

# spa opportunities

Issue No 60 8 May – 21 May 2009 £2.00

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## Bespoke spa range for MOHG

Aromatherapy Associates develop signature product line

From June 2009, a new range of signature therapies and products will be introduced to spas in many properties around the world within The Mandarin Oriental Hotel Group (MOHG).

The Mandarin Oriental Signature Spa Therapies have been created in consultation with specialists in Traditional Chinese Medicine (TCM) and master aromatherapists. Each signature therapy will consist of a body

massage ritual that combines oriental meridian massage with custom-blended essential oils, created specially for MOHG.

The signature product line has been developed by Aromatherapy Associates. Paraben-free, each product has been created according to the Oriental principles of five elements – namely, wood, fire, earth, metal and water. Details: [mandarinoriental.com](http://mandarinoriental.com)



The signature products and treatments will be introduced on a global basis



## Chiva-Som Academy links up with ACNT

The Australasian College of Natural Therapies (ACNT) has teamed up with the Chiva-Som International Academy in Bangkok, Thailand. ACNT will deliver Australian qualifications in natural therapies via distance education study, with a selection of tutorials and clinical training then conducted in Bangkok.

Chiva-Som's training academy has recently undergone an extensive expansion and offers a wide range of CIBTAC-accredited programmes, open to all students. The academy is part of Chiva-Som International Health Resorts Company, owner of the Chiva-Som health resort in Hua Hin, Thailand. Details: [chivasomacademy.com](http://chivasomacademy.com)

## Belli Spa Resort launches in medieval Sicilian town

The €2.4m (£2.16m, US\$3.19m) Belli Spa Resort has opened in the medieval town of Gratteri, near Cefalu, in Sicily.

The 19,375sq ft (1,800sq m) spa centre at the resort features a large swimming pool, a thermal hydromassage pool, a sauna, Turkish bath and massage room.

Face and body treatments will use Dr Hauschka products and signature therapies will include a range of Tibetan massages.

Other facilities include a gourmet restaurant and a total of 14 suites and double rooms. Details: [thinksicily.com](http://thinksicily.com)



The hammam area within the new spa

## First CEO appointed at LHI

Brett Butcher has been promoted to the position of Chief Executive Officer at Langham Hotels International (LHI).

Butcher's appointment is intended to spearhead the expanding pipeline of hotel properties around the world.

The current planned growth includes more than 30 more operating hotels – many with spa facilities – within the next five years.

Butcher said: "My goal is to ensure that the Langham's 140-year history develops and continues to position our hotel portfolio as global icons of hospitality." Details: [langhamhotels.com](http://langhamhotels.com)

## spa opportunities

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## European office

Portmill House, Portmill Lane,  
Hitchin, Herts SG5 1DJ, UK

Tel: +44 (0)1462 431385

Fax: +44 (0)1462 433909

email: please use contacts'

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## Subscriptions

Michael Emmerson +44 (0)1462 471932

To book recruitment advertising, call

Emma Matthews +44 (0)1462 471907

## Editor

Liz Terry +44 (0)1462 431385

## Managing Editor

Sarah Todd +44 (0)1462 471927

## Journalists

Katie Barnes +44 (0)1462 471925

Pete Hayman +44 (0)1462 471938

Tom Walker +44 (0)1462 471914

Caroline Wilkinson +44 (0)1462 471911

## Design

Ed Gallagher +44 (0)1905 20198

## Internet

Dean Fox +44 (0)1462 471900

## Display Advertising

Nuzhat Hayat +44 (0)1604 415414

## Account Manager (US)

Rebekah Scott +44 (0)1462 733477

## Recruitment, training &amp; tenders

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Paul Thorman +44 (0)1462 471904

Anthony Ward +44 (0)1462 471914

Simon Hinksman +44 (0)1462 471905

Julie Willmott +44 (0)1462 471916

## Marketing Manager

Jennifer Todd +61 3 9694 5213

## Financial Controller

Sue Davis +44 (0)1395 519398

## Financial Administrator

Denise Gildea +44 (0)1462 471930

## Circulation Manager

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Distribution: Spa Opportunities is published 24 times a year by  
The Leisure Media Company Limited, Portmill House, Portmill Lane,  
Hitchin, Herts SG5 1DJ, UK and is distributed in the USA by SPP, 75  
Aberdeen Road, Emigsville, PA 17318-0437. Periodicals postage  
paid @ Manchester, PA POSTMASTER Send US address changes to  
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## Colombo's resort and spa nears launch

Luxury property will be located on the island of Porto Santo

Colombo's Resort on the island of Porto Santo, Portugal will open in July 2009, as part of Starwood Hotels &amp; Resorts' Luxury Collection.

The resort's €12m (US\$15.9m, £10.8m) spa will cover 48,440sq ft (4,500sq m). Facilities will include 12 indoor therapy rooms, four outdoor therapy rooms, a spa suite and a hydro pool. A thermal area will boast a laconium, a herbal bath and an ice fountain.

Ytsara and Anne Semonin skincare products will be used in the spa, while the signature treatment will use sand from Porto Santo's beach.

There will also be a children's Candy Spa, stocking the ME! Bath range.

The property will be part of The Luxury Collection, a subsidiary of Starwood Hotels & Resorts. Ross Klein, president of The Luxury Collection, said: "We define The Luxury Collection by our guests and the exceptional experiences and services they expect." Details: [colombosresort.com](http://colombosresort.com)

The reception area of the new spa



The eco-villas at the new hotel

## Hotel-e added to GHOW portfolio

Great Hotels of the World has added Hotel-e and spa in Cyprus to its portfolio.

The new hotel will open later this year and will combine eco-friendly boutique accommodation with a luxury spa.

Located 12km from Larnaca International Airport in the seaside village of Pervolia, Hotel-e's spa will offer a full menu of services and boast six treatment rooms.

The rooms will be surrounded by water streams and have stone floor finishes as well as wood panelling. Details: [ghow.com](http://ghow.com)

## Three new Park Inn properties for Rezidor group

The Brussels-based Rezidor Hotel Group is to add three more Park Inn hotels to its portfolio – in the United Arab Emirates, Switzerland and Ukraine.

The 204-room Park Inn Abu Dhabi, Yas Island, will be the firm's first Park Inn in the UAE and will feature an all-day dining restaurant, a South American-themed restaurant, a lobby bar and an outdoor swimming pool with a bar. Yas Island is a mixed-use resort destination on an island off the coast of Abu Dhabi.

The Park Inn St. Gallen will be Rezidor's seventh Swiss site, and will boast 100 bedrooms, a restaurant, a lounge

bar, meeting rooms and a wellness centre. The 250-room Park Inn Dnepropetrovsk will feature a lounge, a fitness suite and conference facilities.

Kurt Ritter, president and CEO of Rezidor, said: "Park Inn is our fastest growing brand. We started in January 2003 – and our pipeline features more than 125 hotels, with almost 23,000 rooms in operation and under development.

"Emerging markets like the Middle East and Russia offer huge potential for this young and dynamic brand, but I'm also delighted to add a Park Inn to our Swiss portfolio." Details: [rezidor.com](http://rezidor.com)

The 16,500sq ft spa will complement the luxury resort's existing facilities

## Luxury spa unveiled at Emerald Bay

A 16,500sq ft (1,532sq m) luxury free-standing spa has opened at the Pueblo Bonito Emerald Bay property in Mazatlan, Mexico.

The Emerald Bay Spa has a wide range of signature features, including a chromotherapy room, reflexology paths and aromatherapy used in a number of areas.

Provided in the men's and women's steam-rooms, chromotherapy, or colour therapy, will enable users to enhance their spa experience. Elsewhere, the reflexology paths are intended

to aid guests' relaxation, while the scent of lavender will be used in the reception area, and citrus fragrances to help refresh both the wet areas and the fitness centre.

There are also 11 treatment rooms, including a couple's massage room, while therapies will use Natura Bisse products. Other facilities include aromatherapy and Swiss showers, a cold plunge and a relaxation area with two flatscreen televisions showing peaceful videos. Details: [pueblobonitoemeraldbay.com](http://pueblobonitoemeraldbay.com)

## ISPA releases new Global Best Practices guide

The International Spa Association (ISPA) has released a list of Global Best Practices to ensure that all spas provide quality service to their guests.

The document is intended to act as a checklist for facilities and was created by a taskforce of spa industry professionals to aid their peers in creating the best spa experience possible for their clientele.



An artist's impression of the next resort

ISPA president Lynne McNeese said: "Two years ago, we introduced the ISPA Code of Conduct, which helped open the door to developing a Global Best Practices guide.

"Consumers are very savvy on what constitutes a spa experience and we are ensuring that our members have the tools they need to stay relevant in meeting their needs and expectations." Details: [experienceispa.com](http://experienceispa.com)

## Best Western for Phuket

The Best Western International Asia hotel group is to continue the rollout of its in-house spa brand with a Bhavana spa at the Best Western Patong Hotel in Phuket, Thailand, which will open in September 2009.

The resort will be set by the famous Patong beach and has incorporated modern Sino-Portuguese elements to its design. Details: [bestwestern.com](http://bestwestern.com)Reservation  
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### Banyan Tree extends Elements spa brand to Brazil

Banyan Tree's Elements Spa brand has entered Brazil for the first time with the launch of a 6,458 sq ft (660sq m) day spa within the Tivoli Hotel Sao Paulo.

Asian spa operator Banyan Tree currently operates more than 65 spas around the world under three brands: Banyan Tree, Angsana and Elements Spa by Banyan Tree. Details: [banyantree.com](http://banyantree.com)



A Banyan Tree therapist performing a facial

### Green hotel scheme launched

The American Hotel & Lodging Association (AH&LA) has launched a new green scheme for hotels.

The *AH&LA Green Guidelines Challenge* will enable participants to label themselves as eco-friendly by benchmarking their operation procedures against AH&LA's 11 minimum green guidelines, launched in November 2008.

AH&LA members will receive a tracking tool to measure occupancy statistics, monetary and energy expenditures and return on investment from specific green practices. Details: [ahla.com](http://ahla.com)

### Mapo hotel debuts under Lotte brand with plans for spa

The Lotte Hotels and Resorts group has extended its portfolio with the launch of the budget Lotte City Hotel Mapo in Seoul, South Korea.

The hotel has a medical centre and a health spa. Other facilities include buffet-style restaurant, a lounge and bar, a conference hall, an indoor swimming pool and a fitness centre.

The hotel has four underground floors and eight floors above ground and is located near to Gongdeok Station. Details: [lottehotel.com](http://lottehotel.com)



One of the treatment rooms within the Nivea Haus Hamburg spa

### Third Nivea Haus day spa opens in Berlin

The latest Nivea Haus day spa has launched in Berlin, Germany.

Owned and operated by skincare brand Nivea, the third site in the Nivea Haus brand has opened on the city centre's Unter den Linden boulevard and offers 'spontaneous' treatments, with no appointment necessary.

Each Nivea Haus includes a range of day spa services alongside the retailing of Nivea products and a men's grooming area.

Nivea Haus Berlin also boasts a café, which combines refreshments with short treatments, such as the 'café massagio' coffee and massage.

The Nivea Haus concept was first launched by Nivea's parent company, Beiersdorf AG, in central Hamburg, Germany, in April 2006.

The second Nivea Haus opened in Dubai, in the UAE, in late 2008 in the Dubai Mall beauty zone, part of the Dubai Downtown Project. Details: [beiersdorf.de](http://beiersdorf.de)

### STR publishes Canadian development pipeline

According to a new report about developments in the Canadian construction pipeline, there are currently 224 hotel projects due to be developed – comprising 25,793 rooms – at the end of the first quarter of 2009.

Smith Travel Research's (STR) Construction Pipeline Report revealed that the luxury hospitality sector increased 23.4 per cent to 1,132 bedrooms, compared to March 2008, while

the upper upscale sector saw a 24.5 per cent increase to 2,654 rooms in the active pipeline.

Elsewhere in the report, the midscale with food and beverage sector leapt 74 per cent to 2,015 rooms and the economy sector grew by 22.8 per cent to 603 rooms. Meanwhile, the upscale sector fell 2.2 per cent to 6,741 rooms while the midscale without food and beverage fell 7.5 per cent. [smithtravelresearch.com](http://smithtravelresearch.com)



The lobby contains 18 gigantic floor lanterns

### JW Marriott Shenzhen debuts

The JW Marriott hotel and spa in Shenzhen, China has launched.

Designed by hospitality consultancy Hirsch Bedner Associates (HBA), the property is located in the city's new business district of Futian and was adapted from an existing office block and features a signature Quan Spa, designed around the concept of white water. Details: [hbadesign.com](http://hbadesign.com)

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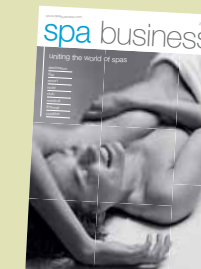
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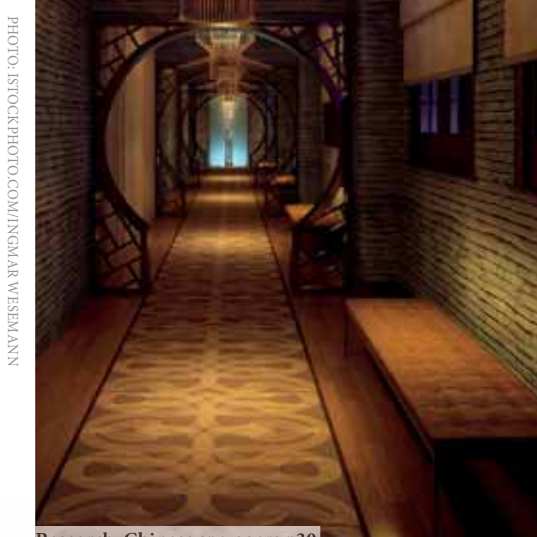
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PHOTO: ISTOCKPHOTO.COM/CARLOS ALVAREZ



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**THERAPIST UPDATE**



Peggy Wynne Borgman is president of Wynne Business Spa Consulting and the founder of the Preston Wynne Spa Group

**Stepping up to spa management**

In my last column, I mentioned the importance of two key factors in becoming a successful spa manager – namely, your innate social style and specialised training. In this issue, we'll focus on the powerful influence of social style in the workplace.

Social style has a profound influence on the jobs you are best suited for. There are two key influences on your social style. The first influence is whether you are results-driven or relationship-driven. If you're in the spa business, you're probably very focused on relationships. You'd rather communicate than calculate.

The second influence is your appetite for risk. Are you risk-averse but results oriented? Or do you see yourself in any of the following descriptions instead? 'Drivers' are bold risk takers, focused on results, and often become entrepreneurs and CEOs, whereas 'Analyticals' make good engineers and accountants. 'Amiables' love being part of a team – often entering the helping professions. If you're a risk tolerant and relationship-driven 'Expressive', you may be a great salesperson – and you share the social style most common to spa managers.

Successful spa directors and managers are relationship and results driven. Their rapport-building skills are paired with a passion for tangible outcomes, such as achieving revenue and profit goals.

While our social styles are not something we choose, by educating ourselves to their powerful influences, we can modify our behaviour and flex our style to accommodate others' emotional needs. One of Stephen Covey's *Seven Habits of Highly Effective People* is "Seek first to understand, then to be understood". Understanding social styles is one of the true keys to success as a manager.

Contact: [pwb@wynnebusiness.com](mailto:pwb@wynnebusiness.com)



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**EMBRACE THE GRAPE**

Heritage Healers has introduced a Grape Wine Peel facial treatment. This multi-fruit acid complex contains over 20 per cent of acids – including citric, tartaric and malic acids derived from grape extract – to gently exfoliate the top layer of skin cells and provide essential polyphenol nutrients and antioxidants to the skin. A mixture containing wine extract, orange-flower water, aloe, panthenol, vitamin C and witch hazel is then used to nourish and revitalise the skin.



KEYWORD: heritage



KEYWORD: schwinn

**GET ON YOUR EBIKE**

Spas supplying bikes for guests' use might consider investing in Schwinn's latest electric model: the Schwinn Tailwind, incorporating Toshiba's Super Charge ion Battery (SCiB). The eBikes can be recharged in 30 minutes through a standard electrical outlet. Riders will typically be able to travel up to 30 miles per charge, depending upon factors such as rider weight and terrain. The bike comes in four sizes for standard frames and three sizes for step-through frames.

**FIZZ WITH ELIZABETHW**

San Francisco-based luxury skincare brand elizabethW has launched a new range of Bath Fizzes in 10 different scents, designed to soften water as well as ease and relax tight and tired muscles. The 10 scents to choose from are: citrus vervain, lavender, leaves, lilac, magnolia, neroli camomile, rose, sweet tea, tuberose and vetiver. For use in warm water, the 2oz tablets come in boxes of two.



KEYWORD: elizabethw

**INTELLIGENT NUTRIENTS**

An organic health and beauty collection called Intelligent Nutrients has been launched by Horst Rechelbacher, the founder of Aveda. The 20-plus products are all certified organic by the United States Department of Agriculture's National Organic Program and the UK's Soil Association. They include aromatic sprays, scalp and hair products, a total body cleanser, lip delivery nutrition™ and Intellimune™, an internal/

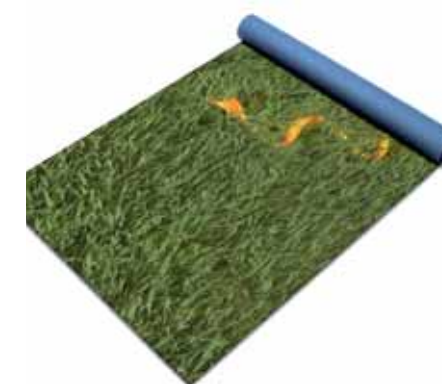
external super-antioxidant seed oil blend and tablets. The collection is the first phase of an entire lifestyle brand planned by Rechelbacher, with future products to include skincare, bodycare, maternal/baby care, 'love therapy', pet care and products for the home. All Intelligent Nutrient products are free of sulphates, petrochemicals, plastics, phthalates, parabens, heavy metals, silicone and mineral oil.



KEYWORD: nutrients

**WALKING THE PLANK**

Yoga accessory company Plank, based in the US, has launched a new range of yoga mats. Including an eco-friendly, anti-skid base, the mats come in a range of four different styles – Plank, Shag, Pills and Cobra. Each mat also features patented technology, combining two high-tech materials: EcoLITE and EcoCELL. These are said to offer superior traction and improved stability, which is activated by pressure and heat from the hands and feet.



KEYWORD: plank



KEYWORD: next wave

**RELAXING ON A WAVE**

The Next Wave Relaxation and Therapy Room is designed to relax, revitalise and rebalance the body by stimulating the senses. A key feature of the room is the low-frequency sound wave therapy bed, which delivers a range of therapeutic programmes said to reduce a variety of conditions including muscle inflammation, improve blood pressure and boost circulation.



KEYWORD: scandle

**MASSAGE CANDLES**

Scandle, a manufacturer of massage candles and complementary spa products, has introduced sustainable packaging. The 7.5oz Body Candle packaging will feature a reusable ceramic canister with a pour spout. After using their massage candle, customers can re-use the canister for other purposes or purchase Body Candle refills. The Scandle can also be used within spa facilities to set the mood for all types of treatments, from massages to manicures and pedicures.

**BE COCO-LUSCIOUS**

Éminence Organics has added the Coco-Luscious range to its portfolio. Treating the skin with coconut, mango and pineapple enzymes, Coco-Luscious is designed to address dryness, sun damage, pigmentation and create a healthy holiday glow. Included is a Coconut Sugar Scrub, which buffs skin using raw sugar cane granules and incorporates virgin coconut oil to give deep hydration and nutrition, and a

Mango Night Cream that includes, among other ingredients, mango puree, coconut and shea butter, in a blend designed to help ease fine lines and fatigue. The selection also includes two products specifically for professional use: the Pineapple Enzyme Pro Peel facial and Mango Enzyme Body Wrap. The range joins the company's Vitamin C collection, introduced earlier this year and targeting all skin types.



KEYWORD: eminance

# CHALLENGING TIMES FOR THE SPA INDUSTRY

Thalgo's UK director Marian Green examines a range of current operational problems facing international spas



Marian Green

Marian is the director of Thalgo UK group and has more than 30 years of experience in the international spa and beauty industries

The international spa industry has faced training challenges for quite some time, with the necessary changes quite difficult to make and progress relatively slow. However, times are certainly changing, with operators becoming more aware of the need to adapt and be more flexible in order to gain positive results.

The spa industry in many countries is not as well developed as in the UK. As a consequence, the lack of a nationalised standard of beauty schools means students may not achieve the correct technical skills. As there is often no specific training required to become a spa therapist or manager, many countries instead send their staff to the UK or US to gain these important qualifications and experience.

Another challenge is language. Finding therapists who speak the required language, or languages, is not always easy. At the very least, therapists need to be fluent in the native language and, usually, English is required. Translation during training can be necessary, resulting in longer courses. Many spas abroad will employ managers from other countries for their experience, but they will be required to speak the native language. Salary expectations also vary massively between countries and staff may require accommodation along with work permits or visas.

Training challenges in spas abroad are similar to those in the UK; frequent, ongoing training is required due to high staff turnover. However, with too little time allo-

cated for training, as time is money, clients and revenue will always come first. Spa managers and receptionists rarely participate in training, but their presence is just as important as any therapist's, as they are at the front line for selling treatments and products. If the spa manager has not attended the training (as perhaps they are not a therapist), it means that, once the trainer has left, there is nobody who can check protocols. Ultimately, this is an expensive mistake as it invariably results in more 'top up' training visits from the national or international trainer.

Cultural differences, working hours and even finding models can also sometimes be difficult, as different countries, and customs, must be observed at all times. Also, depending upon the country, hygiene can vary. In the UK and Europe, hygiene plays a very important role, whereas spas in certain countries lag behind. Training in hygiene and basic standards of cleanliness is sometimes necessary before even beginning to look at treatment protocols.

Finally, in today's current climate, staff numbers are being reduced, resulting in increased pressure on remaining staff to forfeit aspects of their continual professional development. This means that staff are not able to learn new skills, thus preventing them from moving up the career ladder. It's important that operators realise the importance of maintaining both training and career progression for their staff, as ultimately, this motivation is what will enhance the service levels and profitability of their business.

## Carlton Institute opens new training centres across the UK

A number of training centres are to open as part of an expansion of the UK-based skills training provider The Carlton Institute.

The company, which is under new ownership, is extending the number of training centres across the country from two to seven locations, in order to meet the rising demand.

Owner of the Carlton Institute, Suki Kalirai, said: "Demand for fast-track courses that get individuals into work quickly or build their skills is growing. Extending skills to earn more or an unexpected need to change career is key to peoples' future."

The Institute has also partnered with the Essex-based Brentwood Academy, which will provide long courses and fast-track courses in liaison with the institute. Principal and director of Brentwood Academy, Jacqui Borley, said: "We see our partnership as mutually beneficial and a move that benefits our students." Details: [beauty-training.co.uk](http://beauty-training.co.uk)

## Spa manager appointed at Conrad Maldives Rangali Island

Anita Foss has become the new spa manager at the Conrad Maldives Rangali Island resort.

Prior to joining Conrad, Anita was most recently the spa director and consultant for Chuan Spas, which involved travelling between California, Boston, Hong Kong and Beijing.

Her other experience includes a period in a spa management role at the Chuan Spa in Melbourne, Australia.



The workshops will look at changes to standards

Commenting on Foss' appointment, Carsten Schieck, general manager, said: "As home to three spas, we pride ourselves on offering a world-leading spa experience at Conrad Maldives Rangali Island.

"We are confident that Anita's extensive global industry experience will prove invaluable as we develop our spa programming further." Details: [conradhotels.com](http://conradhotels.com)

## Habia workshops in June

A series of Habia workshops will take place in the UK to examine future qualifications in beauty therapy, nail services and hairdressing.

Beginning on 8 June in Glasgow, the workshops will also cover changes to Assessment Strategies and Evidence Requirements.

Habia is the government approved standards setting body for hair, beauty, nails and spa. Details: [habia.org](http://habia.org)

### Take a one-year journey into Spa Management

Humber's Spa Management diploma program covers everything from managing a spa to starting your own - all within one year.

For more information contact: Antonietta Perretta, Program Coordinator 416-675-6622 ext 4089

[business.humber.ca](http://business.humber.ca)

### WORLD-CLASS TRAINING FOR REWARDING SPA CAREERS

Established in 1976, Elmcrest College is the first registered private career college in North America wholly dedicated to curriculum for the spa wellness industry. Elmcrest College prepares students to become the highly skilled, job-ready spa personnel in demand by premier spas worldwide.

Our graduates have gone on to work in all types of amazing environments from cruise ships and resorts in Dubai, St. Lucia, Barbados and Mexico to hotel and days spas worldwide.

### SPA MANAGER/DIRECTOR DIPLOMA PROGRAM

Elmcrest College is the first to offer full-time diploma programs in Spa Management in North America. Our curriculum provides exposure to a broad spectrum of management skills, spa industry knowledge and practical applications from the front desk staff to the senior spa manager/director.

Our 10-month full-time program has attracted students from across the globe. Our curriculum represents some of the highest standards in the world. We provide students with the skills and knowledge highly sought after by today's leading spa employers both locally and internationally.

For further information on our programs, contact our Admissions Department today at 416-256-5356 or by email at [admissions@elmcrestcollege.com](mailto:admissions@elmcrestcollege.com).

**Elmcrest College**  
of Applied Health Sciences & Spa Management

1200 Lawrence Avenue West  
North York Ontario Canada M6A 1E3  
Toll free in North America: 1-888-641-6300

[www.elmcrestcollege.com](http://www.elmcrestcollege.com)

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## Spa Management Training

Part one: May 19 – 22, 2009  
Part two: July 14 – 17, 2009  
Wales, United Kingdom

The art of spa rediscovery

The science of spa business

With more than 50 spas in 28 countries and numerous awards, Raison d'Etire is one of the world's leading Spa Companies.

Our proven Spa Management Training Program, previously available exclusively to our clients, is now open to spa managers and assistant spa managers worldwide. The course is tailored to you and your spa. Become a better, more effective leader and operator. Learn the tools to maximise profitability and strategies to make your spa more successful, even in these difficult economic times.

The two part, eight day program includes all training materials and a follow up coaching session over the telephone.

All information, contact: Amanda Roman Al-Masri  
[ar@raisondetrespas.com](mailto:ar@raisondetrespas.com)  
[www.raisondetrespas.com](http://www.raisondetrespas.com)

Upcoming courses  
Introduction to Spa Management: Europe, Autumn 2009  
Spa Management Training: Dubai, UAE, Winter 2009

training & education



**Fairmont MONTE CARLO**  
WILLOW STREAM  
A FAIRMONT SPA

Set to open in June 2009, Willow Stream Spa at the Fairmont Monte Carlo seeks candidates for the positions of Spa Director, Assistant Spa Director and qualified therapists.

A luxury full-service 900 m<sup>2</sup> spa, featuring 7 treatment rooms, fitness facility, swimming pool sitting atop the Fairmont Monte Carlo, the new Willow Stream Spa will offer a unique brand experience in Monaco.

Spa Director responsibilities include:

- Set up of new spa operation including
  - delivery of final physical product,
  - set-up for furniture & equipment
- recruitment and hiring of personnel
- local product research
- treatment menu development
- implementation of standards and procedures
- Direct operations of the facility
- Manage costs effectively and efficiently
- Manage, train and motivate all spa staff
- Ensure all standards of operation are met on a daily basis from point of reservation through service delivery, and guarantee a memorable experience for our guests
- Ensure all health & safety are strictly adhered to in order to comply with Monegasque laws
- Ability to identify new business, assist with public relations and act as a spokesperson for the Spa and the Brand
- Development of budget and financial analysis
- Ability to provide & analyse strategic decisions

The successful candidate should ideally have .

- University or College degree
- min of 5 years experience in spa management and a passion for providing phenomenal guest experiences
- fluent French & English, Italian being a plus

At Willow Stream each day brings endless possibilities to create memories, not only for our guests, but also for our employees. See how extraordinary a Willow Stream Spa day can be : [www.willowstream.com](http://www.willowstream.com) and discover the hotel Fairmont Monte Carlo at [www.fairmont.com](http://www.fairmont.com)

Please submit your resume to: [louis.starck@fairmont.com](mailto:louis.starck@fairmont.com)



Life giving rituals have been practiced in every culture since the beginning of time. Inspired by these rituals, The Spa at Mandarin Oriental has merged techniques and philosophies from around the world into a potent blend of treatments, ensuring an optimal wellness experience.

### The Spa at Mandarin Oriental Hyde Park, London invites applications for **Spa Therapist, Spa Concierge & Spa Receptionist.**

Spa Experience, ideally with strong management skills, Motivated, Team Leader, Driver, Dedicated, Positive and Open Personality, Friendly, Treatments trained an advantage, Supervisory Skills, Good Interpersonal Skills and Calm Nature. Excellent Remuneration Package including: Commissions, Service Charge, Uniform supplied and Meals!

Please contact Hazel Fairtlough in Human Resources on +44 (0) 207 201 3673, fax +44 (0) 207 201 3770 or email on [hfairtlough@mohg.com](mailto:hfairtlough@mohg.com)



**SOFITEL**  
LUXURY HOTELS  
LONDON ST JAMES

## SPA TEAM MEMBERS

A magnifique expérience

The stunning Sofitel London St James located in the former home of Cox and Kings bank in the very heart of London is bringing to the capital a French Touch along with its elegance and charm. The So Spa is here to offer a sanctuary of relaxation that compliments Sofitel London St James deluxe ambience.

We are currently recruiting talented individuals to join our exceptional spa team and together create and deliver the Sofitel magnifique expérience. You will all play a key part by joining us on this venture.

**The career development opportunities are:**

- Spa Supervisor
- Spa Therapists
- Spa Receptionists
- Spa Sales Coordinators (Reservations)
- Spa Attendants

Successful applicants must have excellent communication skills and have the passion to create an exceptional experience in order to deliver our service extraordinaire, you must be flexible to work weekends early morning and evening shifts when and as required.

\*Applications to: Maarten Dirks, HR Manager,  
Sofitel London St James, 6 Waterloo Place SW1Y 4AN  
Email: [h3144-hr@sofitel.com](mailto:h3144-hr@sofitel.com) [www.sofitel.com](http://www.sofitel.com)

Sofitel London St James offers an excellent salary package to be discussed on application, coupled with great career development prospects and excellent benefits.

\*You must demonstrate relevant and/or similar experience on the positions above in order to be considered.

Please state on your covering letter what position you wish to apply.

\*Please note that due to the high number of applications received we will ONLY contact candidates who are selected to proceed to the next stage of our recruitment process. Your details will be held in strict confidence in our candidates' database. Should you wish not to have your details held by us please advise.

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- MANICURIST
- PEDICURIST
- CHEF
- FITNESS TRAINER

**SALARY : Excellent salary packages**  
**COMPANY : Lavanya Spa Riyadh**  
**LOCATION : Riyadh KSA**

Lavanya Day Spa is a new upscale destination in Riyadh KSA, that cater only to women, offering complete day spa experience and Provide Outstanding Women Relaxing Health Care with Artistic Atmosphere.

We are looking for a dynamic team to join with us, we need focused, hardworking individuals who take pride in working in the Spa industry.

#### Qualification

With 2 years Work experience in 5 star Spa, Hotels, Saloon or Gym, motivated, dedicated, positive and open personality, friendly with good interpersonal skills and calm nature

**TO APPLY: Send your Valid CV with Recent 2x2 Picture to [lavanyaspa@hotmail.com](mailto:lavanyaspa@hotmail.com)**  
And Please indicate the job order you wish to apply

**ADDRESS : P.O. Box 50246,**  
**Riyadh 11523 Saudi Arabia**  
**Mobile: +966-508802747 Fax: +966-01-4403333**  
**[www.lavanyaspa.com](http://www.lavanyaspa.com)**



Skibo Castle and Carnegie Club Scotland, UK

## BEAUTY THERAPIST

One of the world's most exclusive residential private members' clubs, this is an opportunity for someone who enjoys a more 'boutique-style' spa environment where service and expertise are the main drivers.

The successful applicant will have between 1 and two years experience in the Spa business preferably with some knowledge of Comfort Zone although full training will be provided.

Salary negotiable depending on skill level and experience plus commission/gratuities. All meals and uniform provided.

Reporting to the Spa Manager you would be part of a team comprising 6 therapists and 1 spa receptionist. Please send CV and photograph if possible to [marilyn.hodsdon@carnegieclub.co.uk](mailto:marilyn.hodsdon@carnegieclub.co.uk) or contact for job specification and further details

The Carnegie Club at Skibo Castle is in a remote part of the spectacular Scottish Highlands and closest airport is Inverness therefore own transport, although not essential, is desirable to ensure best work/life balance.



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ONE SPA WORLD

## Great careers

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- Hairdressers . Personal Trainers*
- Beauty Therapists . Massage Therapists*
- Barbers . Nail Technicians . Spa Receptionists*



Imagine working for the leading spa operator on board

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luxury cruise ships sailing the seven seas.

Contact: Jan Green  
Email: [jang@onespaworld.com](mailto:jang@onespaworld.com)  
Website: [www.onespaworld.com](http://www.onespaworld.com)

**bliss**  
anything less would be stress

Founded in 1996, bliss was spotted by new york beauty-obsessed buzz-makers and quickly massaged its way to the top.

## Bliss Barcelona Spa Director

Seeking a Spa Director to oversee the overall spa operations to include ensuring the spa achieves 'glowing results' relating to spa revenue and operating costs while focusing on 'dewy' it for our guest by delivering the highest level of guest service. Responsible for RUBBing our staff right through coaching and collaboration; recruiting/hiring the best techs on the planet, inventory management and retail merchandising (ordering, forecasting, stock management, cost controls) and resolving guest issues timely and effectively.

Must possess a minimum of 5 years management experience with proven leadership ability in a spa, hospitality or retail setting. Seeking a motivated individual who has a deep commitment to their work and team. Must be able to speak and converse in Spanish. Only those with current european working visa to work in Barcelona, Spain will be considered.

Also seeking:

- Beauty therapists
- Massage therapists
- Nail technicians
- Front desk staff
- House keeping staff



Please send resume to: [claud.crudo@blissmail.com](mailto:claud.crudo@blissmail.com).

for a full listing of future events please visit [www.spaopportunities.com](http://www.spaopportunities.com)

## SPA DIARY

7-8 May 2009

### NATURAL BEAUTY SUMMIT AMERICA

US arm of the Natural Beauty Summit forums, which covers developments in natural and sustainable products. Taking place in New York.  
Tel: +44 20 9567 0788

Web: [organicmonitor.com](http://organicmonitor.com)

17-19 May 2009

### GLOBAL SPA SUMMIT 2009

This annual forum, now in its third year, brings together top-level executives and key decision-makers within the international spa market. Taking place in Interlaken, Switzerland.

Web: [globalspasummit.org](http://globalspasummit.org)

18-20 May 2009

### BEAUTYWORLD JAPAN

New products and trends for the Asia-Pacific market are showcased at this event in Tokyo.

Tel: +81 3 3262 8453

Web: [beautyworldjapan.com](http://beautyworldjapan.com)

24-26 May 2009

### THE RESORT EXPERIENCE AT THE HOTEL SHOW

This year's show will introduce an arena dedicated to leisure, spa, wellness and relaxation called The Resort Experience. It will also see the launch of a Middle East Spa Summit for wellness professionals. Held in Dubai.

Tel: +971 4 331 9688

Web: [thehotelshow.com](http://thehotelshow.com)

31 May-2 June 2009

### INTERNATIONAL SPA RESORTS EXHIBITION

Organisers Perfect Events have teamed up with the Saudi Commission For Tourism and Antiquities for this international networking and contact-building event in Saudi Arabia.

Tel: +966 2 6611 543

Web: [sparesortsexhib-sa.com](http://sparesortsexhib-sa.com)

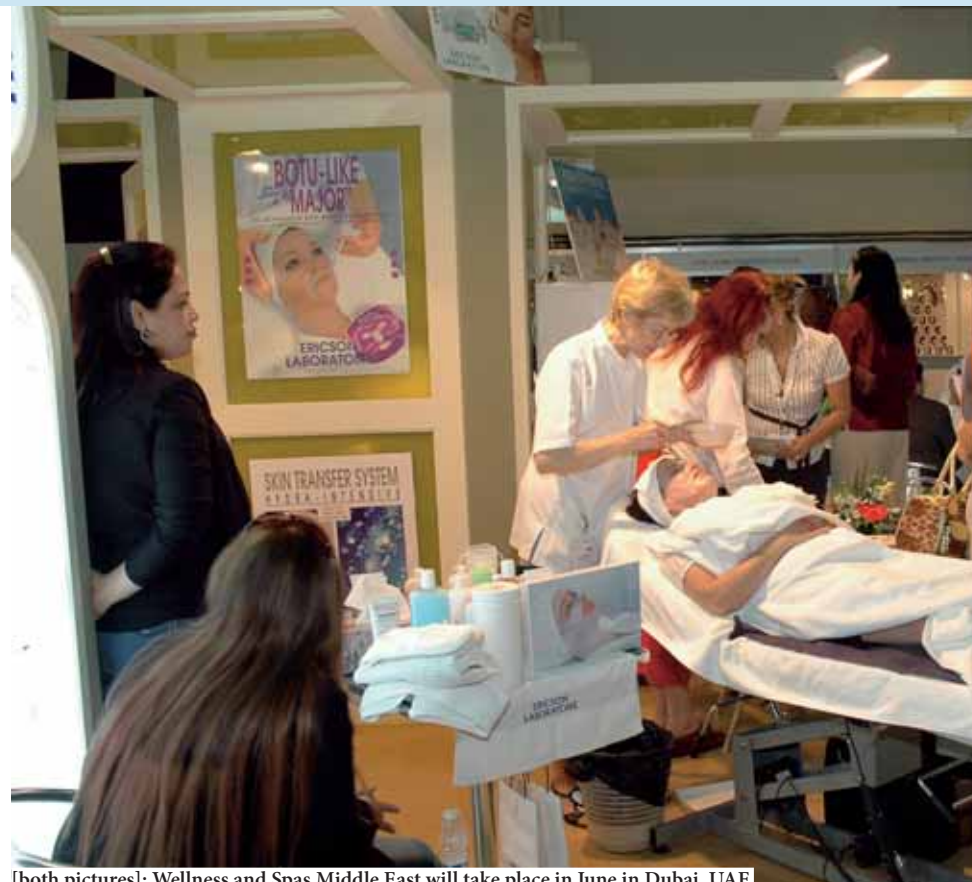
7-9 June 2009

### WELLNESS & SPAS MIDDLE EAST

This Dubai-based international trade fair will present the latest products, services and solutions for the spa, fitness and wellness industries.

Tel: + 971 4 3380 102

Web: [messefrankfurtme.com](http://messefrankfurtme.com)



[both pictures]: Wellness and Spas Middle East will take place in June in Dubai, UAE

15-17 June 2009

### THE WELLNESS & SPA WORLD CONGRESS 2009

Annual spa congress taking place at Palmeraie Golf Palace & Spa Resort in Marrakech, Morocco. Taking place over three days – with two days solely dedicated to networking and meetings – this event provides a platform for hoteliers, spa managers and wellness trend creators to meet tour operators, specialised travel agents and corporate buyers.

Tel: +41 22 7317 700

Web: [spa-leaders.com](http://spa-leaders.com)

19-21 July 2009

### COSMOPROF NORTH AMERICA

With pavilions for spa and cosmetics, more than 730 companies are expected at this Las Vegas, US, expo.

Tel: +1 916 774 8682

Web: [cosmoprofnorthamerica.com](http://cosmoprofnorthamerica.com)

8-9 August 2009

### SYDNEY INTERNATIONAL SPA & BEAUTY EXPO

Taking place in Sydney, Australia, this event showcases the latest products, treatments and equipment from leading brands and suppliers.

Tel: +61 2 9422 2535

Web: [internationalbeautyexpo.com.au](http://internationalbeautyexpo.com.au)

2-4 September 2009

### NATURAL THERAPIES & NATURAL HEALTH EXPO

This expo in Sydney, Australia provides a range of solutions for natural health industry professionals as well as a large exhibition.

Tel: +61 2 9660 2113

Web: [naturaltherapyexpo.com.au](http://naturaltherapyexpo.com.au)

4-5 September 2009

### VITA SPA '09, SPA & MEDICAL SPA EXPO & CONFERENCE

Large tradeshow taking place in Buenos Aires, Argentina, for spa and esthetic clinic owners and operators.

Tel: +5411 4758 4340

Web: [vitaspaweb.com](http://vitaspaweb.com)

9-14 September 2009

### 58TH CIDESCO WORLD CONGRESS

The 58th annual congress of the Comité International d'Esthétique et de Cosmétologie (CIDESCO) will take place in Kyoto, Japan. The congress will include wide a range of lectures as well as an exhibition focusing on equipment, products and services. This year's theme will be 'In Harmony with the Skin and the Environment'.

Tel: +41 44 448 22 00

Web: [cidesco-kyoto2009.com](http://cidesco-kyoto2009.com)

10-13 September 2009

### INNER IDEA

A US-based conference, taking place in California, Inner Idea will feature a diverse selection of mind-body-spirit programming. Held at La Quinta Resort & Spa.

Tel: +1 800 462 1876

Web: [inneridea.com](http://inneridea.com)

13-15 September 2009

### EUROPEAN SPA EXHIBITION & SUMMIT

Part of the Beyond Beauty Paris event, this extensive exhibition and summit is held in Porte de Versailles. Primarily aimed at European spa industry professionals, from operators and owners to managers and therapists.

Tel: +33 1 44 69 95 69

Web: [beyondbeautyparis.com](http://beyondbeautyparis.com)

13-16 September

### BEYOND BEAUTY PARIS 2009

An event suitable for a wide range of professional sectors within the international beauty industry, Beyond Beauty will take place in Paris, France, featuring a wide range of the latest products and equipment as well as suppliers and distributors.

Tel: +33 1 44 69 95 69

Web: [beyondbeautyparis.com](http://beyondbeautyparis.com)

16-17 September 2009

### NATURAL BEAUTY SUMMIT EUROPE

This summit is the European arm of the Natural Beauty Summit forums, which will cover developments in the natural and sustainable products industry. Taking place in Paris, France.

Tel: +44 20 9567 0788

Web: [organicmonitor.com](http://organicmonitor.com) or [beyondbeautyparis.com](http://beyondbeautyparis.com)

20-21 September 2009

### OLYMPIA BEAUTY

A London-based exhibition that has been primarily organised to showcase the latest styles, products and collections from beauty suppliers around the UK.

Tel: +44 1959 569 867

Web: [olympiabeauty.co.uk](http://olympiabeauty.co.uk)

23-26 September 2009

### SPATEC NORTH AMERICA FALL

A three-day forum in Las Vegas, Nevada, US, comprising of one-to-one meetings between a selection of spa owners, operators, directors and design and management companies and leading spa, beauty and wellness product suppliers and vendors.

Tel: +44 20 8547 9830

Web: [mcleaneventsinternational.com](http://mcleaneventsinternational.com)

5-8 October 2009

### 2009 ISPA CONFERENCE & EXPO

A key international conference, exhibition and networking event for the spa industry in Austin, Texas, US. With a wide range of speakers, seminar sessions and exhibitions as well as networking opportunities. Lance Armstrong will be this year's recipient of the ISPA Alex Szekely Humanitarian Award.

Tel: +1 859 226 4326

Web: [ispaconference.com](http://ispaconference.com)

15-17 October 2009

### EUROPEAN CONGRESS ON ANTI-AGING & AESTHETIC MEDICINE

Second annual conference for anti-ageing experts across Europe. Taking place in Germany.

Tel: +44 20 8846 2906

Web: [anti-ageingevents.com/europe](http://anti-ageingevents.com/europe)

8-9 November 2009

### DUBAI CONGRESS ON ANTI-AGING & REGENERATIVE MEDICINE 2009

The Dubai Congress on Anti-Aging & Aesthetic Medicine will take place at the Dubai World Trade Centre. The 2009 partners are the American Academy of Anti-Aging Medicine and the World Academy of Anti-Aging Medicine.

Tel: +44 020 8846 2903

Web: [tarsus-group.com](http://tarsus-group.com)



## Host Hotels & Resorts reports fall in profits

The US-based Host Hotels & Resorts group has revealed a 16.2 per cent fall in first quarter revenues for 2009, leading to net losses of US\$60m (£40.5m, €45.3m) for the period.

Host currently has a portfolio totaling 116 multi-branded luxury hotels, many with spas, and also holds a non-controlling interest in a joint venture that owns 11 hotels in Europe with around 3,500 rooms.

The group recorded revenues of US\$882m (£596.6m, €677m) for the three months to 27 March 2009 – compared to US\$1.05bn (£723m €792m) in same period in 2008.

The group saw its group-wide RevPAR (revenue per available room) during the first quarter fall by a total of 19.8 per cent on last year's figures.

In a statement, the company said that its ability to predict future operating results "continues to be significantly affected by the current recession and its effect on business and leisure travel".

"We expect that the trends affecting the economy will continue to depress hotel operating results across the portfolio," the statement concluded. Details: [hosthotels.com](http://hosthotels.com)



An artist's impression of the revamped Tamina Therme springs area

## Springs launch at Grand Resort Bad Ragaz

The €100m (£89.3m, US\$130.8m) refurbishment at the Grand Resort Bad Ragaz in eastern Switzerland will be completed in June with the launch of a thermal hot spring complex.

The new Tamina Therme thermal spring building covers 78,576 sq ft (7,300sq m) and has a 35°C indoor swimming pool.

A wide range of other facilities are offered at the complex including an indoor sports pool, hot and cold grottos, a whirlpool, hot tubs, steambaths, an outdoor swimming pool, saunas, and relaxation areas.

The water at Tamina Therme is piped from the nearby Tamina Gorge, a naturally occurring thermal spring. One of Europe's first indoor hot baths opened at Bad Ragaz in 1871, on the site of the new contemporary property.

The Grand Resort Bad Ragaz includes two hotels: the Grand Hotel Quellenhof & Spa Suites – which recently had 57 new spa suites added – and the Grand Hotel Hof Ragaz.

There is also a 59,201sq ft (5,500sq m) To B. Wellbeing & Spa facility on site, which also underwent a revamp. Details: [resortragaz.ch](http://resortragaz.ch)

### CONTACT BOOK CONTACT BOOK CONTACT BOOK CONTACT BOOK CONTACT BOOK CONTACT BOOK

American Massage Therapy Association (AMTA) +1 877 905 2700

Asia Pacific Spa and Wellness Council +1 818 789 2020

Australasian Spa Association +61 3 9387 9627

British Association of Beauty Therapy &

Cosmetology (BABTAC) +44 845 065 9000

British Hospitality Association (BHA) +44 845 880 7744

British International Spa Association (BISA) +44 1580 212954

British Resorts Association (BRA) +44 151 934 2285/2286

Comité International D'Esthétique

Et De Cosmétique (CIDESCO) +41 44 448 2200

Complementary Medical Association +44 845 129 8434

The Day Spa Association +1 201 865 2065

European Spas Association +32 2 7332661

Federation of Holistic Therapists (FHT) +44 870 420 2022

UK Fitness Industry Association (FIA) +44 207 298 6730

Guild of Professional Beauty Therapists +44 870 000 4242

The International Federation of Aromatherapists +44 208 567 2243

International Health, Racquet and Sportsclub

Association (IHRSA) +1 617 951 0055

The International Medical Spa Association +1 201 865 2065

International Spa Association (ISPA) +1 888 651 4772

Institute of Hospitality +44 208 661 4900

Leading Spas of Canada +1 800 704 6393

New Mexico Spa Association +1 505 331 2344

New York Spa Association +1 315 359 9389

Premier Spas of Ontario +1 800 990 7702

Samui Spa Association +66 7742 08712

Spas Association of the Czech Republic +420 222 511 763

Spa Association Singapore +65 6223 1158

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