— SENSASIA® CONSULTING — THE SPA PEOPLE.

OUR EXPERTISE. YOUR SPA.

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SENSASIA

IT ALL STARTED WITH THE SPA PEOPLE.

SENSASIA is an established, much-loved and multi award-winning spa group, led by a select group of industry experts. Those experts are THE SPA PEOPLE.

We're owners. Having built a portfolio of spa concepts from the ground up since 2004, there's no protocol or potential pitfall we haven't come across. We run SENSASIA with the accountability and desire to adapt that only an owner understands – and that's exactly how we treat each project.

Working with THE SPA PEOPLE is recruiting a team of seasoned spa professionals to your business overnight, with a unified objective of creating an exceptional experience.

– sens**asia** consulting -THE **SPA PEOPLE**.

OUR EXPERTISE. YOUR SPA.



PROVEN SPA SUCCESS.

There's a huge difference between consultants who know spas, and those that live spas.

SENSASIA has survived the market's volatility and changes over the years, whilst maintaining a 70% retention rate. We've learned from both our mistakes and successes, and **continually refined our product** with the passion and tenacity of a proud parent.

Our team consists of *globally-trained* and locally-honed masters in spa therapies, retail and people management, consumer behaviour and standout marketing.

We've always been in it for the long-haul, and our spas are still our babies. We're personally invested in our own skills, abilities and systems – and we're happy to share them.



OUR CLIENTS.



















OUR **EVOLUTION.**

2004

SENS**ASIA** URBAN SPA OPENS IN JUMEIRAH, THE VILLAGE

2011

OUR EMIRATES GOLF CLUB LOCATION LAUNCHES

2013

SENS**ASIA** URBAN SPA, SOUK AL MANZIL OPENS IN DOWNTOWN DUBAI 2009

OUR FIRST SENS**ASIA** URBAN SPA FOR HIM OPENS ON PALM JUMEIRAH

2011

SENS**ASIA** EXPRESS OPENS IN MALL OF THE EMIRATES

2017

SENSASIA URBAN SPA PALM OPENS AT GOLDEN MILE, PALM JUMEIRAH 2009

SENS**ASIA** URBAN SPA FOR HER OPENS ON PALM JUMEIRAH

2012

THE SPABY
SENS**ASIA** OPENS
IN RAS AL KHAIMAH

2019

THE SPA BY SENS**ASIA**OPENS AT GRAND PLAZA
MÖVENPICK MEDIA CITY,
DUBAI

2020

LAUNCH OF SENS**ASIA** STORIES, OUR LATEST BRAND EXTENSION AND LUXURY SPA CONCEPT FOR KEMPINSKI HOTEL, MALL OF THE EMIRATES, DUBAI "SENSASIA IS CELEBRATED FOR GETTING IT RIGHT. MASTERFULLY ACHIEVING A SENSE OF TRANQUILITY, THEY OFFER SOME OF THE FINEST SERVICES IN THE REGION. ATTENTION TO DETAIL IS KEY."

VOGUE ARABIA

OUR EXPERTISE. YOUR SPA.

Today's spa client is perhaps the most demanding one you'll come across, and for good reason. They have a wealth of options to choose from, and the prerogative to jump around as budgets, bodies and lifestyles change.

But we know how to keep them coming back, and that's why we're THE SPA PEOPLE.

Working with THE SPA PEOPLE is integrating a **panel** of **PIOVEN EXPERTS** into your own team. We offer an education based on our extensive experience in all areas of spa operations and, most importantly, we take pride in **YOUT SUCCESS**.

Whether you're looking for a **complete concept**, from design and build to opening the doors, or you know the focus of **your existing spa** needs refinement, alignment or a revenue-driving edge – you'll feel the plan coming together as soon as THE SPA PEOPLE are involved.

OUR EXPERTISE. YOUR SPA.



THE SPA PEOPLE

OUR WINNING FORMULA.

THE SPAPEOPLE are a professional, practiced team, living the spa and wellness experience from a client, owner and operator perspective every single day. Consider us the hardest-to-please customer you've ever come across, with the knowledge to actually fix the problems we point out.

Our winning formula has resulted in a whole list of spa success – from small tweaks in the experience, to total reinventions, enviable staff retention and training, consistent and award-winning marketing, and so much more.

SENS**ASIA** WAS BORN FROM A PASSION FOR EXCEPTIONAL PAMPERING.

OUR SUCCESS COMES FROM NEVER LOWERING THAT BAR.

OUR SPA MARKETING.

SENSASIA marketing stands out. It wins awards, it is copied, it drives sales – its our USP.

THE SPA PEOPLE includes US and British-trained business, marketing, media and graphic design graduates, who have **built careers based on their in-depth skills** in creativity, PR and communication, concept design and consumer behaviour.

We know how to nail a brand, and we take extreme pride in it. By working with THE SPA PEOPLE, you are tapping into a pool of fine-tuned marketing professionals, ready to align your message, and make your impact.



SALINA HANDA.

FOUNDER AND CREATIVE DIRECTOR

Salina Handa's personal quest for wellness is the foundation of SENSASIA Spas. A business and marketing graduate from Boston University, Salina's intrinsic love for travel, passion for *exceptional pampering*, and devotion to total body wellbeing has become the crux of her career.

Coming from a professional brand building and concept design background, Salina stepped away from the corporate world to personally craft her first boutique day spa within the untapped market of Dubai.

In 2004, she successfully opened the doors to her first SENSASIA , and the portfolio of brand extensions, private projects and bespoke concepts that followed led to Salina's achievements gaining widespread recognition in the global spa market. In 2020, Salina responded to the demand for her expert advice with the launch of THE SPA PEOPLE, a first-of-its-kind consultancy for the Middle East.



"WHEN YOU BEGIN BY
IDENTIFYING WHAT'S UNIQUE OR
MEMORABLE ABOUT THE GUEST
EXPERIENCE, THIS WILL LEAD
NATURALLY TO A DESIGN STORY.
ULTIMATELY, IT'S THE EXPERIENCE
THAT MATTERS MOST."

SALINA HANDA.

FOUNDER AND CREATIVE DIRECTOR

As a **trusted voice** and key player within the wellness industry, backed by the unmatched success of **SENSASIA**, Salina moves between large and small-scale projects in equal, ardent, measure. Her consultancy services include everything from concept building, space planning, pre-opening strategy and troubleshooting for her fellow operators, through to a full turnkey spa solution for businesses looking to enter the spa market.

An *insightful* speaker, advocate for health, fitness, anatomy and nutrition, Salina has undergone the intense business training at world-renowned Chiva-Som Academy in Spa Operations and later Spa Development. She is also a qualified STOTT Pilates instructor, consistently demonstrating her deeprooted commitment to the critical connection of body and mind.

EDUCATIONAL BACKGROUND

Chiva Som Spa Academy - Spa Development

Chiva Som Spa Academy - Spa Operations

Boston University – Founding member of the Female Alumni Leadership Council (GCC)

Boston University – BSBA -Questrum School of Business 1998

International School of Bangkok - 1994

CREDENTIALS.

BRANDS & PARTNERS

SENSASIA SIGNATURES COLLECTION

ELEMIS

NATURE BISSE

MAISON D'ASA

EVE LOM

SKIN REGIMEN

OF THE ISLANDS

OPERATING CONTRACTS RETAINER CLIENTS & SPA AUDITS

KEMPINSKI HOTEL, MALL OF THE EMIRATES, DUBAI – SENSASIA BRAND

LUXURY COLLECTION

ST. REGIS

AL WATHBA - ABU DHABI

AVAS WELLNESS - INDIA

FITHUB

AWARDS & RECOGNITION

PROFESSIONAL BEAUTY BEST CITY HOTEL SPA OF THE YEAR 2021

Winner

PROFESSIONAL BEAUTY GCC EXHIBITION 2021

Speaker: "Successful Spa Marketing"

WORLD SPA AWARDS 2015, 2016, 2017, 2018, 2019, 2020, 2021

Panel Speaker (HOTEL, RESORT & CITY SPAS)

WORLD SPA & WELLNESS CONVENTION 2020

Speaker: "TURNING AROUND A DAY SPA IN 100 DAYS"

WORLD SPA & WELLNESS CONVENTION 2019

Speaker: "DAY SPA TURNAROUND STRATEGIES"

Young female achiever in Business award 2011 Winner

WORLD SPA & WELLNESS AWARDS 2017, 2018, 2019. 2020, 2021

Official Judge (hotel, resort, destination & city hotel spas)

MIDDLE EAST & AFRICA

- Six Senses Resort, Zil Pasyon, Felicite Island, Seychelles GCC
- Six Senses Zighy Bay Resort and Spa x2
- · Talise Ottoman Spa, Jumeirah Zabeel Saray
- The Pearl Spa, Four Seasons Resort Dubai at Jumeirah Beach x2
- · Waldorf Astoria SPA, Waldorf Astoria Ras Al Khaimah
- · The St. Regis Abu Dhabi, Corniche
- · Anantara Spa, Anantara The Palm Dubai Resort
- · Willow Stream Spa, Fairmont The Palm
- · The Banyan Tree Spa, Ras Al Khaimah, Al Wadi Desert (now Ritz Carlton)
- · Nikki Spa, Nikki Beach Resort & Spa Dubai
- · Remède Spa, The St. Regis Abu Dhabi (Corniche)
- · Talise Assawan, Burj Al Arab, Dubai x2
- The Conrad Hotel Spa, Dubai
- · Amongst many others

GREECE

- Domes of Elounda, Autograph Collection, Crete
- · Domes Noruz Chania, Autograph Collection Chania, Crete

CYPRUS

- Hebe Spa, Columbia Resort, Cyprus
- · Opium Spa, Elysium Hotel, Cyprus

SENS**ASIA** CONSULTING

THE SPA PEOPLE.

"FOLLOWING HER SUCCESS WITH SENSASIA,
WE CALLED ON SALINA TO CARRY OUT A FULL
EXPERIENTIAL AND AMBIANCE AUDIT FOR OUR
NEWLY-OPENED SIX SENSES SPA IN THE SEYCHELLES.
HER TEAM'S LEVEL OF PROFESSIONALISM WAS
OUTSTANDING, AND SALINA'S UNIQUE INSIGHTS
ON THE FULL SPA EXPERIENCE, ATTENTION TO
DETAIL AND IN-DEPTH RECOMMENDATIONS
PROVED INVALUABLE."

FAHREEN RAJAN, COO,
SIX SENSES RESORT AND SPA
FELICITE ISLAND, SEYCHELLES

OUR EXPERT TEAM.



SUSAN YARDLEY
THE BUSINESS PERSON - FOUNDER OF GLOBAL SPA RESOURCES

Susan knows spa from the inside out. Her extensive career has seen her excel in all aspects of spa operation and she takes great pride in the full spectrum of roles she has adopted across the sector. Her background has secured swift career progression and provides a constant source of knowledge, authenticity and confidence, which she draws from daily as she leads the SENSASIA team. Initially drawn to luxury spa and delivering the most outstanding guest experience possible – for which she has won several international industry awards for excellence – Susan has since carved her niche in the business of spa. Susan is the pivotal person in THE SPA PEOPLE's operations team.



SARAH THE **PR** PERSON

Professional communicator, international editor and media relations guru.



LUCY & LEILANI
THE **DESIGN** PEOPLE

SENS**ASIA**'s long-serving creative duo, passionate about standing out.



JELOVE
THE MARKETING PERSON

Making sure our marketing is implemented across all mediums, and the core SENS**ASIA** message is clear from source to spas.



REEMA THE FINANCE PERSON

The key to SENS**ASIA**'s successful figures – keeping budgets, targets and forecasts in financial check.



SMITHA
THE PEOPLE PERSON

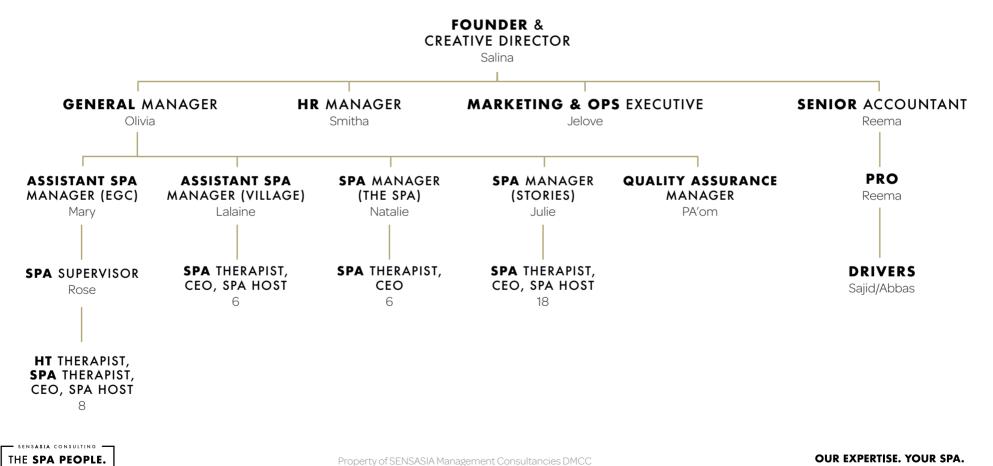
Team structure extraordinaire, with proven tactics and incentive schemes that make good business sense.



AOM
THE **TRAINING** PERSON

Our exceptionally talented team teacher, setting SENS**ASIA** standards right from day one.

ORGANISATIONAL CHART.





"OUR PARTNERSHIP WITH SENSASIA HAS BEEN EXCITING AND REWARDING: AUTHENTICITY, PASSION AND SERVICE CULTURE IS WHAT DIFFERENTIATES THEM, AND THEIR ESTABLISHED REPUTATION AND PROVEN RECORD CANNOT BE MORE IN LINE WITH OUR BRAND PROMISE. AFTER ONE YEAR OF OPERATIONS, I AM VERY CONFIDENT THAT OUR SPA'S SERVICES ARE DELIVERED ONLY BY THE HAND OF THE EXPERTS, AND OUR GUESTS TREASURE THE SPA BY SENSASIA'S EXPERIENCE."

> ALFIO BERNARDINI GENERAL MANAGER

GRAND PLAZA MÖVENPICK HOTEL DUBAI MEDIA CITY



"BEING PART OF THE LEADERSHIP TEAM AT SENSASIA HAS GIVEN ME THE OPPORTUNITY TO DRAW ON TECHNICAL EXPERTISE, RESOURCES AND PROFESSIONAL GUIDELINES PROVIDED BY THE CORPORATE TEAM - ALONG WITH AN OPEN PLATFORM TO SHARE, DISCUSS AND CREATE. SUSAN EMPOWERS HER LEADERS TO BE IN THE DRIVING SEAT TO INSPIRE, DIRECT AND LEAD THEIR OWN SPA TEAM TO SUCCESS."

NATALIE IVANUSIC, SPA MANAGER
THE SPA BY SENSASIA

GRAND PLAZA MÖVENPICK HOTEL DUBAI MEDIA CITY

OUR QUICK FIXES.

Need us to help your existing spa? Here's what we can focus on for fast results:

SPA assessment

Complete audits and expert reviews.

Action Planning

A clear strategy for the development and/or improvement of your spa's performance and standards.

PEOPLE management

Recruitment, direction, monitoring and/ or ongoing HR support of your staff and spa managers.

Teamtraining

Tap into the intensive training that led to our exceptional standards.

MARKETING THAT *matters*

We consistently create marketing and messaging that stands out, wins awards – but also works! Our expert team is on hand to do the same for you.

BRAND building

Establishing and acting on what consumer behaviour is telling you.

THE SPA PEOPLE

— SENSASIA CONSULTING —

OUR EXPERTISE. YOUR SPA.



OUR QUICK FIXES.

Need us to help your existing spa? Here's what we can focus on for fast results:

savvy finances

Assistance with budgeting, forward planning, targets and revenue management.

Menu development

Evaluating your treatments and adjusting them to respond to customer expectations, price sensitivities and the competitive sets.

PROCEDURES & policies

Ensuring you are up to speed on the local laws, best practices and protocols that will separate your spa from the many falling short.

Mystery CLIENTS

Independent insight from unplanned guests and our audit program.

QUALITY control

Ongoing assessment and direction of operations and services to maintain high standards and retain happy clients.



THE SPA PEOPLE

— SENSASIA CONSULTING —

OUR EXPERTISE. YOUR SPA.

NEW SPA **DEVELOPMENT.**

Let us help you execute your vision from the very beginning...

CONCEPT & BRAND DEVELOPMENT

Selection of one of our spa concept offerings outlining the guests' experience and behaviour, along with the attitude and personality of the project.

- Positioning strategy
- Overall concept design
- Preliminary briefs to designers on 'look and feel'
- Menu design
- Brand identity built to complement the individual property
- Macro Marketing Strategy

DESIGN & TECHNICAL SERVICES

Alliances with project leaders to ensure that all aspects are in line with the property's end goals and project positioning.

- Space planning and design mood boards
- Architectural advice and briefs supporting the concept design.
- Preliminary interiors brief to designers on 'look and feel'
- External expert team recommendations
- Liaise with your chosen team of experts if required
- FF&E planning and specifications
- Timely site progress inspections
- Pre-opening budget planning

SENSASIA OFFERS A full turnkey solution TO SPA OPERATION.

SENS**ASIA** CONSULTING

THE SPA PEOPLE.

NEW SPA **DEVELOPMENT.**

Let us help you execute your vision from the very beginning...

PRE-OPENING & TRAINING

Development of a critical path up to the pre-opening.

- Pre-opening critical path planning with milestones
- · Product houses and equipment vendor selection
- Pre-opening training, spa set-up and 'test runs' on all operations
- Preliminary interiors brief to designers on 'look and feel'
- Identify manning needs with corresponding job descriptions
- In-house training of executive team at an existing SENSASIA location
- Creation of property unique Standard Operating Procedures (SOPs)
- Operating budget planning
- Pre-opening marketing and PR plan in conjunction with the property's goals
- · Digital marketing plan

SPA MANAGEMENT

A complete, ongoing and reliable management solution.

- Ongoing operational support and management
- · Sales and marketing
- Benchmarks and KPIs to determine goals and strategies
- · P&L analysis
- Budgets and targets preparation
- HR and training support
- Quality checks and regular mystery shopper audits
- · Vendor relationships managed

FROM BESPOKE concept building

TO TEAM TRAINING AND ONGOING QUALITY CONTROL, WE ARE ON-HAND TO INFUSE OUR PROVEN EXPERTISE INTO YOUR Operational Success.

SENSASIA CONSULTING

THE SPA PEOPLE.

"IT'S BEEN A PLEASURE WORKING WITH SALINA

- SOMEONE WHO IS NOT ONLY PASSIONATE

ABOUT SPAS BUT HAS A DEEP UNDERSTANDING OF

THE BUSINESS, FROM CREATING CUTTING EDGE

TREATMENTS AND A MEMORABLE GUEST EXPERIENCE,

TO THE HARD ECONOMICS OF SPA REAL ESTATE.

SHE HAS PROVIDED ME WITH SMART LAYOUTS,

MAXIMISING ALL GUEST TOUCH POINTS, WHICH

LEADS TO A HOLISTIC JOURNEY FOR BOTH REPEAT

CLIENTS AND FIRST TIME USERS OF THE SPACE."



PALLAVI DEAN
FOUNDER & CREATIVE DIRECTOR ROAR
PROJECT: SENSASIA SPA
KEMPINSKI HOTEL

IN THE PRESS.













OUR SPAS



OCTOBER 2020

SENSASIA STORIES KEMPINSKI HOTEL, MALL OF THE EMIRATES

Project Overview

OWNER/DEVELOPER: Majid Al Futtaim

COLLABORATORS:

Enova Hotel Group – Kempinski Hotel Dubai Bond Interiors Pallavi Dean – ROAR Designs

SERVICES:

CONCEPT & BRAND DEVELOPMENT

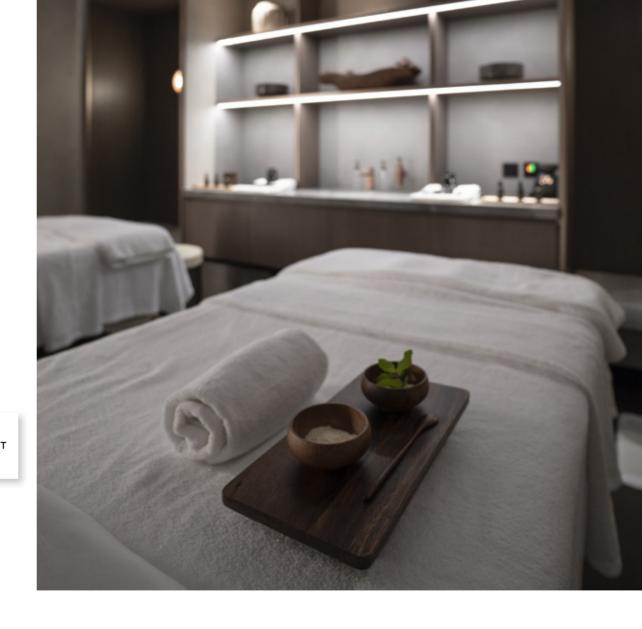
DESIGN

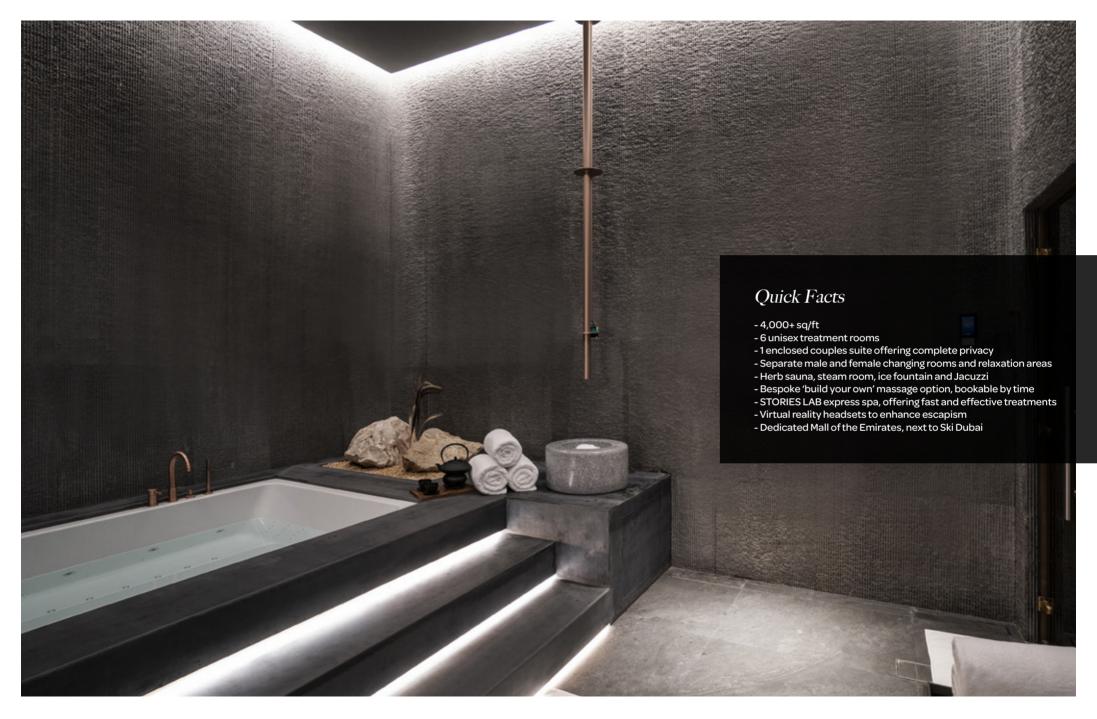
PRE-OPENING SERVICES & TRAINING

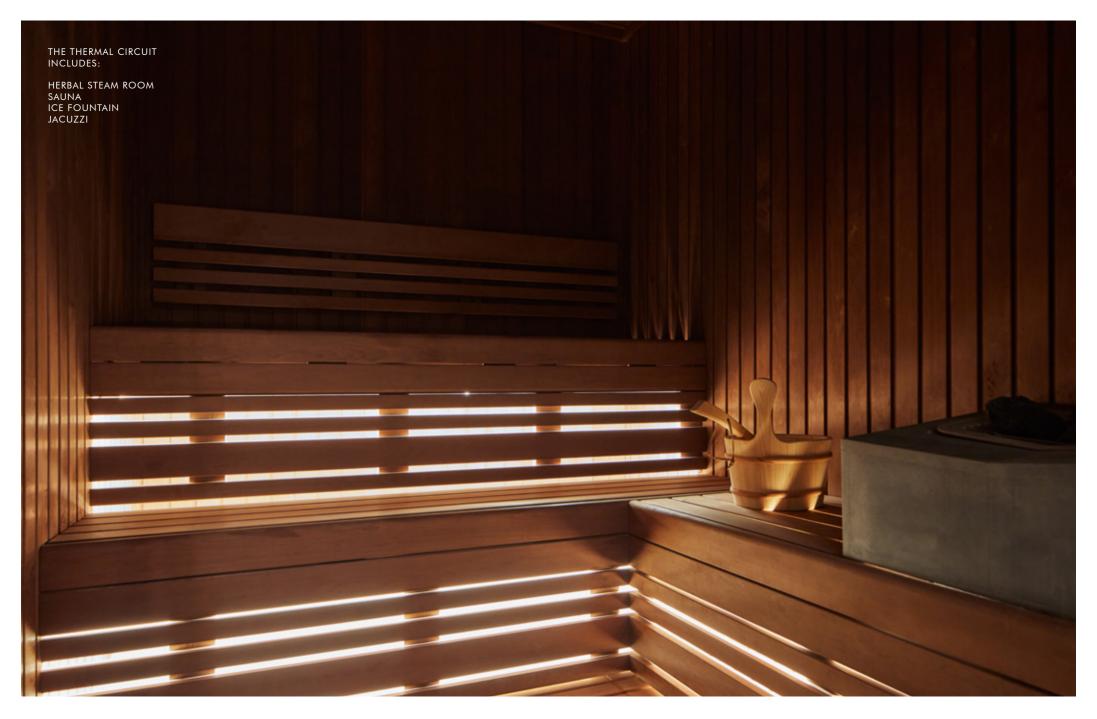
MANAGEMENT

Awards

2021 - Luxury Lifestyle Awards - Best UAE Luxury Spa 2021 - PBGCC - Best City Hotel Spa



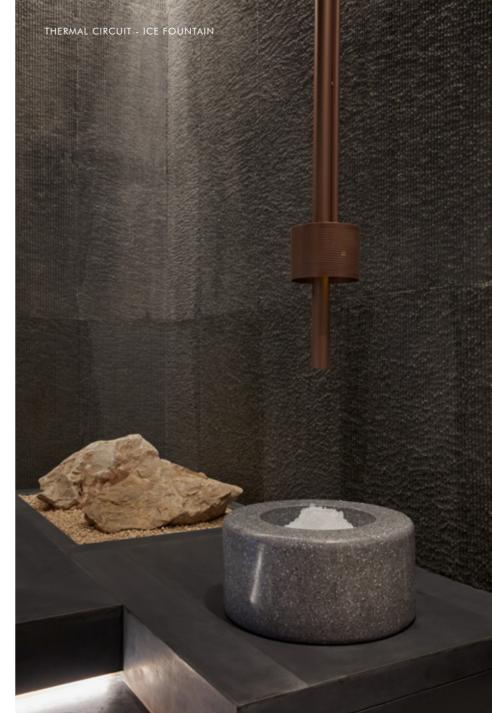














CONDÉ NAST

"SPA JUNKIES IN THE UAE ARE FAMILIAR WITH SENSASIA, THE HOME-GROWN SPA BRAND THAT LAUNCHED IN DUBAI IN 2004, AND HAS CULTIVATED SOMETHING OF A fan following SINCE.

SENSASIA STORIES IS A COOL NEW
CONCEPT THAT ELEVATES THE SENSASIA SPA
EXPERIENCE MANY OF US HAVE ALREADY
COME TO LOVE, WITH A MORE holistic
APPROACH TO WELLNESS AND MANY
CHANCES TO CUSTOMISE AND ADAPT – ALL
SET IN A BEAUTIFULLY DESIGNED SPACE. ITS
HOTEL-SIDE LOCATION MAKES SENSE FOR
ITS NEW OFFERINGS, THOUGH WE'RE GLAD
THEY KEPT THE OLD RECIPE FOR THE HOT
GINGER TEA."

CONDÉ NAST TRAVELLER

CLICK FOR FULL REVIEW

WOMAN

"ASK ANY BEAUTY EDITOR
OR SPA OBSESSIVE OF THEIR
favourite CITY RETREAT, AND
WE GUARANTEE THAT SENSASIA
WOULD BE ON THE TOP OF
THEIR LIST.

THE POPULAR SANCTUARY
HAS SEVERAL VENUES DOTTED
AROUND THE CITY, BUT ITS
LATEST VENTURE FROM ITS
GUIDANCE PLATFORM
THE SPA PEOPLE COULD BE
ITS MOST AMBITIOUS."

EMIRATES WOMAN

CLICK FOR FULL REVIEW

SENSASIA URBAN SPA GOLDEN MILE, PALM JUMEIRAH

Project Overview

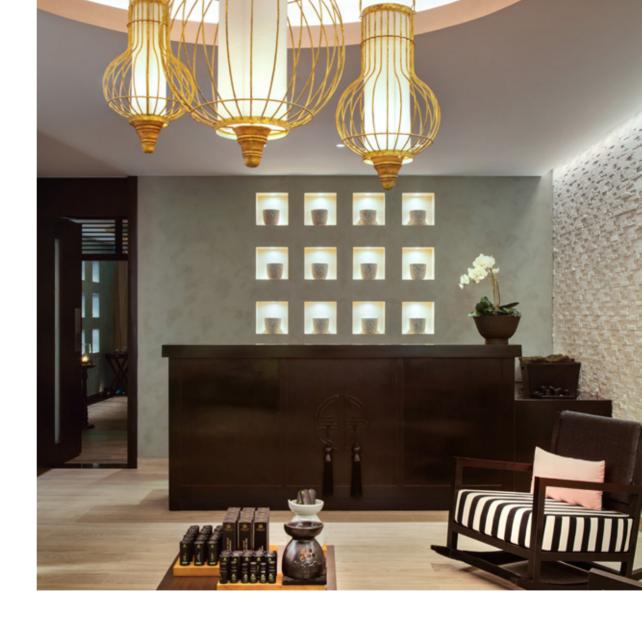
OWNER/DEVELOPER: SENSASIA Spas

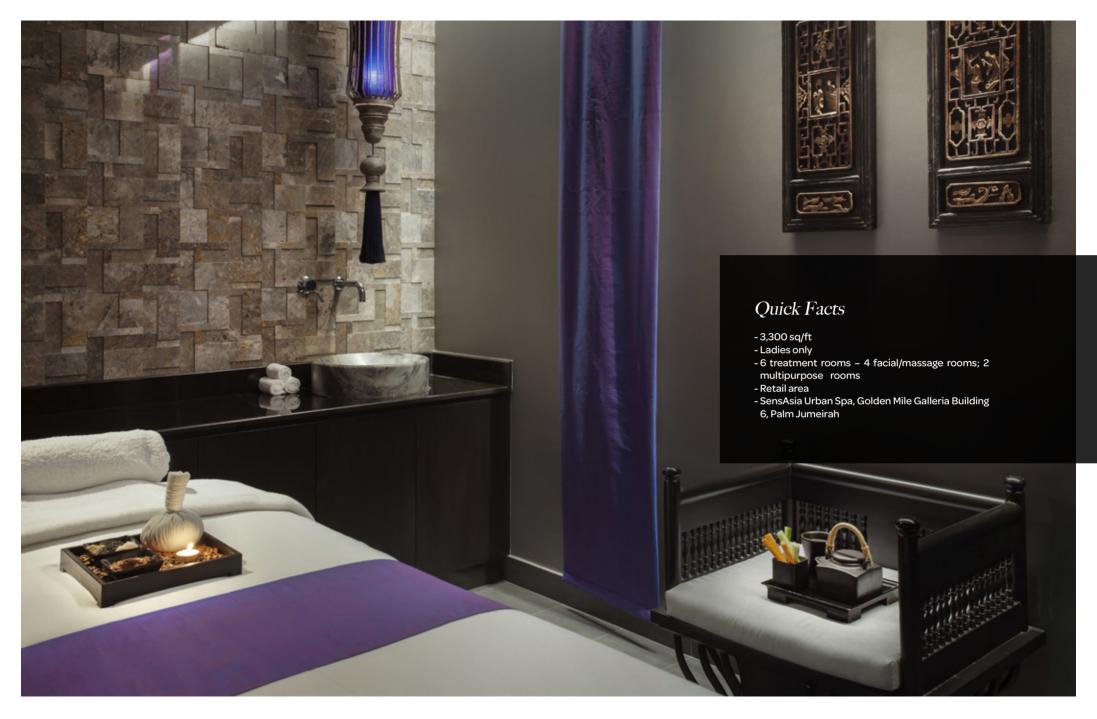
COLLABORATORS:

LDL Designs Interior Motives

SERVICES:

TURNKEY SPA OWN & OPERATE









SENSASIA URBAN SPA THE VILLAGE MALL, JUMEIRAH

Project Overview

OWNER/DEVELOPER: SENSASIA Spas

COLLABORATORS:

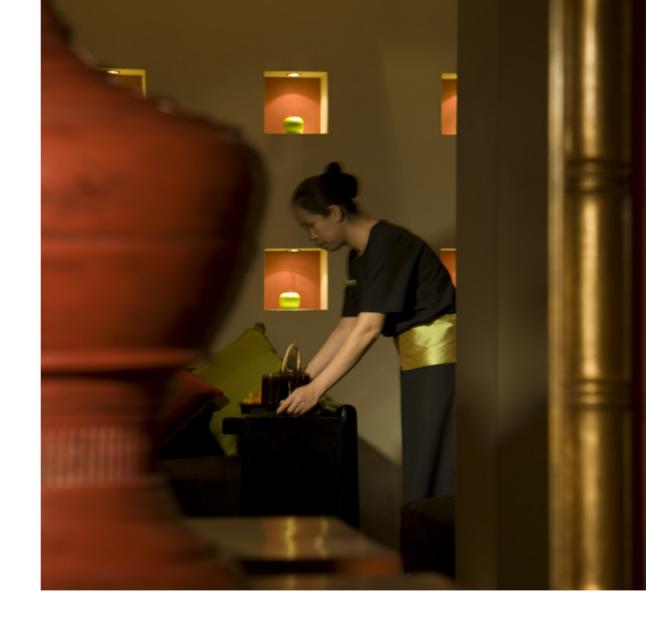
Interior Motives BAFCO

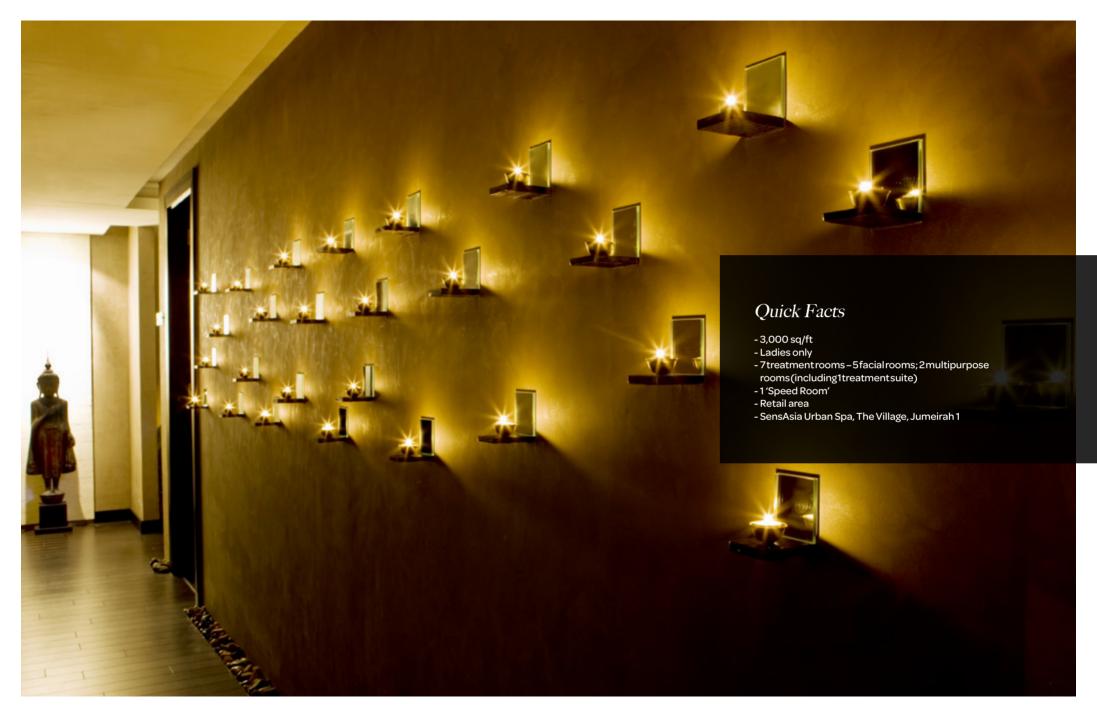
SERVICES:

TURNKEY SPA OWN & OPERATE

Awards

2007 VIVA BEAUTY AWARDS - Best Spa 2011 – Middle East Spa and Wellness – Best Spa Marketing 2011 AHLAN! Best Spa in Dubai





SENSASIA URBAN SPA THE PALM JUMEIRAH

Project Overview

OWNER/DEVELOPER: SENSASIA Spas

COLLABORATORS:

LDL Designs

SERVICES:

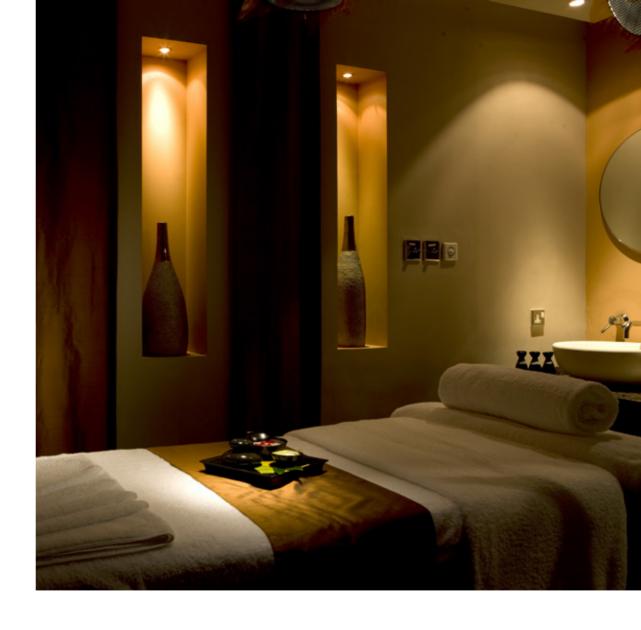
TURNKEY SPA OWN & OPERATE

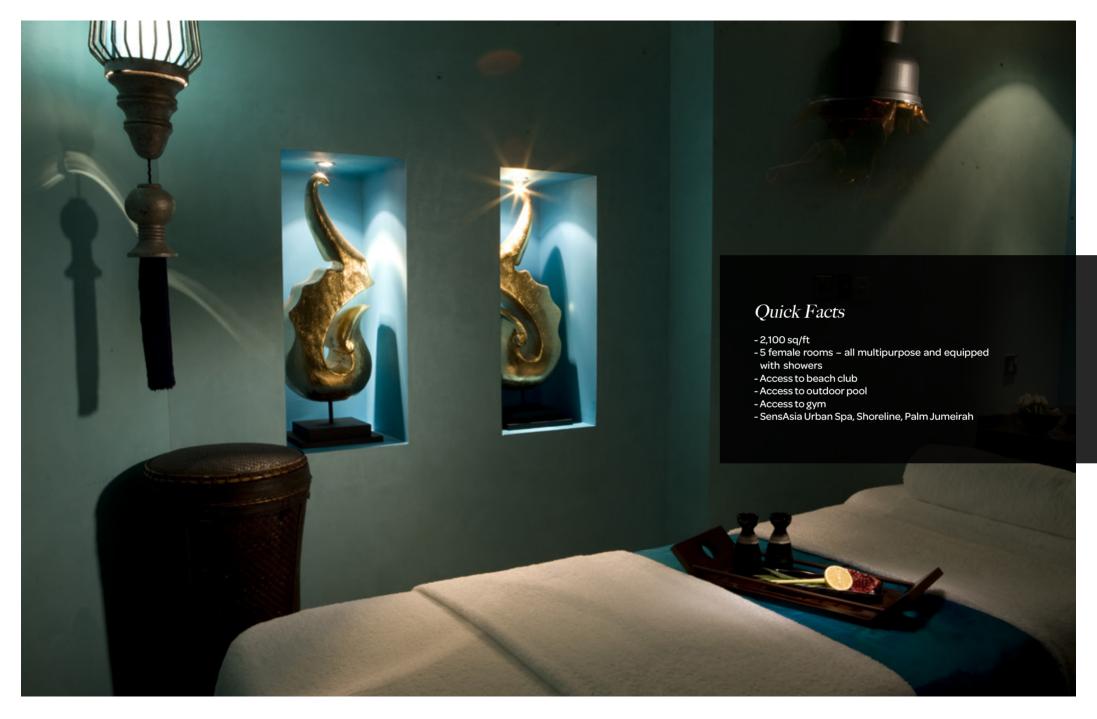
Awards

2010 – Middle East Spa and Wellness – BEST SPA MARKETING 2011 AHLAN! Best Spa in Dubai

2012 - PBGCC - Best Independent Spa

2013 - PBGCC - Best Independent Spa





SENSASIA URBAN SPA EMIRATES GOLF CLUB

Project Overview

OWNERS: Wasl, Dubai Golf, SENSASIA Spas

COLLABORATORS:

Brewer Smithe Brewer Gulf

SERVICES:

CONCEPT & BRAND DEVELOPMENT

DESIGN & TECHNICAL SERVICES PRE-OPENING SERVICES & TRAINING

MANAGEMENT

Awards

2010 – Middle East Spa and Wellness – BEST SPA MARKETING 2011 AHLAN! Best Spa in Dubai

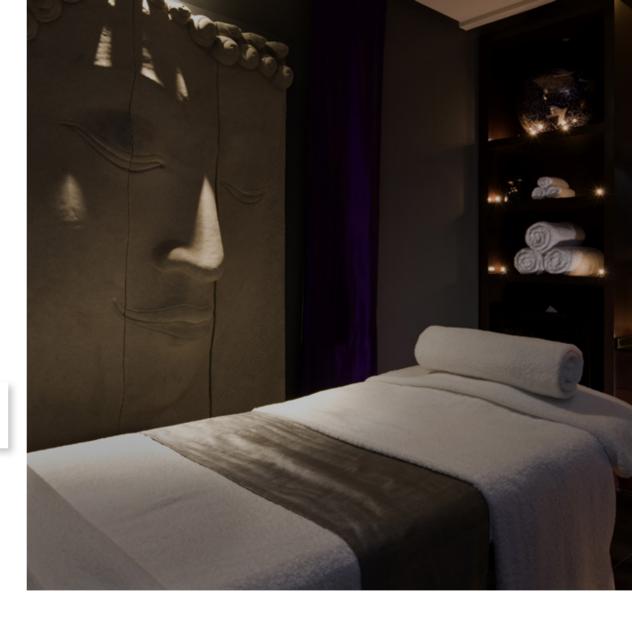
2015 - PBGCC - Best Independent Spa

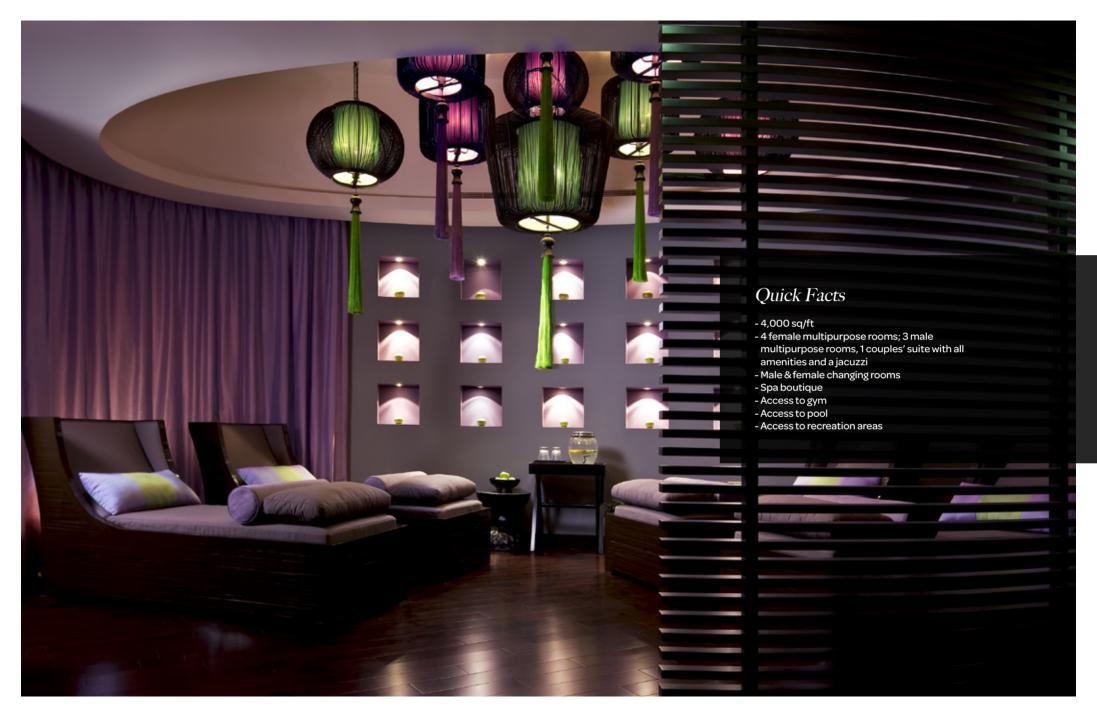
2016 - Luxury Lifestyle Awards - Best UAE Luxury Spa

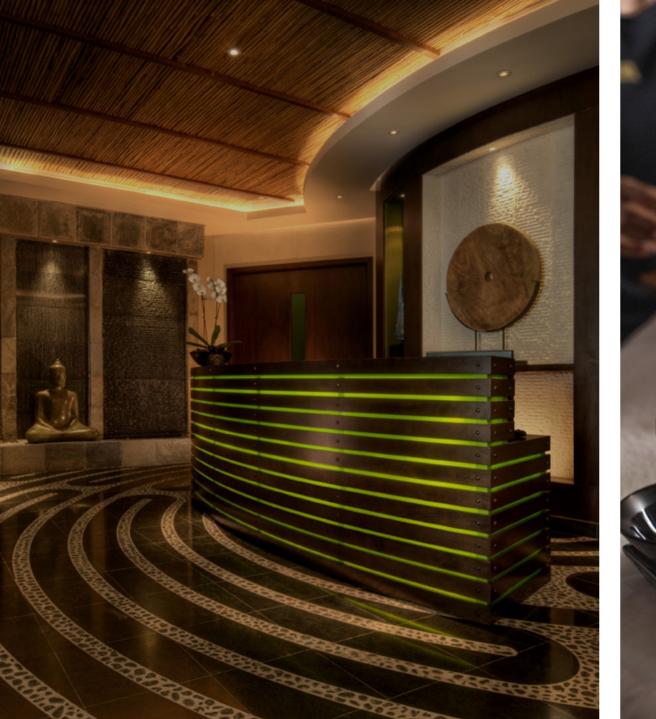
2016 - Luxury Lifestyle Awards - Best UAE Luxury Spa

2018 - PBGCC - GCC DAY Spa of the year

2019 - PBGCC - GCC DAY Spa of the year









"EMIRATES GOLF CLUB AND SENSASIA HAVE FORMED A CLOSE AND SUCCESSFUL PARTNERSHIP OVER THE PAST DECADE. SENSASIA HAS AN EXTREMELY WELL REGARDED REPUTATION IN THE LOCAL MARKET, KNOWN FOR ITS EXTENSIVE EXPERTISE AND KNOWLEDGE. SALINA AND HER TEAM HAVE CREATED A HIGH-END SPA EXPERIENCE, WHICH HAS WITHOUT DOUBT ADDED TO THE OVERALL OFFERING AT THE PREMIER GOLF CLUB IN THE REGION."



CHRISTOPHER MAY, CEO **DUBAI GOLF**EMIRATES GOLF CLUB

SENSASIA URBAN SPA SOUK AL MANZIL, DOWNTOWN DUBAI

Project Overview

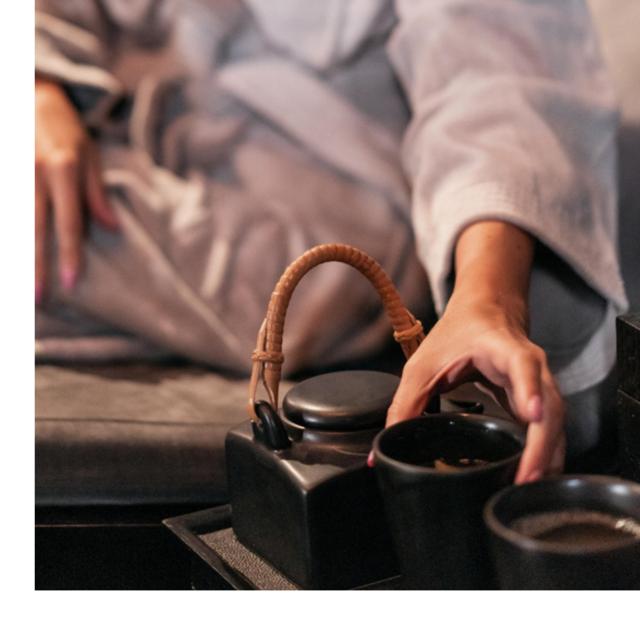
OWNER/DEVELOPER: SENSASIA Spas

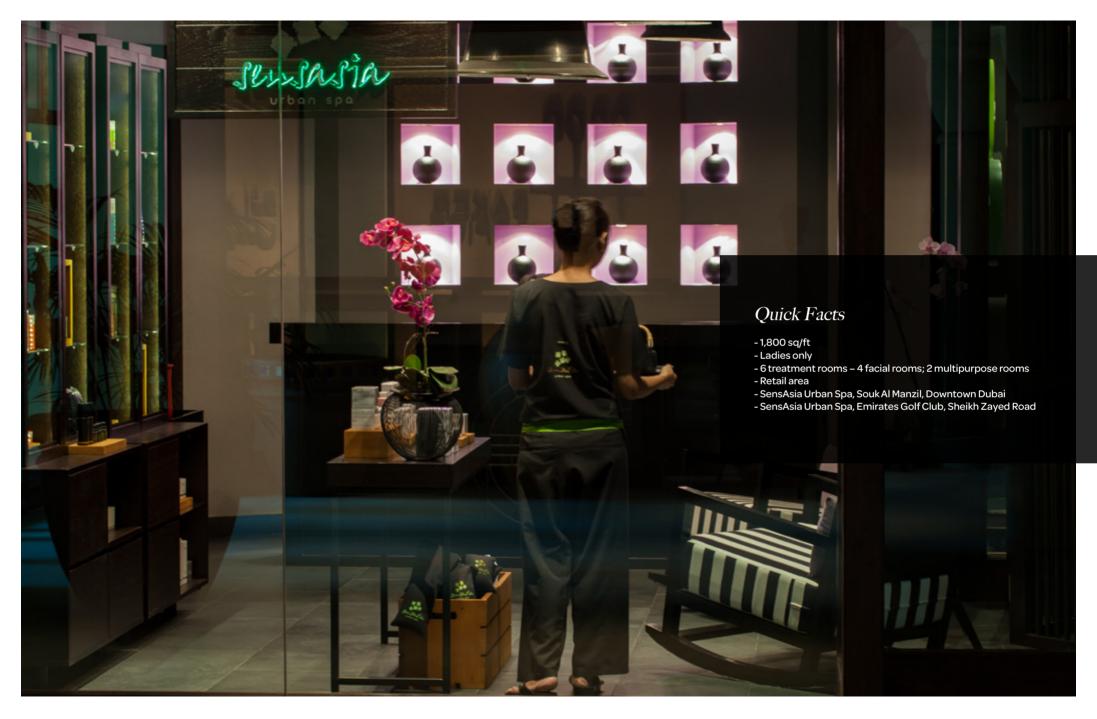
COLLABORATORS:

LDL Designs GDM Interiors

SERVICES:

TURNKEY SPA OWN & OPERATE







THE SPA BY SENSASIA RAS AL KHAIMAH

Project Overview

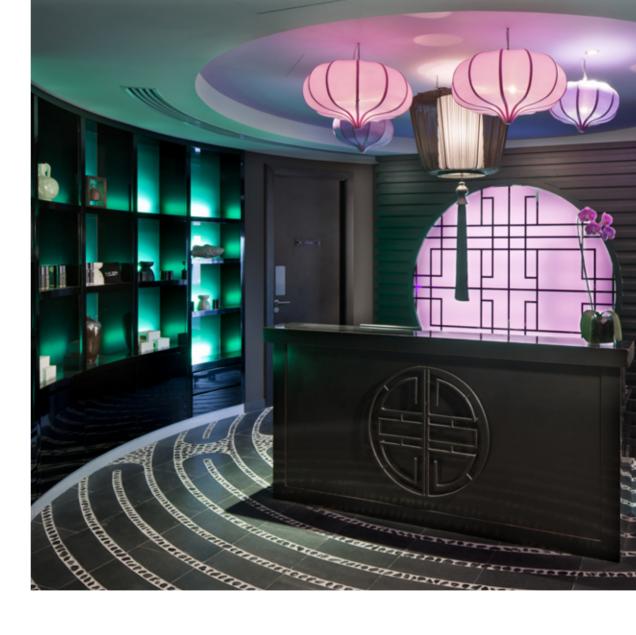
OWNER/DEVELOPER: Private Royal Project

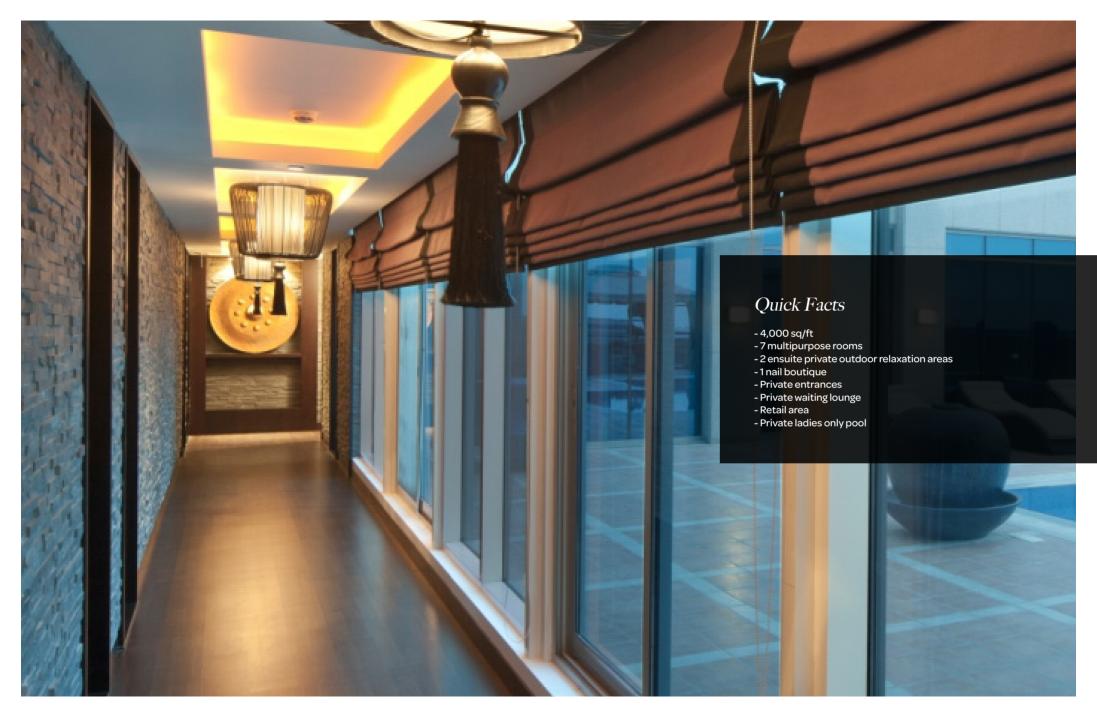
COLLABORATORS:

LDL Designs GDM Interiors

SERVICES:

CONCEPT & BRAND DEVELOPMENT DESIGN & TECHNICAL SERVICES PRE-OPENING SERVICES & TRAINING







THE SPA BY SENSASIA GRAND PLAZA MÖVENPICK MEDIA CITY

Project Overview

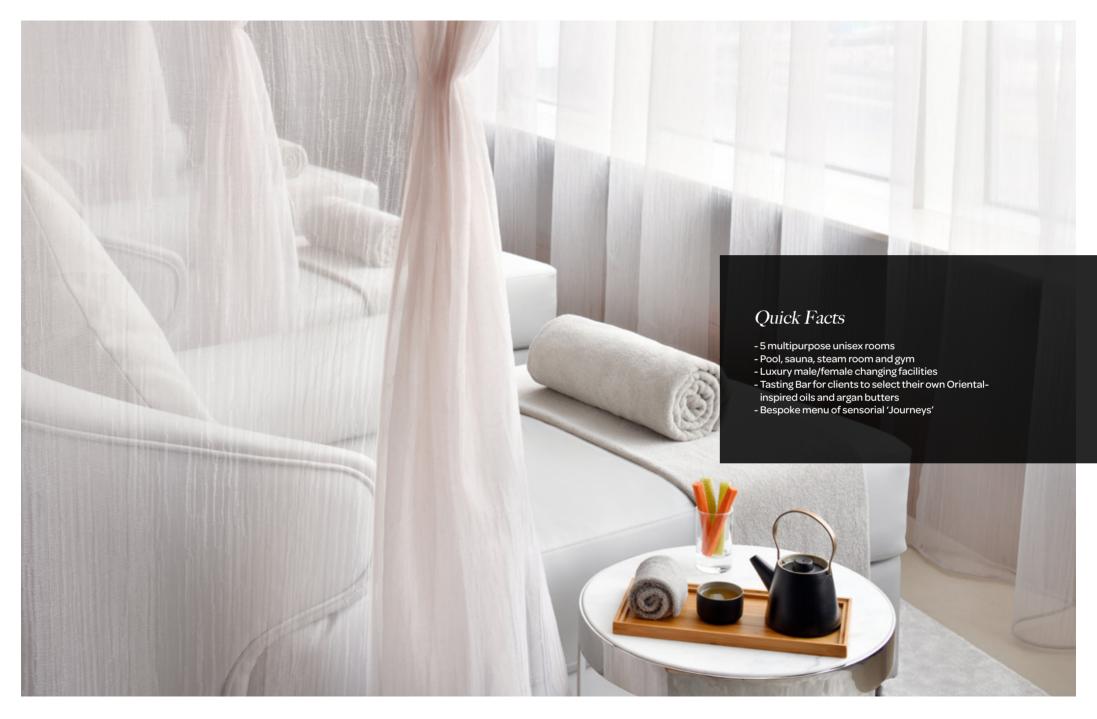
OWNERS & COLLABORATORS: Hotel Group - ACCOR

SERVICES:

CONCEPT & BRAND DEVELOPMENT PRE-OPENING SERVICES & TRAINING

MANAGEMENT









WE'D LOVE TO SEE YOUR SPA Succeed!

ASK@SENSASIASPAS.COM WWW.SENSASIASPAS.COM