

# SUNDAY, MAY $15^{TH}$ BALI INTERNATIONAL CONVENTION CENTER

#### Pre-Summit Meetings

1:30pm - 6:00pm Nusantara Foyer Summit Check-In & Registration

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

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 $16^{\mathrm{TH}}$ 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 Internet Café Sponsored by SpaEquip

8:30am - 9:15am Nusantara 3 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.

Moderator: **Anna Bjurstam**, Managing Director, Raison d'Etre, Sweden Speaker: **Jacqueline Clarke**, Research Director, Diagonal Reports, Ireland

11:30am - 12:30pm Bougainville Room

### 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.

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

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

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

Chistopher 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 Traditions 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, Connected Action, 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 $17^{\text{TH}}$ 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 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

9:30am - 9:45am Nusantara 3

General Session:

Introductory Remarks

9:45am - 10:30am Nusantara 3 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

Panelists: **David Browning**, CEO, Somasigns, Philips Consumer Lifestyle, U.K. **David Stoup**, Chairman, Trilogy Ventures, U.S.

10:30am - 11:00am Nusantara 3 General Session: Research Weather Forecast for Asia Hotel Markets: What's Hot, What's Not? Darlena Zhai, Consultant, Horwath HTL Consulting, Asia-Pacific

11:00am - 11:30am Nusantara Foyer Networking Break Sponsored by Sodashi

Concurrent Breakout Sessions

11:30am - 12:30pm Orchid Room

### 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 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

11:30am - 12:30pm Bougainville Room

### 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 **Yulia Fransisca**, Research Analyst, Euromonitor International, Singapore **Paul Linder**, General Manager, ChivaSom Intl, Thailand **Neil Orvay**, Managing Director, AsiaSpa & Wellness Ltd, Hong Kong **Daniela Steiner**, Founder & CEO, Daniela Steiner Cosmetics, Italy

11:30am - 12:30pm Frangipani Room

#### 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: **Adrian Egger**, Managing Director, Klafs, Germany **Emmanuelle Linard**, Executive Director, Edelkoort Inc., U.S.

11:30am - 12:30pm Hibiscus Room **Ed Ng,** Director, AB Concept, Hong Kong **Sonu Shivdasani,** Chairman & CEO, Six Senses Resorts and Spas, Thailand

## 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?

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

12:30pm - 2:00pm Nustantara 1 & 2 Networking Lunch Sponsored by Thermarium

2:00pm - 2:15pm Nustantara 3 Soundbyte: Social Networking

Engaging Consumers Through Technology: The Latest Tools and Gadgets You Need to Have

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

2:15pm - 3:00pm Nustantara 3 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, U.S. Jeni Garrett, Founder, Woodhouse Day Spas, United States Chee Kwong "C.K." Low, Managing Director, Skin Essentials, Malaysia Tracey Sameyah, President, Murad Inclusive Health, U.S.

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.

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

Panelists: <b>Tony Cheung,</b> Managing Director, PA Wellness Consultancy, China and <b>Various VIP Chinese Delegates</b> Networking Break Sponsored by Sodashi		
General Session: Audience Response Total Transparency: Snapshot of Today's Industry Numbers via Anonymous Polling Richard Dusseau, CEO, SpaStrategy, United States		
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		
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		
Briefing for Members of the Press		
Free Networking Time		
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		
After Dinner Gathering Let's continue the conversation		

#### WEDNESDAY, MAY 18<sup>TH</sup> THE LAGUNA RESORT & SPA

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

#### Engage the Change: The Business

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

3rd Annual Student Challenge Competition: Part 2

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

8:30am - 9:30am Balai Raya Ballroom

School #3: Gadjah 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 2011 Global Spa Summit Initiatives

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

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

- 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

General Session: Speaker

Integrative Medicine for Spas: What Works? What Does Not? **Dr. Kenneth R. Pelletier**, Clinical Professor of Medicine, U.S.

General Session: Speaker

Evidence-Based Medicine: Setting the Scientific Foundation

9:45am - 10:10am Balai Raya Ballroom 10:10am - 10:35am Balai Raya Ballroom

for the Global Spa Industry

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

General Session: Panel Unveiling the New Portal!

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

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

Networking Break

Sponsored by SpaBooker by GramercyOne

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

General Session: Speaker

The Vast Opportunities in Medical Tourism

11:45am - 12:15pm Balai Raya Ballroom Ruben Toral, Founder, MedeGuide, Thailand

General Session: Education Spotlight

Announcing the Student Challenge Competition Winners!

12:15pm - 12:130pm 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

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

Soundbyte: Social Networking

Engaging Consumers Through Technology: Sensors – All the Rage!

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

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

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

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

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. General Session: Closing Remarks and a Surprise Announcement!

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

Champagne Toast Sponsored by SpaBooker by GramercyOne

Post- Summit Meetingfor Board of Directors

Post-Summit Bali Excursionto 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. Post-Summit Bali Golf Tournament

The Bali Golf & Country Club, one of the top 10 courses in Asia, is opening

#### THURSDAY, MAY 19<sup>TH</sup>

### Post-Summit Options

1:00pm Meet in the lobby of the Laguna Resort & Spa at 12:30pm. 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 or visit the Summit Concierge Desk.

To book your own tee time, contact Bruce Jellard at bruce.jellard@baligolfandcountryclub.com.