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January 2020





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From the **EDITOR**





IT'S A BRAND-NEW DECADE.

and we're kicking things off by covering the latest and greatest spa and wellness trends so you can update your menu for the year to come. Both of this month's features focus on cutting-edge concepts: "In Season" (page 36) takes a deep dive into creating seasonal services based on the time of year, with plenty of tips from successful spas; and "Keeping Up With CBD" (page 42) looks at the industry's hottest ingredient, complete with top treatments and insight into what the future holds. You'll also find pre- and post-care hair removal tips (Vanishing Acts, page 16); advice for helping clients detox from too much screen time (Spotlight, page 18); and strategies for incorporating meditation into the spa experience, even if you don't have the bandwidth for formal classes (Alternative Health, page 32). I have no doubt that this issue will give you the tools and inspiration you need to start 2020 with a bang!



Team Travels



I enjoyed Ranavat Botanic's Luminous Ceremony breakfast in Los Angeles, where we celebrated the Ayurvedic brand's new Cream Cleanser.



Alexa attended a Renew & Rejuvenate event at Moy Fincher Chipps Facial Plastics & Dermatology in Beverly Hills, CA.



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- 2 Wink
 CBD Massage Oil in
 Pomegranate + Eucalyptus
 wink-wink.com
- 3 Mana Artisan Botanics
 Hawaiian Hemp Balm: Plantain
 & Comfrey
 manabotanics.com

HEMPBEAUTY

- Elina Organics
 CBD Ageless Wrinkle Filling Serum
 elinaorganicsskincare.com
- 5 WholeMade Bath Co. Lavender + Hemp Extract Hand and Body Cream wholemade.com
- Code of Harmony
 Virgin Skin Youth Serum
 codeofharmony.com
- 7 HempBeauty Revive + Rewind Eye Cream hempbeautypro.com
- 8 Susan's CBD Hemp CBD Face and Body Lotion susanscbd.com



- Color Up Soothe Scalp Serum coloruptherapeutics.com
- **WELL Products** Face & Body Mask well-cbd.com
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- □ Lab+Blends **CBD** Pain Relief Maximum Strength Cream biotone.com
- Cultivate 500 MG Soothing Balm livecultivate.com
- **5** Cannaisseur Brands **CBD** Essentials Transdermal Patch cannaisseurbrands.com
- **16** Mender Deodorant mender.shop





Perfect choice for modern Spas and Medical Offices.

Amazing appearance with elements of crystal glass and neon lighting is a perfect addition to turn any esthetician room into a luxurious experience.

Zemits designed this equipment with the goal of combining prestige technology and amazing design all into one incredible, multifunctional device.

4 separate treatment jars allow providers to treat the entire body and face with HydroPeeling. Furthermore, its waste jar has a large capacity and is hidden inside the unit to keep the device's appearance clean, organized and professional.

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- RF Skin Firming
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- ı Ultrasound Skin Hydration



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Product Premiere

We're always on the lookout for the latest in spa and wellness. Check out our favorite recently launched products that are sure to be a hit with the savviest of spa-goers.















1 Repêchage

Hydra Refine Astringent Pads Ideal for normal to oily skin, these presaturated pads swipe away excess oil and cleanse the complexion. repechage.com

Skinbetter Science

Sunbetter Broad Spectrum **Sunscreen Stick**

Provides 100 percent mineral sun protection in a transparent, mattifying SPF 56 formula. skinbetter.com

3 Saian

Retinoid Renewal Night Serum

Taps retinol, caffeine, and vitamins C and E to even skin tone and boost cell turnover.

Bella Schneider Beauty

OLIOFIX Soothing Toner An alcohol-free, herbal essence that removes lingering makeup while hydrating and soothing skin.

bellaschneiderbeauty.com

FarmHouse Fresh

Watercress Hydration Cascade Hyaluronic acid, retinol and watercress help retain moisture and reduce the look of fine lines and age spots. farmhousefreshgoods.com

Skin Actives Scientific

Vitamin A Cream

An antiaging formula featuring collagen, retinol, and plenty of proteins and other nutrients that promote skin renewal. skinactives.com

Thalgo

Micro-Peeling Water Essence

Micronized marine algae and glycolic acid deliver gentle exfoliation that gradually refines the complexion over time. thalgousa.com

8 Éminence

Birch Water Purifying Essence

A blend of birch water, botanical collagen and mushrooms helps restore hydration and elasticity.

eminenceorganics.com





All forms of hair removal can leave your clients highly susceptible to germs, infection, and bacteria—unless you apply finipil. Finipil is a patented, FDA-registered, over-thecounter antiseptic created for use after and between hair removal. Finipil destroys 99.999% of bacteria while helping to protect the hair follicles from infection. But killing bacteria is just the start. It also:

- Instantly cools and soothes the skin
- Reduces redness, swelling, and bumps
- Helps prevent ingrown hairs and sebaceous cysts
- Is effective after shaving, waxing and electric hair removal
- · Has been dermatologist and scientifically researched, tested, and approved

There are so many other uses for finipil!

Finipil is an incredible germ and fungus killer, moisturizer and sanitizer. It soothes skin irritations, blemishes, rashes and calms itching and cools sunburn! Can even be used as a deodorant and in place of alcohol based hand sanitizers! Professionals call it a "must-have" lotion!

Scientific Test Results

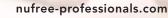
	Control	Finipil OTC	
Challenge Organism	cfu/ml	cfu/ml	% reduction
S. aureus ATCC 6538	1.9 x 10 ⁷	1.9 x 10 ³	99.99
S. aureus ATCC 33592	2.5 x 10 ⁷	2.6 x 10⁴	99.9
P. aeruginosa ATCC 9027	1.3 x 10 ⁸	<49	>99.99996
E. coli ATCC 8739	7.8×10^8	<49	>99.99999
C. albicans ATCC 10231	6.0 x 10 ⁶	1.3 x 10 ²	99.998

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Soothing Solutions

Help minimize problems during hair removal services with these pre- and post-care tips, techniques and products. by Laura Waldon

ONE OF THE BIGGEST DETERRENTS FOR CLIENTS

when considering professional hair removal services is pain and discomfort—before, during and after the appointment. But there are plenty of ways to keep inflammatory issues at bay. Follow these expert tips to help give your guests a more comfortable experience and stellar results.

PREVENTING PAIN

Lindsay Miller, president, Lycon USA: It's important to clean the skin before waxing to effectively remove surface oils, perspiration, pollution, makeup and moisturizers. During waxing, hair follicles are opened and exposed to bacteria that can cause inflammation and folliculitis; cleansing beforehand will wash away surface bacteria and minimize the chances of this happening, and a cleanser containing soothing ingredients like chamomile can help further reduce redness and pain. Additionally, I recommend after-care formulated with tea tree, which acts as an antibacterial agent and is known for its healing properties.

Trisha Williams, Nufree educator and owner/ master esthetician, Bare Bliss in Yakima, Washington: For best results, I suggest that clients have at least 7 to 10 days of hair growth before coming in; it should be one-eighth to one-fourth of an inch long so the hair removal process isn't painful.

BANISHING BREAKOUTS

Deborah Merhar, founder, Relax & Wax: With clients who are new to waxing, breakouts are typically due to a histamine reaction, which will lessen with continued hair removal. Start with a non-sudsing antibacterial cleanse. For sensitive skin and areas prone to breakouts such as the face, underarms and bikini area, use hard wax with an oil barrier. (Vegetable and grape seed oils won't clog pores.)

Williams: I tell clients to keep Benadryl on hand in case they break out, so they can calm that histamine response. In addition, I send first-timers home with a Nufree Finipil sample and suggest they use a small amount for the first week to seal the pores and protect from infection, as well as to calm the

skin. I encourage them to purchase the brand's Lait 50 antiseptic cream, as well, so they can continue protecting their skin between appointments.

HALTING HYPERPIGMENTATION

Chrissie Paraschos, head trainer, RefectoCil North America: Hyperpigmentation can occur after skin lifting, burning, irritation or bruising, all of which are completely unacceptable during the waxing process. With expert technique and calming aftercare products, waxing won't cause pigmentation at all. I recommend Caronlab After Wax Soothing Lotion with mango and witch hazel to actively nourish and cool skin post-treatment. Clients should also wear protective clothing and SPF 50+ after waxing and beyond—regardless of skin type.

Miller: Dark spots tend to be most common in sensitive areas like the bikini line, usually caused by inflammation that can affect pigment-producing cells in the skin. Applying a soothing post-wax product helps reduce redness, and a targeted lightening serum can be used where pigmentation has already occurred. Look for products with ascorbyl glucoside, which is a stable form of time-released vitamin C; vitamin C significantly brightens and improves skin tone, plus it promotes collagen synthesis. Other skin-lightening actives include sodium lactate; beta glucan, which is antiaging and helps boost cell renewal; deeply moisturizing hyaluronic acid; and pro-vitamin B5 for its calming and hydrating benefits.

AVERTING INGROWN HAIR

Miller: Clients prone to this issue will benefit from topicals containing salicylic and lactic acids to treat keratolytic buildup, exfoliate the skin and dislodge any ingrowns. Treatments for ingrown hair are perfect for retail, too, as guests can apply them between waxing services.

Merhar: The No. 1 reason people stop waxing is ingrown hair. Mild, constant exfoliation is keyideally every other day. Dry brushing, applying a professional ingrown product and moisturizing daily will make a world of difference.

Cirépil Gentle Cool Effect pre-wax gel is formulated to sanitize and desensitize skin that's prone to irritation, making it ideal for use on more intimate areas both before and after hair removal. universalcompanies.com



Caronlab After Wax Soothing Lotion clears away wax residue while replenishing and soothing skin. Enriched with witch hazel and mango, the after-care cream also helps prevent pustules and ingrowns. cbongroup.com





Relax & Wax My Name Is Mud is a therapeutic mask featuring

Liposilt, which moisturizes, boosts cell turnover, and controls sebum and acne. An added drawing-out compound brings impurities and ingrown hair to the skin's surface for easy extraction. relaxnwax.com



Satin Smooth Satin Azulene **Pre/Post Depilatory Treatment**

can function as a prep oil before waxing, as well as to remove any residue afterward. The azulene is derived from calming chamomile to minimize irritation, and the oil is nut-free. satinsmooth.com





Nufree Finipil Lait 50 antiseptic cream kills 99 percent of bacteria without clogging pores. It cools and moisturizes to maximize comfort while protecting follicles from infection after Nufree hair removal treatments and waxing services. nufree-professionals.com





Repêchage Deep Relief Tea Gel

contains green, white, black and rooibos teas, plus aloe, cucumber and seaweed to soothe post-wax skin. It can be applied to the face and body, and is available in backbar and retail sizes. repechage.com



Tend Skin is designed to calm skin after hair removal, including professional waxing, electrolysis, laser treatments and shaving. The brand's signature isopropyl alcohol formula minimizes redness, ingrown hair and razor burn. tendskin.com

Digital Detox

Spa pros offer tips for tackling face and body concerns caused by too much tech.

by Alexa Joy Sherman



Alicia Pickett, head esthetician, Sensibilities Day Spa in Asheville, North Carolina: High-energy visible light (HEV), otherwise known as blue light, induces an oxidative stress reaction resulting from an imbalance of free radicals and antioxidants. This leads to premature aging because of the breakdown of collagen and elastin fibers in the skin tissue, plus inflammatory responses like hyperpigmentation and redness can emerge due to the production of free radicals. Staring at a screen for prolonged periods of time strains the eyes, causing mental fatigue that can lead to postural collapse (forward head posture)—aka 'tech neck.' Hunching over phones is also leading to more cases of sagging skin and drooping jowls, and blue light may even adversely affect sleep patterns, eyesight and memory.

Tina Santana, spa director, BABOR Signature Spa at The Dominick Hotel in New York City: Sweat and bacteria can build up on the face or arms while using smartphones or watches, causing breakouts. Additionally, blue light emitted by phones, tablets and computers is similar to UV rays and can increase the risk of pigmentation and premature wrinkles (which may also result from squinting at the screen too long).



Jason Paluch, director of spa & wellness, Mandarin **Oriental in Boston:** We see guests suffering from increased neck and upper back strain, wrist injuries and many other effects. Extended use of technology is damaging sleep patterns, social interactions and attention spans-not to mention triggering a variety of skin issues, including photoaging and loss of elasticity.

How do you address these digital dilemmas?

Nicole Held, licensed esthetician and director of marketing and events, Facialworks in Newport Beach, California: Our spa's products contain proprietary CleanSea Complex, formulated to protect skin from blue light damage with three powerhouse antioxidants: lava water, Tahitian black pearl and Pepha-Age from green microalgae. Every layered step of the regimen defends against blue light. It's like having blue light glasses for your skin, and we've even branded our own blue light glasses that are sold in spa and online!

Santana: Our Renew & Restore service (50 min./\$225) is an age-preventing experience featuring invigorating scents and deep exfoliation using ultra-fine cranberry seeds and therapeutic oils. (Cranberries are also a great source of antioxidants, which help protect skin from environmental stress.) A nutrient-rich body wrap





BodvPro50 Harpago Gel bodypro50.com



Sunforgettable Total Protection Body Shield colorescience.com



Lilikoi Light **Defense Face Primer** eminenceorganics.com



HydroPentide Somnifera Root Mist hydropeptide.com



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fortified with rare plant stem cells nourishes the skin, leaving it soft, supple and intensely hydrated.

Paluch: We offer a Digital Wellness Escape (80 min./\$220-\$250) to address key concerns resulting from technology use. The massage focuses on digitally strained areas such as the shoulders, neck, head and eyes, and one of my favorite aspects of this treatment is the use of shungite stones to help clear the body of electromagnetic radiation. The experience also incorporates black tourmaline gemstones, which are extremely energizing and help revitalize the skin. Plus, we have every guest complete a digital wellness quiz to help them become more mindful of their relationship with technology.

Pickett: Clients love the Custom Clarity Enzyme Peel (75 min./\$125), which focuses on photoaging concerns. Yam and pumpkin enzymes deliver a mighty dose of vitamin A to jumpstart collagen and elastin production, while adaptogenic snow mushroom, reishi and birch water restore the moisture barrier and minimize inflammation.

What additional steps will keep tech from taking a toll?

Paluch: It's important to limit the use of digital devices as much as possible. Even if someone's job requires a lot of screen time, it's still a good idea to schedule breaks. Don't allow phones

or tablets at the dinner table, and turn off notifications during relaxation time or family activities. Avoid charging electronics in the bedroom and don't use the phone as an alarm clock, as this will only encourage more use. Plus, the ambient light can wreak havoc on sleep patterns. (We sell phone sleeping bags to address this.) An evening digital disconnection routine is also helpful—perhaps it's giving yourself a facial, taking a bath with fragrant oils, or sitting down with a cup of tea and a book.

Pickett: Serums containing antioxidant-rich ferulic acid and vitamins A, C and E are the best ways to defend skin from free radicals. I suggest applying a few drops of Éminence Citrus & Kale Potent C+E Serum, followed by a layer of the brand's Rosehip Triple C+E Firming Oil to help boost collagen formation and even skin tone. Additionally, Éminence Lilikoi Light Defense Face Primer SPF 23 is a soothing mineral-based protectant that calms inflammation and minimizes the visible effects of blue light pollution. I suggest wearing amber-tinted glasses at night to block HEV light and ensure the brain doesn't get the signal that it's supposed to stay awake. Limit screen time, adjust blue light levels on devices—especially at night—and get plenty of sleep so skin can repair and regenerate. A balanced diet with lots of antioxidants and fatty acid-rich foods will also help minimize and protect against inflammation.



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RevealU Face & Body Gold gel features 24k gold infused with ions of Platinum, Gold, Silver, Copper, Zinc and Magnesium to provide a powerful rejuvenating and detoxifying effects to revitalizes the look and feel of aging, sun and weather damaged skin. No harsh ingredients, no fragrance/parfum, no parabens only the earth's jewels in this magical gel.



RevealU Face & Body Gold CBD gel with 24K gold flakes is the ULTIMATE ultra-rich light weight moisturizer. Designed to enhance the look and feel of the skin. The ultra luxurious gel formula is believed to help your skin fight against everyday wear-and-tear, breakouts and skin irritations leaving you with silky smooth and refreshed youthful looking skin.



Pippa Harris of Pippa Heart & Soul Located in Dana Point California Licensed Esthetician US & UK Reiki Master Teacher Pippa's Heart & Soul

RevealU Skincare offers products for retail, as well as wholesale and private label with healthy profit margins on a low MOQ. RevealU wholesale, private label customers range from Estheticians, Days Spas, Hair and Nail Salons, Waxing and Sugaring Studios, Wellness Centers and even in Entertainment Industry businesses. The brand can be implemented into professional treatments in a number of ways. For example: A RevealU Facial developed by esthetician Pippa Harris of Pippa's Heart & Soul in Dana Point, California, incorporates RevealU products, steam and a BT-micro device. Clients see immediate results after just one treatment, reporting that their skin looks refreshed and feels smoother, with a luminous glow- a noticeable difference.

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The Great Outdoors

One of just a few spas located next to a national park, Ascent Spa thrills clients with its use of the area's natural surroundings. by Alison Singh Gee



ASCENT SPA AT TENAYA LODGE AT YOSEMITE

LOCATION

Fish Camp, California

OWNER

Delaware North

OPENED 2010

THE SPACE

10,000 square feet with 12 treatment rooms (2 wet rooms, 2 couples suites, 5 massage rooms, 2 facial rooms and a nail salon), 2 steam rooms, 2 saunas and 3 relaxation **lounges**

STAFF

1 director, 1 manager, 3 leads, 7 spa attendants, 6 estheticians, 16 massage therapists, 2 salon employees, 6 front desk concierges

WEBSITE

tenayalodge.com/spa





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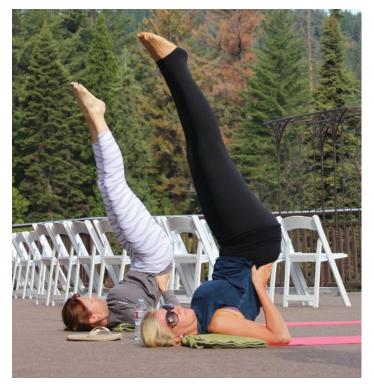
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The Distinction

Built in 2010 as a new addition to Tenaya Lodge, Ascent Spa is renowned for its sense of place—a quality evident throughout the property's design, presentation and product lines. The spa heightens its connection to Yosemite with thoughtful, organic textures and details, like the fover featuring an impressive waterfall, roughcut granite walls, a sage green and earthy brown color scheme, wood-grain paneling, and potted plants in every corner that evoke the nearby wilderness. Treatment rooms, called Birch, Finch and the like, are named from conservationist John Muir's published journal entries. Ascent's location is not only integral to its identity; it's also the spa's greatest asset: "Guests can enjoy a full day of adventure and take in all of the Yosemite-Sierra region's natural beauty, then indulge in one of our luxurious, relaxing treatments," says spa director Stacy Duncan.

What's more, Ascent distinctly walks the walk as an eco-progressive, double-silver LEED certified property. All of its LED lights are on sensor timers and exercise machines are kinetically powered, resulting in reduced electricity consumption. Ascent's products, including cleaning supplies, are also eco-friendly and it makes a point of working with vendors that offer organic skin care and value sustainability. Finally, the spa incorporates nature's healing properties into a number of treatments, highlighting local ingredients such as river rocks, wildflowers and sage.

Capturing Clientele

The Ascent marketing team's spa activation campaign involves extensive promotional collateral throughout the hotel, including posters, detailed brochures and information placed in the key packets during check-in. As a clever and thoughtful-promotion, the spa staff delivers sliced cucumbers and sunblock to pool guests every afternoon so they can relax, feel pampered and get a taste of the treatment they'd receive if they booked a service.

But resort guests aren't the only ones who enjoy Ascent; locals looking for relaxation can purchase day packages, which provide access to steam, sauna, pools and hot tubs. The spa has also partnered with outdoor wellness foundation Balanced Rock to create hiking and meditation programs at the top of Sentinel Dome and the upper Mariposa Grove of giant sequoias. "It attracts clients seeking a unique experience led by knowledgeable guides," says Duncan. "There's nothing quite like yoga on top of a granite peak overlooking the valley."

Management M.O.

Duncan says that keeping the spa running at an optimal level begins with selecting highly skilled employees. "We look for therapists who are passionate, knowledgeable

OUT WITH THE OLD



IN WITH THE BOLD

SORELLA



APOTHECARY



and customer oriented, as our goal is to provide guests with the best possible care," she says. "Staff must meet these standards."

To that end, Ascent offers plenty of incentives and learning opportunities for employees on an as-needed basis. For example, when introducing a new product or service, management ensures that staff members are meticulously trained and informed about the proper procedures and benefits. "We want our team to feel supported and proud of the work they do," says Duncan.

In-Demand Services

Ascent's most popular services are its bespoke massages (60 min./\$145; 90 min./\$175), which combine classic techniques with cutting-edge options like quartz aromatherapy, river rock stones and obsidian deep tissue work. Also in demand are the Ascent Signature Renewals (100 min./\$200), comprising the Firefall Body Renewal for super dry skin; Vernal Facial Renewal for a younger-looking complexion; and Bridalveil Massage Renewal to boost the client's sense of wellness and peace.

Each includes a foot soak, two embellishments, a 90-minute massage and, to top it off, a fruit, cheese and chocolate plate to enjoy post-treatment.

The Goods

Éminence and Olivina Men are staples in the treatment rooms and boutique. Services also feature Pure Fiji and Sacred Earth products, and the retail area includes Natural Life, Mixture and United by Blue (one of Duncan's favorites). ♥





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BOOK NOOK

From hiring to firing to inspiring your staff, a lot goes into being a savvy spa manager. In The Making of a Manager (Portfolio, 2019), author Julie Zhuo draws on her experience with dozens of teams to share everyday examples and transformative insights, including how to earn trust by not being a boss, and where to look when you lack the answers. Whether you're new to the job or hoping to take your leadership to the next level, this book offers a wealth of tools you'll need to succeed. juliezhuo.com

SOCIAL BUTTERFLY

Maintaining a strong social media presence is a must for building your brand, retaining clients and attracting new business. If you're struggling to find the perfect content, check out Social Sorted. Launched by salon software provider SHORTCUTS, the service aims



to help spas thrive online with its engaging post ideas, photos and captions that beauty and wellness enthusiasts will love. Members are also added to a closed Facebook group exclusively for the Social Sorted community that's loaded with tips, tricks and educational offerings. socialsorted.net

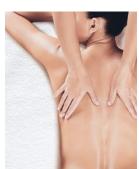


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Manifesting Meditation

The practice may not be new, but updated meditation experiences can reinvigorate your spa with a timely wellness vibe. by Allison Young

SPAS ARE, OF COURSE, HAVENS FOR PEOPLE who are stressed out and overscheduled, but while clients may emerge with glowing skin and melted muscles, shutting off their busy brains can be a challenge. Enter meditation, that mind-calming ancient practice that doesn't take much practice at all. According to the Centers for Disease Control and Prevention (CDC), meditation is now the fastest growing health trend in America, with the number of meditators tripling between 2012 and 2017. And with popularity comes profitability: Market researcher Marketdata

Enterprises reports that the meditation market is expected to balloon to \$2 billion by 2022.

In spas, the practice is a perfect fit for the current wave of wellness-seeking clients, and it can be seamlessly added into services to enhance the overall experience. "There are hundreds of ways to meditate," says Stacy Conlon, a mindfulness and meditation facilitator based in San Francisco. "The spa is such a great place for meditation because guests are already mindfully setting aside time in their day to receive a treatment."



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ELEVATED EXPERIENCES

Conlon defines meditation as a mindfulness tool that helps cultivate attention and awareness of the present moment instead of getting caught up in restless or running thoughts—also known as "monkey mind." Spas have plenty of options for implementing meditation; luckily, although a comfortable posture is important, a silent room with a meditation teacher is not.

In fact, Conlon often works with spas to create customized guided meditations in all sorts of settings, including one in a hammock in the woods at Osmosis Day Spa Sanctuary in Freestone, California, and another in a Himalayan salt chamber at Naupaka Spa at the Four Seasons Resort Oahu in Hawaii. On a smaller scale, it's even beneficial as an add-on to a traditional massage or facial. "Meditation helps enhance the sense of relaxation that treatments provide, and increases guests' sense of well-being while at the spa," says Conlon.

The practice's continued growth means that more spas are following suit. Amy Lin, founder of Sundays, a nail salon with three locations in New York City, was on a mindfulness Proven to help alleviate stress, sleep problems and chronic pain, meditation has also been shown to increase feel-good hormones like serotonin.

retreat when she got the idea to incorporate meditation into her wellness-inspired manicures and pedicures. "It's not about what seat you're in or where you meditate; it's about tuning in to yourself," she says. Lin worked with a meditation teacher to create a menu of five guided sessions (10 min./\$5 add-on) that clients can listen to on noise-canceling headphones while technicians buff and file their nails. "Manicures are perfect for meditation because you can sit still with your back straight and feet grounded on the floor," she adds.

> Meanwhile, G2O Spa + Salon in Boston has offered guided virtual meditation since its opening in the spring of 2018. "Traditional meditation classes are scheduled around a teacher's limited availability. Our virtual meditation provides freedom and flexibility for guests to schedule 30-minute sessions whenever they wish," says assistant spa director Bill Engvall. The \$45 sessions are customizable, with 27 virtual environments and 20 meditations to choose from. "My personal favorite is listening to the 'compassion' meditation while gazing at the Northern Lights in Iceland," confides Engvall.

ELEVATED SALES

Meditation's benefits are vast and scientifically backed by numerous studies from such organizations as the National Institutes of Health and the Journal of the American Medical Association (JAMA). Proven to help alleviate stress, sleep problems and chronic pain, meditation has also been shown to boost feel-good hormones like serotonin and enhance the brain's ability to focus-and new research shows that just 15 minutes can have effects similar to a day of vacation. "For spa owners who've never meditated before, I highly recommend practicing yourself so you can speak to how it impacts you," says Conlon.



"It's also important to talk about these benefits within the service description."

And it turns out that promoting the pluses of the practice is good business. "It's always my goal to make clients look and feel great; meditation boosts their sense of wellness and adds to the whole spa experience," says Lin. In fact, pairing meditation and nail services proved so popular, she added a

\$5 meditation-only option, and sells a USB of the salon's custom meditations for \$28 on the website. "It has definitely brought in new clients. They want to experience it or they'll tell a friend," reports Lin, who plans to develop more types of meditation to further help clients relax into the self-care process.

could even start with a stock meditation played over the speaker during regular services to add another dimension to pampering—and clients don't even have to take extra time out of their busy schedules to try it. "For spas looking to improve customers' well-being, meditation is a really simple, easy and inexpensive way to enhance the guest experience," says Conlon. 🤝



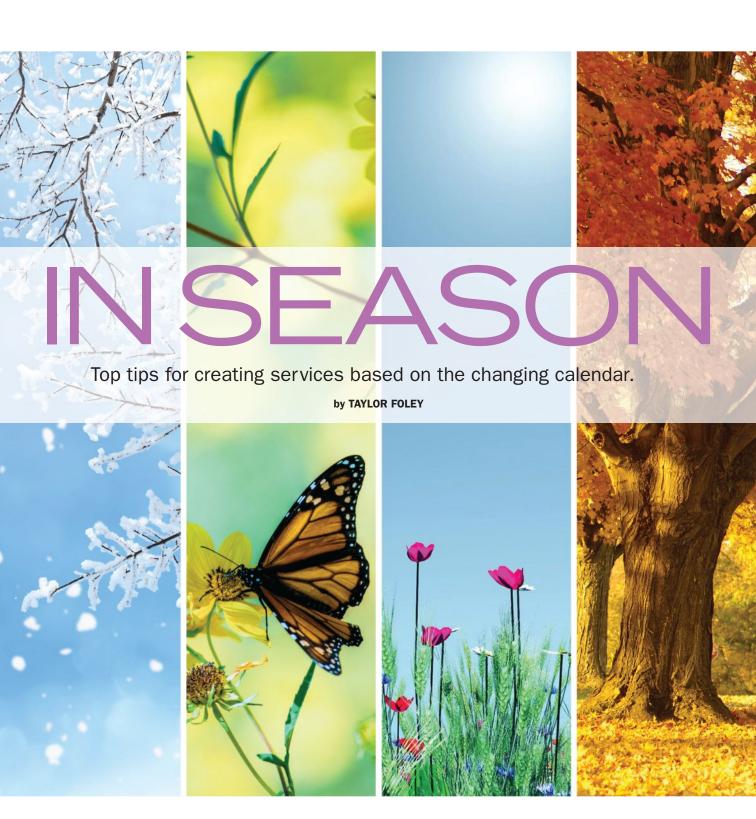
"Meditation boosts clients' sense of wellness and adds to the whole spa experience."

At G2O, virtual meditation and other unique therapies have proved to be a draw, as well. "New clients visit to experience cutting-edge services, and they'll often combine them with more traditional massages, facials, manicures and pedicures," says Engvall. "Virtual meditation is also a new way for long-time guests to destress and improve their health."

From custom meditations and virtual reality headsets to noisecanceling headphones and iPods, options for promoting wellness can be seamlessly implemented. You







Seasons don't just signal a change in the weather; they also give us something to look forward to, whether it's pumpkin-flavored treats in the fall or lazy pool days during summer. Offering spa treatments based on the time of year can have the same effect. "Developing fresh, well-executed additions to your menu creates excitement for your regular guests while providing unique options to new clients," says Cindy Boody, spa director of Aquaterra Spa at Surf & Sand Resort in Laguna Beach, California. What's more, crafting seasonal services allows you to experiment with new products and protocols without having to add them permanently. Following is a no-fail guide to getting started, along with expert insights for enhancing client satisfaction and boosting your bottom line.



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Plan Ahead

A seasonal menu isn't something you can throw together overnight. Most spa owners recommend planning such services at least three to six months in advance. "First, decide whether you want to offer a single treatment, an entire series, or a constant rotation throughout the year. Then determine how often these services should change," suggests Mason Hickman, director of education and product development at Hiatus Spa + Retreat, with several locations in Texas. "Once you've settled on the frequency, you can home in on specific ingredients, product lines and protocols."

It can feel daunting at first, so keep things simple especially in the beginning. "Avoid investing a ton of money or time into something before knowing how clients will react," stresses Jesse Tyler, spa director of The Spa at Omni Mount Washington Resort in Bretton Woods, New Hampshire. "Instead, look for products that allow you to react quickly based on their responses."

> Luckily, finding inspiration will be easy, whether you look to seasonal favorites, client preferences or vendor offerings. Don't rely too heavily on fleeting trends, and instead consider your spa's unique culture. "Your

protocols should always address the type of message you want to send to guests," says Hickman.

So, focus on developing treatments that feel authentic to your spa and clientele in order to deliver a bespoke, memorable experience.

"We're built upon the premise of bringing the outdoors in, so we seek services and ingredients that highlight the power of nature," says Tyler, adding that she likes to keep things fresh and innovative: "Our menu is based on wellness and results. Incorporating peppermint into a

pedicure is nothing new, but we've discovered that using organic peppermint essential oil with heat creates a tactile experience unlike any other."

Don't be afraid to get creative and think outside the box. "I love to travel," says Hickman. "After a trip to Italy, I created a monthly service called Tuscan Sun, which features a Vichy shower treatment containing a blend of cypress, blood orange and wisteria essential oils—all inspired by the

blooming wisteria and afternoon aperol spritzes I enjoyed during that vacation."

Get your staff involved in the process, too. "Whenever we're looking to change our seasonal blends, we always ask for the team's feedback first," notes Phoenix Wiggins, assistant director of August Moon Spa in Ithaca, New York. "Since they'll be the ones using the products every day, it's important that they love them as much as the clients do!"

The Right Stuff

Treatments should target guests' needs using products that speak to each season. "We like to focus on what the skin and body need during a particular time of year. Each ingredient plays an important role, so it's essential to understand their benefits," says Boody. "For example,

ingredients like lemon

juice, pumpkin puree and

grapefruit essential oil are best in a scrub thanks to their exfoliating properties."

In fact, the scents and skin-related problems most commonly associated with each season are the best place to start. For fall, Boody recommends offering reparative body treatments that hydrate and brighten post-summer skin. "Look for anything with pumpkin to exfoliate," she suggests. "Plus, persimmon and ginger are a unique blend that embodies fall's warm and cozy aromas." Indeed, Aquaterra's most recent autumnal package boasts an invigorating persimmon and ginger body exfoliation, a vanilla and cinnamon oil massage, a cardamom shea butter wrap, and a scalp massage with warm oil-all of which appeal to the senses while tackling clients' main problem areas.

> In winter, Hickman recommends using practical ingredients that are a departure from typical

holiday scents. Some of his favorites?

"Winter savory, oakmoss and galbanum create a different yet comforting aroma that imparts a warm, woodsy effect," he says. Not only does this powerhouse combo trigger nostalgic holiday feelings, each ingredient also plays a significant role in treating common wintertime issues. "Oakmoss helps maintain skin's oil balance, while galbanum has antimicrobial properties and

can heal abrasions," explains Hickman. Tyler notes



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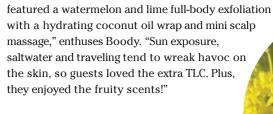
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that winter treatments can also address other complexion needs, such as congestion and healthy cell function. "We've offered a body treatment featuring dry brush exfoliation and a castor oil wrap—a combination that stimulates lymph and liver function, helps the body naturally detox and improves immunity, all while smoothing and softening skin," she explains.

Come spring, Tyler recommends revitalizing lackluster skin with detoxifying mud masks and pedicure services boasting fresh citrus and floral notes. "We'll also be launching a service that combines a back facial with a brightening face treatment to prepare clients for warmer temperatures and lighter spring attire," she adds.

Finally, summer services should be refreshing and focus on sun protection, as well as delivering a radiant glow via extra hydration. "Our most recent summer offerings



Spreading the Word

Because seasonal services are temporary by nature, it's best to kick-start your marketing efforts early, as well. "If your average guest comes in about once a month, then you should announce your services at least two months in advance, although spas that see

regulars more frequently can get away with a shorter timeline," says Hickman.

Equip your front desk staff with promotional signage and flyers to help them get the word out to current clients—and make sure employees test out the new treatments, too. "That way, they'll be more likely to encourage guests to give them a try," explains Kash Wiggins, director of August Moon Spa.

As always, an effective social media campaign is crucial. "Invite editors and writers from local publications, as well as lifestyle bloggers and influencers to experience the offerings firsthand," suggests Hickman. You should also create different types of Instagram and Facebook posts (i.e., stories, live feeds and still photos) to captivate clients and encourage them to use and follow hashtags associated with the services. "For Instagram, our most successful posts are inspirational quotes or photos of something in nature that embodies the season, such as fall leaves, a flowing waterfall or a tranquil hiking trail," notes Kash Wiggins.

Above all, the key is to remain authentic. "Given that seasonal services typically run for a short period of time, you have more of an opportunity to get creative," says Boody. "Enjoy the process and have fun tying in all of the details to create a truly unique experience!"

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KEEPING UP WITH CBD

There's no end in sight for the spa industry's most buzzed-about ingredient. by ALLISON YOUNG

Having moved from the fringes of the beauty and wellness world to the bona fide forefront, cannabidiol-or CBD-no longer needs a formal introduction. According to a report from cannabis industry analysts Brightfield Group, CBD sales in the U.S. alone are expected to hit \$23.7 billion by 2023, up from \$5 billion in 2019, and the most recent International SPA Association (ISPA) data indicates that nearly one in five spas (18 percent) offered CBD treatments or products in 2018, with 56 percent planning to add CBD offerings in the next two years.

There are plenty of reasons for CBD's popularity in the spa setting, beginning with the fact that it's the non-psychoactive component of cannabis, so it can deliver a range of benefits without getting guests high. Believed to boost the body's endocannabinoid system, CBD is touted to ease muscle tension, joint pain, insomnia and anxiety. Plus, its antioxidant



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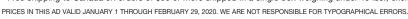
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and anti-inflammatory properties may help with skin conditions like acne and psoriasis. We can also thank the 2018 Farm Bill, which made CBD extracted from industrial hemp legal at the federal level. This further destigmatized the holistic healing ingredient, creating a "green rush" of products, from salves and serums to sheet masks and bath bombs.

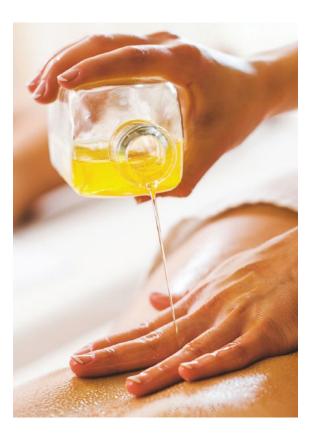
AT YOUR SERVICE

Spas may even be the first place that people discover the benefits of CBD. "I knew CBD would explode when we launched it two years ago," says Inez Gray, founder of Habitude Spa, Salon and Gallery in Seattle, which has an entire SpaCanna menu of CBD offerings. "These services really resonate with the two types of guests we see mostathletes and those with chronic pain or stress."

Topping the list of most booked at Habitude is the Fire Power Massage (60 min./starting at \$162), which uses a CBD oil and CBD-infused circulating lotion to address areas of concern, along with alternating hot stones and ice to reduce inflammation, pain and tightness. Also popular is the Eclipse Relief Massage (60 min./starting at \$162), a more relaxing, blissedout option that utilizes a CBD body cream. Retail sales further demonstrate the ingredient's popularity at Habitude. "We can't keep CBD products in stock," says Gray, who carries three lines: Apothecanna, Blue Ridge Hemp and SoulSpring.

"Everything is moving toward wellness rather than just beauty, and I see CBD being fully integrated into the spa."

One of the newest items on the menu at Tribeca MedSpa in New York City is the CBD Detox Facial (60 min./\$425). It begins with dermaplaning followed by a papaya enzyme exfoliating mask to remove dead skin cells. "If the products are sticking to dry, dead skin, you're not getting the full benefit of the CBD," explains medical esthetician Victoria Lewis. Steam with extractions are performed, and a CBD sheet mask is applied. Cryo-freeze globes are used for lymphatic drainage, the mask is removed, and a hydrolat and CBD face serum are applied, followed by a facial massage. The neck and décolleté are then massaged with CBD body lotion, and the treatment ends with moisturizer and sunscreen. "We've found that CBD reduces redness in post-procedure skin as well, so clients can opt to



have CBD products included in treatments like our Laser Retexturizing (75 min./\$575)," adds Lewis.

At Atelier Clean Beauty SalonSpa in Chester, Maryland, the two most popular CBD services are the CBD Cannabliss Massage (30-90 min./\$65-\$138) and the CBDerm Facial (30-90 min./\$85-\$150). Both treatments feature an optional CBD sublingual that the client takes at the beginning of the service. During the massage, the therapist customizes a full-body experience while utilizing full-spectrum CBD massage oil and lotion. As for the facial, organic Color Up CBD products are used from start to finish, including a cleanser, hydrating tonic, exfoliator, mask, peptide serum and moisturizer. It may also include extractions, sonic therapy or high frequency depending on the client's skin. "We're able to address many concerns with this one facial, from dryness and aging to active acne outbreaks, psoriasis and eczema," says Marshal Hartman, co-owner of Atelier.

TallGrass Spa and Salon in Evergreen, Colorado, has been offering CBD treatments and selling its own private label line of CBD products since 2017. A popular add-on is Enhance A Massage CBD (\$10), which showcases its top retail seller, the Cooling Organic CBD Body Rub. With this service, guests get to take home a small container of the product.

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"The CBD enhancement doesn't change the flow of the massage, rather it's used when and where the therapist feels it's needed," says spa director Melissa Rackliff. It's no surprise that TallGrass' active clientele also loves the Colorado Recovery Massage (80 min./\$145-\$155), a sports massage that pairs CBD salve and therapeutic spray with the RAD Roller tool for deeper muscle work, improved circulation and fascia release.

Hartman adds that CBD has proven to be a win-win all around: "Clients receive a much deeper massage because their muscles are extra relaxed from the CBD, and the product has an amazing effect on therapists' hands, so they're treating themselves as they're treating the guests!"

ON THE HORIZON

Industry insiders don't expect interest in CBD to die down anytime soon. "Everything is moving toward wellness rather than just beauty, and I see CBD being fully integrated into the spa in almost every realm," says Rackliff. That includes spas being better able to acquire and use quality CBD products with transparency in sourcing, third-party testing and organic ingredients, as well as product lines expanding beyond those for skin and body care. "We're working on a CBD serum formulation for thinning hair so we can start using it in the salon as well," explains Rackliff.

Although massage is by far the most common CBD spa service, businesses are also adding the ingredient to nail treatments, body scrubs, hydrotherapy and even sound healing sessions. The majority of Americans report seeking out CBD for pain, anxiety and insomnia, so expect more offerings targeting mood disorders, too. And as delivery systems are continually fine-tuned, look for products that can be more easily absorbed, as well as targeted toward increasingly specific concerns like acne and eczema. Translation: The industry buzz only stands to get louder from here.

THE LEGAL SIDE OF CBD

Offering CBD products and services can be tricky from a legal standpoint. Here, Kelly Bonner, attorney at Duane Morris LLP in Philadelphia, reveals what spa pros need to know.

- Consider the source. CBD can be derived from both hemp and marijuana, which have different definitions in U.S. law and are subject to different statutory and regulatory requirements. Hemp-derived CBD products are not illegal to sell and possess under federal law, as long as they contain no more than 0.3 percent tetrahydrocannabinol (THC). Marijuana has more than 0.3 percent THC, and is a Schedule I controlled substance under the federal Controlled Substances Act.
- 2 Get proof. Given the current lack of federal testing requirements for CBD products, it can be difficult to ensure that those purchased from third-party vendors contain no more than the permitted level of THC. So it's extremely important that spas get anything containing CBD from a trustworthy supplier who can verify ingredients, confirm THC levels with third-party labs and/or provide certificates of analysis.
- 3 Act locally. While the 2018 Farm Bill lifted the federal ban on the commercial cultivation of hemp and derivatives that contain no more than 0.3 percent THC, the ability to manufacture, market and sell CBD products is still heavily regulated at the state level, and changing rapidly.
- Make no promises. The U.S. Food and Drug Administration (FDA) has issued warning letters to a number of CBD companies that have touted their products as having certain health benefits in their promotional materials and on packaging or websites. Spas should ensure that any products or services offered don't come with false or misleading claims.
- **5** Handle with care. Although research into the risks of CBD use is ongoing, the FDA has noted potential adverse health effects linked to the use of cannabis products containing THC by pregnant or lactating women. Even though CBD topicals typically contain very low levels of THC, spas should be up front with clients about potential risks.

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HEADING TO ISRAEL

Registration is open for the 14th annual Global Wellness Summit (GWS), scheduled to take place November 10-13, 2020, in Tel Aviv, Israel. The invitation-only conference, where global leaders come together to shape the future of the \$4.5 trillion global wellness economy, has previously been held in destinations including Austria, Bali, India, Mexico, Morocco, Singapore, Switzerland, Turkey and the U.S. "We're thrilled ... that the Summit will take place in this extraordinary location—one with deep spiritual significance and also firm roots in wellness, including its proximity to the Dead Sea, one of the earliest known wellness destinations," says GWS chair and CEO Susie Ellis.

Companies already on board as host sponsors include Welltech1, a wellness innovation hub and microfund in Tel Aviv; Comtecgroup, an international event production company specializing in medical/scientific conferences; and

Geneva-based luxury beauty brand L.RAPHAEL and R.RAPHAEL. Noting that Israel is home to the highest concentration of start-ups after Silicon Valley—and therefore often referred to as "The Start-Up Nation"—the GWS will also include an Innovation Pavilion where delegates can meet with a variety of wellness industry start-ups from around the world.



TEA BRAIN

A study led by researchers from the National University of Singapore (NUS) and published in the journal Aging (June 14, 2019) has found that regular tea drinkers have better organized brain regions—which is associated with healthy cognitive function—when compared to non-tea drinkers. After examining neuroimaging data of 36 older adults, the researchers found that individuals who consumed either green, oolong or black tea at least four times a week for about 25 years had brain regions that were interconnected in a more efficient way.

Past studies have demonstrated that tea intake is beneficial to human health, with positive effects including mood improvement and reduced risk of cognitive decline. "Our current results relating to brain network indirectly support our previous findings by showing that the positive effects of regular tea drinking are the result of improved brain organization brought about by preventing disruption to interregional connections," says Feng Lei, PhD, assistant professor of psychological medicine at NUS Yong Loo Lin School of Medicine.

READY, SET, GLO

Glo Skin Beauty has announced the appointment of Sharon Collier as CEO. With more than 30 years of beauty industry experience, she has previously held positions as CEO of Cover FX, and president and CEO of Laura Mercier Cosmetics and Skincare. "The opportunity to join Glo Skin Beauty, a spa-rooted brand that provides professional treatments with homecare products, is extremely exciting for me,"



says Collier. "My vision is to focus on what Glo Skin Beauty stands for in an authentic way and partner with brand advocates to be part of our soundboard as we continue to grow in this space."

AGING GRACEFULLY

The AARP (formerly the American Association of Retired Persons) recently released the results of its 2019 "Survey of Women's Reflections on Beauty, Age and Media." In its executive summary, the report notes that women invest significant time and money in beauty. However, they disclose having unmet beauty needs as they get older, so they're more inclined to reward brands that promote real inclusion—including age. Among the specific findings that are of particular interest to the spa industry:

- On average, women use six beauty and personal grooming products daily, spending \$40 per month on these products.
- They devote an average of at least 30 minutes each day to their regimens.
- Seventy percent of women over 40 want to see more perimenopausal and menopausal beauty and personal grooming products.
- Women ages 50 and older say they have difficulty finding products tailored to their age.



COLOR UP FOR CANCER CARE

Colorado-based CBD brand Color Up has been officially oncology certified by Oncology Spa Solutions, an educational organization that trains estheticians to properly care for clients with cancer. All Color Up products were tested on cancer patients in three hospitals, as well as by estheticians and massage therapists providing oncology services.

"We started on this journey to help people find mental, physical and emotional healing, wellness and balance through the cannabis plant," says Color Up co-owner and COO Shanna Blanch. "Through speaking with many patients, and a few oncologists, we have learned that oncology patients are scared to use anything that doesn't specify that it's 'oncology safe,' because there are so many ingredients that can upset and cause a reaction on their very sensitive skin. Now, they can confidently 'Color Up Their Care' with our carefully formulated products."

DATE BOOK

Make a note of these upcoming industry events!

JANUARY 25-27

International Salon + Spa Expo (ISSE) Long Beach, California probeauty.org

JANUARY 26-29

Green Spa Network GSNPlanet Congress 2020 Ojai, California greenspanetwork.org

JANUARY 29-30

Indie Beauty Expo Los Angeles indiebeautyexpo.com

FEBRUARY 7-8

Skin of Color Conference Atlanta skinofcolorconference.com

FEBRUARY 8-10

Bronner Bros International Beauty Show Atlanta bronnerbros.com

FEBRUARY 8-10

Face & Body Southeast Spa Expo & Conference Atlanta southeast.faceandbody.com



OUT OF THE BLUE

Researchers at Oregon State University have found that prolonged exposure to blue light from smartphones, computers and household fixtures could potentially affect longevity—even if the light isn't shining directly into the eyes. The study, published in *Aging and Mechanisms of Disease*, used the common fruit fly, an important model organism because of the cellular and developmental mechanisms it shares with other animals and humans. The flies that were subjected to daily cycles of 12 hours in light and 12 hours in darkness had shorter lives compared to flies kept in total darkness or those kept in light with the blue wavelengths filtered out. Notably, even mutant flies without any eyes displayed brain damage and

locomotion impairments, suggesting they didn't have to see the light to be harmed by it. The researchers suggest wearing eyeglasses with amber lenses and setting electronics to block blue emissions.



#NOFILTER UPDATE

As DAYSPA previously reported, the American Academy of Facial Plastic and Reconstructive Surgery (AAFPRS) has seen a dramatic increase in requests for facial surgeries due to social media, and has been urging caution when it comes to selfie-inspired procedures that may trigger body dysmorphic disorder (BDD, in which a person is preoccupied with an imagined or minor physical defect).

In response to such concerns, Spark AR the company behind augmented reality (AR) face filters—released a statement on Facebook announcing that it would be removing filters that offer "digital" plastic surgery. "We want Spark AR effects to be a positive experience and are re-evaluating our existing policies as they relate to well-being," the post reads. "While this happens, we're ... removing all effects associated with plastic surgery from the Instagram Effect Gallery; postponing approval of new effects associated with plastic surgery until further notice; [and] continuing to remove policy-violating effects as they are identified."



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OZNaturals Dragon's Blood Facial Serum helps reduce redness with rose hips, chamomile, green tea and croton lechleri resin (aka dragon's blood). oznaturals.com



Formulated for use on the hands, feet and body, Keyano Aromatics **Lavender Scrub** softens and refreshes skin thanks to sea salt, shea butter, grape seed and lavender. keyano.com



Zemits HydroLuxx Hydrodermabrasion & Oxygen **Infusion System combines** hydro-diamond dermabrasion with vacuum drainage and oxygen infusion to deep clean, exfoliate and hydrate skin. advance-esthetic.us



RevealU Skincare Face & Body Gel is an oil-free daily moisturizer that softens skin from head to toe. revealuskincare.com



Guinot Longue Vie Décolleté Serum is formulated to promote cellular longevity and helps soften the entire décolleté. guinotusa.com



Ráya Lemon Water **Gel Cream** brightens and refreshes the complexion with hyaluronic acid, ginseng and lemon. rayalab.com



Available for private label, **Lady Burd Shimmer** Spray is a sheer highlighter that provides a radiant glow. ladyburd.com



The Poly PRO comes with a 5 Panel-Flex design for easy contouring, interchangeable LED light heads (red, blue and infrared), and a touch screen interface. mypolyled.com



Packed with hydrators and vitamins, RapidShield Eyelash Daily Conditioner can be applied as a lash-nourishing serum, under mascara as a primer, or over makeup as a touchup. rapidlash.com



M'lis Total Body Cleanse is a complete seven-day rejuvenation plan containing Detox, Cleanse and Fiber supplements to support beauty from within. mlis.com



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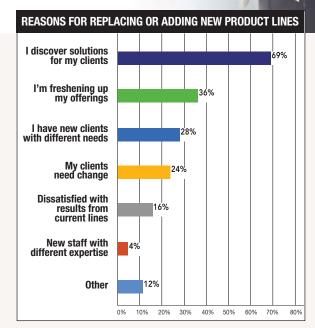
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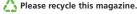
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Emily Sindlinger

Cofounder, Sorella Apothecary

PERSONAL MANTRA:

I'm thankful for the struggle, because without it I wouldn't have stumbled across my strength.

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Where the Crawdads Sing by Delia Owens

GUILTY PLEASURE:

'Real Housewives'

FAVORITE PLACE:

Lake Tahoe

SCARIEST THING YOU'VE EVER DONE:

A tunnels hike in Kauai, Hawaii

CAN'T LEAVE THE HOUSE WITHOUT:

Sorella Apothecary Avocado Oil Lip Hydrator

FAVORITE FOOD:

Anything my husband cooks

PET PEEVE:

Bad drivers

What's the most fun part of your job?

Product development and testing. I have a big whiteboard with all of the different Sorella Apothecary products that are in R&D. Most people don't realize each one takes over a year to create and launch. Some items have gone through 60 different revisions to perfect the look, feel, smell—and to ensure they deliver results.

What inspires you?

Seeing before and after pictures of someone with acne or sun damage looking better makes all the hard work worth it!

Tell us about your hobbies.

I used to golf and ski with my husband every chance I got, but now that we have young kids we enjoy going to Lake Tahoe in California (when we aren't at a soccer game or a birthday party).

What's your favorite Sorella product?

My favorite formula changes with the season. Right now, my skin is so dry that I've been sleeping in the Rehab Recovery Mask three nights a week. I'm also eight months pregnant, so I've been slathering it on my belly to help prevent stretch marks.

How do you find a work-life balance?

I love to work out. Taking 30 minutes a day for myself—even if it's only stretching at home—helps keep my mind balanced. I'm a better mom and boss when I feel healthy.

What's the best part of the day?

I'm a morning person! It's my most productive time. I love going to bed early and waking up early, and I've been that way my whole life. My friends used to tease me in high school because I would always fall asleep first. One of my daughters gets up early with me, and I love having that extra hour or so together.

What's your favorite family activity?

Going on vacation. I love researching and planning all the details. I can't wait to start traveling more once our third baby is a little older.

What's in the pipeline for the company?

We plan to launch several new products in 2020—and even more in 2021!

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