



Global Spa Summit

Global Spa Summit 2011

“Engage the Change”

The Customer. The Money. The Future



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WELCOME



THE SPIRIT OF THE SUMMIT



AGENDA



SPAS AND SITES OF BALI



DELEGATES



PARTNERS



RESOURCES

WELCOME TO THE SUMMIT

Dear Delegate,

Welcome to Bali and the 5th annual Global Spa Summit! We are delighted to be meeting here with you on this idyllic island, famous for its rich cultural heritage, sacred temples, and exotic history. Recognized by many as “the spa capital of the world,” we hope you will take some time during your visit to discover the natural splendors that are unique to this special paradise. Bali is the perfect location to fulfill the Summit’s ongoing mission of bringing together the leaders of the spa and wellness industries in a supportive forum, one that helps explore what we might be able to accomplish together that none of us can imagine attaining on our own. We are truly grateful to the Indonesian Ministry of Tourism for its financial support and enthusiastic invitation that made it possible to bring this year’s Summit to Asia for the first time.

As many of you know, each year we select a theme that addresses current issues, events, and challenges impacting our industry:

Summit 2007: “Joining Together. Shaping the Future.” New York

Summit 2008: “Defining the Global Spa Economy,” New York

Summit 2009: “The Power of Collaboration,” Interlaken

Summit 2010: “Bridges Worth Building,” Istanbul

This brings us to Summit 2011 and this year's theme, "Engage the Change. The Consumer, the Money, the Future." The spa and wellness industry has seen tremendous growth in the past few decades. We have weathered some challenging economic times; have become stronger by collaborating; and have begun to build bridges to other sectors that broaden our relevance around the world. This year, we see potential changes on the horizon that will require – and even necessitate – a dialogue on what these changes might mean for all of us and our respective businesses.

As always, we need each delegate's involvement, unique viewpoint, and contribution to make this high-level gathering a success. We thank you in advance for sharing your wisdom and insight to build a healthy and prosperous future.

Most sincerely,

The Global Spa Summit Board of Directors

Emanuel Berger (*Managing Director, Berger Hospitality, Switzerland*)

Anna Bjurstam (*Managing Director, Raison d'Etre, Sweden*)

Dr. Marc Cohen (*Professor, RMIT University, Australia*)

Richard Dusseau (*CEO, Spa Strategy, USA*)

Pete Ellis (*Chairman & CEO, SpaFinder, Inc., USA*)

Susie Ellis (*President, SpaFinder, Inc., USA*)

Andrew Gibson (*Group Director of Spas, Mandarin Oriental, Hong Kong*)

Susan Harmsworth (*CEO & Founder, ESPA International, United Kingdom*)

Jeff Matthews (*President & COO, Mandara Spa Asia, Bali*)

Anne McCall Wilson (*VP Spas, Fairmont Raffles Hotels Intl, Canada*)

Professor Mary Tabacchi, PhD (*Associate Professor, Cornell University, USA*)

SPIRIT OF THE SUMMIT

The “spirit” of the Global Spa Summit (GSS) is one of shared purpose rather than individual gain. It is a willingness to put aside our competitive egos and personal business goals while we join together and spend time shaping the future of the spa and wellness industries.

Designed to be a high-level gathering of top industry executives, the invitation-only GSS brings together decision makers from around the world. Everyone contributes his or her time and expertise, as well as resources to help fund the Summit and make it a success.

All Summit delegates are asked to attend the entire Summit so that conversations and problem solving can build. All delegates, including members of the GSS board, pay full registration fees, and cover travel expenses and accommodations. Only in rare cases where a delegate attends a single session in order to provide expertise, or a speaker has been expressly invited to share knowledge on a specific topic, would there be any exceptions.

Speakers, presenters, and panelists have been asked to refrain from promoting themselves and their businesses during presentations. Because of the intimate setting, and the efforts to provide numerous networking opportunities,

we feel that there is no need to mention one's own company during presentations, speeches or discussions from the podium. Self-promotional efforts of any kind are considered a serious breach of the spirit of the gathering.

Although contact information is provided through the delegate notebooks to encourage relationships post-Summit, no electronic mailing lists are sent out, and any effort on the part of a delegate to aggregate email addresses for promotional purposes would be considered cause to be excluded from future Summits.

Each year we welcome a few major sponsors. These important supporters are, in essence, partners who share the mission of the GSS and generously help offset costs. While physical visibility for sponsors is limited, we heartily encourage delegates to personally thank them during and after the Summit and support them with their business whenever possible.

Let us now engage in the important work of exchanging ideas, debating, and collaborating for the good of our industry, the consumers we serve, and the planet we share. Thank you in advance for embracing the "Spirit of the Summit."

Agenda



SUNDAY, MAY 15TH

BALI INTERNATIONAL CONVENTION CENTER

Pre-Summit Meetings

2:30pm - 3:00pm
Nusantara Foyer

Press Delegate Briefing

3:30pm - 4:00pm
Nusantara 3

Speaker Logistics Meeting

4:00pm - 4:30pm
Nusantara 3

Panelist/Moderator Logistics Meeting

4:30pm - 5:30pm
Nusantara 3

Student Logistics Meeting

6:00pm - 8:00pm
Meet at the Laguna
Resort lobby at
5:45pm, or meet us
there via taxi.

Cocktails at the St. Regis Bali Resort:
Join fellow delegates for cocktails
and go behind the scenes to visit
one of Bali's finest hotel spas

MONDAY, MAY 16TH

BALI INTERNATIONAL CONVENTION CENTER

Sponsored by the Ministry of Culture & Tourism, Republic of Indonesia

Engage the Change: The Consumer

7:30am - 6:00pm
Nusantara Foyer

Summit Check-In & Registration

8:00am - 6:00pm
Nusantara Foyer

Resource & Sponsor Tables
Peruse publications and books
authored by attending delegates and
collateral from the 2011 Sponsors.

8:00am - 6:00pm
Nusantara Foyer

8:30am - 9:15am
Nusantara 3

Internet Café
Sponsored by SpaEquip

General Session:
Welcome: Susie & Pete Ellis,
President & Chairman and CEO,
SpaFinder, Inc., U.S.

**Opening Remarks: Anne McCall
Wilson**, VP of Spas, Fairmont
Raffles Hotels Intl, Canada

Meet the Key Speakers:

- **Kate Ancketill**, GDR Creative Intelligence, U.K.
- **David McCaughan**, McCann Worldgroup Asia-Pacific, Japan
- **Emmanuelle Linard**, Executive Director, Edelkoort Inc., U.K.
- **Marc Smith**, Chief Social Scientist, ConnectedAction, U.S.
- **James Kaplan**, SVP, Fairmont Raffles Hotels Intl, Singapore
- **John Hardy**, Co-Founder, The Green School, Indonesia
- **Dr. Kenneth Pelletier**, Clinical Professor of Medicine, U.S.
- **Dr. Daniel Friedland**, Founder, SuperSmartHealth, U.S.
- **Ruben Toral**, Founder, MedeGuide, Thailand
- **Laszlo Puzcko**, Managing Director, Xellum Ltd., Hungary

9:15am - 9:45am
Nusantara 3

General Session: Keynote Speaker
Engaging the Future. From Nano-Technology to Gaming Theory: How Trends from Outside the Spa Category Can Inform and Inspire

Kate Ancketill, Managing Director,
GDR Creative Intelligence, U.K.

9:45am - 10:15am
Nusantara 3

General Session: Engagement Session
Q&A with Kate Ancketill

10:15am - 10:45am
Nusantara 3

General Session: Research
**Uncovering the Gems:
Research on New Customers
& Trends for the Spa Industry**

Yulia Fransisca, Research Analyst,
Euromonitor Intl, Singapore

10:45am - 11:30am
Nusantara Foyer

Networking Break
Sponsored by Kerstin Florian

11:30am - 12:30pm
Orchid Room

Concurrent Breakout Sessions

**1. Consumers Speak About New
Beauty Trends: Are Spas Listening?
Or Are Spas Missing Out?**

*World-renowned research company,
Diagonal Reports, presents the latest
information on consumers and the
worldwide beauty market. Great session to
learn about potential new services and ask
questions with a research expert.*

11:30am - 12:30pm
Bougainville Room

Moderator:

Anna Bjurstm, Managing
Director, Raison d'Etire, Sweden

Speaker:

Jacqueline Clarke, Research
Director, Diagonal Reports, Ireland

2. Everything You Wanted to Know About Social Media, New Technologies and Your Business, but Were Afraid to Ask.

*Discussion with experts who can help
guide your strategies and activities for
social media and emerging technology.
This is a perfect workshop for both the
new and the knowledgeable to share
experiences. Limited to 30 participants.*

Moderator:

Josh McCarter, CEO,
GramercyOne, U.S.

Panelists:

Kate Ancketill, Managing Director,
GDR Creative Intelligence, U.K.

Marc Smith, Chief Social Scientist,
Connected Action, U.S.

Liz Terry, Managing Director,
Leisure Media, U.K.

11:30am - 12:30pm
Frangipani Room

3. Your Brand: Is it More or Less Relevant in the Engagement Age?

With social media, online discounters, and fast-paced technology, are brands and brand loyalty things of the past? Can you still make an emotional high-touch connection in a high-tech age? Whether you are a well-known spa brand in a local market or an internationally renowned one, this session will explore how to succeed and stay relevant in the future.

Moderator:

Susan Harmsworth, Founder & CEO, ESPA International, U.K.

Panelists:

Catherine Feliciano-Chon,
Managing Director, CatchOn & Co.,
Hong Kong

Dave McCaughan, EVP, McCann
Worldgroup, Asia-Pacific, Japan

Vajravorn Tasukon, Director of
Marketing, ChivaSom, Thailand

11:30am - 12:30pm
Hibiscus Room

4. Lessons in Innovation

Innovators are bringing radical changes to our spa thinking. New concepts in spas and spa services are emerging and compelling us to think differently about our businesses. Here, industry innovators share their views.

12:30pm - 2:00pm
Nusantara 1 & 2

Moderator:

Charlene Florian, VP Corporate
Creative Development,
Kerstin Florian, U.S.

Panelists:

Ian Lyons, Chairman,
The Private Spa, Malaysia

Dietmar Moeller-Elmau, Owner,
Schloss Elmau Luxury Spa, Germany

Nicholas Ronco, Founder
& CEO, YeloSpa, U.S.

sha., CEO & Owner, sha.
Vertrieb GmbH, Austria

Lunch: Timely Table Topics
Join a table of your choice:

**1. Ancient Traditions &
Product Formulation**

Adria Lake, A.W. Lake Spa
Concepts, Indonesia

**2. Latin American Spa
Industry Update**

Alfredo Carvajal, Universal
Companies, U.S.

**3. The India Spa Scene:
What's Changing**

Christine Hays, Oberoi
Group, India

4. Let's Talk Residential Communities and Spas

Darani Winnie Tsao, Paradigm Wellness, Singapore

5. More Time with Dave

Dave McCaughan, McCann Worldgroup Asia-Pacific, Japan

6. All About Partners & Licensing

David Stoup, Trilogy Ventures, U.S.

7. Understanding Evidence-Based Medicine

Dr. Daniel Friedland, SuperSmarthHealth, U.S.

8. Innovation

Dr. Howard Murad, Murad, U.S.

9. Online Health & Wellness Coaching

Dr. Kenneth Pelletier, Clinical Professor of Medicine, U.S.

10. Fashion, Beauty & Wellbeing

Emmanuelle Linard, Edelkoort, Inc., U.S.

11. Bio Frequencies of Water

Fabrice Garrigues, the Private Spa Corporation, Indonesia

12. China's Spa Scene Today

Fifi Kao, *SpaChina* Magazine, China

13. Spa Industry in Brazil

Gustavo Albanesi, Buddha Spa, Brazil

14. Biophoton Energy

Ian Lyons, the Private Spa Corporation, Indonesia

15. Investment: How to Pitch Spas to a Money Person

James Kaplan, Fairmont Raffles Hotels Intl, Singapore

16. Re-Enchanting Teams Who are Overtired and Disheartened

Jean-Guy de Gabriac, TipTouch, France

17. How Can Fitness Be a Bigger Part of Spas?

Jeff Kohl, Precor, U.S.

18. Psychology & Spa: Bringing in Happiness

Jeremy McCarthy, Starwood Hotels & Resorts, U.S.

19. Luxury: How Have Things Changed Since the Recession?

JoAnn Kurtz-Ahlers, Kurtz-Ahlers & Associates, U.S.

20. More Trends that I didn't Have Time to Talk About

Kate Ancketill, GDR Creative Intelligence, U.K.

21. Let's Talk Retail Success Stories

Kerstin Florian, Kerstin Florian International, U.S.

22. Where to Find Spa Leadership Talent

Lori Hutchinson, Hutchinson Consulting, U.S.

23. Bali's Environmental Issues

Christopher Dean, Organic India, Australia

24. Answers to Your Technology Questions

Marc Smith, ConnectedAction, U.S.

25. How to Work with Your Technology Department

Nader Vasseghi, SelfOptima, U.S.

26. "Social Media Puzzles" Groupon, Living Social, etc.

Nicolas Ronco, YeloSpa, U.S.

27. Spa Industry India: Future Trends

Parineeta Seethi, AsiaSpa India, India

28. Islamic Cultural Tradition of Wellness

Prof. Gerry Bodeker, Oxford University, Malaysia

29. Common Mistakes Made When Building Spas

Raoul Andrews-Sudre, Aspen Resorts International, U.S.

30. How Wellness is Evolving in Asia

Rebecca Walker, AsiaSpa, Hong Kong

**31. India Spa Standards,
Talents & Training**

Rekha Chaudhari, JCKRC Co, India

**32. Medical Tourism:
Past & Future**

Ruben Toral, Medeguide, Thailand

**33. Addressing Thoughts &
Emotions in Spa**

Sharon Kolkka, Gwinganna
Lifestyle Retreat, Australia

**34. North America:
On the Comeback?**

Todd Walter, Red Door Spa
Holdings, U.S.

**35. Everything You Want
to Know About Doing
Business in China**

Tony Cheung, PA Wellness
Consultancy, Ltd., China

2:00pm - 2:15pm
Nusantara 3

Soundbyte: Social Networking
Engaging Consumers Through
Technology: The Latest from
Silicon Valley

Marc Smith, Chief Social Scientist,
ConnectedAction, U.S.

2:15pm - 2:45pm
Nusantara 3

General Session: Keynote Speaker
**What Every Business Must Know
Today About Asian People –
Not Consumers**

Dave McCaughan, EVP, McCann
Worldgroup, Asia-Pacific, Japan

Introduction by **Catherine Feliciano-
Chon**, Managing Director, CatchOn
& Co., Hong Kong

2:45pm - 3:15pm
Nusantara 3

General Session: Engagement Session
Q&A with **Dave McCaughan**

3:15pm - 4:00pm
Nusantara 3

Networking Break
Sponsored by Kerstin Florian

4:00pm - 5:15pm
Nusantara 3

General Session: Keynote Speaker
**“Earth Matters” – A Visual
Experience of Lifestyle & Design
Trends For 2012**

Emmanuelle Linard, Executive
Director, Edelkoort, Inc., U.S.

5:15pm - 6:30pm

Free Networking Time

6:30pm - 7:30pm
Cascade Lounge
The Laguna Resort

Welcome Cocktail Reception
Sponsored by Babor

7:30pm - 10:00pm
Balai Raya Room
The Laguna Resort

Global Gala Dinner
Sponsored by Babor

**Introductory Remarks by the 2011
Global Spa Summit Co-Chairs**

Anne McCall Wilson, VP of
Spas, Fairmont Raffles Hotels
Intl, Canada

Jeff Matthews, President &
COO, Mandara Spa, Indonesia

Susie Ellis, President,
SpaFinder, Inc., U.S.

Balinese Welcome

H.E. Jero Wacik, SE
Minister of Culture & Tourism
Republic of Indonesia

**Introduction of Key Sponsors
& Board of Directors**

Pete Ellis, Chairman & CEO,
SpaFinder, Inc., U.S.

10:00pm - Whenever!
Kul Kul Bar
The Laguna Resort

After Dinner Gathering
Let's continue the conversation...

TUESDAY, MAY 17TH

BALI INTERNATIONAL CONVENTION CENTER

Sponsored by the Ministry of Culture & Tourism, Republic of Indonesia

Engage the Change: The Business

8:00am - 6:00pm

Nusantara Foyer

Concierge Desk

8:00am - 6:00pm

Nusantara Foyer

Resource & Sponsor Tables
Peruse publications and books
authored by attending delegates and
collateral from the 2011 Sponsors.

8:00am - 6:00pm

Nusantara Foyer

Internet Café
Sponsored by SpaEquip

8:30am - 9:30am

Nusantara 3

3rd Annual Student Challenge
Competition: Part 1

**Challenge: Showcase Designs and
Concepts for a Unique Spa of the
Future That Will Be Profitable!**

VIP Judging Panel:

Sharilyn Abbajay, VP, Global Spa
and Retail, Marriott Intl, U.S.

Filip Boyen, COO,
Orient Express, U.K.

Christopher Norton, Chair, Global
Spa Task Force, Four Seasons Hotels
& Resorts, France

Niamh O'Connell, VP, Spa

9:30am - 9:45am
Nusantara 3

9:45am - 10:30am
Nusantara 3

Operations, Hyatt Hotels, U.S.

Krip Rojanastien, Owner,
ChivaSom, Thailand

School #1: **Chinese University
of Hong Kong's School of Hotel
& Tourism Management** with
Angelene Chan, Director, DP
Architects, Singapore

School #2: **Cornell Nanyang
Institute (Singapore)** with **Chris
Singer**, Designer, WATG, Singapore

General Session:
Introductory Remarks

General Session: Panel
Where Has All the Money Gone?
This relevant session will explore the complexities of international growth from a financial perspective. The experienced panel will discuss how investor expectations vary around the world and what the spa and wellness industry will need to do in order to attract investors and support long-term growth.

Moderator: **Mary Tabacchi, PhD**,
Professor, Cornell University, U.S.

Speaker: **James Kaplan**,
SVP, Fairmont Raffles Hotels
International, Singapore

10:30am - 11:00am
Nusantara 3

Panelists:

David Browning, CEO, Somasigns,
Philips Consumer Lifestyle, U.K.

David Stoup, Chairman, Trilogy
Ventures, U.S.

General Session: Research
**Weather Forecast for Asia Hotel
Markets: What's Hot, What's Not?**

Darlana Zhai, Consultant, Horwath
HTL Consulting, Asia-Pacific

11:00am - 11:30am
Nusantara Foyer

Networking Break
Sponsored by Sodashi

11:30am - 12:30pm
Orchid Room

Concurrent Breakout Sessions

**1. China: Big Opportunity or Big
Risk? Ensuring Success in the Next
Biggest Market**

*Growing businesses are either
considering expansion into China or
are already in it. This panel explores
the opportunities and the pitfalls for
successfully navigating your business in
this challenging environment.*

Moderator:

Polly Johnson, CEO,
SpaEquip, U.S.

Panelists:

Elmar Hadamzyk, Managing
Director, Thermarium, Hong Kong

11:30am - 12:30pm
Bougainville Room

Sheila McCann, Corporate Director of Spa, Shangri-La Hotels & Resorts, Hong Kong

Kathryn Moore, Intl Project Manager, MSPA Intl, Thailand

Simon Shepherdson, Managing Director, International Leisure Consultants, Hong Kong

2. Beauty and the Feast: What can the Largest and Most Profitable Part of Our Industry Teach Us About Profitability?

Will spas lose their integrity by moving into more beauty concepts? This panel will discuss whether wellness models and beauty models collide, simply co-exist or actually change the experience completely with a “mash up” of serious proportion.

Moderator:

Kim Matheson, President, Natural Resources Spa Consulting, U.S.

Panelists:

Gustavo Albanesi, Founder, Buddha Spa, Brazil

Paul Linder, General Manager, ChivaSom Intl, Thailand

Neil Orvay, Managing Director, AsiaSpa & Wellness Ltd, Hong Kong

Daniela Steiner, Founder & CEO,

11:30am - 12:30pm
Frangipani Room

Daniela Steiner Cosmetics, Italy

3. Differentiating with Design

So much of what we see in spa design is copy-cat. This panel of experts will explore how we can use design to differentiate, the barriers that stop us from being more innovative and the possibilities that technology is presenting.

Moderator:

Chris Singer, Associate VP,
WATG, Singapore

Panelists:

Emmanuelle Linard, Executive
Director, Edelkoort Inc., U.S.

Ed Ng, Director, AB Concept,
Hong Kong

Sonu Shivdasani, Chairman &
CEO, Six Senses Resorts and Spas,
Thailand

11:30am - 12:30pm
Hibiscus Room

4. Managing Through Crisis: Cataclysmic Events, Geopolitical Instability, and Public Health Emergencies

How do we adjust to radical fluctuations in demand and an unpredictable business climate in the short term? How do you keep your brand integrity when pressures surround?

12:30pm - 2:00pm
Nustantara 1 & 2

2:00pm - 2:15pm
Nustantara 3

2:15pm - 3:00pm
Nustantara 3

Moderator:
Mia Kyricos, VP, Corporate
Wellness, Core Performance, U.S.

Panelists:
Roberto Arjona, Chief Executive,
Golden Door & Rancho
La Puerta, Mexico
Jeff Matthews, COO & President,
Mandara Spa, Indonesia
Dave McCaughan, EVP, McCann
Worldgroup Asia-Pacific, Japan
Samir Patel, Managing Director,
Six Senses Resorts & Spas, Thailand

Networking Lunch
Sponsored by Thermarium

Soundbyte: Social Networking
**Engaging Consumers Through
Technology: The Latest Tools and
Gadgets You Need to Have**

Marc Smith, Chief Social Scientist,
ConnectedAction, U.S.

General Session: Panel
**New Business Models for the
Industry that Complement our
Theme, “Engage the Change”**
*Franchising of spas and the robust
expansion of new business models are
part of the rapid changes happening in*

our industry. This panel will focus on how these models can be applicable to other spa businesses. Hitch a ride on these executives' coattails and be enlightened by their insight on how they choose products, handle employee training, financing, operations, scaling and more.

Moderator:

Pete Ellis, Chairman & CEO,
SpaFinder, Inc., U.S.

Panelists:

Randal Eastman, VP, Dragonfly
Therapeutic Retreats, China

CG Funk, VP, Industry Relations
& Product Development, Massage
Envy, United States

Jeni Garrett, Founder, Woodhouse
Day Spas, United States

Chee Kwong “C.K.” Low, Managing
Director, Skin Essentials, Malaysia

Tracey Sameyah, President, Murad
Inclusive Health, United States

3:30pm - 3:30pm
Nusantara 3

General Session: Panel

An Insider's China

Highly respected Chinese spa business leaders share their views on prosperity and growth in our spa industry within the world's next biggest economy.

3:30pm - 4:00pm
Nustantara 3

Moderator:
Andrew Gibson, Group Director
of Spa, Mandarin Oriental Hotel
Group, Hong Kong

Panelists:
Tony Cheung, Managing Director,
PA Wellness Consultancy, China
and **Various VIP Chinese Delegates**

Networking Break
Sponsored by Sodashi

4:00pm - 4:15pm
Nustantara 3

General Session: Audience Response
**Total Transparency: Snapshot of
Today's Industry Numbers via
Anonymous Polling**
Richard Dusseau, CEO,
SpaStrategy, United States

4:15pm - 4:35pm
Nustantara 3

General Session: Keynote Speaker
Bamboo, a Sustainable Spa at Last!
John Hardy, Founder, the Green
School, Indonesia

Introduction by **Jeff Matthews**,
President & COO, Mandara Spa,
Indonesia

4:35pm - 5:00pm
Nustantara 3

General Session: Keynote Speaker
**The Government's Perspective on
Indonesia's Spa and Wellness Sector**

Dr. Sapta Nirwandar, Director
General of Marketing, The Ministry
of Culture and Tourism, Republic
of Indonesia

5:00pm - 5:30pm
Nustantara 3

Briefing for Members of the Press

5:00pm - 6:15pm

Free Networking Time

6:15pm - 9:00pm
Summer Garden
Westin Resort

Indonesian Gala Night
Beachside at the Westin Resort
*Wear your favorite whites with a
splash of color for this festive evening!
An evening of Indonesian-style fun,
food, and cultural performances.*

Sponsored by the Ministry of Culture
and Tourism, Republic of Indonesia

9:00pm - Whenever!
Kites Bar
Westin Resort

After Dinner Gathering
Let's continue the conversation...

WEDNESDAY, MAY 18TH

THE LAGUNA RESORT & SPA

Sponsored by the Ministry of Culture & Tourism, Republic of Indonesia

Engage the Change: The Future

8:00am - 6:00pm

Balai Raya Foyer

Concierge Desk

8:00am - 6:00pm

Balai Raya Foyer

Resource & Sponsor Tables
Peruse publications and books authored by attending delegates and collateral from the 2011 Sponsors.

8:00am - 6:00pm

Balai Raya Foyer

Internet Café
Sponsored by SpaEquip

8:30am - 9:30am

Balai Raya Ballroom

3rd Annual Student Challenge
Competition: Part 2
Challenge: Showcase Designs and Concepts for a Unique Spa of the Future That Will Be Profitable!

School #3: **Gajah Mada University (Indonesia)** with **Jeffrey Wilkes**, Founder, Design Wilkes, Malaysia

School #4: **Hong Kong Polytechnic University's School of Hotel & Tourism Management** with **J Lee Rofkind**, Founder, BUZ Design, Hong Kong

General Session: Game Changers

9:30am - 9:45am
Balai Raya Ballroom

2011 Global Spa Summit Initiatives
Introduction by **Susie Ellis**,
President, SpaFinder, Inc., U.S.

1. 2011 Global Spa Summit Research
Report: *Wellness Tourism and Medical
Tourism: Where do Spas Fit?*

2. The Landmark Global
Evidence-Based Medicine Portal
for Spa & Wellness Therapies

*2011 Initiatives Sponsored by:
Fairmont Raffles Hotels International,
Murad Inclusive Health Center, Red
Door Spas, ResortSuite, SpaFinder,
Inc., SpaSoft, Westin Hotels and Resorts
Worldwide, and YeloSpa*

9:45am - 10:10am
Balai Raya Ballroom

General Session: Speaker
Integrative Medicine for Spas: What
Works? What Does Not?

Dr. Kenneth R. Pelletier, Clinical
Professor of Medicine, U.S.

10:10am - 10:35am
Balai Raya Ballroom

General Session: Speaker
Evidence-Based Medicine: Setting
the Scientific Foundation for the
Global Spa Industry

Dr. Daniel Friedland, Medical
Director, Barney & Barney and
Founder, SuperSmartHealth, U.S.

10:35am - 11:15am
Balai Raya Ballroom

General Session: Panel
Unveiling the New Portal!

Moderator:
Susie Ellis, President,
SpaFinder, Inc., U.S.

Panelists:
Dr. Marc Cohen, Professor, RMIT
University, Australia

Dr. Daniel Friedland, Medical
Director, Barney & Barney and
Founder, SuperSmartHealth, U.S.

Dr. Ken Pelletier, Clinical Professor
of Medicine, U.S.

Nader Vasseghi, Founder & CEO,
SelfOptima Inc., United States

11:15am - 11:45am
Balai Raya Foyer

Networking Break
Sponsored by
SpaBooker by GramercyOne

11:45am - 12:15pm
Balai Raya Ballroom

General Session: Speaker
**The Vast Opportunities in
Medical Tourism**

Ruben Toral, Founder,
MedeGuide, Thailand

12:15pm - 12:30pm
Balai Raya Ballroom

General Session: Education Spotlight
**Announcing the Student Challenge
Competition Winners!**

12:30pm - 2:00pm
Cafe Lagoon
Restaurant

2:00pm - 2:15pm
Balai Raya Ballroom

2:15pm - 2:45pm
Balai Raya Ballroom

2:45pm - 3:45pm
Balai Raya Ballroom

Scholarship Announcement from
the Professional Certification in
Spa Management Programme,
Ecole hôtelière de Lausanne,
Guendalina Gennari, Associate,
Lausanne Hospitality, Switzerland

Networking Lunch
Sponsored by Precor

Soundbyte: Social Networking
Engaging Consumers Through
Technology: Sensors – All the Rage!
Marc Smith, Chief Social Scientist,
ConnectedAction, U.S.

General Session: GSS Research
On the Cutting Edge Report:
*Wellness Tourism and Medical
Tourism: Where do Spas Fit?*
Laszlo Puczko, Managing Director,
Xellum Ltd, Hungary

General Session:
Engagement Roundtables
*Small group sessions: Pondering,
visioning, discussing, and exploring
questions on our future using all of
the information and opinions of the
past few days.*

3:45pm - 4:00pm
Balai Raya Ballroom

4:00pm
Balai Raya Ballroom

5:00pm - 6:00pm
Balai Raya Ballroom

7:00pm - Whenever!
Transportation is provided to the W Retreat Seminyak. Bus departs from the Laguna Resort & Spa lobby at 6:15pm.

Delegates will be responsible for their own transportation upon leaving the W Retreat that evening.

General Session: Closing Remarks and a Surprise Announcement!

Champagne Toast
Sponsored by
SpaBooker by GramercyOne

Post- Summit Meeting
for Board of Directors

Post-Summit Bali Excursion
to the W Retreat, Seminyak

Celebrate the conclusion of the Global Spa Summit with fellow delegates at the recently opened W Retreat in Seminyak – a Bali entertainment hot spot.

Enjoy 20% discounts on all restaurants and a glass of complimentary champagne at 10:00pm, on the rooftop. Be sure to visit the new AWAY spa.

THURSDAY, MAY 19TH

Post-Summit Option

1:00pm

Meet in the lobby
of the Laguna
Resort & Spa at
12:30pm.

*Post-Summit Bali Golf Tournament
The Bali Golf & Country Club,
one of the top 10 courses in Asia, is
opening its greens for 2011 Summit
delegates. Play an 18-hole round with
fellow Summit delegates for USD \$88
(normally USD \$165).*

To sign up for the Summit
tournament, email [jeffm@
mandaraspa.com](mailto:jeffm@mandaraspa.com) or visit the
Summit Concierge Desk.

To book your own tee time, contact
Bruce Jellard at [bruce.jellard@
baligolfandcountryclub.com](mailto:bruce.jellard@baligolfandcountryclub.com).

**HOPE TO SEE YOU AT THE
2012 GLOBAL SPA SUMMIT!**



"Welcome to the World Capital of Spa"

The Indonesian archipelago has 17,500 islands, the fourth biggest population in the world with its 230 million citizens, and a long and rich history of being an important part of global trade and travel. Indonesia offers an unforgettable experience to visitors with its exotic mix of fascinating cultures co-existing in harmony; breathtaking nature; pristine tropical beaches; and outstanding cultural destinations- including perhaps the best known destination for visitors - Bali, the "Island of the Gods".

Moreover, in virtually every village there can be found many elements of modern spa and wellness tradition as part of daily life since time immemorial: massage therapy, herbal treatments, and "jamu" the traditional tonics prepared with organic products. In closing, we would like to say to all our friends participating in the Global Spa Summit 2011, "Welcome to the World Capital of Spa".

Jero Wacik, SE
Minister of Culture and Tourism
Republic of Indonesia

 Global Spa Summit


Ministry of Culture and Tourism
Republic of Indonesia


Indonesia

Bali, Indonesia
8th Annual Global Spa Summit
May 16-19, 2011

A close-up photograph of several plumeria flowers. The flowers have five petals each, with a gradient from bright yellow in the center to white at the edges. The background is a soft-focus green, suggesting foliage.

Spas &
Sites of
Bali

SPAS AND SITES OF BALI

RESORT AND HOTEL SPAS

AMANRESORTS

Amanresorts Indonesia is thrilled to offer a special rate starting at USD\$600 for GSS delegates at Amandari, Amankila, Amanusa, Amanjiwo, and Amanwana resorts from May 10 - 25, 2011. The nightly rate includes accommodations and one massage per person, per stay. To book your stay, contact: Chrissie Lincoln at clincoln@amanresorts.com.

BULGARI HOTELS AND RESORTS BALI

Bulgari Hotels and Resorts Bali welcomes GSS delegates with a special rate from May 10 - 25, 2011. Rates start at USD\$600 and include breakfast, a 20% discount on spa services, 24-hour butler service, and myriad additional amenities. To book your stay, contact: Ludri Ratnawati at ludri.ratnawati@bulgarihotels.com.

COMO SHAMBHALA ESTATE AND UMA UBUD

In addition to the pre-Summit retreats, COMO Shambhala is offering a post-Summit 20% discount for delegates who book a three- or five-night wellness package and a 25% discount on a seven-night program package at the COMO Shambhala Estate or Uma Ubud. To book a post-Summit stay at either COMO Shambhala property, contact Corinna Yap at corinna.yap@como.bz.

THE EDGE

Just 20 minutes from Nusa Dua, The Edge is a private, luxury villa that offers guests “a sublime taste of life on the edge,” with amazing cliff-top ocean views. The Edge was voted as the “Most Innovative Spa of the Year” by *Asia Spa* magazine. GSS delegates can enjoy a 20% discount on spa treatments at The Edge. For more information, or to make a booking, contact: Mr. Samsul Arifin at info@the-edgebali.com.

FIVELEMENTS

A 75-minute drive from Nusa Dua, this new eco-conscious healing destination is deeply rooted in the ancient traditions of Bali, making it a peaceful sanctuary to experience and embrace Balinese healing, living foods, and sacred arts. Experience Fivelements with a special 20% discount on all healing and beauty rituals and a 10% discount on food and beverage. To schedule your visit, contact: Chicco Tatriele at chicco@fivelements.org.

KARMA RESORTS

Located 30 minutes from Nusa Dua, Karma Resorts (created by ex-rock promoter John Spence) is suspended 85 meters above the Indian Ocean. Karma Spa is a cluster of cliff-hanging spa huts, where massage curatives, an infrared sauna, celebrity-endorsed oxygen facials, and Balinese reiki and healing are offered. Karma Spa is extending a 30% discount to GSS delegates. To schedule your visit, contact: Judy Chapman at judychapman1@yahoo.com.au.

SPA VILLAGE RESORT TEMBOK

Spa Village Resort Tembok, Bali, is an award-winning spa resort located in the picturesque village of Tembok in the northern part of the island, which is about three hours from Nusa Dua. GSS delegates are invited to experience the Spa Village at the nightly rate of USD\$200. To book your stay, contact: Ms. Wati (Sharron) Hopley at sharron_hopley@ytlhotels.com.my.

DAY SPAS

JARI MENARI MASSAGE CENTER

The Jari Menari (dancing fingers) Massage and Training Center is located just ten minutes from the Bali International Convention Center. The Jari Menari team has received such distinguished honors as the “Spa Therapist of the Year” and “Spa Personality of the Year” from *AsiaSpa* magazine. Ninety-minute sessions, offered at USD\$40, include complimentary transportation back to your hotel. To make a reservation at Jari Menari, email jarimenarinusadua@jarimenari.com.

KIRANA SPA

This spectacular spa, created by Shiseido, is located in the beautiful Ayung River Valley in Ubud, which is about an hour from Nusa Dua. GSS delegates are invited to enjoy a 20% discount on luxury treatments taken in quiet and peaceful villas; additional spa amenities include swimming pools, a Jacuzzi, and an herbal mist sauna, surrounded by a lush tropical garden. To book a treatment, visit www.kiranaspa.com.

THE PRIVATE SPA WELLNESS CENTER

The Private Spa Wellness Center, located in the heart of Seminyak, offers bio-energy and zero-point therapies together with traditional spa treatments. Every treatment is based on the concept that the body's own energy is the natural source of healing and well-being, and is the collective initiative of GSS delegates Ian Lyons, world-renowned specialist in quantum physics, and Fabrice Garrigues, spa engineer and architect. GSS delegates are invited to enjoy 50% off any treatment. To schedule a visit, e-mail name and company to spa_manager@theprivatespa.com.

SITES

THE GREEN SCHOOL

Founded by renowned jeweler John Hardy, the Green School is powered by completely clean resources, such as solar panels and hydro-powered generators. The campus buildings are built with bamboo, making them sustainable and charming. Attendees of the Green School not only enjoy a higher-quality education than what's normally available in their region, they do so in environmentally friendly surroundings. Public tours are held every Monday and Wednesday at 3:00 p.m. For tour information or to schedule a visit to the Green School, contact Ben Macrory at ben@greenschool.org.

Delegates



DELEGATE LIST BY COMPANY

AB Concept, Ed Ng & Tom Van Staey
Absolute Pools, Frank Mason
After the Rain, Patrick Saussay & Francois Maudier
AG Grand Hotel Engadinerkultm, Heinz Hunkeler
American Leisure, Wendy Bosalavage & Tom Johnston
Anderson & Associates, Peter Anderson
Aromababy, Catherine Cervasio
Aromatherapy Associates, Geraldine Howard
Asia Spa & Wellness Limited, Neil Orvay
Asiaspa GmbH, Simone Salzmann
AsiaSpa India Magazine, Parineeta Seethi
AsiaSpa Magazine, Rebecca Walker
ASPA, Martin Goldmann
Aspen Resorts International, Raoul Andrews
AW Lake Spa Concepts, Adria Lake & Regina Martinez
Babor, Michael Schummert
Barr + Wray, Peter Rietveld & Derek Barton
Bellus Academy, Joanne Berry
Berger Hospitality, Emanuel Berger
BluIncMedia, Catharine Nicol
Buddha Spa, Gustavo Albanesi
BUZ Design Consultants, J Lee Rofkind
Catchon & Company Limited, Catherine Feliciano-Chon
Center Parcs, Don Camilleri
Chinese University of Hong Kong, Iris Lui
Chiva-Som, Krip Rojanastein & Paul Linder & Vajravorn Tasukon
Clarins, Ghislain Waeyaert

Comfort Zone, Arnaud Diaz & Barbara Gavazzoli
COMO Hotels and Resorts, Corinna Yap
Connected Action, Marc Smith
Core Performance, Mia Kyricos
Core Wellness Ltd, Miriam Mathew
Cornell University, Mary Tabacchi
Cornell University Singapore, Sherri Kimes
Daniela Steiner Cosmetics, Daniela Steiner
Design for Leisure, Don Genders
Design Wilkes, Jeffrey Wilkes
Diagonal Reports, Jacqueline Clarke
Dombrecht GmbH & Co, Matthias Voit & Steve Courso
DP Architects, Angelene Chan
dR Global FZC, Daniella Russell
Dragonfly Therapeutic Retreat, Georgie Yam & Randal Eastman
Earthlite/Living Earth Crafts, James Chenevey
Edelkoort Inc., Emmanuelle Linard
Electro-Medical Gharieni , Sammy Gharieni
Elemis, Sean Harrington
Emirates Airline, Albert Ng
ESPA International, Susan Harmsworth
Euromonitor International, Yulia Fransisca
European Spa Magazine, Sarah Ward
Fairmont Raffles Hotels International, Anne McCall Wilson
Fairmont Raffles Hotels International Asia-Pacific, James Kaplan
Four Seasons, Christopher Norton & Verena Lasvigne-Fox
GDR Creative Intelligence, Kate Ancketill
Geo Spa, Niqi Kundhi
Geo Spa, Pankaj Arora

Global SpaVantage, Rianna Riego
GramercyOne, Josh McCarter
Green School, The, John Hardy
Gwinganna Lifestyle Retreat, Sharon Kolkka
Healing Hotels of the World, Anne Biging
Hilton Hotels, Ryan Crabbe
Hong Kong Polytechnic University, Ada Lo
Horwath HTL, Darlena Zhai
Hutchinson Consulting, Lori Hutchinson
Hyatt, Niamh O'Connell
Hygromatik, Axel Zadina
IMC Group, Chavalit Tsao, Michael Bartura
IMC Octave Living, Helen Yu
Intelligenz Solutions International, Bryce Hodgson
International Leisure Consultants, Simon Shephardson
IS Wellness, Jamie Waring
IWC Balans, Alla Sokolova
JCKRC & Co., Rekha Chaudhari
Jumeirah Zabeel Saray, Stephan Schupbach
Kamalaya Koh Samui, Karina Stewart
Karma Events, David Sanders
Karma Resorts, Judy Chapman
Kerstin Florian, Kerstin Florian, Charlene Florian, Lisa Williams
Klafs, Adrian Egger
Kurtz-Ahlers & Associates, JoAnn Kurtz-Ahlers
Lausanne Hospitality Consulting, Guendalina Gennari
Le Convivial Luxury Suites & Spa, Vivian Patkos
Leading Hotels of the World, Sharon Ullrick
Leading Spas of Canada, Donna Holtom

LeAile, Ha-young Song
Lux Elements GmbH & Co. KG, Rolf Longree
MagnaPool, Vanessa Saleh
Mandara Spa, Jeff Matthews
Mandarin Oriental Hotel Group, Andrew Gibson
Marriott International, Sharilyn Abbajay
Martha Tilaar Group, Martha Tilaar
Massage Envy, CG Funk
Max & Company, Veer Singh
McCann Worldgroup, Dave McCaughan
Medeguide, Ruben Toral
Mitsui Knowledge Industry Co., Tomonori Maruyama
Modern Beauty Trendy Creative Development Co., Maggie Xia
MSPA International Limited, Kathryn Moore
Murad, Dr. Howard Murad, Tracey Sameyah, Jeff Murad
Natura Bisse International , Joaquin Serra
Natural Resources Spa Consulting, Kimberley Matheson-Shedrick
Natural Womens Care, Tamyra Comeaux
Naturally Healthy Women Limited, Kate Percival
Niki Bryan Inc., Dan Shackleton-Jones
Nippon Spa Association, Tomoaki Okada
Nira Hotels and Resorts, Manvinderpalsingh Puri
Nurture Spa Village, Cathy Turvill
Oberoi Group, Christine Hays
Onyx Hospitality Group, Kirsty MacCormick
Organic India, Christopher Dean
Orient Express, Filip Boyen
PA Wellness Consultancy, Tony Cheung & Ringo Wong
Pacific Beauty Industry Group, Windiyati Nugroho

Paradigm Wellness, Darani Winnie Tsao & Sonia Tsao
Peninsula Hot Springs, Charles Davidson
Peninsula Hotels, Sharon Codner
Philips Consumer Lifestyle, David Browning
Phothara Co., Maneenat Tavisangsiri
Precor, Jeff Kohl & Brian Dorairajah
Private Spa Corporation, Ian Lyons & Fabrice Garrigues
PT Lotus Mountain View, Firdaus Siddik
Quantumspa, Rob Cowling
Raison d'Être, Anna Bjurstam
Rancho la Puerta/Golden Door, Roberto Arjona
Red Cashew, Nancy Nemer
Red Door Spa Holdings, Todd Walter
Resense Spa S.A., Kasha Shillington
ResortSuite, Frank Pitsikalis
Richmond Nua Wellness Spa, Belgin Aksoy & Hakan Balcan
Rixos Hotels, Naim Maadad
RMIT University, Dr. Marc Cohen
Schletterer International Group, Charly Nussbaumer
Schloss Elmau Luxury Spa Hideaway, Dietmar Muller-Elmau
SelfOptima, Nader Vasseghi
sha. Vertrieb GmbH, sha.
Shangri-La Hotels & Resorts, Sheila McCann
SinoMedia Co., Fifi Kao
Six Senses Resorts and Spas, Sonu Shivdasani & Samir Patel
Skin Essentials, Chee Kwong (CK) Low
Sodashi, Megan Larsen & Rachel Stoffers
Sommerhuber, Christian Sommerhuber
Spa Association of Africa, Elaine Okeke

Spa Australasia Magazine, Anne-Marie Cook
Spa Business Magazine, Liz Terry & Katie Barnes
Spa Life Magazine, Kris Abbey
Spa Moment Beauty Salon & Spa, Liu Xiangxiu
Spa Sessions, Naomi Gregory
Spa Strategy, Richard Dusseau
Spa Treatments Ltd., Nisha Javeri
SpaEquip, Inc., Polly & Ed Johnson
SpaFinder, Inc., Susie & Pete Ellis
SpaFinder Japan, Yoriko Soma
Spas Relais Sante, Lucie Brosseau
SpaSoft, Michael Deres
Spatality International, Ingo Schweder
SRV Global, Sudha Venkataraman
Stanford University, Fredi Kronenberg
Star Trac, Jeff Josephson
Starwood Hotels & Resorts, Jeremy McCarthy
Sundari, Rahul Koul & Mayank Bhardwaj
Super Smart Health, Dr. Daniel Friedland
Sydney International Spa & Beauty Expo, Lauren Ebbeck
Szolnoki Foiskola, Tamas Varhelyi
TAC GmbH, Thomas Roessler & Guenther Poellabauer
Thalgo Cosmetic, Michel Gras & Elodie Warner
The Day Spa, Tae Kawasaki
Thermae Bath Spa, Henk Verschuur
Thermarium Baeder Bau, Elmar Nagele & Elmar Hadamzyk
Tip Touch, Jean Guy de Gabriac
Toskanaworld, Marion Schneider
Trilogy Spa Ventures, David Stoup

UCSF & U of Arizona Schools of Medicine, Dr. Kenneth Pelletier
Unbescheiden, Heinrich Unbescheiden
Universal Companies, Marti Morenings & Alfredo Carvajal
Universitas Gadjah Mada, Wiendu Nuryanti
University of Oxford Medical School, Gerard Bodeker
VOYA, Kira & Mark Walton
WATG, Chris Singer
WATG, Jean Klueter
Woodhouse Spas, Jeni Garrett & Sara Newman
WTS International, Allen Hunt
Wuttke Group, The, Mark Wuttke
Xellum Ltd., Laszlo Puczko
Yelospa, Nicolas Ronco
YTL Hotels, Lai Ping Chik
Zabeel Properties, Nabil Al Kendi
Zense of Joy Spa, Varaluk “Joy” Vanichkul



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Sharilyn Abbajay

VP, Global Spa and Retail
Marriott International
UNITED STATES

www.marriott.com

Sharilyn Abbajay brings more than 30 years of experience to her role at Marriott International, where she is responsible for nearly 100 spas under the Ritz-Carlton, Marriott, JW Marriott and Renaissance brands. Ms. Abbajay serves on the board of the International Spa Association (ISPA) and is co-chair of the Washington Spa Alliance (WSPA).



Kris Abbey

Publishing Editor
SpaLife Magazine
AUSTRALIA

www.spalife.com.au

Kris is part-owner of Red Thread Communications, a boutique communication agency specializing in quality health, beauty and wellness content across all mediums (Print, online, mobile). Along with Better Health, she owns and publishes *Spa Life* magazine, Australasia's only consumer magazine that focuses on the booming Spa and wellness industry.

Belgin Aksoy

Board Member
Richmond Nua Wellness Spa
TURKEY

www.aksoygroup.com



As a board member for one of the first spa hotels in Turkey, the award-winning Richmond Nua Wellness Spa, Belgin Aksoy helped introduce Turkey as a spa destination. Recently, Aksoy Group launched Richmond International, a global hotel and resort management company. At Aksoy Group, Ms. Aksoy oversees one of Turkey's largest e-commerce platforms.

Nabil Al Kendi

Director
Zabeel Properties
UNITED ARAB EMIRATES

www.zabeelproperties.com



At Zabeel Properties, Nabil Al Kendi has overseen the development of the company's properties, with particular emphasis on community impact, feasibility, design, and environmental footprint. Mr. Al Kendi's focus, from the design phase through the facility management stage, is on creating a strategy for development that will meet the needs of the specific community.



Gustavo Albanesi

Founder, Buddha Spa
President, Brazilian Spa Assoc.
BRAZIL

www.buddhaspa.com

The owner of one of the largest spa chains in Brazil, Gustavo Albanesi is also a partner at JG Partners Group, a financial advising company. There, Mr. Albanesi consults for the spa, hotel, resort and cosmetic industries. He is also the president of the Brazilian Spa Association, which organizes Spa Week Brazil and the Brazilian Spa Congress.



Kate Ancketill

Managing Director
GDR Creative Intelligence
UNITED KINGDOM

www.gdruk.com

Based in London, Kate Ancketill is one of the world's top trend forecasters for brands and retail. At GDR, she has reoriented the company's work towards innovation in design, marketing, technology, new media, packaging, and service. Before GDR, she worked at Amnesty International. In 2007, she won the Jennifer d'Abo Memorial Scholarship for female entrepreneurs.

Peter Anderson

President & Founder
Anderson & Associates
UNITED STATES

www.anderspa.com



Peter Anderson draws on more than 20 years of experience to provide a balanced perspective on the spa industry for growing medical, wellness, and resort spas. A strong advocate of global research, analysis, and benchmarking efforts, Mr. Anderson also teaches at the University of California Irvine and Cal Poly Pomona to promote education in the industry.

Raoul Andrews

President
Aspen Resorts International
UNITED STATES

www.aspenresortsint.com



Responding to the demand for quality-trained spa personnel worldwide, Raoul Andrews founded the International Hotel Spa Academy (IHSA). Mr. Andrews also founded Aspen Spa Management, which focuses on ecological and sustainable resort development. He has consulted for Ministries of Tourism in many countries, including Morocco.



Roberto Arjona

Chief Executive
Rancho La Puerta & Golden Door
MEXICO

www.rancholapuerta.com

At one of North America's first destination spas, Roberto Arjona heads the staff at Rancho La Puerta, founded in 1940 in Baja California, Mexico. Prior to his current position, Mr. Arjona held executive positions at The Lodge at Pebble Beach and The Lodge at Torrey Pines. He serves as president of the Green Spa Network.



Hakan Balcan

General Manager
Richmond Nua Wellness Spa
TURKEY

www.richmondnua.com

With 23 years of experience in the hotel business, Mr. Balcan worked as general manager for several five-star properties of luxury hotel groups. In September 2009, he was named general manager of the award-winning Richmond Nua Wellness Spa, the first spa destination in Turkey.

Pankaj Arora

Managing Director
GeoSpa Fitness
UNITED KINGDOM

www.geospa.de

Notes

Notes

Katie Barnes

Managing Editor
Spa Business Magazine
UNITED KINGDOM

www.leisuremedia.com



For the past ten years, Katie Barnes has specialized in writing about the spa, beauty, and leisure industries. In 2004, Ms. Barnes joined *Health Club Management* magazine, and moved to *Spa Business* in 2006. In 2009, she became managing editor. She also served as launch editor for the annual *Spa Business Handbook*.

Derek Barton

Managing Director
Barr + Wray (H.K.) Ltd
HONG KONG

www.barrandwray.com



Derek Barton is Managing Director of Barr + Wray, a global provider of turn-key wet area spa installations. Mr. Barton has worked for Barr+Wray in the U.K. and the Middle East since 1995. In late 2010, the opportunity arose to open an office in Southeast Asia and in 2011, the Hong Kong office opened for business with primary focus on the area's spa market.



Emanuel Berger

Managing Director
Berger Hospitality
SWITZERLAND

www.bergerhospitality.ch

Having managed luxury hotels since 1970, Emanuel Berger was CEO of the Victoria-Jungfrau Collection, four of Switzerland's most luxurious hotels. In 2006 Mr. Berger founded Berger Hospitality Management GmbH, Unterseen, a luxury hotel consultancy. He is now a board member at Ecole Hôtelière de Lausanne, as well as at the Global Spa Summit.



Joanne Berry

Director of Spa & Wellness
Education, Bellus Academy
UNITED STATES

www.bellusacademy.edu

With a focus on operations management and education in many segments of the spa industry, Joanne Berry has conducted extensive training and product seminars. In 2006, Ms. Berry launched the consultant firm Spa Remedies. Currently, at her position at Bellus Academy in San Diego, she creates and oversees the development of advanced course curriculum.

Mayank Bhardwaj

Partner
SUNDĀRI
UNITED STATES

www.sundari.com



Mr. Bhardwaj is a partner at SUNDĀRI, a collection of professional skincare products and treatments inspired by the philosophy of Ayurveda. With 16 years of experience in global sourcing and operations in the professional skincare business, Mr. Bhardwaj is responsible for business development and sales at SUNDĀRI.

Anna Bjurstam

Managing Director
Raison d'Être
SWEDEN

www.raisondetrespas.com



Anna Bjurstam has been dedicated to wellness for over 20 years and has grown Raison d'Être Spas into a world-renowned company in the spa and wellness arena. Ms. Bjurstam began her professional career as a Nike Elite Aerobic and Fitness Instructor and ventured into the corporate fitness world through 24 Hour Fitness. She is a Global Spa Summit board member.

Notes

Michael Bartura

Project Manager, East West
IMC Group
SINGAPORE

www.imcpaa.com



Michael Bartura works at IMC's East West Learning Centre, designing and implementing platforms for integrated mind/body healing and managerial and leadership mindsets committed to social responsibility for the 21st century. Previously, Mr. Batura assisted with the opening of residential yoga centers in Thailand and India and with a large NGO in Cambodia.

Anne Biging

Managing Director
Healing Hotels of the World
GERMANY

www.healing-hotels.com



Anne Biging is the founder and managing director of the global hotel brand, Healing Hotels of the World, which now has over 60 partnering hotels and resorts worldwide. Ms. Biging has worked in the international tourism, public relations and hotel consulting business for more than 20 years. Prior to joining the tourism industry, she was a traveling journalist and author.



Gerard Bodeker

Professor, University of Oxford
Medical School
MALAYSIA

www.medsci.ox.ac.uk

Aside from his current role as chair at Global Initiative for Traditional Systems of Health, Gerry Bodeker is a faculty member in public health at Oxford University and in epidemiology at Columbia University. He was editor-in-chief of the *World Health Organization Global Atlas of Traditional, Complementary & Alternative Medicine* (2005) and advises several UN agencies.



Wendy Bosalavage

President
American Leisure
UNITED STATES

www.americanleisure.com

With 25 years in the spa and wellness industry, Wendy Bosalavage has played a role in developing many international spa resort projects through American Leisure, which currently manages over 60 properties worldwide. Ms. Bosalavage is the Founder and Vice President of the Medical Spa Society and the past president of the Day Spa Association.

Filip Boyen

COO
Orient Express
UNITED KINDGOM

www.orient-express.com



In 2009, Filip Boyen was appointed chief operating officer for Orient-Express Hotels, which consists of a portfolio of 41 hotels, six luxury trains, two cruise operations, and one restaurant spanning 23 countries. A native of Belgium, Mr. Boyen is fluent in Dutch, English, French, and German and is trained in the culinary arts.

Lucie Brosseau

President & CEO
Alliance Spas Relais Santé
CANADA

www.spasrelaissante.com



In October of 2009, Lucie Brosseau joined the Canadian spa association, Spas Relais Santé, where she oversees 23 quality spas throughout the province of Québec. Ms. Brosseau sits on the standards development committee as well as the Canadian and international ISO TC-228 committee on establishing said standards within the expanding global market.



David Browning

CEO, Somasigns
Philips Consumer Lifestyle
UNITED KINGDOM

www.philips.com

With 30 years of experience in applied healthcare and blue-chip health corporations, David Browning leads an entrepreneurial venture for Philips, a company with a focus on advanced products and services in healthcare and consumer lifestyle. Mr. Browning is also a keen triathlete; he will be competing in Spain just before the Global Spa Summit.



Don Camilleri

Director of Development
Center Parcs
UNITED KINGDOM

www.centerparcs.co.uk

Don Camilleri has served as Development Director for Center Parcs for over 20 years, and now sits on the main board. There, he works to develop the design of forest village sites, which include resort spas. He serves as non-executive director for Langdale Leisure in Cumbria, UK, and on the Board of Corinthia Hotels International, Malta.

Alfredo Carvajal

Executive Vice President
Universal Companies
UNITED STATES

www.universalcompanies.com



Having joined Universal Companies in 2008, Alfredo Carvajal oversees sales, operations, education and branding, in addition to developing the global resort and spa market segments, for the company, which serves 28,000 establishments worldwide. He sits on the board of UC Irvine's Spa Management Program and is the recipient of Disney's "Partners in Excellence" Award.

Angelene Chan

Director
DP Architects
SINGAPORE

www.dpa.com.sg



Angelene Chan is a director of DP Architects. Since joining the firm in 1990, Ms. Chan has been involved in the design and construction of a wide range of projects from residential, industrial and institutional projects to large scale office and retail developments in both Singapore and overseas, including the SGD\$400-million Republic Polytechnic campus in Singapore.



Catherine Cervasio

Managing Director
Aluxe Pty Ltd
Aromababy Natural Skincare
AUSTRALIA

www.aromababy.com

Catherine Cervasio holds a Diploma in Aromatherapy and is a trained Infant Massage Instructor. She has been involved in the formulation of natural & organic skincare for around twenty years, launching Aromababy as the first research-based natural baby brand of its kind.



Judy Chapman

Spa & Wellness Curator
Karma Resorts
INDONESIA

www.karmaresorts.com

With over two decades in the industry, Judy Chapman has published 4 books on spas including the best selling ‘Ultimate Spa.’ Judy has a strong background in spa retail and has created over 300 spa retail products that have been sold around the world. For the past 3 years she has held the position as ‘Wellness & Spa Curator’ for Karma Resorts.

Notes



Rekha Chaudhari

Managing Director
JCKRC & Co.
INDIA

www.jckrc.com

The founder of JCKRC Spa Destination, which focuses on meeting the needs of the Indian spa industry, Rekha Chaudhari has 22 years in the beauty and wellness industry. She is a core member of the Indian Spa and Wellness Association, where she focuses on spa standardization and accreditations.



James Chenevey

CEO
Earthlite/Living Earth Crafts
UNITED STATES

www.earthlite.com

At both of his companies, global suppliers of spa and massage treatment tables, James Chenevey has led the growth in international markets since 2003. An avid yoga practitioner, he has held many board positions at companies such as Electra Bicycle, the Green Spa Network, and La Costa Youth Organization.

Tony Cheung

Managing Director
PA Wellness Consultancy, Ltd
CHINA

www.pa-wellness.com



Tony Cheung is the founder of PA Wellness Consultancy, a health and wellness company with 150 employees. With 40 years experience, Mr. Cheung oversees the design and development of swimming pools, fountains, health clubs, and entertainment attractions. His group has completed over 1,000 projects in Hong Kong, Macau, Singapore, Malaysia, Taiwan, and Mainland China.



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www.babor.com

Notes

Lai Ping Chik

VP, Spa Division
YTL Hotels
MALAYSIA

www.ytlhotels.com.my



Lai Ping Chik oversees the operations of seven spa locations under the YTL umbrella. Ms. Chik has over 20 years of experience in the hospitality industry, including over ten in the spa industry. Her passion for the spa industry stems from her profound interest in the indigenous beauty rituals long practiced in Malaysia.

Jacqueline Clarke

Research Director
Diagonal Reports
IRELAND

www.diagonalreports.com



With her extensive knowledge of the global beauty and spa market, Jacqueline Clarke designed the beauty research program for Diagonal Reports. In her position as Research Director, she tracks the intersection between the beauty and spa markets with a wider range of personal care and consumer services.



Sharon Codner

Regional Spa Director
Peninsula Hotels
HONG KONG

www.peninsula.com

Sharon Codner is based in Hong Kong at Peninsula Hotels, which boasts nine spas in its elite portfolio. Codner now has over 16 years of experience working in spas and luxury resorts all over the world, from Macau, Dubai, Barbados, and the United Kingdom. She earned a diploma in beauty therapy and hairdressing in 1991.



Dr. Marc Cohen

Professor
RMIT University
AUSTRALIA

www.rmit.edu.au

Dr. Marc Cohen is an authority in holistic health and wellness and professor of complementary medicine at RMIT University, where he leads the world's first online Master of Wellness degree program and performs research into natural medicine and wellness. Dr. Cohen co-edited the text *Understanding the Global Spa Industry*. He is a Global Spa Summit board member.

Anne-Marie Cook

Editor

Spa Australasia Magazine
AUSTRALIA

www.spaaustralasia.com.au



Anne-Marie Cook is the editor of *Spa Australasia* magazine, Australia and New Zealand's premier spa industry publication. Previously, Ms. Cook was an editor of the well-known North American magazine *Spa*. This year Anne-Marie plans on fulfilling two dreams by completing her open water scuba diving certification and getting her motorcycle riders license.

Steve Courso

Managing Director, Asia-Pacific
A.F. Dornbracht
HONG KONG

www.dornbracht.de



With over 20 years of business experience in Asia, Steve Courso is based at Dornbracht's regional headquarters in Hong Kong, where he heads the Asian Spa Development Committee at Dornbracht. Recently, he opened Dornbracht offices in Mumbai and Shanghai. Steven was raised in Southern California by Swiss parents and holds dual US/Swiss citizenship.



Rob Cowling

Managing Director
QuantumSpa
SOUTH AFRICA

www.quantumspa.co.za

With 25 years in the wellness industry, Rob Cowling established one of the first research-based weight management program at the University of Cape Town's medical school, along with developing wellness centers focused on health and obesity in major South African cities. Last year, he launched Quantumspa, his own health and wellness brand.



Ryan Crabbe

Senior Director of Spa Operations
& Development, Hilton Hotels
UNITED STATES

www.hilton.com

Ryan Crabbe launches and oversees the performance of 67 spas and seven spa brands in the Americas for Hilton. Prior to joining Hilton, he founded the consulting firm Interim Spa Solutions to offer transitional management services to luxury hotels. He has also opened and directed numerous spas for both Wynn Resorts and Ritz-Carlton Hotels.

Tamyra Comeaux

Owner
Natural Women's Care
UNITED STATES

www.naturalwomenscare.com



Dr. Tamyra Y. Comeaux is a board certified in Ob/GYN, since 2000. She is interested in preventing as well as helping treat female problems using the least invasive and disruptive methods possible. She received her Medical Degree from Morehouse School of Medicine , as well as a Masters in Holistic and a Naturopathic Medicine.

Notes

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Charles Davidson

Founder
Peninsula Hot Springs
AUSTRALIA

www.peninsulahotsprings.com



At one of Australia's first hot mineral spring bathing and spa centers, Charles Davidson is involved in expansion to include accommodation, global bathing and wellness offerings. He has undertaken missions to a variety of countries for research into multiple cultures' use of hot springs. Mr. Davidson is a director of the Australasian Spa Association, focusing on tourism.

Jean Guy de Gabriac

Owner, Tip Touch
FRANCE

www.tiptouch.com



As a yoga, tai chi and massage enthusiast, Jean-Guy de Gabriac created TIP TOUCH to design signature brand massages, develop the skills of spa teams, and coach spa managers and owners in marketing strategies. Before entering the spa industry, he worked in Los Angeles as a script developer and media consultant.



Christopher Dean

Chairman
Organic India
AUSTRALIA

www.organicindia.com

After building one of the leading natural health companies in Australia, TP Health, Christopher Dean chaired the Australian Tea Tree Industry Association for eight years and was president of the Complimentary Healthcare Council in Australia from 2002-2006. He chairs Organic India, dedicated to true wellness and business sustainability.



Michael Deres

Director
SpaSoft
CANADA

www.springermiller.com

Michael Deres brings over ten years of management experience in the hotel and spa industry to SpaSoft, which provides industry-leading spa and activity management systems to the world's top resorts, day spas, and medi-spas. Fully dedicated to his role, Mr. Deres postponed his honeymoon to represent SpaSoft at the HITEC conference in 2009.

Arnaud Diaz

International Director
[comfort zone]
ITALY

www.comfortzone.it



Arnaud Diaz began his career in 1993 with IFF - International Flavors & Fragrances. Since then he has worked in the paper business with companies like Cartier, YSL, and Hermes, before returning to the spa industry through Sothy's where he worked as the brand's export director for five years.

Brian Dorairajah

Hospitality Manager, Asia Pacific
Precor
MALAYSIA

www.precor.com



Brian Dorairajah joined Precor in January 2008 with a background in hospitality, including degrees in hotel management and food and beverage operations. His previous positions include Hotel General Manager and Owners' Representative for hotel groups in Malaysia. Brian spearheads Precor's Hospitality Business throughout Asia Pacific.



Richard Dusseau

CEO

Spa Strategy

UNITED STATES

www.spastrategy.net

Richard Dusseau is the co-founder and CEO of SpaStrategy. In the five years he ran Spa Strategy, Mr. Dusseau built the company from a regional consulting firm into one of the most sought-after international consultancies for spa across the globe. His industry credits include being a founding member of the Global Spa Summit board of directors.

Notes

Lauren Ebbeck

Event Director
Sydney Intl. Spa &
Beauty Expo
AUSTRALIA

www.internationalbeautyexpo.com.au



Lauren Ebbeck is the Director of the Sydney International Spa & Beauty Expo, in 2007; she introduced a Spa and wellness sector to Sydney International Beauty Expo, Australia's premier beauty event. Since this time, the event has gone on to be Australia's only event dedicated to Spa & Wellness and one of the most important in Australasia.

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Design of The Private Spa Wellness Center by The Private Spa Corporation

divulging the divine

But this page can only say so much... try and all is revealed.

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THE PRIVATE SPA
WELLNESS CENTER



Randal Eastman

Vice President
Dragonfly Therapeutic Retreat
CHINA

www.dragonfly.net.cn

Randal Eric Eastman moved to China from Canada over 12 years ago. Eight years ago, he became involved in Dragonfly's brand concept, polishing its communications and crafting its motto "to relax the world," and joined full-time as a partner in 2005. Though based in Shanghai, with a degree in Russian, he remains connected to Russia.



Adrian Egger

Managing Director, Spa Division
Klafs
GERMANY

www.klafs.de

For 13 years, Adrian Egger has lived and traveled worldwide and has been responsible for many international projects for companies like Hilton and Marriott. Since 2010, he has developed his expertise of the wellness and spa industry at Klafs as managing director of the spa division.

Pete Ellis

Chairman & CEO
SpaFinder, Inc.
UNITED STATES

www.spafinder.com



A visionary owning over 25 companies, Pete Ellis launched the automobile buying/research website, Autobytel.com, which revolutionized the auto industry and went public in 1999. In 2001, he became CEO of SpaFinder, Inc. and built the world's largest spa/wellness media, marketing, and gifting company with contractual relationships with 20,000-plus properties.

Susie Ellis

President
SpaFinder, Inc.
UNITED STATES

www.spafinder.com



As president of SpaFinder Inc., the world's largest spa media, marketing and gifting company, Susie Ellis is a prominent writer, speaker and analyst. Known for her Spa Industry Blog and SpaFinder's annual Spa Trend Report, she is a current board member of the Global Spa Summit and holds a MBA from UCLA.



Catherine Feliciano -Chon

Managing Director
CatchOn & Co. Ltd.
HONG KONG

www.catchonco.com

As founder and managing director of CatchOn, a strategic marketing communications consultancy specializing in hospitality and wellness, Catherine Feliciano-Chon has been a force behind many well-known spa and resort brands. She has also helped CatchOn to pioneer many Asian spa consumer studies. She loves frogs... of which there are many in Bali!



Charlene Florian

VP, Corporate Creative
Development, Kerstin Florian
UNITED STATES

www.kerstinflorian.com

In her role at Kerstin Florian International, Charlene Florian is responsible for international business development, product ingredient research, and the design of new formulations and healing therapies. She has a passion for natural healing practices, nutrition, and yoga, and enjoys museums, cafes, and artistic inspiration.

Kerstin Florian

President & Founder
Kerstin Florian
UNITED STATES

www.kerstinflorian.com



With her profound expertise in skin care, product and treatment development, and spa culture, Kerstin Florian is the visionary behind Kerstin Florian International. This spa brand is partnered with luxury resort, day, and destination spas worldwide. Ms. Florian loves all aspects of fishing and cooking, and loves any outdoor activity.

Yulia Fransisca

Research Analyst
Euromonitor International
SINGAPORE

www.euromonitor.com



At Euromonitor International, Yulia Fransisca spearheads research and manages a team of country analysts at the Indonesian desk. Ms. Fransisca's expertise ranges from beauty and personal care to packaged food and beverages, amongst many others. A native Indonesian, she has lived in Singapore, China, and the United States.



Dr. Daniel Friedland

Founder, SuperSmartHealth
UNITED STATES

www.supersmarthealth.com

Dr. Daniel Friedland is an assistant clinical professor of medicine at University of California, San Francisco. Board-certified in internal medicine and integrative holistic medicine, he is the author of the textbook Evidence-Based Medicine: A Framework for Clinical Practice. He is also CEO of SuperSmartHealth and the Medical Director for Barney & Barney.



CG Funk

VP, Industry Relations
Massage Envy
UNITED STATES

www.massagenvy.com

Massage Envy has sold 904 franchises in the U.S., and has a portfolio of 676 operating franchises, of which 349 are spa locations. CG Funk is responsible for the creation of multiple programs and serves as the national spokesperson for the company. Ms. Funk provides outreach to the media, government, and many businesses.

Jeni Garrett

Founder & CEO
Woodhouse Spas
UNITED STATES

www.woodhousespas.com



Victoria, Texas native Jeni Garrett was inspired to create a spa in her own hometown; the result was The Woodhouse Day Spas. Since 2001, Woodhouse has become a day escape to quiet the mind and heal the body. Today it has grown to 25 locations and will be expanding internationally this year.

Fabrice Garrigues

Managing Director
The Private Spa
INDONESIA

www.theprivatespa.com



Responsible for the export of the spa technology and products he has spent his career developing, Fabrice Garrigues has been at The Private Spa since 2001. Mr. Garrigues was a founding member of the Bali Spa and Wellness Association. He is a loving father and a keen follower of Balinese Hinduism.



Barbara Gavazzoli

Marketing, Communication, &
Education Director, [comfort zone]
ITALY

www.davines.it

Barbara Gavazzoli's strong international background in modern languages, marketing, and naturopathy, has allowed her to fuse uniquely and effortlessly the business side of the skin-care market with a deep understanding of solid consumer connections. At [comfort zone], Ms. Gavazzoli implements the best practices of "teamwork and emotional intelligence."



Don Genders

Managing Director
Design for Leisure
UNITED STATES

www.designforleisure.com

Don Genders leads his team in the design and implementation of hydrothermal experiences as managing director at Design for Leisure, a global brand that caters to discerning clients seeking cutting edge designs and individual solutions for every client. Don has represented Design for Leisure at all five Global Spa Summits.

Guendalina Gennari

Associate, Lausanne
Hospitality Consulting
SWITZERLAND

www.ehl.ch



At Ecole Hoteliere de Lausanne, Guendalina Gennari is involved in the organization of the Spa Management Programme. Ms. Gennari also teaches courses in *The World of Luxury* and *Business Protocol*. Additionally, she works as a consultant in the areas of market analysis and marketing plans for real estate projects in Switzerland, France, and the Middle East.

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Drop by the GSS Internet Café to see what's new2spa.com - a first look at all the newest and most exciting equipment from SpaEquip, the industry's preferred source of spa equipment and supplies worldwide. Pick up your copy of the [new2spa booklet](#) at the official GSS Resource Table!



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www.SpaEquipEurope.com

Notes

Sammy Gharieni

Founder & CEO
Gharieni Group
GERMANY

www.gharieni.de



With his experience in engineering in the spa industry, Sammy Gharieni founded Gharieni Group 20 years ago. It has emerged as one of the leading manufacturers of high-end wellness, cosmetics and podiatry couches, beds equipment and interiors in Europe, and provides equipment to spas and hotels in more than 50 countries.

Andrew Gibson

Group Director of Spa
Mandarin Oriental Hotel Group
HONG KONG

www.mohg.com



Andrew Gibson provides global support to the design, development, and operation of Mandarin Oriental Spas. He is a well-known and respected spa professional with 25 years of luxury and diversified hotel and leisure services experience. Mr. Gibson holds a B.A. in recreation management and environmental conservation and sits on the board of the Global Spa Summit.



Martin Goldmann

CEO
ASPA
PORTUGAL

www.a-spa.com

Martin Goldman is CEO of Azur Ambiente, a luxury spa furnishings company based in Portugal. Aside from being known as a spa guru among his colleagues, Mr. Goldmann is a frequent participant in global conferences and events, including the inaugural Paris HotSpa Forum in 2009.



Michel Gras

International Director
Thalgo Cosmetics
FRANCE

www.thalgo.com

Michel Gras' 20 year career has been in the international cosmetics field, with a focus on new business and brand promotion. In 1999, Mr. Gras joined THALGO to focus on his interest in the Marine care brand and products. He is passionate about globetrotting, particularly to Asia.

Naomi Gregory

Director & Co-Founder
Spa Sessions
AUSTRALIA

www.spasessions.com



In 2005, Naomi Gregory established her own consulting business, which has since worked with some of the region's most iconic spa destinations, including Chiva-Som, Hilton, Kama-laya, Hepburn Bathhouse & Spa, Hydro Majestic Hotel, and QT Hotels and Resorts. Naomi operates Injidup Spa Retreat in Western Australia, recently awarded one on the world's best retreats by *Conde Nast* readers.

Tony Guo

Chairman of the Board
Empery
CHINA

www.jb001.com



Tony Guo has served as founder and chairman of the board for Empery, a China-based spa and wellness company since 1999. Mr. Guo oversees the company which, today, has over 570 employees.

Notes

Elmar Hadamzyk

Managing Director
Thermarium Asia
HONG KONG

www.thermarium.com



Having first visited China in the mid-seventies, Elmar Hadamzyk has been able to see firsthand the tremendous development in China over the past 30 years. In his travels there, he has developed a close relationship with many companies in China, which has enabled him to focus on Thermarium's Asia market as the brand's managing director.

John Hardy

Founder
The Green School
INDONESIA

www.greenschool.org



After selling his jewelry company in 2007, John Hardy and his wife Cynthia embarked on a new project: the Green School in Bali. There, children prepare for traditional school exams in open-air classrooms surrounded by gardens. While running his company, Mr. Hardy pioneered a program that offset the carbon emissions associated with corporate print advertising.



Susan Harmsworth

Founder & CEO
ESPA International
UNITED KINGDOM

www.espaonline.com

Susan Harmsworth boasts over 35 years of spa industry experience, with an impressive portfolio of 250 plus spas in 55 countries and ESPA's new flagship in London, ESPA Life. Working with five-star clients, many of her spas have won awards. She is a board member of the GSS. Her two sons, who work with her have given her six glorious grandchildren.



Heinz Hunkeler

Managing Director
AG Grand Hotel Engadinerkulm
SWITZERLAND

www.kulmhotel-stmoritz.ch

As both managing director and management board member at Grand Hotels, which owns the Kulm Hotel St. Moritz and the Grand Hotel Kronenhof Pontresina, Heinz Hunkeler is based in St. Moritz, Switzerland. Prior to his current position, Mr. Hunkeler worked for 30 years at the Kulm Hotel as the general manager.

Sean Harrington

Managing Director
Elemis
UNITED KINGDOM

www.elemis.com



A leading figure in the international spa industry, Sean Harrington continues to build his reputation as a dynamic and entrepreneurial marketing. Mr. Harrington was responsible for the launch of the first UK Elemis day spa and Elemis spa therapies. Elemis can be found in more than 100 department stores globally.

Christine Hays

VP - Spa Operations
Oberoi Group
INDIA

www.oberoigroup.com



As vice president, spa operations, Christine Hays oversees the Oberoi and Trident brands, managing a current portfolio of 20 spas throughout India, Indonesia, Egypt, and Mauritius. In addition, Hays is overseeing the development of 16 new spas under the Oberoi brand in India, Dubai, Oman, Abu Dhabi, and Morocco.



Allen Hunt

Senior Vice President
WTS International
UNITED STATES

www.wtsinternational.com

Allen Hunt has a career that spans 27 years with five-star international hotel brands, including Hyatt, Hilton, Ritz-Carlton, and Spa Chakra. Mr. Hunt successfully launched over 20 spas and fitness facilities across the globe, working with luxury brands from the LVMH group, such as Guerlain and Acqua di Parma.

Notes

Bryce Hodgson

Global Alliances
Intelligenz Solutions Intl
UNITED STATES

www.intellispa.com



With 30 years' experience developing and managing internationally-focused software businesses, Bryce Hodgson has been at Intelligenz for the last four years. Intelligenz provides bookings, POS, inventory management, and comprehensive marketing capabilities for all hotel activities. Mr. Hodgson is a former manager of the National Ski Team and is an avid land sailor.

Donna Holtom

President
Leading Spas of Canada
CANADA

www.leadingspasofcanada.com



Aside from her current role, Donna Holtom is president of Leading Spas of Canada, which worked in conjunction with CTC & International Spa Association to produce industry research. Ms. Holtom is also affiliated with the Canadian Tourism Commission Task Force on Spa and Wellness and the Thailand Department of Export Development.



Geraldine Howard

President

Aromatherapy Associates
UNITED KINGDOM

www.aromatherapyassociates.com

Geraldine Howard boasts over 35 years in the industry and is one of the world's leading experts in aromatherapy, developing products, treatments and training for many highly regarded spas in over 30 countries globally. Co-founder of the London-based Aromatherapy Associates, Ms. Howard has personally worked on all of the company's formulations and treatments.



Lori Hutchinson

Founder & Co-Owner
Hutchinson Consulting
UNITED STATES

www.hutchinsonconsulting.com

At the beginning of her career, Lori Hutchinson worked in hospitality human resources at multiple luxury hotels and spas. In 1993, she founded Hutchinson Consulting, which provides spas, resorts, and hotels with management recruiting services. At her home in Sonoma, CA, Ms. Hutchinson grows 42 olive trees, which produce 10 gallons of olive oil per year.

Nisha Javeri

CEO
Spa Treatments Pvt. Ltd.
INDIA

www.myrahspa.com



Seeing the need for a wellness spa for the fast-paced city of Mumbai, Nisha Javeri used her passion for healthy living to create Myrah, a luxury day spa. In two years, Myrah has established itself as one of the top day spas in Mumbai, and won the Brand Excellence Award from the prestigious Indira Institute last year

Ed Johnson

President
SpaEquip
UNITED STATES

www.spaequip.com



Ed Johnson is president of SpaEquip, Inc., a single-source distributor worldwide for spa equipment, supplies and treatment products. Prior to that, he founded other companies in the spa industry and previously in the computer industry. He lives in California's Napa Valley, where he has a 10-acre vineyard planted with Cabernet Sauvignon grapes.



Polly Johnson

CEO

SpaEquip

UNITED STATES

www.spaequip.com

Polly Johnson's company, SpaEquip, has evolved to support the global procurement needs of many major spa brands, including Fairmont Raffles, Starwood Brands, Marriott, and Ritz-Carlton. SpaEquip has offices in the United States, the United Kingdom, and Hong Kong. Prior to her work in the industry, she was an executive at an NBC affiliate.



Tom Johnston

COO

American Leisure

UNITED STATES

www.americanleisure.com

In his current position, Tom Johnston is responsible for leading the various business operations of the American Leisure brand. He has 25 years of experience, and a passion for the health, fitness and lifestyle industry. He has played an integral role in building some of the most successful commercial club operations in the United States.

Jeff Josephson

Director, Global Hospitality
Star Trac
UNITED STATES

www.startrac.com



At Star Trac, a global fitness equipment manufacturer, Jeff Josephson leads the global hospitality efforts and recently worked with updating brand standards at Hilton Hotels. Previously, he ran the United States division of hospitality for Technogym. Residing in Seattle, he and his wife are outdoor enthusiasts and spa connoisseurs.

Fifi Kao

Chief Editor
SinoMedia Co. Ltd.
CHINA

www.spachina.com



Ms. Kao joined SinoMedia in 1999, as design director and managing editor of *STARDOM* magazine, a Starwood Hotel Group publication. She is current editor and managing editor of *SpaChina* magazine, a wellness and luxury lifestyle magazine founded in 2004. In 2005, she wrote and illustrated a children's book.



Tae Kawasaki

President
The Day Spa
JAPAN

www.thedayspa.jp

Tae Kawasaki currently operates 15 day spas in Japan. Ms. Kawasaki's passion for health and wellness led her to create each spa location with its own unique concept with the Zen essence behind each treatment. The unifying theme of all of the spas is their focus on Japanese hospitality, offering a heartwarming and memorable spa experience.



Jeff Kohl

Director of Global Hospitality
Precor
UNITED STATES

www.precor.com

With more than 25 years of experience in the hospitality and fitness industries, Jeff Kohl manages a global team focused on delivering fitness expertise to international hospitality brand leaders. He had a primary responsibility in Precor's partnership with Hilton Hotels and the Fitness by Precor initiative. He has served nine years on the ISPA board of directors.

James Kaplan

SVP Development
Fairmont Raffles Hotels Intl
SINGAPORE

www.frhi.com



James Kaplan directs business development for Fairmont, Raffles, and Swissotel brands in the Asia-Pacific and India markets. Previously based in London, Mr. Kaplan moved to Singapore in 2011 to focus on development initiatives in the Asia-Pacific region, with a primary focus on China and India. He has held senior positions with Marriott, Kerzner, and Intercontinental.

Sherri Kimes

Professor
Cornell University
SINGAPORE

www.cornell.edu



Sheryl Kimes is a professor of operations management at the Cornell University School of Hotel Administration in Singapore. In 2005, Professor Kimes served as Interim Dean of the Hotel School. Her area of specialization is revenue management. Recently, she was awarded Singapore Tourism Board's Distinguished Professor of Asian Hospitality Management.

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Jean Kluter

Director, Spa & Wellness Design
WATG
UNITED STATES

www.watg.com

Jean Kluter is WATG's Director of Spa and Wellness Design, for 12 years she has specialized in spa & wellness resorts and is She has designed numerous spa and wellness projects including: the Golden Door Spa at the Boulders Resort in Arizona, Miraval Destination Spa Resort in Tucson in Arizona, and Playa Pelicano Destination Spa Resort and living community in Costa Rica.

Sharon Kolkka

General Manager
Gwinganna Lifestyle Retreat
AUSTRALIA

www.gwinganna.com



With a background in health and wellbeing and 32 years' experience, Sharon Kolkka has been at Gwinganna Lifestyle Retreat since 2005; she created the retreat's operation philosophy as well as many of its programs. Previously, she was a program director at health retreats and operated her own personal training business. She is a keen horse rider.

Rahul Koul

CEO
SUNDĀRI
UNITED STATES

www.sundari.com



Before his job at SUNDĀRI, Rahul Koul developed and launched Kaya Skin Clinic, a chain of medispas based in India; it has since grown to over 100 locations in India and the Middle East. He brings over 17 years of experience to his role at SUNDĀRI, including holding the COO position before becoming partner.



Fredi Kronenberg

Consulting Professor
Stanford University
UNITED STATES

www.stanford.edu

At Columbia University for 25 years as Professor of Clinical Physiology, including 14 years as director of the Rosenthal Center for Complementary & Alternative Medicine, Dr. Fredi Kronenberg is now affiliated with the Stanford University School of Medicine and the Arizona Center for Integrative Medicine. She is the writer and editor of multiple books.



JoAnn Kurtz-Ahlers

Owner
Kurtz-Ahlers & Associates
UNITED STATES

www.kurtzahlers.com

With a portfolio of over 45 properties in 19 countries, JoAnn Kurtz-Ahlers works to provide life-changing experiences to guests with a dedication to healthy living. Prior to her current position, she worked for two decades as Vice President of Sales and Marketing for Ritz-Carlton. She is a past chairman of the Meeting Planners International Editorial Committee.

Niqi Kundhi

Director
GeoSpa
UNITED KINGDOM

www.gwinganna.com



NiQi Kundhi started GeoSpaFitness as a partner in 1992. 19 years later GeoSpa has 120 staff and 12 offices in South Asia, Southeast Asia, and Europe. GeoSpaFitness is a dominant player in the spa and wellness industry. The Geo Team has achieved the highest success rate in course completion, and 14 cities are live on the Technogym e-Learning platform in South Asia.

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Mia Kyricos

VP, Corporate Wellness
Core Performance
UNITED STATES

www.coreperformance.com



Mia Kyricos has just joined Core Performance, a leader in proactive wellness, where she will deliver personalized and integrated programming to companies and their employees looking for measurable results. Mia spent seven years at Starwood Hotels, where she led the creation of global spa brands, including Remède for St. Regis and AWAY Spa by W Hotels.

Adria Lake

Managing Director
A.W. LAKE Spa Concepts
SINGAPORE

www.awlakeonline.com



Adria Lake is managing director of A.W. LAKE, an award-winning spa design and consultancy firm with operational bases in Bali, Singapore, Hong Kong, and Shanghai. Over the last decade, Ms. Lake has grown her spa product company into a full-service firm with clients in 30 different countries.



Megan Larsen

Founder
Sodashi
AUSTRALIA

www.sodashi.com

In 1999, Megan Larsen created Sodashi, chemical-free skincare products unparalleled in performance and purity. Relying solely on the time tested efficacy of therapeutic-grade essential oils and plant actives to heal and nurture, Sodashi products are highly regenerative and anti-ageing. Sodashi clients include Four Seasons, Aman Resorts, Emirates and Jumeirah.



Verena Lasvigne Fox

Senior Spa Director
Four Seasons Hotel, George V
FRANCE

www.fourseasons.com

With a strong background in the hospitality industry, Verena Lasvigne-Fox has worked to increase retail and implement the integration of chemical-free and high-technology brands at the Four Seasons. In 2010, she became responsible for overseeing all Four Seasons Spas in Europe. Ms. Lasvigne-Fox was the winner of the prestigious David Campbell Trophy in 2006.

Tong Liu

CEO

Mege Union Intl Group, Ltd
CHINA

www.queenbeauty.cn



Tong Lui has over 18 years of management experience in the professional fitness, beauty salon, and lifestyle and spa businesses. Mr. Lui serves as CEO of SOKO Fitness & Spa Group, which currently operates a total of 24 facilities, with approximately 22,900 fitness club members and approximately 25,320 beauty salon and spa clients.

Xiang Xiu Lui

Director, Spa Moment
Beauty Salon & Spa
CHINA

www.spamoment.net



Xiang Xiu Lui is the Director of Spa Moment Beauty Salon and Spa, a spa and wellness company located in China with 1,500 employees. Xiang Xiu has also held such positions as general manager of Shenzhen Spa Moments Investment Development, Ltd; executive director, China Chamber of Commerce for Beauty & Cosmetics; and president, China Spa Association.



Ada Lo

Assistant Professor, Hong Kong
Polytechnic University
HONG KONG

www.polyu.edu.hk

Dr. Ada Lo teaches undergraduate and post-graduate courses in marketing, consumer behavior in travel and tourism, customer relationship management, strategic management, and research methods. Recently, she has studied areas in the spa industry including tourists' perceived service quality, perceived value, and consumption emotions in resort and hotel spas in China.



Iris Lui

Assistant Professor, Chinese Uni-
versity of Hong Kong
HONG KONG

www.cuhk.edu.hk

Iris Lui joined the School of Hotel and Tourism Management at the Chinese University of Hong Kong in 2009, after receiving her Ph.D from Cornell University. Her research interest is in the use of self-service technology to support customer service. She has been published in the Center of Hospitality Research and in the *DATABASE for Advances in Information Systems*.

Emmanuelle Linard

Executive Director, Edelkoort Inc.
UNITED STATES

www.edelkoortinc.com



With a creative background in design, patternmaking, and trend forecasting, Emmanuelle Linard spent ten years at the European office of Trend Union before joining with Li Edelkoort to create Edelkoort Inc. in 1999. There, she focuses on forecasting consumer attitudes, lifestyles, and design trends. She has lectured in North America, Europe, and South America.

Paul Linder

General Manager
ChivaSom Health Resort
THAILAND

www.ChivaSom.com



Born in Switzerland, Paul Linder has dedicated his life to working in the hospitality business in Europe and South-east Asia, and has been in Thailand for over 13 years. He brings his experience working at many international luxury resorts to his position as General Manager at the award-winning ChivaSom.



Rolf Longrée

Managing Director
Lux Elements
GERMANY

www.luxelements.de

Rolf Longrée is a wet area construction expert. At Lux Elements, he specializes in the design and manufacturing of waterproof building materials, from wall lining systems to prefabricated structures within thermal suites. He has been involved in many international spa projects, including the Palms in Dubai and the Canyon Ranch Spa-Clubs in Las Vegas.



Chee Kwong Low

Managing Director
Skin Essentials
MALAYSIA

www.herbaline.com.my

With his wife and business partner, C.K. Low ventured into the beauty business in 1994 with a small hair salon of less than 200 square feet. Sixteen years later, the Herbaline brand has expanded to 16 beauty spas and 45 more franchised salons throughout Malaysia, and has established itself as a reputable brand in the industry.

Ian Lyons

Chairman
The Private Spa
INDONESIA

www.theprivatespa.com



A leading authority on energy physics and vitality pool hydrotechnology, Ian Lyons co-founded the Private Spa, which has offices in Bali, Australia, Malaysia, and London. Prior to founding The Private Spa, he was a researcher at the University of Hamburg and a two-year resident at a Nepalese temple.

Kirsty MacCormick

Director of Spa
Onyx Hospitality Group
THAILAND

www.onyx-hospitality.com



Kirsty Maccormick began her career as a therapist and spent 20 years in the spa industry in both management and consultancy roles before recently joining ONYX Hospitality Group. With her international experience, particularly in Asia, she oversees the day-to-day operations, growth, and overall performance of the group's six Sivara Spa spas.



Naim Maadad

VP & COO

Rixos Hotels & Spas

UNITED ARAB EMIRATES

www.rixos.com

Vice President of Rixos Hotels in the Capacity with over 23 years in the hospitality domain, Naim's career has evolved greatly over the years. He is an Australian national with an MBA from Oxford Surrey University who is passionate about wine & food and is multi lingual.



Andie Mok

Director

Improve International Ltd.

CHINA

www.improve.manufacturer.globalsources.com

Notes



Tomonori Maruyama

Chief Researcher
Mitsui Knowledge
JAPAN

www.mki.co.jp

Tomonori Maruyama is dedicated to global research on current issues such as spa services, quality standards of therapists, labor markets, industry structures, regulations, and the overseas recruitment systems. As chief researcher of Mitsui Knowledge Industry, he and his team undertake studies for the spa industry commissioned by the government.



Frank Mason

Director
Absolute Pools
UNITED ARAB EMIRATES

www.absolute-pools.com

Frank Mason is the managing director of the absolute group, including absolute-pools, a leader in pre-formed composite pools, and absolute-spas, specializing in the design and fit-out of spa wet areas, hydro pools and water experience areas. Mr. Mason has lived and worked in the Middle East for over 20 years, where he has owned and operated several spas.

Regina Martinez

Project & Business Manager
A.W. LAKE Spa Concepts
INDONESIA

www.awlakeonline.com



Regina Martinez spent more than a decade working with elite hotel spa brands. Her leadership and commitment to flawless service won her team many industry awards. Ms. Martinez now shares her passion and expertise with clients through the award-winning spa design and consultancy firm, A.W. LAKE Spa Concepts, where she manages myriad new luxury spa openings.

Miriam Mathew

President
Core Wellness Ltd
INDIA

www.corewellness.in



As president of Core Wellness, Miriam Mathew is looking after 30 outlets in the day spa, hotel spa, resort spa, Ayurvedic spa, destination spa, and foot spa sectors, having set up spas for Hilton Golden Palms, ITC Luxury Hotels, and HRH Hotels. Prior to her role at Core Wellness, Ms. Mathew was the spa manager at Cleopatra in Dubai.



Francois Maudier

International Customer
Relationship Manager
after the rain
SWITZERLAND

www.aftertherain.ch

Francois Maudier joined after the rain in 2006. Fascinated by new technologies, Mr. Maudier began his career in 1994 at Infogrames, participating in the launch of the Internet in France. He developed his expertise in customer relationship management in Switzerland at international companies such as Global Telesystems, CPGmarket, and Webspark.

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www.sodashi.com



*Kimberley
Matheson Shedrick*

President, Natural
Resources Spa Consulting
UNITED STATES

www.nrispa.com



Under Kimberley Matheson Shedrick's leadership, Natural Resources Spa Consulting has created some of the world's most significant spas. In 2008, her passion for indigenous spa rituals across the globe led to the founding of mySpaShop.com, a "virtual spa" featuring spa products, home remedies, forums, and a remarkable community of lifestyle and spa experts.

Jeff Matthews

President & COO
Mandara Spa
INDONESIA

www.mandaraspaspa.com



Jeff Matthews is president and chief operating officer of Mandara Spa, where he oversees 40 spa locations. He has more than 20 years of experience in the hospitality industry with international chains such as Four Seasons and Hilton Hotels. Mr. Matthews lives in Bali and travels extensively throughout Asia. He is a Global Spa Summit Board Member.



Anne McCall Wilson

Vice President, Spas
Fairmont Raffles Hotels Intl
CANADA

www.frhi.com

Anne McCall Wilson is responsible for 33 operating spas and 10 under development for Fairmont Raffles Hotels International. She has been the driving force for the creation of the Willow Stream Spa brand for Fairmont as well as the new Raffles Spa brand and the Purovel Spa & Sport brand for Swissotel. She is a Global Spa Summit board member.



Sheila McCann

Corporate Director of Spa
Shangri-La Hotels & Resorts
HONG KONG

www.shangri-la.com

With more than 30 years in the service industry, Sheila McCann started her career as a therapist before moving on to develop day spas, destination spas, and major hotel and luxury brands. As the hotel expands globally, she focuses on the strategic growth and support for 35 operating spas around the world.

Josh McCarter

CEO

GramercyOne

UNITED STATES

www.gramercyone.com



In 2010, Josh McCarter joined GramercyOne, a leader in cloud-based software for wellness businesses. With over 2000 installations in 38 countries, GramercyOne's platform processes \$350M annually. Josh was previously president of Arbitech, COO of SpaFinder, and VP of Autobytel.com. He is a current board member of SpaFinder, YPO and JDRE.

Jeremy McCarthy

Director of Global Spa

Development & Operations

Starwood Hotels & Resorts

UNITED STATES

www.starwoodhotels.com



With over twenty years of experience in luxury resort spas, Jeremy McCarthy has, since 2006, been with Starwood which has 340 spas worldwide and is currently developing 120 new locations. Previously, he spent 14 years with Four Seasons Hotels. In his spare time, he surfs and plays beach volleyball.



David McCaughan

EVP

McCann Worldgroup Asia Pacific
JAPAN

www.mccann.com

Based in Tokyo, Dave McCaughan oversees insight and strategy development for all McCann companies across Asia. He first joined McCann Erickson in 1986 in Sydney to establish their research and planning group. Before joining McCann, he held a wide range of jobs, from yogurt maker to children's storyteller to butler for a strange Duke in Rome.



Dietmar Moeller-Elmau

Owner, Schloss Elmau Luxury Spa
& Cultural Hideaway
GERMANY

www.schloss-elmau.de

In 1997, Dietmar Mueller-Elmau took over his family business, Schloss Elmau Resort, as managing partner. The historic castle, destroyed by a fire in 2005, reopened in 2007 as a five-star luxury spa. Prior to joining the resort business, he was the CEO of Fidelio Software, which he founded in 1987 and sold in 1996.

Kathryn Moore

International Project Manager
MSPA International
THAILAND

www.minornet.com



Kathryn Moore is responsible for leading projects for spa launches for MSPA International, which currently manages 45 spas throughout Asia and the Middle East for brands such as Mandara Spas, Antara Spas, Aequalis Spas, and the Individually Tailored Spa Collection. Ms. Moore has a strong hospitality background and a love for travel.

Marti Morenings

Chairman & CEO
Universal Companies
UNITED STATES

www.universalcompanies.com



Marti Morenings is CEO of Universal Companies, a leading single-source supplier to 28,000 clients with offices in the US and Mexico. Universal Companies has won the Distributor of the Year title from *American Spa* magazine six times since 2004. She was named Day Spa Association's 2007 Spa Philanthropist of the Year for her breast cancer awareness fund-raising.



Jeff Murad

VP, Product Development
Murad
UNITED STATES

www.murad.com

Jeff Murad is vice president of product development at Murad, Inc., overseeing the formulation, testing, regulatory compliance, and packaging compatibility of Murad's entire selection of products. He works alongside his father, dermatologist and Murad founder Howard Murad, M.D. on the development of new products and formulations for over 3,000 locations.



Dr. Howard Murad

Founder
Murad
UNITED STATES

www.murad.com

Dr. Howard Murad's 20-year mission to change the relationship between the spa industry and its clients resulted in the creation of Murad Inclusive Health Spas and Health Centers, which are partnered with major hospitals. He also created Transforming Skincare, with formulas that were among the first to create significant anti-aging results without surgery.

Elmar Nagele

Managing Director
Thermarium
AUSTRIA

www.thermarium.com



Elmar Nagele has been involved in the spa and wellness industry for the past 10 years with Thermarium, a leader in the design and manufacturing of spas worldwide. Thermarium has developed spas and wellness centers in over 40 countries, and has created its own special essences and products, under the name “DELPERA by Thermarium.”

Wiendu Nuryanti

Professor
Universitas Gadjah Mada
INDONESIA

www.ugm.ac.id/en



With a professional background in architecture and urban planning, Wiendu Nuryanti, Ph.D. is a professor of architecture and tourism planning in the department of architecture at Gadjah Mada University. Dr. Nuryanti is also executive director of an NGO - Stuppa Indonesia, Partners in Development - which she founded in 1986.

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Nancy Nemer

Founder & CEO
Red Cashew
UNITED STATES

www.redcashew.com



An interior designer specializing in spas for luxury hotels and resorts, Nancy Nemer has more than 15 years of experience. Her interior designs focus on the project's country of origin and the way the spa integrates with the overall hotel brand positioning. Among her clients are Marriott International, Ritz-Carlton Hotels, and Jumeirah Hotels.

Sarah Newman

VP, Purchasing & Design
Woodhouse Spas
UNITED STATES

www.woodhousespas.com



For seven years, Sara Newman has served in her current role at Woodhouse, where she is responsible for the design, purchasing, vendor partnerships, and start-up process for new locations. She has successfully managed 30 openings. Ms. Newman also owns a Glass Doctor franchise and is a regional developer for Dwyer Group.



Albert Ng

Spa Development Director
Emirates Airline
UNITED ARAB EMIRATES

www.emirates.com

Albert Ng has spent 7 years at Emirates spearheading spa projects and business development, including the founding of Emirates Timeless Spa. His focus at Emirates is on design and sourcing for hospitality, and on airline and aviation projects. Mr. Ng has spent the last decade devoted to the spa, travel, hotel, and resort industries.



Ed Ng

Director
AB Concept
HONG KONG

www.abconcept.net

With his team, Ed Ng has worked to create one of Asia's most forward-thinking architectural and design firms, with a portfolio of international hospitality projects. Mr. Ng spent years in a hospitality design studio and an architectural firm before founding AB Concept. His appreciation for timeless style is reflected in his sought-after classic car collection.

Catherine Nicol

Editor-at-Large
BluInc Media
HONG KONG

www.bluincmedia.com



Catharine Nicol spent four years working as Editor-in-Chief of *AsiaSpa* magazine, and has now moved to Editor-at-Large. She also freelances for numerous publications like *Hong Kong Tatler*, *Prestige*, *MillionaireAsia*, *Discovery*, *LP*, *Asian Hotel & Catering Times*, *Signature Spa*, *Sphere* and more, and increasingly writes for online portals like CNNGO.com and WOMGuide.com.

Christopher Norton

Chair, Global Spa Task Force
Four Seasons Hotels & Resorts
FRANCE

www.fourseasons.com



With an impressive 36 year career in the hospitality industry, Christopher Norton is the General Manager of Four Seasons Hotel George V and Regional Vice President. In addition to his regional functions, Christopher chairs the global efforts on Spas for Four Seasons, having inherited his great knowledge of the Spa culture from past positions in America and Asia.



Windiyati Nagroho

COO

Pacific Beauty Industry Group
INDONESIA

www.pacificbeautygroup.com

In 1974, Windiyati Nugroho opened Pacific Aesthetic Clinic and several day spas. Over 20 years later, she founded the Pacific International Beauty Institute, a multi-award winning training and consultancy organization. Windy's Spa Program also operates in many five-star hotels and resorts. She is chairman of the Indonesian Spa Association and of LSP COHESPA.



Charly Nussbaumer

Project Director, Asia
The Schletterer Intl Group
HONG KONG

www.schletterer.com

As part of the Schletterer leadership team, Charly Nussbaumer has extensive experience working on spa design and construction projects for the hotel, wellness, and health industries in more than 20 different countries. He moved to Hong Kong in 2009 to develop the company's business in Asia. He is a master craftsman of tile stoves (Kachelofen).

Niamh O'Connell

VP, Spa Operations
Hyatt Hotels
UNITED STATES

www.hyatt.com



With sixteen years of experience as a therapist, trainer, manager, and director, Niamh O'Connell's variety of roles gives her unique insight into the spa industry. She joined Hyatt in 2004, which now has 100 spas in operation, as Spa Director for Grand Hyatt Plateau Spa in Hong Kong.

Tomoaki Okada

Head Director
Nippon Spa Association
JAPAN

www.nissho-s.co.jp



With 27 years of spa industry experience, Tomoaki Okada became the director of the Nippon Spa Association in 2002. He is also the president of a beauty supply company and the director of a spa consultancy, as well as a councilor of the Japan Sauna Spa Association and the director of the International Shiatsu Foundation.



Elaine Okeke

President

Spa Association of Africa

SPAIN

www.spaassociationofafrica.com

Elaine Okeke is the founder and President of the Spa Association of Africa. As a trained International Market Economist, and a CIDESCO certified therapist with extensive global spa development and management experience, she is focused on combining science and nature with best business practices in the spa sector.

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Neil Orvay

Managing Director
Asia Spa & Wellness Ltd.
HONG KONG

www.senseoftouch.com.hk

Neil Orvay is the co-owner of the multi-award-winning Sense of Touch Day Spa brand, which has six outlets in Hong Kong. An investment banker for 13 years, he has been in Asia since 1996. He is also a master practitioner of Neuro Linguistic Programming, a trainer of Time Line Therapy™, and a master hypnotherapist.



Samir Patel

Managing Director, Spas
Six Senses Resorts & Spas
THAILAND

www.sixsenses.com

Samir Patel is responsible for the planned global expansion of the Six Senses Spas group, overseeing the company's financial and operational performance of 26 resorts and 41 spas. Mr. Patel joined Six Senses in January 2009 from his previous role with Taj Hotels, Resorts, and Palaces. Prior to that, he worked for the non-profit SYDA Foundation.

Vivian Patkos

President & CEO
Le Convivial Luxury Suites & Spa
GREECE

www.leconvivial.com



An international business lawyer with significant experience in shipping and tourism, Vivian Patkos is the owner of Le Convivial, the holding company of Le Convivial Luxury Suites and Spa, a spa boutique in Greece. Mrs. Patkos helps to coordinate spa experts in the development and expansion of the spa industry in Greece.

Dr. Kenneth Pelletier

Clinical Professor of Medicine
UCSF & University of Arizona
UNITED STATES

www.drpelletier.com



Dr. Kenneth Pelletier, an expert on the integration of spa and medicine, serves as medical professor at both the University of Arizona and University of California, San Francisco. He also serves as chairman of the American Health Association, vice president at American Specialty Health, and is the author of ten major books.



Kate Percival

Director

Naturally Healthy Women
UNITED KINGDOM

Kate Percival leads a team creating London's first private members' club for women, with a focus on women's wellbeing and health. She has extensive board-level experience in the communications industry, having worked in marketing, advertising, public relations, branding, and design, with a 25 year specialization in luxury brands and services.



Frank Pitsikalis

Founder & CEO

ResortSuite
CANADA

www.resortsuite.com

Frank Pitsikalis previously worked at management consulting and software firms and advised companies in utilizing technology at a strategic level. Combining this background with hospitality knowledge, he founded ResortSuite, establishing the company as a provider of integrated, guest-centric hospitality and leisure management technology.

Guenther Poellabauer

Director, Marketing & Sales
TAC GmbH
AUSTRIA

www.tac.eu.com



Since 2007, Guenther Poellabauer has been the director of marketing and sales of the Austrian software vendor TAC, whose “Reservation Assistant” software is used by hotels, fitness clubs, thermal baths, spas, and resorts in 53 countries. Mr. Poellabauer is responsible for all marketing and communication activities, as well as the planning of market entry strategies.

Laszlo Puczko

Managing Director
Xellum Ltd.
HUNGARY

www.xellum.hu



A conference speaker, university professor, and adviser on wellness tourism and spa projects, Laszlo Puczko is currently the managing director of Xellum, a consulting and research firm. He has been involved in wellness, thermal, and medical tourism for over 15 years, and is co-author of the first global overview of Health and Wellness Tourism.



MPS Puri

CEO

Nira Hotels and Resorts
UNITED KINGDOM

www.nirahotelsandresorts.com

For more than 35 years, MPS Puri has been associated with the finest hotels around the world, including the Peninsula Hotels, Raffles Hotel, the Fullerton Hotel, Rosewood Hotels & Resorts, Ritz-Carlton, Halekulani, and Hyatt Hotels. From 2004 to 2007, Mr. Puri was head of the Americas for GHM Hotels.



Ian Richardson

Director

Aromatherapy Associates
UNITED KINGDOM

www.aromatherapyassociates.com

Mr. Richardson is currently an investor in Aromatherapy Associates and works closely with Geraldine Howard to build the brand's global presence. Mr. Richardson was a highly regarded corporate lawyer and joint head of corporate for Eversheds, part of the executive team that set up Covenant Healthcare Limited, and was the founding partner of the Needle Partnership

Rianna Riego

Principal & Founder
Global SpaVantage
UNITED STATES

www.globalspavantage.com



Rianna Riego is the founder of Global SpaVantage, which focuses on providing growth and management expertise for the spa, health, and wellness industries. Prior to founding Global SpaVantage, she held management and executive positions with KSL Resorts and Marriott International, where she established spa and retail standards and organized pre-openings.

Peter Rietveld

Managing Director
Barr + Wray
UNITED ARAB EMIRATES

www.barrandwray.com



A 13 year veteran of the spa and wellness industry, Peter Rietveld brings a vast knowledge of the design, construction, and operation of wet areas to his work. Focused on cost effectiveness, functionality, safety, and reducing the carbon footprint, Mr. Rietveld constantly develops new solutions with the research and development teams at Barr + Wray.



Thomas Roessler

Managing Director
TAC GmbH
AUSTRIA

www.reservationassistant.com

In 2009, Thomas Roessler was appointed to his position at Austrian software vendor TAC, which supplies its “Reservation Assistant” software to hotels, fitness clubs, thermal baths, spas, and resorts in 53 countries. Prior to his career at TAC, he was a management consultant, playing a key role in many IT projects across many industries.



J Lee Rofkind

Managing Director
BUZ Design Consultants
HONG KONG

www.buzdesign.biz

J Lee Rofkind founded BUZ ten years ago as an international design company, specializing in the interior design of high quality hospitality and leisure projects. Ms. Rofkind is also the current president of the Hong Kong chapter of the American Institute of Architects. Prior to forming BUZ, she was a project architect for Hyatt International.

Krip Rojanastien

Chairman & CEO

ChivaSom

THAILAND

www.ChivaSom.com



Krip Rojanastien was appointed chairman of ChivaSom in 2007, succeeding his late father, the founder of the company, Boonchu Rojanastien. Before 2007, he spent 22 years in various executive positions at the Bangkok Bank. A supporter of environmentally sustainable activities, he has served as chairman of the Preserve Hua Hin Group since 2004.

Nicolas Ronco

Founder & CEO

YeloSpa

UNITED STATES

www.yelonyc.com



With 20 years of experience in marketing, sales, and business development in the entertainment, publishing, and hospitality industries, Nicolas Ronco is responsible for the creation and growth of YeloSpa's brand, as well as for the management of Nickel Spas in the US. Before creating YeloSpa, Mr. Ronco worked in the music software industry.

Notes

Daniella Russell

Director
dR Global fzx
UNITED ARAB EMIRATES

www.dr-global.com



Daniella Russell recently opened her own company dR Global and represents Clarins Spa for Skincare in the Middle East Region. Alongside this role she is also an Independent Consultant specializing in bridging the gap between the International Spa World and the Middle East Cultural Awareness for future Spa and Wellness developments.

Vanessa Saleh

Wellness Director
MagnaPool
AUSTRALIA

www.magnapool.com



Vanessa Saleh is Founder & Director of Mineralology at MagnaPool. her goal is to integrate holistic Environmental and Wellness Philosophy into spa retreats and resorts to aid in reducing their carbon footprint. MagnaPool is a worldwide-patented mineral water technology for swimming and hydrotherapy pools.



Simone Salzmann

CEO

AsiaSpa GmbH

SWITZERLAND

www.asia-spa.com

The general manager of AsiaSpa and the head of the development for Swiss Spa Management AC, Simone Salzmann has extensive experience in spa management. At AsiaSpa, she leads a company that brings in 150,000 annual guests. After her degree in health management in tourism, she began her career as a spa manager at Austria's Arlberg Hospiz.



Tracey Sameyah

President

Murad Inclusive Health Center

UNITED STATES

www.murad.com

As president at Murad Inclusive Health, Tracey Sameyah was instrumental in designing the Murad Inclusive Health Spa business concept. She is responsible for overseeing the licensing and franchising of Dr. Murad's concept and philosophy. Ms. Sameyah serves as dean at the University for Inclusive Health, which offers advanced training in skincare and healthcare.

Patrick Saussay

General Manager
After the Rain
SWITZERLAND

www.aftertherain.ch



After 15 years at leading consulting companies, Patrick Saussay has focused on learning about the wellness industry; this focus took him on journeys to Asia and the West Indies. At after the rain, he works to accelerate the brand's international development while preserving the quality, originality, and free spirit of the Swiss brand.

Marion Schneider

CEO
Toskanaworld GmbH
GERMANY

www.toskanaworld.net



Marion Schneider is the co-owner and CEO of Klinikzentrum Bad Sulza, a rehabilitation clinic for chronic diseases of the joints, skin, and respiration system, and the Hotel an der Therme Bad Sulza and Kurhotel an der Therme Bad Orb. She is the CEO of Toskana Therme Bad Sulza, Bad Schandau, and Bad Orb, with its unique Liquid Sound.



Michael Schummert

President, Babor
GERMANY

www.babor.de

With experience in the cosmetics and fashion industry, including the L'Oréal and Estée Lauder Group in Germany, Michael Schummert joined BABOR in 2001. At BABOR, he manages one of the leading professional skin care brands in Germany. Originally from Berlin, Mr. Schummert is married with two children.



Stephan Schupbach

General Manager
Jumeirah Zabeel Saray
UNITED ARAB EMIRATES

www.jumeirah.com

Stephan Schupbach joined Jumeirah in 2006 as resident manager of Jumeirah Emirates Towers. In 2010, he was selected to head the pre-opening team for Jumeirah Zabeel Saray, which he opened in January 2011 as general manager. After beginning his career in Bern, Switzerland, he has worked at hotels all over the world.

Ingo Schweder

CEO

Spatality International
THAILAND

www.spatality.com



Since 2009, Ingo Schweder has lead Spatality's expansion into 13 countries with a focus on branding, development, design, and operations services. From 2000 to 2006, he established the award-winning spa division of the Mandarin Oriental Hotel Group. Before that, he served as managing director for Rafael Hotel Group's activities in South Asia.

Parineeta Seethi

Editor-in-Chief

AsiaSpa India
INDIA

www.asiaspaindia.com



Parineeta Seethi is publisher and editor-in-chief of *AsiaSpa India*, *AsiaSpa Middle East*, *MillionaireAsia* and *Asia Pacific Boating India*. In addition to her editorial roles, Ms. Seethi is a co-chairperson for the Spa and Wellness Association of India.



Joaquin Serra

Senior Executive Vice President
Natura Bisse International
SPAIN

www.naturabisse.com

Joaquin Serra was most recently responsible for the United States side of the Natura Bisse brand and has now returned to Barcelona, bringing with him his vast experience in the spa and skincare industries. Mr. Serra is now interested in expanding Natura Bisse into other avenues within the wellness industry and with new opportunities in Europe.



sha.

CEO & Owner
sha. Vertrieb GmbH
AUSTRIA

www.sha-art.com

For more than 15 years, sha. has been developing holistic art works, multisensory projects that connect all our senses and thus open up synaesthetic fields of perception: color, light, sound, form, warmth, aroma, and even architecture. They have been used in a wide variety of contexts and settings, from lofts and museums to spas.

Kasha Shillington

CEO

Resense Spa S.A.

SWITZERLAND



A board member to Resense since its inception in 2009, Kasha Shillington became the company's new CEO in February 2011. Resense, created by Raison d'Etre and Kempinski Hotels, has 26 spas currently under design and management and is expected to exceed 80 spas by 2015. Previously, Ms. Shillington was managing director of Raison d'Etre for two years.

Firdaus Siddik

Chairman & CEO

PT Lotus Mountain View

INDONESIA



Firdaus Siddik is a financial management figure with over 38 years of experience in various fields of business, ranging from oil and gas to mining, distribution, logistics, and financial management services. Mr. Siddik chairs the Indonesian Foundation for Management Development, an independent, non-profit institution devoted to education and research in management.



Ha-Young Song

Senior Editor
LeAile Magazine
SOUTH KOREA

www.leaile.com

Ha-Young Song is the senior editor of *LeAile* Magazine, a Seoul-based spa consumer and trade magazine published since 2009. *LeAile* covers stories largely pertaining to spa and wellness lifestyles and businesses and has a monthly circulation of around 20,000. Copies are included in local spas, luxury hotels, beauty salons, aesthetic surgery clinics, and fitness clubs.



Lisa Starr

Community Amassador
GramercyOne
UNITED STATES

www.gramercyone.com/blog
www.wynnebusiness.com

Lisa Starr has over 30 years' experience in the spa industry, from technician to writer, educator and startup and turnaround spa consultant. Ms. Starr is the Community Ambassador and lead blogger for GramercyOne (www.gramercyone.com/blog), writing on relevant issues facing spa/salon owners and managers, and is an inaugural member of the IMC Spa Consultant Chapter.

*Dan Shackleton
Jones*

Founder, Niki Bryan Inc.
UNITED STATES

www.relaxedyet.com



Dan Shackleton-Jones heads Niki Bryan Inc. and Grand Floridian Spa, a 30-year-old spa company. Additionally, he is a founding partner of Live Interactive Spa Asset, a spa management tool that integrates communication, education, training, business optimization, and brand consistency, while encouraging behaviors needed for profitable spa operations.

*Dr. Simon
Shepherdson*

Managing Director
International Leisure Consultants
HONG KONG

www.ilc-world.com



For the last 15 years, Dr. Simon Shepherdson has been leading International Leisure Consultants, providing specialist development services to the spa and club industry throughout the Asia Pacific region, where he has spent the last 25 years. Dr. Shepherdson continues to play field hockey for the Hong Kong Masters—now with his sons.



Sonu Shivdasani

Chairman & CEO
Six Senses Resorts & Spas
THAILAND

www.sixsenses.com

In 1995, Sonu Shivdasani opened his first property in the Maldives and soon after created the Six Senses brand, which currently has 26 resorts and 41 spas that are open or under development. He is currently focused on drastically reducing the Six Senses carbon footprint through making the brand as environmentally friendly as possible.

Notes

Chris Singer

Associate Vice President
WATG
SINGAPORE

www.watg.com



Chris Singer is an architect with many years in resort design. Previously based in London, he has helped to grow WATG Singapore into a full service studio, offering master planning, architecture, interior and landscape design. In his quest for innovation and quality in spa design, he is advised by a close consultant—his therapist wife!

Veer Singh

Executive Director
Max & Company
INDIA

www.malsiestates.com



An entrepreneur spearheading his family's foray into hospitality, Veer Singh is working to realize the vision of his father, the founder of Max India. The company currently has two five-star luxury projects under way, to which they are bringing their priorities of aesthetics, nature, wellness, and service. Mr. Singh enjoys listening to and playing music.



Marc Smith

Chief Social Scientist
Connected Action
UNITED STATES

www.connectedaction.net

A sociologist specializing in the social organization of online communities and computer-mediated interaction, Marc Smith lives and works in Silicon Valley, CA. He co-founded the Social Media Research Foundation, is the co-editor of *Communities in Cyberspace*, and is the co-author of *Analyzing Social Media Networks with NodeXL: Insights from a Connected World*.



Alla Sokolova

GM & Board Member
IWC Balans
LATVIA

In 2005, with her father, Alla Sokolova established the first international wellness center in Latvia. In 2009, they opened Amber SPA Boutique Hotel. Since childhood, Alla has adhered to Russian ancient wellness traditions, benefiting from a weekly banya. Those experiences helped to create an authentic banya experience offered at Balans wellness center.

Yoriko Soma

President
SpaFinder Japan
JAPAN

www.spafinderjapan.jp



A pro in the Japanese and Asia luxury consumer markets, Yoriko Soma started in Boston Consulting Group's Hong Kong office. Ms. Soma's efforts have helped top international hotel and spa brands, such as Mandara Spa and Chi, the Spa at Shangri-La in Tokyo, establish their presence in the Japanese marketplace.

Christian Sommerhuber

Managing Director
Sommerhuber GmbH
AUSTRIA

www.sommerhuber.com



Christian Sommerhuber, in the fifth generation of family-run Sommerhuber Ceramic Manufactory, plays an integral role in establishing the company as one of Europe's leaders in heat storage ceramics. The company was nominated for the European Spa Award in 2009.



Daniela Steiner

Founder & CEO

Daniela Steiner Cosmetics

ITALY

www.steiner cosmetics.com

Over the past two decades, Daniela Steiner created a European-style brand concentrating on simplicity, perfection, and beauty. Steiner has been operating her spa in Badrutt's Palace Hotel in St. Moritz for 10 years and consulting at the spa at the Hotel Ritz Paris. In June 2011, the Daniela Steiner Beauty Palace will open in Venice.



Karina Stewart

Co-Founder

Kamalaya Koh Samui

THAILAND

www.kamalaya.com

For over 25 years, Karina Stewart has studied and practiced diverse Asian healing and spiritual traditions; these studies took her to Kathmandu, Nepal, where she practiced Oriental Medicine for seven years. Soon after, Ms. Stewart went to California, where she designed and directed a medical detoxification program. She and her husband founded Kamalaya in 2005.

Rachel Stoffers

PR Manager
Sodashi
AUSTRALIA

www.sodashi.com



A public relations professional with a passion for chemical-free skincare, Rachel Stoffers manages the communications activities for Sodashi. Having raised the brand's profile internationally, Ms. Stoffers has been instrumental in extending Sodashi's global footprint. A graduate in business and French from Oxford, she has a keen interest in health and wellbeing.

David Stoup

Chairman
Trilogy Spa Ventures
UNITED STATES

www.trilogyspaventures.com



In his 30-plus years in the beauty business, David Stoup has both founded and reinvented product companies. In 1992, he secured the exclusive rights to operate Red Door Spas under the Elizabeth Arden name from Unilever. Outside of his work, he is a board member at the Amazon Conservation Team and St. Joseph's Medical Center.



Vajravorn Tasukon

Director of Marketing
ChivaSom
THAILAND

www.chivasom.com

Prior to joining ChivaSom in 2010, Vajravorn Tasukon was director of business development for J. Walter Thompson, handling the strategic growth of the company's branding and design unit. While serving as marketing manager for DKSH Thailand, Mr. Tasukon oversaw the brand establishment of Montblanc, Dunhill, Roger Dubuis, and Porsche Design.



Maneenat Tavisasengsiri

Director, Phothara Co. Ltd.
THAILAND

www.phothalai.com

A descendant of the founding family of the Wat Po School of Thai Medicine, Maneenat Tavisasengsiri handles spa operations and coordinates large spa groups that visit Phothara's day spa facilities in Bangkok. Because the operation has expanded to Thai Airways, Ms. Tavisasengsiri oversees the planning, training, and operation of almost 400 staff at all levels.

Mary Tabacchi

Professor
Cornell University
UNITED STATES

www.cornell.edu



Professor Mary Tabacchi, Ph.D., has been active in the spa industry since the 1980s, having begun her tenure at Cornell University's School of Hospitality Management in 1985. Professor Tabacchi has created joint spa education programs with Raffles, Mandarin Oriental, and Shangri-La. She is founder of NYSPA and is a Global Spa Summit Board member.

Darani "Winnie" Tsao

Director
Paradigm Wellness
SINGAPORE

www.paradigm-wellness.com



Aside from being director of Attitude Performing Arts Studio, Winnie Tsao is the founder of Paradigm Wellness, a practitioner of Pilates body work for over 10 years, and a certified instructor of Gyrotonic/Gyrokinesis and Yamuna Body Rolling movement methods. Ms. Tsao began her journey in movement wellness accidentally, after discovering ballet as an adult.



Chavalit Tsao

Chairman
IMC Group
SINGAPORE

www.imcpcca.com

Chavalit Tsao is the chairman of IMC Pan Asia Alliance Group, a privately-held enterprise with diverse interests in industrial, financial, real-estate/lifestyle, and non-profit sectors. IMC has been investing in real estate in China since the early 1980s and has significant interests in various residential, commercial, and lifestyle-related projects across the region.



Sonia Tsao

Director
Paradigm Wellness
SINGAPORE

www.paradigm-wellness.com

Since discovering Gyrotonic three years ago, Sonia Tsao is a certified Gyrokinesis instructor with a ten-year background in dance and Pilates. Her interest in movement wellness stems from a love of dance and performance and the creative exploration of mind-body synergies. She has danced in companies in Singapore and in the United States.

Liz Terry

Managing Director
Leisure Media
UNITED KINGDOM

www.leisuremedia.com



Over the past 27 years, Liz Terry has worked on the development of a portfolio of seven business-to-business magazines for the leisure industries. The company produces 80 magazine editions each year in five formats: print, digital turning pages, PDF, web, and ezine. It runs 50 websites, ezines, and buyer search engines, publishes four industry reference books.

Martha Tilaar

Founder & President
Martha Tilaar Group
INDONESIA

www.martinaberto.co.id



After starting her business in a garage-sized beauty salon, Martha Tilaar has been growing her company for over 40 years. It is known as one of Indonesia's foremost purveyors of innovative, high-quality beauty products and services. A published author, Ms. Tilaar has won multiple awards for entrepreneurship, including an honor from the United Nations.



Cathy Brillantes-Turvill

President
Spa Professionals
PHILIPPINES

www.spaprofessionals.net

Cathy Brillantes-Turvill is the Founding President of PhilWell: Philippine Wellness and Spa Association, President of Spa Professionals International Development Center, and President of Nurture Spa Village. She sits as a member of the Philippine Tourism Council and is a Board Member of the Asia Pacific Spa & Wellness Council.

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Ruben Toral

Founder
Medeguide
THAILAND

www.medeguide.com

Ruben Toral is the founder of Medeguide, an online international doctor directory that features over 3,000 doctors in 10 countries. He is also CEO of Mednet Asia, a strategic consulting firm that provides branding, marketing and business development services to hospitals, medical tourism promotion boards and insurers worldwide.



Sharon Ullrick

Marketing Manager, Leading Spas
Leading Hotels of the World
UNITED STATES

www.lhw.com

Sharon Ullrick has been actively involved with spa travel for more than 20 years. Part of the spa and leisure initiative team with the Leading Hotels of the World, Ms. Ullrick has contributed to the development of the Leading Spas of the World brand, which has grown to include 96 spas worldwide. Sharon's first trip to Bali in 1995 was as a SpaFinder sales manager.

Heinrich Unbescheiden

Vice President
Unbescheiden GmbH
GERMANY

www.unbescheiden.com



For almost ten years, Heinrich Unbescheiden has held his current role, where in addition to his responsibilities in sales, marketing, and development, he is a member of the supervisory board. The company has been family-owned for five generations and is one of the world's leading suppliers of equipment in spas, rehabilitation centers, and sanatoriums.

Tom Van Staey

Senior Project Manager
AB Concept
HONG KONG

www.abconcept.net



Before joining AB Concept in 2008, Tom Van Staey began his career at firms in New York and Japan. His extensive experience has enabled him to run hotel projects all over the globe. In his free time, he used his eye for detail and respect for heritage to restore a centuries-old farmhouse in France.



*Varaluk "Joy"
Vanichkul*

Owner, Zense of Joy Spas
THAILAND

www.zenseofjoy.com

Having worked as a model for twenty years, Varaluk Vanichkul has always held health and beauty as priorities. As the chairperson of a spa company, she has combined the best aspects of the spas she has visited around the world to provide an environment where physical, mental, and spiritual well-being are held in equal esteem.



Dr. Tamas Varhelyi

Associate Professor
Szolnoki Foiskola
HUNGARY

www.szolf.hu

Dr. Tamas Varhelyi's research interests lie in understanding links between development and tourism, spa development trends, and online images of spas and destination development. He has published six books and traveled to more than 100 countries. His current focus is on the collaboration between medical wellness and health care.

Nader Vasseghi

Founder & CEO
SelfOptima
UNITED STATES

www.selfoptima.com



Nader Vasseghi founded SelfOptima to bring the latest technology to the health and wellness industries, delivering a web-based platform that provides personalized guidance based on evidence-based integrative medicine. Prior to SelfOptima, Mr. Vasseghi was senior director at Cisco. He is a faculty member at Palo Alto University and is a certified hypnotherapist.

Sudha Venkataraman

President, CEO
SRV Global, LLC
UNITED STATES

www.srvglobal.com



The founder of SRV Global, a company focused on the global marketing for the medical tourism and health industry, Sudha Venkataraman is fluent in English, Hindi, and Tamil, and proficient in four other languages. She is the co-founder of the Tri-Cities Indian Women's Association and performs community service for the YWCA and the Red Cross.



Henk Verschuur

Managing Director
Thermae Bath Spa
UNITED KINGDOM

www.thermaebathspa.com

A qualified physiotherapist, Henk Verschuur has been involved in the thermal health spa industry for more than 25 years, with experience in the fields of development, construction supervision, and operational management. Mr. Verschuur was operator and co-developer (along with architect Sir Nicholas Grimshaw) of Thermae Bath Spa, which opened in August 2006.



Matthias Voit

Chief Executive, Elite Interiors
Dornbracht GmbH & Co.
GERMANY

www.dornbracht.de

Matthias Voit has worked on the interior design of private yachts, airplanes, and hotels. Mr. Voit is currently researching and developing a spa division within Dornbracht, and is currently designing luxury suites on cruise ships, in addition to managing myriad private clients. He is an avid aviator, flyer and glider.

Ghislain Waeyaert

International Director, Spa
Clarins
FRANCE

www.clarins.com



After spending four years as international development director for [comfort zone], Ghislain Waeyaert joined the Clarins group in 2008 as the spa activities development director, where he develops Clarins Institutes and spas around the world. Mr. Waeyaert grew up in a “cosmetic world”: his father worked for Bourjois-Chanel, and his sister directed a beauty school.

Todd Walter

CEO
Red Door Spa Holdings
UNITED STATES

www.reddoorspas.com



As the chief executive officer of Red Door Spa Holdings, Todd Walter is committed to showcasing the company as a standard for the spa industry worldwide, with more than 30 day spa and resort locations within the United States. Mr. Walter was the former chief financial officer of Naked Juice, which produced 100-percent natural premium juices and smoothies.



Mark Walton

Managing Director
VOYA
IRELAND

www.voya.ie

Mark Walton is co-founder of the VOYA, a certified organic seaweed-based luxury spa product line. With his family, Mr. Walton ran a marine cure center for nearly a decade, studying the scientific and therapeutic benefits of marine species. Mr. Walton sits on the European Union expert panel on organic standards for the European Union Commission.



Sarah Ward

Publisher & Editor-in-Chief
European Spa Magazine
UNITED KINGDOM

www.europeanspamagazine.com

Sarah Ward is the publisher and editor-in-chief of *European Spa* - Europe's premiere spa business publication. *European Spa* was launched in 2007 as an intelligent new magazine and website for leading spa decision makers looking to stay ahead of the latest spa developments. This stylish title is enjoyed by more than 5,000 leading spa professionals across Europe and worldwide.

Rebecca Walker

Editor-in-Chief
AsiaSpa Magazine
HONG HONG

www.bluinmedia.com



Diving into the spa sphere in 2008 as AsiaSpa's Editor-in-Chief, Rebecca Walker has been based in Hong Kong since 2004. Interested in wellness in all its forms, her passion to document the spa industry's evolution has led her to some of the best healing sanctuaries around Asia and the globe.

Junhua Wang

Chairman
Empery
CHINA

www.jb001.com



Since 2006, Junhua Wang has served as chairman of Empery, a China-based spa and wellness company, which now has over 570 employees. Prior to his role at Empery, Mr. Wang was the owner of Junhua Perfect SPA.



Jeffrey Wilkes

Founder
DesignWilkes
MALAYSIA

www.designwilkes.com

Ringo Wong is the General Manager at PA Wellness, one of the leading engineering specialists in Hong Kong. Backed by a network of world-class consultants, architects, engineers, designers, and suppliers, the company has a history of providing health and recreation solutions to the South East Asian and Chinese upscale hotels, commercial/residential developers, and other investors.



Ringo Wong

General Manager
PA Wellness Consultancy
CHINA

www.pa-wellness.com

Ringo Wong is the General Manager at PA Wellness, one of the leading engineering specialists in Hong Kong. Backed by a network of world-class consultants, architects, engineers, designers, and suppliers, the company has a history of providing health and recreation solutions to the South East Asian and Chinese upscale hotels, commercial/residential developers, and other investors.

Jamie Waring

Managing Director
IS Wellness
THAILAND

www.is-wellness.com



Jamie Waring founded IS Wellness a year ago, focusing on results-based wellness with a growing number of prestigious projects all over the world. Prior to that, he spent five years at Six Senses Spas, overseeing 16 luxury resorts and 30 spas. His current career is very different from his first, a money broker in London.

Elodie Warner

Asia Pacific Area Manager
Thalgo Cosmetic
FRANCE

www.thalgo.com



With an international education, Elodie Warner began working for THALGO laboratories five years ago in the marketing department, but soon her passion for Asian markets took her to the export department. Now in charge of the Asia Pacific area for four years, she manages a network of 15 agents for the French cosmetic brand.



Lisa Williams

Senior VP, Global Brand Dev.
Kerstin Florian International
UNITED STATES

www.kerstinflorian.com

An accomplished brand leader for more than 20 years, Lisa Williams is responsible for the current re-branding and distribution efforts for Kerstin Florian International. There, she enjoys building strong client relationships and strategic sales plans. She grew up in Springfield, Missouri, where she went to high school with Brad Pitt.



Mark Wuttke

Principal
The Wuttke Group
UNITED STATES

www.wuttkegroup.com

Mark Wuttke heads a business development team with a focus on sustainable luxury, spa, boutique retail, organic luxury, and the emerging category of eco-chic. He is an editorial advisory board member at Organic Spa magazine and works closely with LOHAS, NaTrue, Green Spa Network, and the Natural Beauty Summit in America and Europe.

Maggie Xia

Director
Modern Beauty Intl. Group
CHINA

www.babe.com.cn



Maggie Xia founded the Modern International Beauty Group, a Hong Kong brand, at the age of 19. Currently, Modern International and its affiliate, Modern Beauty Industry Co., is the only group with an industrial chain in China integrating spa, hairdressing salons, makeup, image design, and spa medical cosmetology, as well as training and education.

Ji Qing Xie

Director
Beauty World Intl. Group
CHINA



Ji Qing Xie is the director of Beauty World International Group, a health and wellness company located in China. Ms. Xie received her MBA from China Peoples University. She has been awarded The Cosmetic Elites Certificate and The Year's Outstanding Women in China Economic Fields award in 2005.



Jing Xu

Director
Fair Lady Beauty
CHINA

www.ytsn.com.cn

Jing Xu is the Director of Fair Lady Beauty Enterprise, a Chinese-based health and wellness company with 150 employees.



Xu Yong Ping

CEO
Cleopatra International Group
CHINA

www.cleopatra.net.cn

Xu Yong Ping is the CEO of Cleopatra International Group, a China-based spa and wellness company.

Helen Yu

Market Research
IMC Octave Living
CHINA

www.imcoctave.com



Helen Yu is the market research and analysis manager of IMC Octave Living, a hospitality and real estate company focused on the delivery of leisure, lifestyle, hospitality, tourism, and residential property development for large mixed-used integrated land developments. Prior to joining IMC Octave Living, Ms. Yu was an associate of Jones Lang LaSalle Hotels.

Georgie Yam

Founder & CEO
Dragonfly Therapeutic Retreat
CHINA

www.dragonfly.net.cn



With more than 30 years of experience in the hair, beauty, and day spa industries, Georgie Yam is CEO of Dragonfly Therapeutic Retreat. He began his first business in Singapore as a hair stylist and now oversees 21 retreats in cities all over China, which see up to a million customers every year.



Corinna Yap

Director, COMO Shambhala
COMO Hotels & Resorts
UNITED KINGDOM

www.como.bz

With over a decade of experience in sales and marketing for global five-star hotel groups, Singapore-born Corinna Yap is responsible for COMO Shambhala's sales and marketing strategy, as well as raising global awareness about the brand. Her sporting history includes gymnastics, athletics, and a love for adventure, particularly skydiving.



Axel Zadina

Export Manager
Hygromatik
GERMANY

www.hygromatik.de

Axel Zadina has been a dedicated worldwide sales manager and marketing specialist of professional steam bath generators for spa applications, as well as industrial humidification systems, for over 13 years. After a technical and commercial education, he lived and worked for two years in Hong Kong, and later continued his career in Germany.

Darlana Zhai

Senior Consultant
Horwath HTL
ASIA PACIFIC

www.horwathhtl.com



Since joining Horwath HTL in 2007, Darlana Zhai has been involved in numerous feasibility studies for hotels, resorts, and large-scale mixed-use projects; as well as operator selection engagements in various key markets in Asia. Ms. Zhai holds a Bachelors of Science degree from the School of Hotel Administration at Cornell University.

Notes

STUDENT DELEGATES



Sarah Balet

Ecole hôtelière de Lausanne
SWITZERLAND

With an interest in corporate social responsibility, Sarah is pursuing her Bachelor of Science degree in International Hospitality Management and will intern in Nairobi this summer.



Alison Matis

Ecole hôtelière de Lausanne
UNITED STATES

Alison is classically trained in the culinary arts, and was the past director of restaurants for Hilton in Washington DC, where she operated several bars and restaurants.



Andrea Menotti

Cornell University of Hotel Administration
UNITED STATES

Andrea is an MBA student at Cornell University, with a hospitality management focus. Prior to her MBA, Andrea worked in children's publishing. She has a life-long passion for dance.



Astrid Meric de Bellefon

Ecole hôtelière de Lausanne
FRANCE

Astrid has studied in the Netherlands, Germany, London, and Singapore and held internships in Paris, Barcelona, and London in high-end hotel operations and sales.

STUDENT DELEGATES



Dushyant Nath

Ecole hôtelière de Lausanne

INDIA

Dushyant has lived abroad in Sri Lanka and Italy. He is inspired by boutique hotels, and has worked such brands as Taj and Hilton. He speaks English, Hindi, and French.



Kori Thomas

Ecole hôtelière de Lausanne

UNITED STATES

Kori began her professional career in education, working in private and public schools. She lives in California, hails from Texas, and was an undergraduate at Texas Christian University.



Justine Marie Trantor

RMIT University

AUSTRALIA

Justine has taught English broad (mainly in Japan) for six years, is a reiki master, and is the Secretary of Bend, an eco-community on the far south coast of New South Wales.



Veronia Waldthausen

Ecole hôtelière de Lausanne

UNITED STATES

Veronica completed internships at the Four Seasons, George V in Paris and at the Sheraton Grande Laguna in Phuket. She will be joining HVS for a six month internship in June, 2011.

Notes

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Indonesia, an archipelago of 17,000 islands consisting of many distinct ethnic and cultural groups, offers a wealth of indigenous, centuries-old spa and wellness traditions. And Bali, with its unique spa culture dating back to the 15th century, is where the most varied spa and wellness centers can be found – from modest, open-air wooden structures to award-winning, super-modern luxury spa resorts.

Bali (which attracted an estimated 2.5 million leisure visitors in 2010), has been named the “Asian Spa Capital” twice in the last five years by *AsiaSpa* magazine, and was also honored as the “Best Island in the World” by *Travel + Leisure* magazine in 2010. Beyond establishing itself as a world “spa capital,” Bali is renowned for its sophisticated art forms, including dance, painting, music, sculpture, etc. www.indonesia.travel



THREE-YEAR
PLATINUM PARTNER



Austria-based Thermarium is a leading supplier of spa development services from A-Z. The company is recognized for pioneering new spa design trends in leisure facilities across five continents, and for customized designs that sensitively and intelligently integrate environmental surroundings and cultural traditions. The company, founded in 1997, has completed over 500 major spa projects over the last 10 years.

Thermarium has developed spa and wellness centers for the finest hotels and cruise ships across roughly 40 countries, offering turn-key spa services including: architecture and design; spa and wellness equipment; engineering, project and spa management; strategic planning; financial consulting, etc. The company has also created its own special essences and products under the name "DELPERA by Thermarium," for use in Thermarium spa/wellness areas. www.thermarium.com



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U.S.-based Precor is a preferred brand of fitness-minded travelers and discerning guests of the world's finest hotels, resorts, and spas. With a full complement of cardio, strength, and entertainment equipment supported by a network experienced in servicing facilities worldwide, Precor is a global resource offering a turn-key solution for hospitality customers.

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Babor is a pioneer of professional skincare, combining innovative scientific knowledge and the finest natural ingredients at the highest level. Research cooperations with Germany's leading universities, use of private laboratories, and careful manufacturing on the company's premises guarantee products of outstanding performance, tolerance, and quality. Babor products are available in fine spas, salons, and medical centers in more than 60 countries worldwide. www.babor.com



GOLD PARTNER
INTERNET CAFE

Headquartered in California, SpaEquip is one of the world's largest and most preferred vendors for spa-related products and equipment worldwide. The company's regional offices in the U.K. and Hong Kong (SpaEquip Asia LTD) support a growing network of dealers in China, India, Mexico, and the Middle East. SpaEquip's sophisticated clientele appreciates the company's international reach, global selection of products, technical documentation, and dedicated and savvy staff that knows how to deliver over 10,000 products worldwide. www.spaequip.com



THE PRIVATE SPA
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The Private Spa Wellness Center, located in the heart of Seminyak, Bali, offers bio-energy and zero-point therapies together with traditional spa treatments. Every treatment is based on the concept that the body's own energy is the natural source of healing and wellbeing. Signature treatments and amenities include chakra balancing, dancing silk, beauty de-aging treatments, vitality hydrotherapy pool, and a Prognos diagnostic system to measure and diagnose bio-energy imbalances. This unique concept of spa is the collective initiative of GSS delegates Ian Lyons, world-renowned specialist in quantum physicist, and Fabrice Garrigues, spa engineer and architect. www.theprivatespa.com

KERSTIN FLORIAN

SILVER PARTNER
COFFEE BREAK

U.S.-based Kerstin Florian International promotes the philosophy of outer beauty and inner health, and inspires a sense of wellbeing through naturally sourced spa products and technically advanced ingredients. www.kerstinflorian.com



SILVER PARTNER
COFFEE BREAK

Wholeness. Purity. Radiance. That's the meaning of the Sanskrit word, *Sodashi*, and it perfectly describes the values by which the brand's chemical-free skincare products and spa therapies are created—without compromise. www.sodashi.com



SILVER PARTNER
COFFEE BREAK

SpaBooker by GramercyOne is a leading web-based business management and marketing software for spas around the world, and is the preferred software for Hilton Hotels worldwide and Six Senses Resorts. www.spa-booker.com

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HOTELS INTERNATIONAL

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PARTNER

Canada-based Fairmont Raffles Hotels International is a leading global hotel company with over 85 hotels worldwide under the Raffles, Fairmont and Swissôtel brands.

www.frhi.com



Murad Inclusive Health.

INDUSTRY
PARTNER

Murad Inclusive Health Centers® are the latest development from the pioneer of doctor-branded skincare and medical spa movements, Murad. These centers combine clinically proven skin and body treatments with luxurious spa services in one elegant, seamless environment. www.murad.com



red door spas

Elizabeth Arden

INDUSTRY
PARTNER

Celebrating 100 years of beauty expertise, Red Door Spas has 31 day spa and resort locations across the U.S., all of which feature state-of-the-art facilities that deliver the highest level of technical expertise and impeccable guest service.

www.reddoorspas.com

ResortSuite

Know your Guest.

INDUSTRY
PARTNER

ResortSuite software is a guest-centric technology platform that enables properties to manage business more efficiently and provide exceptional service to customers. ResortSuite includes integrated modules for spa, PMS, club, golf, retail, F&B, catering, ski, and concierge. www.resortsuite.com



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The world's largest spa/wellness media, marketing, and gifting company, SpaFinder's award-winning media properties include *Club Spa* and the annual *NewBeauty SpaFinder Guide to Global Spa, Wellness & Beauty*. SpaFinder Gift Cards are redeemable at over 9,000 locations in 79 countries. www.spafinder.com



INDUSTRY
PARTNER

Developed to suit the unique needs of the spa industry, SpaSoft is a user-friendly system that facilitates total spa management. SpaSoft interfaces with various systems, credit card and gift card processors, back office systems, billing, and other PAR Springer-Miller technologies. www.spasoft.com



INDUSTRY
PARTNER

As one of the first global brands to offer in-room spa treatments at every property and to implement a smoke-free initiative, Westin nurtures guest wellbeing while making a healthful stay luxuriously enjoyable at over 170 upscale hotels and resorts worldwide. www.westin.com



INDUSTRY
PARTNER

YeloSpa was created and designed as a sanctuary to help urbanites deal with the pressures of modern life through a unique combination of spa and wellness treatments, including reflexology, massage, esthetic services, and powernaps in cocoon-like rooms called the YeloCab. www.yelospa.com



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Resources



GLOBAL SPA RESOURCES

On the next few pages you will find several lists that have been fastidiously compiled for your benefit and that support the industry. Listed first are recent industry research reports, followed by spa and wellness associations around the world and publications, both consumer and industry periodicals, relevant to the spa industry, all of which are helpful tools for staying “plugged in.”

For continual updates on these Summit resources, visit:
www.globalspasummit.org/resources.

If you are aware of a spa-related research report, an association, or a publication not listed in this binder or on the Summit website, please contact us (info@globalspasummit.org) so that these lists can stay current.

SPA-RELATED RESEARCH

The Global Spa Summit team has developed a comprehensive list of spa-related research projects around the world. Listed below, sorted first by geographical location, and then by the year that the research was published, are the titles of each report, along with the commissioning company.

GLOBAL RESEARCH

- 2011 *Health & Wellness Global Briefings*; Euromonitor
- 2011 *The Global Spa Research Report*; Coyle Hospitality
- 2011 *Wellness Tourism & Medical Tourism: Where do Spas Fit? The Global Spa Summit*
- 2011 *What the Spa Consumer Wants*; Coyle Hospitality
- 2010 *Global Digital Beauty Market*; Diagonal Reports
- 2010 *Spas & the Global Wellness Market: Synergies & Opportunities*; SRI International
- 2010 *The New Consumer Mindset*; Euromonitor
- 2010 *Opportunities & Challenges Facing the Global Spa & Beauty Industry*; Euromonitor
- 2009 *New Priorities of Today's Spa Consumer*; Coyle Hospitality
- 2009 *Spa Sentiment Research Report*; Coyle Hospitality & WTS
- 2009 *Beauty Industry Developments Impacting Spa and Wellness*; Diagonal Report
- 2009 *The Contribution of Spas to Hotel Operating Performance*; Ecole hôtelière de Lausanne & Cornell
- 2009 *World Travel Market Trends*; Euromonitor
- 2009 *Global Cosmetics and Toiletries: Industry Prospects*; Euromonitor
- 2009 *Global Competitiveness Report*; World Economic Forum
- 2009 *Travel & Tourism Competitiveness Report*; World Economic Forum
- 2009 *Global Spa Benchmark Report*; Intelligent Spas
- 2009 *The State of the Health Club Industry*; International Health, Racquet & Sportsclub Association
- 2008 *Global Consumer Study*; ISPA
- 2007 *Global Spa Economy Report*; SRI International
- 2007 *Spa Tourism International*; Mintel International
- 2004 *Spa Financial Benchmark Study*; Health Fitness Dynamics

ASIA-PACIFIC RESEARCH

- 2011 *Asia Pacific Spa Industry Report*; Intelligent Spas
- 2010 *Beauty and Personal Care in India*; Euromonitor
- 2010 *Chinese Spa Market*; Diagonal Reports
- 2010 *Health & Wellness in Japan*; Euromonitor
- 2009 *Australia Spa Benchmark Report*; Intelligent Spas
- 2009 *Thailand Spa Benchmark Report*; Intelligent Spas
- 2008 *Cambodia Spa Benchmark Report*; Intelligent Spas
- 2008 *Between Heaven & Earth: China's Emerging Spa Consumers*; CatchOn & Company
- 2008 *Beauty, Hair, Spa, Skin - Chains in China*; Diagonal Reports
- 2008 *New Zealand Spa Benchmark Report*; Intelligent Spas
- 2008 *China & Hong Kong Spa Benchmark Report*; Intelligent Spas
- 2008 *Situation and Vision of Spa Services in Japan*; Ministry of Economy, Trade & Industry
- 2008 *HR Development for Therapists in Beauty & Health Japan*; Ministry of Economy, Trade & Industry
- 2008 *Vietnam Spa Benchmark Report*; Intelligent Spas
- 2007 *Situation & Vision of Spa Services in Japan*; Ministry of Economy, Trade & Industry
- 2007 *Spa Industry Profile Indonesia Bilingual Package*; Intelligent Spas
- 2007 *Spa Industry Profile Indonesia*; Intelligent Spas
- 2007 *Spa Industry Profile Singapore*; Intelligent Spas
- 2007 *Spa Industry Profile Taiwan*; Intelligent Spas
- 2006 *Spa Industry Profile Malaysia*; Intelligent Spas
- 2006 *Spa Industry Profile Philippines*; Intelligent Spas
- 2006 *Policy for Thai Spa Therapists in Japan*; Ministry of Economy, Trade & Industry
- 2005 *Female Versus Male Spa Consumers*; Intelligent Spas
- 2003 *Japan Spa-goer Study*; ISPA

EUROPE RESEARCH

- 2010 *Beauty and Personal Care in Russia*; Euromonitor
- 2010 *Health & Wellness in Russia*; Euromonitor
- 2010 *European Spa Market*; Diagonal Reports
- 2009 *Health & Wellness Holidays - UK - October*; Health & Wellbeing
- 2009 *L'Industrie Hoteliere Francaise*; PMG
- 2009 *Salons & Spas - UK*; Health & Wellbeing
- 2007 *The European Spa Market*; Diagonal Reports
- 2005 *Spa Holidays - UK*; Mintel International Group
- 2003 *United Kingdom Spa-Goer Study*; ISPA

MIDDLE EAST & AFRICA RESEARCH

- 2010 *Spa Benchmark Survey Report*; Ernst & Young
- 2009 *South Africa Spa Benchmark Report*; Intelligent Spas
- 2009 *Dubai Spa Benchmark Report*; Intelligent Spas

NORTH & SOUTH AMERICA RESEARCH

- 2010 *US Spa Industry Study*; ISPA
- 2010 *US Spa Market*; Diagonal Reports
- 2009 *Medical Tourism: Update and Implications*; Deloitte
- 2009 *Spa Confidential - Spa Reader Survey*; American Spa Magazine
- 2009 *Spa STAR - Luxury Spa Performance Statistics*; Smith
Travel Research
- 2009 *ISPA Monthly Snapshot Surveys*; ISPA
- 2009 *ISPA US Spa Compensation Data*; ISPA
- 2009 *ISPA Spa Industry Update*; ISPA (Association Resource Center)
- 2008 *Medical Tourism: Consumers in Search of Value*; Deloitte
- 2008 *Executive Interview Findings*; ISPA (Association Resource Center)
- 2008 *Global Consumer Study*; ISPA
- 2007 *Marketing Demographics of a Day Spa-Goer*; Day Spa Association

2007 *Day Spa Benchmark Survey*; Day Spa Association

2007 *The US Medical Spa Market - The Medicalisation of Beauty*; Diagonal Reports

2007 *The Dental Spa Marketing*; Diagonal Reports

2007 *Spa Services*; First Research, Inc.

2007 *Nails Industry Statistics*; O.P.I.

2007 *The Mexican Professional Beauty Market*; Diagonal Reports

2007 *Trends in the Hotel Spa Industry*; PKF (PKF-HR)

2007 *Spa Industry Study*; ISPA (Association Resource Center)

2007 *Salon and Day Spa Consumer Trend Report*; Professional Beauty Association

2006 *The Professional Beauty Market USA*; Diagonal Reports

2006 *Identifying the Spa Traveler*; Canadian Tourism Commission & ISPA

2006 *Spa Industry Study*; ISPA (Association Resource Center)

2006 *Consumer Report*; ISPA (The Hartman Group)

2006 *Spa-Goer Study*; ISPA (The Hartman Group)

2006 *Compensation and Benefits Survey*; Day Spa Association

2004 *Evolution and Future of the Day Spa Industry*; Day Spa Association

2004 *Spa Industry Study*; ISPA (Association Resource Center)

2003 *Canada Spa-Goer Study*; ISPA

2003 *United States Spa-Goer Study*; ISPA

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SPA AND WELLNESS ASSOCIATIONS

The Global Spa Summit aims to connect spa and wellness industry professionals on an international level. One excellent way to facilitate this connection is to be in contact with every spa association around the world. On the next pages you will find a list of spa associations currently in our database, with a contact number or link to the association's respective website.

AFRICA

Spa Association of Africa (SAA)

www.spaassociationofafrica.com

ARGENTINA

Argentina Spa Association

www.asociacionspa.org

AUSTRALIA

Australasian Spa Association (ASPA)

www.aspaassociation.com.au

BALI

Bali Spa and Wellness Association (BSWA)

www.balispawellness-association.org

BELGIUM

European Spa Association

www.espa-ehv.com

BRAZIL

Brazilian Spas Association (ABC-Spas)

www.abcspas.com.br

BULGARIA

Bulgarian Union for Balneology & Spa Tourism (BUBSPA)

www.bgspa.org

CANADA

Leading Spas of Canada

www.leadingspasofcanada.com

Ontario's Finest Spas

www.ontariosfinestinn.com

Premier Spas of Ontario

www.ontariospremierspas.com

Spas Relais Santé

www.spasrelaissante.com

CARIBBEAN

Caribbean Hotel & Tourism Association (CHTA)

www.caribbeanhotelandtourism.com

CHINA

China National Spa Association

www.chinaspaassociation.com

CYPRUS

Cyprus Spa Association

www.cyprusmedicaltourismconference.com

CZECH REPUBLIC

Association of the Spa Places of the Czech Republic

www.spas.cz

Czech Association of Wellness

www.spa-wellness.cz

ESTONIA

Estonian Spa Association

www.estonianspas.eu

FRANCE

French Spa Association (SPA-A)

www.spa-a.com

GERMANY

Deutscher Wellness Verband (German Wellness Association)

www.wellnessverband.de

German Spas Association

www.deutscher-heilbaederverband.de

International SPA & Wellness Association (ISWA)

www.iswa.de

GREECE

Hellenic Association of Municipalities and Communities with Curative Springs and Spas

www.thermalsprings.gr

HONG KONG

Day Spa Association, Asian Chapter*

www.dayspaassociation.com

HUNGARY

Hungarian Baths Association

www.furdoszovetseg.hu

ICELAND

The Iceland Spa Association

www.visitspas.eu/iceland

INDIA

Indian Spa & Wellness Association (ISWA)

www.iswa.in

Spa and Wellness Association of India (SWAI)

www.spaandwellnessassociation.com

Spa Association of India

www.spaassociationofindia.in

IRELAND

Leading Leisure in Ireland - Spa and Wellness Skillnet

<http://ilam.ie>

JAPAN

Japan Spa Association

www.j-spa.jp

Nippon Spa Association (NPO)

www.n-spa.org

KOREA

International Spa Association

LITHUANIA

Nacionalin Hurort Asociacija

(Lithuanian Health Resorts Association)

www.kurortuasociacija.lt

MALAYSIA

Association of Malaysian Spas (AMSPA)

www.amspa.org.my

MONGOLIA

Mongolian Spa Sauna Association

<http://www.mssa.mn>

MOROCCO

The Moroccan Spa Association

NEPAL

Spa & Wellness Association of Nepal

PHILIPPINES

Spa and Wellness Association of Cebu (SWAC)

www.cebucentral.com/tag/spa-and-wellness-association-of-cebu

Health & Wellness Association of Quezon City (HAWAQC)

www.facebook.com/group.php?gid=137852566255020&ref=ts

Philippine Wellness and Spa Association

<http://philwell.org>

Wellness Organization Worldwide

<http://wellnessworldwide.org>

POLAND

Association of Polish Spa Communities

www.sgurp.pl

PORTUGAL

Portuguese Spas Association

www.termasdeportugal.pt

ROMANIA

Organizatia Patronala a Turismului Balnear din Romania (OPTBR/Romanian Spa Organization)

www.romanian-spas.ro

RUSSIA

National Guild of Spa Experts

<http://eng.russiaspas.ru>

SERBIA

Serbian Spas and Resorts Association

www.udruzenjebanja.co.rs

SINGAPORE

Asia Pacific Spa and Wellness Coalition (APSWC)

<http://apswc.org>

SINGAPORE

Spa & Wellness Association Singapore

www.spaandwellness.org

Spa Association, Singapore

www.spaassociation.org.sg

SLOVAKIA

Asociácia Slovenských Kúpeľov

(Association of Slovakian Spas and Minerals Springs)

www.balneotherma.sk

SOUTH AFRICA

South Africa Spa Association

www.saspaassociation.co.za

SPAIN

Asociacion Nacional de Balnearios

(ANBAL/Spanish National Spa Association)

www.balnearios.org

Gran Canaria Spa and Wellness Association

www.grancanariawellness.com

World Tourism Organization

<http://unwto.org>

SWEDEN

Sweden Spa Hotel Association

www.svenskaspahotell.se

SWITZERLAND

L'Association des Espaces Thermaux Suisses

(Swiss Thermal Spas Association)

TAIWAN

Taiwan Spa Association

www.tspa.tw

THAILAND

Samui Spa Association

www.samuispaassociation.com

Thai Lanna Spa Association

www.lannaspa.net

Phuket Spa Association

www.spaphuket.org

TURKEY

Massage and Natural Therapies Association

www.madoted.org

Turkish Spa Association

www.spa-turkey.com

UKRAINE

Ukrainian SPA Association

www.spaua.org

UNITED ARAB EMIRATES

Middle East Spa Business Group

<http://r5.ek.aero/mespa>

UNITED KINGDOM

British International Spa Association (BISA)

www.spabusinessassociation.co.uk

Spa Business Association

www.spabusinessassociation.co.uk

UNITED STATES

American Massage Therapy Association (AMTA)

www.amtamassage.org

American Organization for Bodywork Therapies of Asia (AOBTA®)

www.aobta.org

Day Spa Association

www.dayspaassociation.com

Green Spa Network

<http://greenspanetwork.org>

IDEA, Health And Fitness Association

www.ideafit.com

International Health, Racquet & Sportsclub Association (IHRSA)

www.ihrsa.org

International Medical Spa Association

www.medicalspaassociation.org

International SPA Association (ISPA)

www.experienceispa.com

**International Wellness & Healthcare
Travel Association (IWHTA)**

www.iwhta.org

Las Vegas Spa Association

www.lvspas.com

Medical Tourism Association

www.medicaltourismassociation.com

Medical Wellness Association

www.medicalwellnessassociation.com

**National Coalition of Estheticians,
Manufacturers/Distributors and Associations (NCEA)**

www.ncea.tv

New England Spa Association

www.newenglandspaassociation.com

New Mexico Spa Association

San Diego Spa Association

www.sdspaassociation.org

Southern California Spa Directors Association

www.thespaconnect.com

The Spa Association (SPAA)

www.thespaassociation.com

Washington Spa Alliance (WSPA)

www.washingtonspaalliance.com

SPA AND WELLNESS PUBLICATIONS

The following list comprises trade and consumer magazines relevant to the spa and wellness industries. Along with the title of each magazine is a link to the publication's website, along with the location of the publication's headquarters.

TRADE MAGAZINES

American Spa, U.S.

www.americanspamag.com

British Intl Spa Association Newsletter, U.K.

www.spaassociation.org.uk/bisa

Cosmetique Spa, France

www.cosmetiquemag.fr

Day Spa, U.S.

www.dayspamagazine.com

Emotion Spa, France

www.emotionspa-mag.com

European Spa, U.K.

www.europeanspamagazine.com

Les Nouvelles Esthetiques & Spa, U.S.

www.lneonline.com

MedEsthetics Day Spa, U.S.

www.medestheticsmagazine.com

Medical and Wellness Tourism Online, Cyprus

www.mwtourism.com

Medical Spa Association Newsletter, U.S.

www.medicalspaassociation.org

Professional Beauty, U.K.

<http://professionalbeauty.co.uk>

Pulse, U.S.

www.experienceispa.com/media/pulse-magazine

Spa 20/20, U.S.

www.spa20-20.com

Spa Business, U.K.

www.spabusiness.com

Spa Business Handbook, U.K.

www.spahandbook.com

Spa Business Verlag, Germany

www.spa-business-verlag.de

Spa Canada, Canada

www.spacanadamagazine.ca

Spa Concept, Germany

www.spa-concept.de

Spa Europe, U.K.

www.spaeurope.co.uk

Spa Fresh, U.S.

www.spafreshmag.com

Spa iNews, U.S.
www.spaclique.com

Spa Life, Canada
www.spalifemagazine.com

Spa Management Journal, Canada
www.spamanagement.com

Spa Opportunities, U.K.
www.spaopportunities.com

Spa Quebec, Canada
www.spaquebec.ca

Spa Report, Russia
<http://eng.russiaspas.ru>

Spa Source & GS, U.K.
www.gsmagazine.co.uk

Spa World, U.K.
www.spaworld.tv

CONSUMER MAGAZINES

Annual Retreat & Renew Spa and Wellness Directory, U.S.
www.healinglifestyles.com

AsiaSpa, Hong Kong
www.asiaspa.com

AsiaSpa India, India
www.asiaspaindia.com

AsiaSpa Men, Hong Kong

www.asiaspa.com

Better Health Magazine, Australia

www.betterhealthmag.com

Estética Viva, Portugal

www.esteticaviva.com

Health & Wellness, U.S.

www.healthandwellnessmag.net

HomeSpa, U.S.

www.homespa-magazine.com

Insider's Guide to Spas, U.S.

www.insidersguidetospas.com

LeAile, Korea

www.leaile.com

Live Spa (ISPA), U.S.

www.experienceispa.com/media/livespa-magazine

NewBeauty, U.S.

www.newbeauty.com

Organic Spa, U.S.

www.organicspamagazine.com

Premier Spas & Romance, U.S.

www.premierhotels.com

Spa Australasia, Australia

www.intermedia.com.au

Spa Life, Australia
www.spalife.com.au

Spa, U.S.
www.spamagazine.com

SpaChina, China
www.spachina.com

**The NewBeauty SpaFinder: The Guide to
Global Spa, Wellness & Beauty**
www.spafinder.com/NewBeauty-SpaFinder-Guide.htm

Spa Secrets, U.K.
www.spasecretsmagazine.com

Wellness Magazine, U.S.
<http://ewellnessmag.com>

Worldwide Spa Review, U.S.
www.spareviewmag.com

