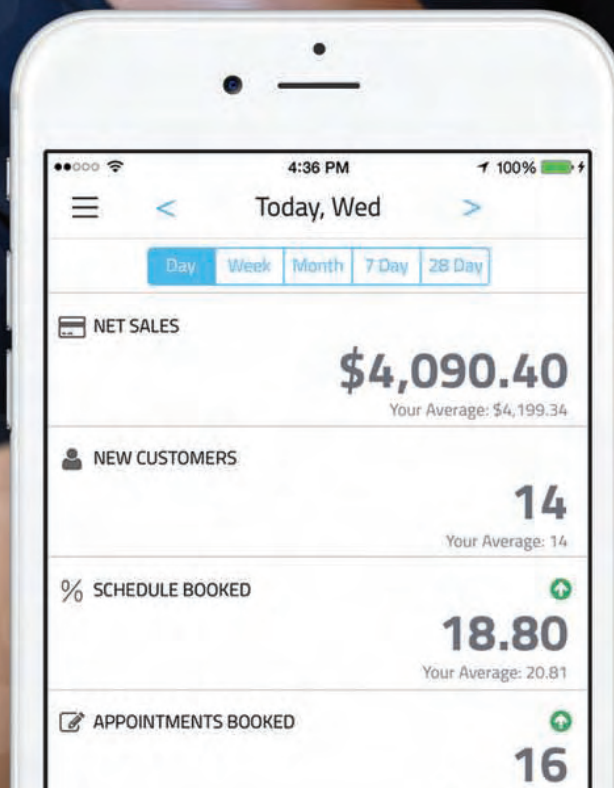
Riadh Bouaziz, CEO, RKF



booker

All the Features You Need to Manage Your Spa and Delight Your Customers

Online Booking • Staff Scheduling • Integrated POS • CRM • And More



Learn why Booker is the leading spa management software
mindbodyonline.com/spa-software

SUPPLIER NEWS

Suppliers tell Spa Business insider about their latest product, design and technology launches

For the latest supplier news and company information, visit spa-kit.net



PHOTO: ANDRESE/ISTOCK

■ Orvay created the training by drawing on his 20 years' industry experience which includes operating a day spa chain in Hong Kong

Evolution-U launches psychology-based spa business training to optimise profitability

Business psychology training company Evolution-U Spa Academy has unveiled new online spa business training blending core spa team skills with corporate-level business psychology.

Evolution-U is helmed by Neil Orvay – CEO of Hong Kong day spa chain Sense of Touch and 20-year spa industry veteran – and delivers soft skills training to corporate clients and senior executives from an array of sectors.

Evolution-U's new on-demand course package includes the following spa team training:

■ Running a top-performing spa team – designed for spa managers (US\$499, £367, €440).

■ How to be a top-earning spa therapist – designed for spa therapists (US\$79, £58, €70).

■ How to run a stand-out spa reception – designed for spa receptionists (US\$129, £95, €114).

“This training takes the corporate level communication skills I teach to investment banks and MNCs, and applies them to the spa sector,” Orvay told *Spa Business*.

“I realised from the operations of my spas that there was a training gap, as although my team were well trained in treatment protocols and retail product knowledge, they didn't know how to sell themselves and build long term client relationships.

“So, I wanted to have a repository of best practises where the information would always be available so staff could review skills, managers could retrain teams and new team members could be brought up to speed.”

The courses are sold as a package deal with a minimum

purchase of US\$779 (£573, €687), covering one manager, one receptionist and three therapist licenses. With volume discounts, average pricing can be as low as US\$100 (£74, €88) per user.

“All our teams have had such a challenging time over the past two years so it's more important than ever to bring people back together,” adds Orvay.

“And to me, team training and information sharing is a great way to do this.”

More on spa-kit.net

READ MORE ONLINE

Oakworks creates removable one-piece spa tabletops

Spa and wellness equipment manufacturer Oakworks has introduced a new replaceable one-piece topper for its stationary massage tables.

The new feature allows operators to easily replace massage table pads without tools when fabric or foam starts to show signs of wear, allowing them to continue making use of the original solid table fitting.

The tops are coated in medical grade ISO 10993 TerraTouch fabric designed to withstand harsh disinfectants and include a US-sourced, low EMF heating element embedded into the table's Aerocel foam.

Jessica Wadley, Oakworks' VP of integrative health and wellness, spoke to *Spa*



PHOTO: OAKWORKS



PHOTO: OAKWORKS

■ Jessica Wadley, Oakworks' VP of integrative health and wellness

Business about the new launch: "This new technology has a long lifespan and is easy to replace or repair in the future.

"Therapists love it because there are no unsightly, bulky external heating elements

to impair bodywork and unsightly power cords are also eliminated.

"Instead of ordering a new table after years of use, the mattress top can be easily replaced, saving

capital expenditure and more importantly the impact on the planet by eliminating waste in materials."

More on spa-kit.net

READ MORE ONLINE

Urb'n Nature unveils compostable amenity sachets



PHOTO: URB'N NATURE

■ Jörg Demuth, product development director and co-owner of Zero Waste by Urb'n Nature

Urb'n Nature, a skincare brand owned by The Organic Spa Company, has expanded its Zero Waste collection of sustainable hotel and spa amenities with new compostable and plastic-free sachets.

After three years of development, the brand has created single-portion sachets designed for liquid, cream or dry hotel and spa amenities.

The packaging is vegan, non-GMO and will complete the composting process in 12 to 18 weeks following disposal into organic waste.

"Our compostable sachets are the alternative to pure petroleum-based plastics and



PHOTO: URB'N NATURE

■ The sachets have launched after taking three years to develop

make it possible for hotel and spa guests to sample products and amenities while completely avoiding plastic," said Jörg Demuth, product development director and co-owner of Zero Waste by Urb'n Nature.

"These sachets contribute to the circular economy and

have the same durability as conventional pure petroleum-based materials."

The Zero Waste collection is designed to help spas and hotels reduce their carbon footprints and plastic waste.

More on spa-kit.net

READ MORE ONLINE



2022 CONFERENCE

MAY 2-4 | LAS VEGAS, NEVADA

WHERE *amazing* PARTNERSHIPS BEGIN.

Come together with more than 200 exhibitors who are expected to be on hand to share the most innovative products and services with a diverse group of motivated spa buyers from all sectors of the spa industry.

RESERVE A BOOTH OR REGISTER AT [ATTENDISPA.COM](https://attendispa.com)





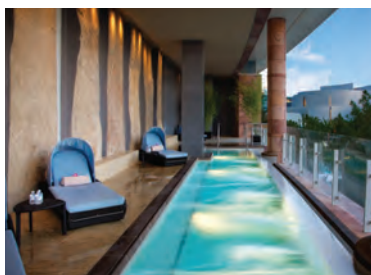
PHYTOMER

Proud partner of the most beautiful spas in France and around the world



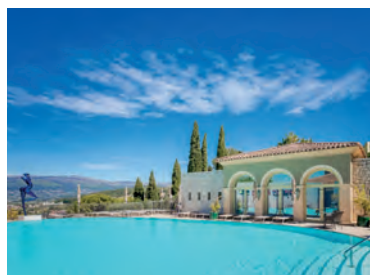
Euphoria Resort Hotel

Chania
(Crete)



ARIA Resort & Casino

Las Vegas
(USA)



*Le Mas Candille Hôtel & Spa 5**

Mougins
(on the French Riviera)

(re)vitalizing the spa experience

Made of sea,

Phytomer cultivates its revitalizing benefits for all

Made of nature,

Phytomer believes in natural and organic ingredients

Made of trust,

Phytomer partners with the top spas around the world

Made of quality,

Phytomer provides safety, beauty and wellness to the skin

Made of commitments,

Phytomer preserves and protects marine ecosystems

Made of one belief,

Nature is the new luxury.

PHYTOMER

PARTNER OF ELITE SPAS WORLDWIDE

WWW.PHYTOMER.COM

WEB ADDRESS BOOK

Connect with spa organisations from around the world.

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

Asia-Pacific Spa & Wellness Coalition (APSWC)

■ www.apswc.org

Association of Malaysian Spas (AMSPA)

■ www.amspa.org.my

Bali Spa and Wellness Association

■ www.balispawellness-association.org

Brazilian Spas Association

■ www.abcs spas.com.br

Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

■ www.bubspa.org

Association of Spas of the Czech Republic

■ www.jedemedolazni.cz

Estonian Spa Association

■ www.estonianspas.eu

European Historic Thermal Towns Association

■ www.ehtta.eu

European Spas Association

■ www.espa-ehv.com

Federation of Holistic Therapists (FHT)

■ www.fht.org.uk

FEMTEC (the World Federation of Hydrotherapy and Climatotherapy)

■ <https://www.femteconline.org/m>

French Spa Association (SPA-A)

■ www.spa-a.org

German Spas Association

■ www.deutscher-heilbaederverband.de

Global Wellness Institute (GWI)

■ www.globalwellnessinstitute.org

Green Spa Network (GSN)

■ www.greenspanetwork.org

Hungarian Baths Association

■ www.furdoszovetseg.hu/en

Hydrothermal Spa Forum

■ www.hydrothermal-spa-forum.net

The Iceland Spa Association

■ www.visitspas.eu/iceland

The International Medical Spa Association

■ www.dayspaassociation.com/imsa

International Sauna Association

■ www.saunainternational.net

International Spa Association (ISPA)

■ www.experienceispa.com

Irish Spa Association

■ www.irishspaassociation.ie

Japan Spa Association

■ www.j-spa.jp

Leading Spas of Canada

■ www.leadingspasofcanada.com

National Guild of Spa Experts Russia

■ www.russiaspas.ru

Portuguese Spas Association

■ www.termasdeportugal.pt

Romanian Spa Organization

■ www.romanian-spas.ro

Salt Therapy Association

■ www.salttherapyassociation.org

Serbian Spas & Resorts Association

■ www.serbianspas.org

South African Spa Association

■ www.saspaassociation.co.za

Spanish National Spa Association

■ www.balnearios.org

Spa and Wellness Association of Africa (SWAA)

■ www.swaafrika.org

Spa Association of India

■ www.spaassociationofindia.in

Spa Industry Association

■ www.dayspaassociation.com

Spa & Wellness International Council

■ www.lswic.ru

The Sustainable Spa Association (SSA)

■ www.sustainablespas.org

Taiwan Spa Association

■ www.tspa.tw

Thai Spa Association

■ www.thaispaassociation.com

The UK Spa Association

■ www.spa-uk.org

Ukrainian SPA Association

■ www.facebook.com/UASPA