Spa Therapies Resource Book

SHBBSPA002 Provide spa therapies
SHBBSPA001 Work in a spa therapies framework

Unit duration 12 weeks
Mode of delivery On Campus
Contents

Understanding spa principles .................. 1
Spa Safety ........................................ 6
Identifying & explaining spa treatments & products ........................................ 8
Spa Equipment ...................................... 8
Dry Equipment ..................................... 16
Consulting with client ................................ 19
Designing a spa program ............................ 22
Prepare to perform the spa program ............... 24
Perform the spa treatment ............................ 28
Providing aftercare treatment ....................... 28
Client service card – hydrotherapy ................. 31
Example of completed client service card – hydrotherapy ......................... 34
Client service card – Dry Spa Body Treatments ............................ 37
Example of completed client service card – Dry Spa Body Treatments ............... 40
Product knowledge/Cheat Sheet .................... 42
Hydrotherapy Hydro Tub ............................ 47
Organic Spa Sea Salt Scrub with Vichy Shower/Cheat Sheet ....................... 50
Steam with 1/2hr Massage ........................... 58
CNB Internal Cocoon cleaning procedure ........... 60
Cocoon Function Cheat Sheet ....................... 61
Dry Treatment Procedure Set Up Example ........... 65
Organic Spa Hydra-herbal Body Indulgence Wrap/Cheat Sheet ................. 66
Clay Renewal Body Wrap/Cheat Sheet ................ 70
Eco Tan – body brushing & eco tan .................. 74
CNB ritual .......................................... 77
Pressure point massage, procedure and diagram ................. 78
Scalp massage, procedure and cheat sheet .................. 81
Spa terminology ..................................... 84
Spa Giene MSDS ..................................... 85
Sphagnam Moss MSDS .............................. 89
Practical assessment criteria .......................... 91
Hydrotherapy ........................................ 92
Dry treatments ....................................... 94
Product price list at back of Resource Book ................. 96
Spa Therapies
Understanding spa principles

Identifying the origin and development of the spa
The spa as we know it today has a long history. The Romans used mineral baths and natural hot springs for healing and relaxation purposes. Bathing treatments using water became known as “Salus Per Aquam” (SPA) which means health by or through water. Similarly the Greeks used bathing and massage as therapy for the sick. Individual bathing regenerated the body and social bathing was an important cultural practice. During the 1400’s the town of Spa in Belgium as well as other towns throughout Europe were founded around thermal springs considered to have healing properties which promoted wellbeing for the whole body. Water is the central and vital element of all spa treatments. The culture of spa therapies began to develop further and included the use of mineral water, sea water and marine substances such as seaweed and algae as well as a range of other body therapies. 1904 French biologist Rene Quinton imagined that life began in salt water, as unpolluted seawater has a unique anti-bacterial effect, due to the presence of minute plant life that seawater and blood plasma have chemical similarities. The medical profession also included spa treatments as part of its therapies. Advances in medicine in the early twentieth century such as the discovery of penicillin and a better understanding of diseases changed attitudes towards spa treatments. The invention of fast acting, easy to take medicines meant that people preferred these to spa treatments.

Today’s spa is a centre for healing and nourishing mind, body, and spirit. People go to spas for fitness, stress management, peace of mind, prevention, restoration, total regeneration pampering and pleasure, and health, total body wellness and popular for gifts and parties. People are now looking for lifestyle changes that promote physical, emotional and mental wellbeing. They are seeking a retreat from their hectic work schedules and busy lives by turning back to the therapeutic effects of the healing waters which remain the same as those from ancient times. These effects include:

- Relaxation
- Prevention
- Restoration
- Total regeneration.

The current spa movement shows that consumers want to support health and wellness and prevent problems, rather than address issues once they become problematic.

Types of spas
There are several types of spas which offer spa therapies in different settings and with different focuses. These range from day spas in urban areas where you can get a single treatment, to destination spas where you can stay for a week or more and where the focus is on a holistic approach which includes exercise and nutrition.

Spas can be categorised in the following way:

- Day spa
- Destination spa
- Natural bathing spa
- Related spas.

Understanding spa therapies and principles
Spa treatments use physical water properties, such as temperature and pressure, for therapeutic purposes, to stimulate blood circulation, dispel toxins and treat certain ailments.
Time, temperature and pressure react with one another to produce a number of effects. Water directly influences and regulates body temperatures in the form of energy. Spa therapy is about the times, changes and rhythms of body heat and body cold. The skin is the main way in which heat enters and exits the body. It provides the main links between the body’s temperature and the hypothalamus in the brain. The skin and the hypothalamus are linked through the nervous system and the body’s circulation system. The application of hot and/or cold wet stimuli to the skin affect thermoregulatory responses in the brain and produce restful reactions. Hot water or steam on the skin dilates the blood and body vessels forcing fluids to the surface and eliminating waste. Applying a cold application to the skin makes the vessels contract and stimulates the circulatory, lymphatic and digestive systems.

A defining principal of hydrotherapy is the method of alternating hot and cold water to stimulate and rejuvenate the body, thereby boosting the immune system. This is referred to as contrast hydrotherapy

- Warm or hot water causes vasodilation of the capillaries
- Cool or cold water causes vasoconstriction of the capillaries

**Physiological Effects of Hot/Cold Water Applications**

**Warm to Hot Water**

- Relaxes the body and muscles
- Increases circulation
- Soothes and relaxes the nervous system
- Assists in reducing pain to injured and tense muscles
- Has a strong anti-inflammatory action
- Induces perspiration and elimination of toxins

**Cool to Cold Water**

- Is invigorating and toning
- Stimulates all body functions
- Revitalises skin tone and elasticity
- Can assist in relieving headaches
- Stimulates the immune system
- Causes the capillaries to contrast to assist in reducing swelling

There are significant benefits attributed to contrast hydrotherapy and the therapeutic effects of water on the body. The effects produced by hot or cold water applications depends largely on the method of application, duration of treatment and most importantly the condition of the client.

**The beneficial effects of Hydrotherapy on the body systems**

**The Muscular System**

- Relaxes, stimulates and strengthens muscles. Relieves soreness, tension and stiffness

**The Circulatory System**

- Improves oxygen to the cells
- Improves the supply of nutrition to cells and assists in the elimination of metabolic wastes
- Increases blood circulation

**The Digestive System**

- Relaxes abdominal and intestinal muscles, relieving tension
- Stimulates the activity of the kidneys and liver, assisting in the elimination of toxins

**The Nervous System**

- Promotes a sense of well being
- Has a sedative effect on the nerve endings therefore reducing pain and discomfort
- Stimulates motor nerve points, relieving insomnia and restlessness

**The Respiratory System**

- Assists in proper breathing by developing the respiratory muscles

**The Lymphatic System**

- Cleanses the body of metabolic waste and assists in draining sluggish lymphatic nodes

**The Integumentary System**

- Stimulates circulation to nourish the skin, improving tone and elasticity
- Helps to normalise glandular functions

**Spa therapies**

**Hydrotherapy**

This is the generic term for water therapies using jets, underwater massage and mineral or herbal baths and wraps, for example Balneotherapy, Iodine-Grine Therapy, Kneipp Treatments, Scotch Hose, Swiss Shower, Thalassotherapy, and others. It also includes the whirlpool bath, hot roman pool, hot tub, Jacuzzi and cold plunge treatments.

Hydrotherapy treatments use the water properties described above to achieve relaxation and wellbeing. They exploit the body’s reaction to hot and cold stimuli, to the application of heat and to the pressure and sensation created by water. Hydrotherapy therapy treatments have the following effects on the body:

- Causes the heart to beat faster thus increasing circulation.
- Stimulates touch receptors on the skin aiding circulation and releasing tight muscles.
- Makes the blood a little thinner so it can flow more easily into capillaries and transport oxygen and nutrients to cells faster.
- Increases blood supply to stomach and intestines, aiding digestion.
- Speeds up protein metabolism.
- Improves function of perspiratory glands.
- Quiets and soothes the body slowing down the activity of internal organs.

Hydrotherapy treatments using cold water stimulate and invigorate the body, increasing internal activity.
Avene hydrotherapy centre specialises in skin conditions with thermal hot springs such as soaking and affusion showers.

**Hot water Vs. cold water**

Hot water- Relaxes the muscles, Increases circulation, Soothes and relaxes nervous system

Cold water- Invigorating and toning, Stimulates all body functions, Revitalises skin tone and elasticity

**Balneotherapy**

A generic term for mineral water treatments, balneotherapy is the traditional practice of treatments by waters, using hot springs, mineral or sea waters to restore and revitalise the body. Since antiquity, balneotherapy has been used to improve circulation, fortify the immune system, as an analgesic (pain reliever) and as an anti-stress treatment.

**Kneipp therapy**

These treatments are a combination of hydrotherapy, herbology, and a diet of natural foods, developed in Germany in the mid-1800s by Pastor Sebastian Kneipp. They are based on the philosophy of taking a holistic view of health and well being. Treatments include the use of herbal bath oils, showers, partial and full baths and compresses and packs with medicinal herb additives to stimulate the cardiovascular system and comfort body and mind as a component of treatment. Immersion in hot and cold water is the focus of this therapy. It is particularly popular in Austria, Switzerland and Germany. Kneipp combined the practice of physical exercise with health, diet and hydrotherapy to achieve physical and emotional well being.

The 5 Pillars of Kneipp therapy are:

1. **Hydrotherapy** for its positive effect on the nervous and hormone systems as well as the psyche.
2. **Herbs – Phytotherapy** – both have a healing effect on the body. He used teas, ointments, oils, baths and herbal wraps.
3. **Exercise – Kinesiotherapy** – physical exercise stimulates important functions of the body, especially the musculo-skeletal system and cardiovascular system. Massage is a supplementary treatment to exercise.
4. **Nutrition – Dietetics** – following a well balanced, low fat diet consisting of fresh foods. Prepared so that vitamins remained intact.
5. **Lifestyle – Regulative Therapy** – Lifestyle and Health education to supplement leading a well balanced life.

**Kneipp Therapy** consisted of over a hundred treatment applications using poultices, wraps and packs combined with hydrotherapy such as foot and arm baths, balenotherapy, affusion/scotch showers and steam to treat the individual and their condition.

Today Kneipp Therapy is recognized by mainstream scientific medicine throughout Germany.

**Benefits of Kneipp Therapy**
- Stimulates the circulation (contrast baths – hot and cold alternating)
- Relaxes muscles and the nervous system (aromatherapy/mud baths)
- Stimulates the lymphatic system (underwater massage)
- Invigorates the body (Affusion/Vichy Showers)

**Thalassotherapy**

This therapy originated in ancient Greece (thalasso is Greek for sea). These treatments use the therapeutic benefits of the sea, and sea water products for their vitamins, minerals and trace elements, which can help to heal and reinvigorate skin and hair. Various treatments include individual baths of fresh seawater equipped with powerful underwater jets for deep massage; or a therapist applies manual massage to the body with hoses. Body wraps using seaweed or sea algae paste are used to eliminate toxins, restore minerals and skin elasticity. As with most wraps, it usually involves paste rubbed on the body, which is then covered with sheets and sometimes blankets for 10 to 20 minutes to allow minerals to absorb into the skin.

1964 Thalassotherapy took off Britteny when three time cycling champion Louison Bobet and his brother Jean were involved in a major accident. Along with physiotherapy they made a full recovery.

**Algaetherapy**

Algaetherapy involves the use of marine algae for therapeutic purposes. Trace elements, minerals, amino acids, proteins, etc are all essential to human organism. By adding seaweed products to baths or within body wraps, concentrations of minerals and trace elements are released into the water and absorbed into the body through osmosis. Algae such as Spirulina, is rich in protein and vitamin C, and is widely taken in oral form.

**Spa principles**

There are many spa principles that have a significant impact on the quality of the spa services you offer, two of these being maintaining water hygiene and ensuring the spa environment is safe for your clients at all times.

**Water hygiene**

Maintaining water quality and hygiene is a crucial requirement in the operation of all hydrotherapy equipment such as spa baths and hydrotherapy tubs. Water that is poorly maintained and cleaned encourages the growth of high numbers of microorganisms which can cause infection to clients. The growth of a range of micro-organisms including Escherichia coli, Staphylococcus species, Streptococcus species and Salmonella species is assisted by the warm and aerated water found in hydrotherapy equipment.

**Understanding spa principles**

Common infections transmitted through water as a result of poor disinfection practices include:
- Follicular dermatitis caused by the Pseudomonas aeruginosa bacterium
- Skin, ear and eye infections
- Skin irritation
- Dermatitis
- Respiratory infections
- Gastro-intestinal infections
- Tinea

To minimise the risk of infection, all hydrotherapy equipment including wet massage tables must be disinfected by using the appropriate chemicals to destroy micro-organisms.
in the water, filter surfaces and adjoining walls and floors. This should be carried out after every client whether they are having a single spa treatment or a sequence of treatments. All States and Territories have standards or guidelines for maintaining spa water quality and hygiene as part of their health regulations. It is crucial that you observe any workplace policies and procedures and carefully follow the manufacturer’s instructions regarding spa hygiene. You need to be familiar with all your hydro-therapy equipment. Most models now have automatic cleaning and disinfection cycles.

**Spa safety**
To maximise the spa experience for your clients, hydrotherapy equipment must be used safely. The spa therapist must explain all safety requirements to the client. A sign displaying spa safety rules should be put up in a prominent position. Ensure that all equipment is properly maintained and regularly checked. The design of the equipment should enable easy access for clients of all ages and physical abilities. Hydrotherapy baths can be made safe by being mounted with climb-in stairs or semi-sunk to knee or floor level. There should be good access around the bath area especially if the beauty therapist will be performing treatments such as underwater massage or facials. If chemicals are used as part of the cleaning procedure, they need to be handled and stored in accordance with the manufacturer’s instructions.

**Hygiene standards**
It is imperative to maintain strict hygiene practices and follow Health Department guidelines when dealing with water based equipment and wet areas due to the potentially harmful bacteria that exist in the Spa environment.

**Hygiene Procedures**
All floors and surface areas should be cleaned with a hospital grade disinfectant. All equipment must be thoroughly cleaned between each client and bins provided for disposable products.

1. Hydrotherapy equipment such as Hydro Tubs, Cocoons and Capsules should be sanitized according to the manufacturer’s instructions as these have self sanitizing rinse cycles to ensure optimum hygiene.
2. Clean and wipe inside of tubs, tap wear, hoses, spa accessories such as wet proof cushions and all surrounding areas with hospital grade disinfectant or the recommended manufacturers cleaning solution.
3. Wet treatment tables and mattresses must be thoroughly disinfected rinsed and dried after each treatment. The Vichy Shower “rain bar” and hand held hose should also be cleaned and wiped. Shower head cleaned with CLR.
4. Spa baths and soak tubs should be treated with a flush/cleaning procedure after every client. Unlike most Hydrotherapy tubs, Spa baths do not have a filter so any dirt, body fats, etc, becomes deposited on the inside of the piping system.
5. Seating in Affusion Showers must be sprayed and wiped with disinfectant after each client.
NOTE:

Spa Giene is the preferred and highly recommended product brand being used for sanitation purposes by spas and the hospitality industry.

Spa Giene MSDS and SPAG MOSS MSDS are located at the back of your resource book.

CLEANING TIME IS APPROXIMATELY 15 MINUTES – BOOK APPOINTMENTS ACCORDINGLY

Operator/client safety

Equipment Operation

- Use equipment only in accordance with manufacturer’s instructions
- Do not alter equipment settings or change features unless stated in manual
- Prior to commencing treatment, ensure equipment is operational and in good working order

General Safety Guidelines for Hydrotherapy Applications

- Always monitor clients throughout all hydrotherapy treatments
- Prepare work areas, ensure floors are not slippery due to residual product left over from previous treatments
- Water that spills and collects on the floor must be wiped immediately to prevent accidents
- Ensure that all wet areas are made safe by providing non slip mats
- Do not over treat, for example 10 minutes for a Hydro Tub
- Provide clients with non-slip footwear
- Therapists should wear protective footwear
- Have clients remove all jewellery for comfort and safety
- In the case of a Hydro Tub treatment ensure client is aware of the emergency stop mechanism should they feel unwell
- If necessary provide shower caps to protect long hair from the hydro jets
- Clearly explain the procedure to the client, how to step into a tube or onto a wet bed
- Always assist the client off a wet bed on completion of treatment and place a dry towel on the foot step
- Offer client assistance to exit out of a Hydro Tub, if they are elderly or feeling faint

Precautions/Monitoring Clients during Treatments

- Make sure your client knows where the safety switch is. This is the timer button on the tub and the hood of the cocoon. Make sure your clients knows to press this if they are feeling unwell, claustrophobic or dizzy.
- Check the client’s comfort level
- Check if water temperature is not too hot/cold (in a Hydro Tub jets cause water temperature to increase)
- Offer water during and after treatment
- Always check on client during a Hydro Tub treatment, he/she may over relax, feel faint or fall asleep
- Discontinue all treatments if client feels extremely unwell or suffers severe discomfort
- If client feels faint, light headed or dizzy after a Hydrotherapy treatment offer tomato juice (this replenishes potassium levels) and elevate legs.
- Always allow client to rest after all Hydrotherapy treatments (at least 10 minutes)

### Identifying and explaining spa treatments and products

Once upon a time spas were relied on being next to natural spring waters. They used to have to use manual labour to give effects that spa baths, vichy showers and affusion showers can do more effectively. These technical developments have allowed us to do more for people.

Through the use of technology, various pieces of spa equipment have been designed to improve the client’s accessibility to the benefits of hydrotherapy treatments as well as allowing businesses to offer multiple hydrotherapy services through one piece of equipment such as a spa cocoon. Multi-functioning equipment allows businesses with limited space to offer wet treatments to their clientele, and larger business to purchase multiple quantities to accommodate for the popularity of the treatment as required.

Advances in technology regarding formulations for skin products provides businesses with the opportunity to deliver a multitude of results for the client whether they offer wet or dry room treatments.

Technological advances involving stem cells, product penetration and new ingredients are constantly evolving to cater for the ever-demanding public, seeking youthful, healthy lives. Many product companies use their own or independent laboratories to prove the effectiveness of their products in this competitive market.

A number of spa treatments are performed under the general heading of hydrotherapy. A number of these can be combined to create a spa program. These include:

- Baths
- Showers
- Affusions
- Exfoliation treatments
- Body wraps

### Spa equipment

A wide selection of spa equipment is available. Spa equipment used across workplaces will depend on the treatments offered. It is essential that all spa equipment is well maintained and used safely and that manufacturer’s instructions are closely followed. State and Territory hygiene requirements, particularly in relation to cleaning equipment and maintaining water quality, must be complied with. Spa equipment includes the following:

- Hydrotherapy tubs
- Showers
- Wet tables
• Saunas or steam rooms.
• Flotation tanks

Baths

Hydrotherapy baths offer a therapeutic treatment for people of most ages. They are equipped with jets which are air, water or a combination of air and water. These jets create pulsating water which usually provide the client with a thermal stimulus and an all-over massage.

Herbal, mineral and plant oil preparations are added to the bath to facilitate relaxation and healing. Some herbs soothe, others sedate or stimulate, and others soften the skin. Some herbs and minerals can facilitate perspiration thus helping to release stored toxins in the body. The following therapeutic products can be added to hydrotherapy baths:

• Sea salts
• Essential oils
• Milk
• Powders such as fango (mud) made up of a combination of mineral rich volcanic ash and essential oils
• Seaweed preparations available in powder form.

Benefits of the Hydrotherapy tub

• Increases circulation and metabolism
• Provides relief from muscle stiffness, cramps and pain
• Relaxes the body, reduces nervous stress, promotes a sense of well being
• Strengthens the immune system
• Invigorates the body and increases muscle tone
• Stimulates the elimination of toxins from the cells into the blood stream through the skin

Contraindications & safety precautions
The client’s health profile /record card/consultation card will identify areas of the client’s health which may prohibit the treatment requested. However, it may be necessary to ask certain questions at the time of booking the appointment to ensure that you do not waste either your time or the client’s time.

Dedicated Spa Therapy Clinics have invested a huge amount of money in the set up of a Spa
Treatment Area and it is important that client bookings are confirmed and all necessary information is obtained to ensure that the client can have the treatment.

**Absolute contraindications**

- Pregnancy
- Cancer
- Thrombosis
- Vascular problems – Phlebitis, Severe Varicose Veins, Diabetic Foot abnormalities, Leg Ulcers
- Recent Surgery
- Heart conditions, Pacemakers
- Inflammation/Infections
- Oedema
- Kidney Problems
- Severe and recent bleeding

**General Contraindications**

- Any condition regularly seen to by a doctor
- High or low Blood Pressure – Monitor client carefully – water temp. 32°C
- Diabetes
- Blood thinners
- Anaemia (mild)- no medical clearance necessary- use light pressure only
- Anorexia- Client is unlikely to disclose this illness- Light pressure to be used
- Asthma- No medical clearance needed- Avoid using the sauna
- Breastfeeding- No medical clearance needed- Use a post-natal massage technique for client
- Cancer- A medical certificate is necessary- No essential oils, mild pressure and avoid the site of the cancer
- Circulatory disorders- A medical certificate is necessary- No massage for 3 months after a heart attack
- Epilepsy- A medical certificate is necessary- Avoid essential oils
- Skin thinning medication- A medical certificate is necessary- Avoid the use of strong/harsh products
- Pacemakers- A medical certificate is necessary- Avoid machinery, perform hands on treatments

**Local Contraindications**

- Recent burns including sunburn (could be absolute as well depending of severity)
- Skin conditions-non contagious (may need to reassess your products)
- Cuts and bruises
- Skin lesions- A medical certificate is necessary- Proceed with treatment but avoid the area

**When a client should not have a treatment**

- If she is menstruating (hydro tub)
- Has had recent diarrhoea (48 hours)
- Clients under the influence of alcohol or drugs
- If waxing, electrolysis, shaving or exfoliation has been performed in the past 24 hours (exfoliation)
- Monitor skin conditions such as eczema or psoriasis
- After a big meal or strenuous exercise (can cause vomiting or feinting)
- Recent body piercing if still healing (6 weeks)
- Other questionable conditions may need a Doctor’s consent
- Intoxication- no medial clearance necessary- do not perform any treatments
- Metal implants- No medical clearance needed- Avoid machinery, perform hands on treatments

### Disorders

<table>
<thead>
<tr>
<th>Disorder</th>
<th>Example of disorder</th>
<th>Symptom</th>
<th>Can the spa service be performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial</td>
<td>Conjunctivitis</td>
<td>Redness, pus present</td>
<td>No, highly contagious, refer client to GP</td>
</tr>
<tr>
<td>Fungal</td>
<td>Ringworm</td>
<td>Scaly, round red patch</td>
<td>If the infection is on the body, spa treatment may be performed using disposables</td>
</tr>
<tr>
<td>Parasitic</td>
<td>Giardia</td>
<td>Itching, abdominal pain</td>
<td>Non-contagious, refer client to GP</td>
</tr>
<tr>
<td>Viral infections</td>
<td>Herpes simplex</td>
<td>Lesion on the lip area</td>
<td>Treatment can be performed, avoid the area and use gloves and disposables</td>
</tr>
</tbody>
</table>

### Considerations

- CNB policy to shower before hydrotherapy treatments to remove products and toxins from the skin.
- Make sure the client uses the bathroom before the treatment
- Hydrotherapy treatments are more effective if the client is nude. Ask your client if she would prefer to wear disposable underwear or bathers
- The treatment room must be warm (if possible)
- Ask the client whether there are any areas that she/he does not want massaged.
- If a client has sunburn is a particular area, you do not want to treat as the body is
already dehydrated and you may cause more within the body. Suggesting another
treatment such as shorter timed massage on non-sunburn areas, manicure, pedicure, and facials would be a better option.

- If client has had recent alcohol consumption or sunburn, the hydrotherapy will also be too dehydrating for the body. Depending on how much your client has had to drink, we don’t want to send this client away if we don’t have to, as they could have a pedicure, manicure or facial instead.
- Do not fill the hydro tub before the treatment as the client may be contraindicated and we need to choose the temperature with the client during consultation.
- If a client felt sick during treatment, stop treatment, drain water, assist them out of the tub and offer water.

Hydrotherapy Tub treatments offer an excellent way in which to regain and maintain a relaxed and healthy body by promoting a state of homeostasis.

Hydro Bath massage
Hydro bath massage or underwater massage (UWM) can be a treatment on its own or it can be part of a wider spa programme. It can be performed with additives such as essential oils or salts. UWM can be performed manually or mechanically. For both, the client is submerged in warm water, lying down and facing up or to either side so the beauty therapist can access the back and the back of the legs. The therapist then performs a part-body or full body massage routine on the client which takes about 20 minutes with a rest afterward to regain stability. The mechanical UWM is performed using a water pressured hose and nozzle which is chosen to suit the client’s needs and condition. A wider nozzle which produces softer pressure should be used on a client with surface veins or sensitive or bruised skin. In a manual UWM, the beauty therapist works around the tub to massage and mobilise the client’s back, arms and legs while keeping continuous body contact.

Precautions
- Sensitive areas of the body should be avoided during underwater massage. These include genitalia, the anus and back of the knees.
- Frail people will have difficulty with a hot bath as they may become dizzy. Supervise elderly and frail clients at all times.
- Do not allow clients affected by alcohol to enter a hydrotherapy bath, they may be dehydrated and the heat of the tub may cause vomiting or shock.
- Heat from the tub may cause extra heat/pain to clients with sunburn.

Contra-indications
Hydrotherapy baths are contra-indicated by the following conditions:

- Diabetes where there is severe skin sensitivity to temperature variation.
- Heart disease and vascular diseases such as varicose veins or arteriosclerosis where the heart beat and circulation are increased through hydrotherapy.
- High or low blood pressure.
- Pregnancy
- Migraine
- Bacterial, viral or fungal infections such as scabies or candidiasis which can be transmitted through water.

Water temperature
The water temperatures listed below differentiate between what is considered hot, warm, tepid, and cold. Always start Vichy and tub treatments between 32-34°C. you can let your
client know that this can always be adjusted. Start at a low pressure and build up to a stronger pressure, gain feedback from the client each time the pressure is adjusted.

<table>
<thead>
<tr>
<th>Pressure Level</th>
<th>Temperature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Hot</td>
<td>37°C (max)</td>
<td>Stimulating</td>
</tr>
<tr>
<td>Hot</td>
<td>34°C</td>
<td>Stimulating/relaxing</td>
</tr>
<tr>
<td>Warm</td>
<td>32°C</td>
<td>Relaxing. Set temp for HBP/LBP</td>
</tr>
</tbody>
</table>

### Managing water

- Set levels
- Water efficient taps and showers
- Record in book for hydrotherapy
- Only fill the tub when client has arrived

### Cleaning

To clean your hydro tub you must use the spa.giene according to manufacturer’s instruction on the tub and hood. It must be thoroughly rinsed and dried. Refer to treatment place for workplace procedure.

### Showers

Showers involve the application of water or steam under pressure. They can be rain or fan with a gentle low pressure stream or jet or a direct powerful pressure. Showers can be taken at a variety of temperatures namely cold, neutral, warm and hot. Showers generally loosen, relax and cleanse. It is the CNB policy and producer to shower before having a hydrotherapy treatment to start relaxing the muscles, clean the skin and remove any excess product from the body.

### Vichy shower

This is a horizontal shower where shower nozzles are arranged so that the client’s body is covered with a gentle, warm water stream. It is a type of hydromassage that can include contrasting temperature applications of warm to cool. The client lies on the treatment bed where the therapist manipulates the horizontal showerheads so that the water hits the body. The showerheads are directed to specific areas of the body where there may be built up...
tension with the aim of relieving overall stress and fatigue. The vichy shower can be combined with exfoliation and massage. The client can also be brushed with a soft bristle brush to maximise vascular results.

**Benefits of the Vichy Shower**

- Relaxes and sedates (light pressure)
- Stimulates and tones (heavier pressure)
- Relieves muscular tension
- Improves skin vitality and elasticity
- Provides stimulation for lymph and blood circulation

**Affusion shower**

The Affusion shower (also referred to as a Swiss Shower) is a form of water massage of varying water temperatures and pulsating pressure jets. The client stands in the shower cubicle as sprays of water target strategic areas of the body. During the treatment the water temperature can vary between 39 degrees and 20 degrees to provide contrast therapy. Jets may be fine/needle/mist/strong and may also occur under the feet for reflexology purposes.

**The Benefits of the Affusion Shower**

- Stimulates circulation and metabolism
- Reduces stress, tension and fatigue
- Invigorating and toning
- Relaxes muscles
- Boosts the immune system

**Contra-indications**

Spa treatment using shower applications is contra-indicated by the following conditions:

- Vascular instability especially if contrasting temperatures are being used
- Open skin ailments or other skin trauma
- Pregnancy
- Contagious skin infections

**Scotch Hose**
The Scotch Hose is a device similar to a fire house which emits a strong jet of water targeting specific areas of the body. The client normally stands next to a wall holding onto handles while the Therapist holds onto the hose to deliver the treatment from a distance of about 3m. Normally performed for 10 minutes or to remove product. Water is pressurized and may be alternating hot and cold.

**The Benefits of the Scotch Hose**

- Increases circulation
- May benefit cellulite conditions
- Relieves muscular tension

**Contra-indications**

This application is contra-indicated by the following conditions:

- Varicose veins as these may be aggravated by the mechanical effects of the water (pressure).
- Inelasticity of the skin as skin may be damaged by the pressure.
- Heart or circulation problems especially where the use of hot and cold water may overly stimulate the heart or aggravate problems through vasodilation due to temperature variation.
- Pregnancy

**Cleaning of Showers**

- Clean glass by using glass cleaner with a squeegee. Make sure all streaks are wiped off.
- Spray walls, floors, taps and product containers with HGD rinse and dry.

**Saunas or steam rooms**

Steam treatments form part of a number of spa treatment sequences. For example it may be recommended that a client spend a short period of time in the sauna before having a body mask or wrap. This will assist the client to relax, elevate body temperature and open
pores to promote the absorption of spa products.

**Benefits to saunas and steam rooms**
- Saunas use dry heat whereas steam rooms use more moist heat.
- Both facilities open up your pores and increase blood and lymphatic circulation, which will effectively aid in softening your skin.
- You will notice a healthy pink glow in your skin, which will make you look younger, so not only will you feel good but you will also look rejuvenated.
- Allow muscles to relax as the heat deeply penetrates allowing blood vessels to dilate the fresh blood with oxygen and nutrients to assist in healing. If continuing with a massage, heat allows us to work deeper without over working the hands.

**Contraindications to sauna**
- Medications
- Children
- The Elderly
- Alcohol / Alcohol Abuse
- Chronic Conditions / Diseases Associated with a Reduced Ability to Perspire
- Pregnancy
- Implants-enhancements and metal
- Enclosed Infections
- Menstruation—could cause increased flow
- Insensitivity to Heat
- Fever
- Haemophiliacs / Individuals Prone to Bleeding
- Joint Injury

**Contraindications to Steam Rooms**
- Respiratory disease
- Heart palpitations
- High or low blood pressure
- Diabetes
- Elderly and children should consult a physician before entering a steam room.
- Pregnant women should avoid them altogether

**Adverse Effect to the Steam Treatment**

*Feeling dizzy during the steam treatment? Stop treatment, open the hood and keep client lying down but elevate legs with towels until they feel better. Then assist off table to an area well ventilated until client feels better enough to place clothes back on.*

**Wet tables**
Wet tables are an integral part of many spa treatments including body wraps and body scrubs. Wet tables need to be comfortable for the client and should keep any wash off away from the client. Wet tables are an essential component of the Vichy shower spa treatment.

**Cleaning of Wet Tables**
- Sanitise client contact surfaces after use by each client by using HGD.

**Flotation tanks**

Flotation tanks are capsules containing water with dissolved salts and minerals enabling the body to float due to the buoyancy created by the salt and thus achieve a state of total relaxation through total sensory isolation. Some of these tanks may be totally enclosed. Flotation therapy can assist with hypertension, muscle tension, headache, anxiety disorders and chronic pain.

**Contra-indications**
The following conditions are contra-indicated for this treatment:
- Clients suffering from psychosis or other psychological disorders including claustrophobia, as this phobia may be increased by the confines of the flotation tank.
- The salts used in this form of therapy may have an adverse affect on some skin conditions.
- Clients should be advised to consult with their doctor before undertaking any flotation therapy.

**Hot towel cabinet**

Towel warmers are commonly used in the treatment room. Hot towels may be used for the removal of product during body treatments. They provide a warm, soothing, and softening benefit to the skin and gently heat products. It is important to keep the cabinet clean and free from mould or mildew. Daily maintenance includes removing any excess unused towels.

**Cleaning of Hot Towel Cabinet**
- The inside of the cabinet should be cleaned with Tri Nature Spag Mos.
- Leave the door open at night to allow the cabinet and rubber seals to dry thoroughly.
- Check electricity and heating unit.

**Dry Treatments**
Dry treatments in Spa can be stand alone or work in conjunction with other hydrotherapy treatments.

**Exfoliation treatments**
Exfoliation treatments form a key component of many spa treatment sequences. These treatments are usually scrubs which are made up of different ingredients and have varying effects on the body or a dry body brushing.

**Salt glow**
This is a body scrub where the skin is rubbed briskly with salt to produce an invigorating deep cleanse where dead skin is removed and circulation is stimulated. Different aromatic sea salts and minerals are combined to produce a feeling of well-being. This application results in increased vasodilation without temperature variations achieved through heating and cooling. This is usually part of a sequence completed by a shower or bath and fragrant body milk to leave the skin feeling soft and supple. Other body scrub ingredients may include:
- Jojoba which has a calming and rejuvenating effect
- Mud to help eliminate tension and stress
- Algae and seaweed
These scrubs are detoxifying because they stimulate the circulatory and lymphatic systems to aid the body to carry away waste products. Body scrubs can be part of a treatment sequence including massage and showers or baths as well as being combined with other treatments such as facials, pedicures or manicures. They can also be performed as part of a body wrap (see information below).

**Contra-indications**
Exfoliation treatments are contra-indicated by the following conditions:
- Skin lesions or sores which may be aggravated by the rubbing action of the scrub
- Eczema which may become inflamed through the rubbing action

**Adverse effects to Exfoliation Treatment**
*Reacting to the products during the exfoliation of the Vichy shower treatment, stop treatment. Wash products off. Collect a cold wet towel and place over area until cooled. After 10mins, call for help*

**Body wraps**
Body wraps consist of a variety of products which are applied to the body and then wrapped in bandages or plastic sheets. Some wraps can also have an exfoliating effect. Products used for wraps consist of:

- Mineral-rich mud or fango from a variety of sources
- Clay
- Herbs
- Algae or seaweed.

Body wraps have a number of effects on the body. These effects are determined by the ingredients used and generally include:

- Healing of skin problems
- Toning and tightening of the skin
- Improving circulation
- Alleviating muscle and joint pain
- Detoxifying the body, assisting the body to break down fat
- General wellbeing

For example, sea mud wraps can assist with the healing of skin conditions and can relieve fatigue. Herbal wraps can assist with muscle toning and weight loss where fluids are extracted through the skin’s open pores by the product used and draw out toxic accumulations. Once fluids have been extracted, empty pockets are left between the cells. The wrap used squeezes together the empty pockets and the detoxified fatty tissues that are left.

**Contra-indications**

- Low blood pressure
- Pregnant.

**Other spa equipment and accessories**

Essential spa equipment and accessories include the following:

- Heating equipment to heat and maintain products for wraps and body masks at the correct temperature
- Hot towel cabinets
- Brushes with natural bristles to perform dry body brushes
- Aprons or other coverings to protect the spa therapist from spa products being applied
- to the client

---

Student Resource folder version 3
09 2017 Spa therapies

Page 19
- Towels to drape over the client during treatments
- Body wrap materials for example cling wrap film, thermal foil body wrap and bandages
- Wet table
- Trolleys to store spa products and accessories – these should be accessible and cleaned regularly
- Spatulas and other implements required to apply body mask preparations such as marine mud and algae
- Other accessories such as measuring cups and timers
- **Massage Tables**-cleaning with Tri Nature Sphagnum Moss after each client and checking legs and hinges.

### Consulting with the client

Clients who come to you for a spa treatment will come with varying expectations and requirements. Taking the time to discuss client expectations will create a professional image where the client feels assured that you are demonstrating a genuine interest in their needs and providing sound advice to meet these needs. Taking your client on a tour of the spa area and explaining the features of the treatment puts their minds at ease about what is about to happen and helps establish their goals, concerns and objects. Detailed client consultations are an essential component of designing an appropriate spa program. You will need to review and confirm the treatment plans of existing clients who have regular spa treatments. If the client is new to your spa, you will need to develop a new treatment plan for them. Ask new clients if they have had a spa treatment before. This knowledge will assist you to make the client feel comfortable and assured.

Reviewing and confirming a treatment plan for an existing client and collecting initial information from a new client involves questioning the client carefully, actively listening and taking note of their responses. Look at your clients profile on their medical forms to assist you in questions you can ask about your client’s health, lifestyle and goals. Encourage the client to advise you on what they expect from the spa treatment. At times you may find that you need to assist the client to further clarify their expectations or requirements. This is part of offering a professional service. Ensure that the client is not embarrassed to ask for changes to aspects of their treatment. When discussing the treatment plan with your client, you should ask questions that require a descriptive answer, rather than closed questions.

Once you have established or confirmed your client’s requirements, include this in the development or adjustment of the spa treatment plan. Sometimes after talking to your client, you may consider that a different condition is more in need of correction than that which concerns the client. However, it is important not to overlook or dismiss your client’s priorities, or make them unnecessarily concerned about conditions of which they were previously unaware.
**Privacy and confidentiality**

The information you collect from your clients may be of a sensitive nature and will require the application of privacy principles. The client must be assured of confidentiality with regard to all spa treatments. Any contra-indications or personal details should not be discussed outside the service area, unless another beauty therapist’s professional opinion or advice is being sought. The client’s permission should be obtained before discussing their treatment with another beauty therapist.

Privacy during the spa treatment is vital if the client is to relax and receive the full benefit. Background music will not only help relax the client but will also aid privacy by muffling the sound of conversation. Of course the music should not be too loud and must be appropriate. Other beauty therapists should not interrupt the treatments unless essential. Professional draping where areas of the body are exposed as they are worked on is an important part of client privacy.

To ensure that the spa treatment you provide is appropriate for your client’s requirements and is performed safely, it is essential that you collect, review and confirm the following information:

- Contra-indications
- Medical history
- Allergies
- Lifestyle.

**Contra-indications**

Before beginning a spa treatment, you must identify any contra-indications and assess any implications they might have for the treatment. Contra-indications are problems or circumstances that may prevent beauty therapists from performing a treatment or service or may signal that precautions need to be taken. You may not be able to provide the planned spa treatment or you may have to adjust various aspects of the treatment such as the products and techniques used. Contra-indications can change and develop between treatments so you cannot assume that because an existing client did not display specific contraindications in the previous treatment, they will not do so in a subsequent treatment. Record any changes on the treatment plan. Professional judgement must be used at all times.

Conditions that are not recognised by the beauty therapist or which require medical treatment should be referred to an appropriate professional. Clients with impaired temperature sensation such as those affected by diabetes or Raynaud’s disease, which is a disorder of the blood vessels that causes some areas of the body to feel numb and cool in response to cold temperatures or stress, risk scalding or frostbite as a result of temperature extremes.

**Medical history**

Ensure you check and/or confirm your client’s medical history so that any techniques or products used in the spa treatment do not exacerbate an existing condition. Medical conditions involving the heart, circulatory problems, inflammatory or infectious skin conditions or recent surgery or injuries need to be recorded as they may often be contraindicated. You need to observe privacy legislation in your State or Territory in relation to the collection, security, use and disclosure of client medical information.

**Allergies or adverse reactions**

During the spa treatment, the skin may react to the products or techniques used. This is
referred to as an adverse reaction. For spa treatments, these reactions may include the following:

- Extreme erythema arising from spa products such as mud or seaweed applications
- Skin blemishes due to massage stimulation
- Allergic reactions of the skin or body to treatments or products
- Psychological reactions of the client to treatments where wraps or cocoons are used
- Conditions which indicate client referral to a medical practitioner or other professional.
- Ensure you refer the client to an appropriate professional- Prescribing or advising of the use of medications, vitamins, herbs, etc. GP, Naturopath
- Spinal or joint manipulations- Physio, chiropractor
- Treatment or cure of a wide variety of illnesses-GP, Naturopath
- Counselling clients- Psychologist

Check and confirm any allergies that your client may suffer from so that the cosmetic ingredients in any of the products used in the spa treatment do not trigger any reactions. Even where you have carefully checked contra-indications and allergies before commencing the treatment, some reactions may occur which could not have been anticipated. There may be unexpected reactions over which you have no control. Occasionally a reaction will occur to a product or technique which has been used many times in the past with no problems. If this occurs, you need to re-evaluate the treatment. You may be able to provide an alternative treatment. If in doubt, stop the treatment immediately, remove all body products immediately. Do not use any further products. Apply a cold compress to all areas affected and contact GP if reaction does not subside.

Precautions
Elderly clients should avoid long, full body hot treatments such as immersion in baths as they may become exhausted by the heat.

Lifestyle
Collecting information about lifestyle factors such as nutrition, exposure to stress and different types of environment will have an impact on the treatment you recommend and the treatment objectives you identify.

Adjusting the treatment plan
Having collected and/or confirmed the above information, you must record it on a new client’s treatment plan and record any variations on an existing client’s treatment plan so that the spa treatment can be adjusted accordingly.

Explaining the treatment plan
Once you have developed and/or confirmed and adjusted your client’s treatment plan you must explain the treatment to the client. You should provide information about:

- Sequence of the treatment
- Products to be used
- Expected effect of the treatment
- Recommended number of treatments
- Frequency of treatments
- Cost of treatments

Student Resource folder version 3
09 2017 Spa therapies
• Recommended homecare.

Your explanation of the treatment should be ongoing. A client may dislike a treatment or a part of it and wish to have the treatment stopped or the product removed. If the client is distressed it may be necessary to calm them before continuing. To reduce the chances of this happening it is important to always explain each procedure to the client carefully.

**Example of pre and post treatment advice**

Clients should be advised to drink plenty of water before having a body wrap or hydrotherapy treatment. For maximum effect and absorption, body wraps should be performed on clean skin after exfoliating so clients should be advised not to apply creams or lotions before the wrap. A warm shower or steam treatment before the wrap will increase body temperature aiding relaxation and opening the skin’s pores. After the wrap clients should be advised to drink water to facilitate the detoxifying process through the natural elimination system of the body. They should also avoid applying lotions or creams for a few hours after the treatment.

---

**Designing a spa program**

**Recommend spa treatments**

After consulting with your client, evaluating the information you have collected from them and explaining available spa treatments to them, you need to design an appropriate spa program to match their needs. It is essential to ensure that your client agrees with the program you design. Encourage them to ask questions or to discuss any uncertainties they may have about the program.

**Sequencing spa treatments**

Spa programs can be made up of a combination of treatments which have been designed to achieve a specific outcome. Different companies will recommend a treatment sequence to maximise the effects of their spa products and equipment. Each of these treatment sequences are designed to achieve a specific treatment objective such as detoxing, slimming and toning or de-stressing.

**Example of designing and sequencing a spa program from following scenario:**

*Prue’s new year’s resolution is to get fit and healthy*

*She is in her second week of her resolution and attends the gym four times a week, where she uses the gym equipment once a week and does three cardio classes per week.*
Prue admits to having tried a number of varying diets in the past for short periods of time without much success.

Prue would like to book in for some CNB spa treatments to relieve her aching body and support her new year’s resolution.

Design a spa program to support Prue’s goal of becoming fit and healthy this year, including:
- Treatments and their benefit to the client, and prices
- Frequency and duration of treatments
- Product recommendations, their benefits to the client, and prices
- Lifestyle changes
- Referrals

**Treatment examples:**

**Steam with ½ massage** 1hr $80/one per week for 4 weeks= $320
- Benefits detoxifying the body for weight loss and helping with muscle tension from the gym. The massage will also assist with toxin removal and muscle tension.

**Organic Spa Sea Salt Scrub with hydrotherapy** Cost $100 / Time 60mins week 5.
- Benefits -steam will help relax the muscles and detox the body, exfoliation will help with detoxifying and removing dead skin cells, Vichy shower will relax and clean the body and mind.

**Clay Renewal Cocoon Body Wrap or Hydra herbal Indulgence Wrap** $55 week 6 
 to complete detox process and relaxing treatment

**Product examples**
- **Eco Tan Mit**-at home exfoliation to remove toxins and dead skin cells-$19.50
- **Eco Tan Invisable Tan**-extra healthy glow on the skin-$34.95
- **Organic Spa Sea Salt Scrub**-deeper exfoliation-$36.95
- **Organic Spa Body Butter**-nourish the skin-$37.95

**Lifestyle examples**
- PT
- Yoga
- Meditation
- Swimming

**Referrals examples**
- Naturopath-Diet and Weight Management
- Dietician-Meal Planning
- Councillor-Personal Issues and Weight Loss
- Hypnotherapist-Personal Issues and Weight Loss

A client may have been booked in for a package that your Spa is offering. The treatment consists of a facial, exfoliation, hydrotub and hot stone massage. To put this treatment together you would:
- Exfoliate
- Rinse off in shower
- Hydro tub
- Hot stone
- Facial

**Recording the spa program**

After a spa treatment has been recommended and discussed with the client, it needs to be recorded on the client treatment plan.

**Prepare to perform the spa program**

**Confirming the spa program**

Before you perform a spa treatment on a client, it is essential that you verify and confirm the spa program you have designed and recommended to them. You will have identified and recorded information about:

- The treatment objective
- The spa treatment procedure and/or sequence
- The areas to be treated
- The number and duration of treatments
- Contra-indications to the spa treatment
- The cost of the treatment.

To accurately identify and respond to any variations that may have implications for the spa treatment/s to be undertaken, you need to firstly access the treatment plan. Treatment plans need to be stored and accessed in accordance with National privacy principles. They may be stored in a number of formats, including hard copy printed files and/or electronic files. You also need to communicate effectively with your client. This involves actively listening to any concerns the client may raise in relation to the spa treatment plan and/or treatment sequence. You also need to use effective questioning techniques to verify and confirm information.

**Consent**

Once the treatment plan has been agreed and confirmed with the client, there may be the...
necessity for the client to sign a consent form. This can be a legal requirement or policy of the workplace.

**Preparing the service area**

Creating a calm and tranquil atmosphere is an essential requirement to enable your client to maximise their spa experience. This soothing atmosphere should be apparent as soon as the client walks into the spa area. It can be achieved by playing relaxing, soft background music suitable for a spa environment and infusing the areas with calming scents. There should be no harsh or glaring lights and outside noises should be screened out as much as possible. The service area in a spa is made up of the following:

- Waiting rooms
- Change rooms
- Treatment rooms
- After-treatment lounges

All service areas must be clean and tidy. Waiting rooms and after-treatment lounges should have comfortable chairs and the room temperature should be comfortable. Clean glasses and water kept at room temperature should be available in waiting rooms and after-treatment lounges.

Change rooms should be cleaned and tidied after each client and client privacy should be ensured at all times. Used towels and robes, where these are available as part of the service, should be removed and replaced with freshly laundered ones after each client. Used towels and robes should be placed into a leak-proof linen bin and washed in hot water (70-80 °C) and detergent to reduce any potential for cross infection. Workplace policies and procedures must be followed.

Treatment rooms, especially wet rooms must be disinfected after each client by following workplace cleaning procedures. Wet room surfaces should be wiped down and dried to reduce any risk of slipping and to reduce the risk of cross infection. If the client will be moving between treatment rooms, ensure each room or area has been cleaned and you are ready to perform the sequence of treatments.

**Spa products and equipment preparation**

Preparation, organisation and timing are the key ingredients of offering professional spa treatments. Products and equipment should be prepared and organised according to the sequence of the spa treatment so that the client is not left waiting while you prepare the application and equipment. It is essential that you follow manufacturers’ instructions when preparing hydrotherapy tubs as part of a spa treatment. Key considerations include:

- Ensuring that the tub has been sanitised according to workplace procedure
- Allowing time for the tub to be filled to an appropriate set level
- Setting water temperature to clients needs

For example if a client has been booked in for a hydra herbal wrap, the preparation sequence could look like this:

**Hydra herbal Indulgence Body Wrap**

**Treatment sequence including shower and steam/sauna**

- Client to shower to relax muscles and to remove any products or toxins from the body
Steam or sauna to raise the body temperature
- Client lying supine, head at the top of the bed, bolster under knees
- Exfoliation with Sea Salts to remove dead skin cells
- Application of Hydra Herbal Indulgence Mask
- Wrap in thermal foil
- Hot towel to remove
- Gentle massage with body butter moisturiser

**Preparation sequence**
Before treatment begins check, confirm:
- steam or sauna facility is available and clean
- shower is available and clean
- all products are available
- wrapping materials are available
- While client is in sauna, place a clean plastic sheet on the massage table, mix sea salts with oil and get hydra herbal mask ready following the manufacturer’s instructions and check and organise wrapping materials
- If using an electric blanket turn on thirty minutes before treatment
- While client is wrapped in foil, confirm that the shower is available and clean, and that clean towels are accessible to the client

A great way for clients to benefit from treatments and you to get the best out of your facilities is to combine treatments for example:

- Steam Sauna/Body Wrap
- Steam Sauna/Massage
- Steam Sauna/Body Scrub
- Body Scrub/Vichy Shower
- Body Wrap/Vichy Shower
- Vichy Shower/Massage
- Infrared Sauna/Massage
- Infrared Sauna/Body Wrap
- Hydrotherapy Tub/Massage
- Salt Scrub/Hydrotherapy Tub
- Hydrotherapy Tub/Underwater Lymphatic Massage

Day Spas may design their own “signature” treatments depending on the Spa Products being used. The above treatments are fairly standard and may be used in varying combinations.

**Spa products**
A range of spa products are available on the market and their use will depend on the workplace and the spa treatments offered. It is essential that all spa products are used safely and according to the manufacturer’s instructions. Leftover products that have been removed from their container should not be returned to the original container and should not be used on any other client. Spa products include:

- Exfoliating creams and lotions which are used to prepare the body for body masks and wraps.
- Mud and seaweed powders for body masks.
- Body scrubs containing mineral salts and aromatic plant oils such as chamomile, lavender and ylang ylang.
- Liquid, powder and salt bath additives containing seaweed, algae and mineral salts.
- Liquid solutions infused with a variety of herbal preparations to use as soaking
solutions for wrap materials.
- Parafango bars which are melted, heated and applied to specific portions of the body as part of a body pack.
- Salt and oil combinations to apply in a salt glow treatment.
- Moisturising massage creams and lotions to finish treatments.

Preparation of thermal spa applications such as various types of muds need to be well organised. Some types of muds are available in powder form while others may come in a solid form. Muds that come in powdered form need to be combined with water and mixed to the correct consistency following the manufacturers’ instructions.

Some of these muds may also need to be heated to a recommended temperature before being applied to the appropriate parts of the client’s body. The spa therapist will need to check that appropriate heating equipment is set up and used safely according to the manufacturers’ instructions. Correct timing is essential to ensure that the application is ready to be applied at the correct temperature where it is required in the treatment sequence. Similar considerations apply to preparations available as solids where these need to be heated, melted and applied to the client’s body. An example of this is parafango or the Paraffin fango pack. The parafango blocks are melted, stirred and heated to 60°C in a preparation unit. This mixture is then poured onto a tray and allowed to cool. As the parafango cools to the appropriate temperature, a shiny film becomes noticeable on its surface. The parafango is now ready to be applied. The timing of this preparation is crucial.

Preparations for body wraps also need to be prepared and organised to reflect the treatment sequence. For example wrap materials may need to be soaked in a solution for a specified period of time before being applied to the client’s body.

Preparation of Thermal Spa Applications
Preparation of thermal spa applications such as various types of muds need to be well organised. Some types of muds are available in powder form while others may come in a solid form. Muds that come in powdered form need to be combined with water and mixed to the correct consistency following the manufacturers’ instructions.

Some of these muds may also need to be heated to a recommended temperature before being applied to the appropriate parts of the client’s body. The spa therapist will need to check that appropriate heating equipment is set up and used safely according to the manufacturers’ instructions. Correct timing is essential to ensure that the application is ready to be applied at the correct temperature where it is required in the treatment sequence. Similar considerations apply to preparations available as solids where these need to be heated, melted and applied to the client’s body. An example of this is parafango or the Paraffin fango pack. The parafango blocks are melted, stirred and heated to 60°C in a preparation unit. This mixture is then poured onto a tray and allowed to cool. As the parafango cools to the appropriate temperature, a shiny film becomes noticeable on its surface. The parafango is now ready to be applied. The timing of this preparation is crucial.

Preparations for body wraps also need to be prepared and organised to reflect the treatment sequence. For example wrap materials may need to be soaked in a solution for a specified period of time before being applied to the client’s body.

Preparing the Client
When performing spa treatments, it is important to create the correct atmosphere to assist the client to relax. The spa service area should be clean, inviting and tranquil, creating a professional image. This environment will help to ensure that the client returns for successive treatments. Make sure you use clear instructions on how to shower, putting their hair in the bouffant cap, placing clothes in the basket, removing jewellery, using the bathroom and if in the hydrotherapy room, not to get into the tub without you.

The care, skill and thoroughness of the spa therapist will ensure the feeling of wellbeing continues throughout the sequence of treatments. Care should be taken to fulfil the client's expectations as far as possible, endeavouring to assist the client to achieve their treatment objective. The client should be led to a private change area where they can prepare for their treatment. A robe may be provided for use between change rooms and service areas. Usually spa service areas are laid out so that facilities and equipment are in close proximity to each other.

In general, most spa treatments are effectively performed if the client undresses completely. Many salons also offer their clients disposable underwear. Clients who have never experienced a spa treatment need to be reassured that their privacy will be maintained at all times. If you observe that a client is noticeably uncomfortable offer them the option of wearing a swimsuit where practical especially in a hydrotherapy tub. Clients from some cultural backgrounds may find it unacceptable to expose parts of their body to a stranger. Client preferences must be respected and treated with tact and discretion. Jewellery should be removed and ideally placed into the client’s bag. If necessary, it can be placed in a bowl, which can then be placed in an area where the client can easily see it. For dry treatments such as dry body brushes, keep the client’s body covered or draped and only expose the area being worked on as this makes the client feel more secure, warm and therefore relaxed. However for wet treatments such as body scrubs and body wraps it may be impractical to...
drape the client as this may compromise the effectiveness of the treatment. If the client is having a facial as part of the spa treatment sequence, a headband should be secured around the client’s hairline. This may need to be removed at the appropriate time if a scalp massage is part of the treatment sequence.

If the treatment is to begin with a wet treatment such as a body scrub or wrap, adjust the wet massage table to position it at the correct height so that you can work while standing, without bending too much. Massage height and adjustability vary between designs. Where possible, a massage table should be chosen to suit your height but you should always work with the appropriate posture to prevent back problems.

Before commencing the spa treatment, check the client’s comfort. This includes checking that the client’s temperature level is comfortable. Cushions or rolled towels can be placed behind the head where this is appropriate. The client’s comfort should be checked at regular intervals throughout the treatment.

A client who is a regular patron will expect you to know their preferences and will be disappointed if these preferences are not catered for. However, even clients who are not regulars should be made to feel special in order to generate return business.

**Perform the spa treatment**

**Sequencing spa treatments**

Depending on the type of spa facility, the size of the workplace and the equipment available, spa treatments may be offered in a combination of sequences. Combinations offered may be based on the manufacturers’ suggestions. Workplaces may offer a combination of pre-set sequences or sequences tailored to specific client requirements. For example, a client may have a condition which is a contra-indication to a particular treatment/s. As a result, you would not be able to include this treatment in the client’s treatment sequence.

**Applying spa treatments**

You will be required to perform a range of spa treatments to meet the needs of a diverse group of clients. Before undertaking any spa treatment, you would have identified any conditions that are contra-indications to the treatment. In performing these spa treatments effectively, it is essential that you select suitable products to match the spa program plan you have designed for the client and apply them according to the manufacturer’s instructions so that they achieve the desired outcomes. Manufacturers’ instructions may cover information such as:

- Application methods and techniques
- Application time
- Health and safety considerations.
In selecting and applying products to clients as part of their spa treatment, it is also important to consider workplace policies or procedures. These may cover areas such as:

- Range of products available
- Quantities of product
- Product disposal
- Health and safety considerations.

Providing aftercare treatment

Applying aftercare procedures
Aftercare treatment is a critical aspect of the spa treatment you provide to your client. Most spa treatments are completed by the application of a range of aftercare products to enhance the feeling of well-being created through the treatment. Treatments such as body scrubs and body wraps are completed by applying light body and/or facial moisturisers or fragrant body milks to leave the skin feeling soft and smooth.

After completion of the spa treatment, advise your client to take it easy. If they have been lying down as part of the treatment, advise them to take their time and get up slowly. Let them know that they may feel light-headed or dizzy when they first sit up and that this is quite normal. This is due to the effects of heat on the body where the activity of internal organs is slowed down.

If the client has been in a hydrotherapy tub, advise them to get out of the tub slowly and offer assistance where required. Explain to them that they may feel a little unsteady on their feet at first due to the feeling of weightlessness and buoyancy created by being immersed in water for a period of time.

Evaluating the spa treatment

Once the spa treatment has been completed, you need to discuss the results of the treatment with the client so you can evaluate its effectiveness and make any necessary adjustments to subsequent treatments. The aim is to make sure the client is satisfied with the treatment they have received. You will have given the client clear explanations before providing the treatment and where appropriate, during the treatment. Encourage the client to be forthright in their feedback and encourage them to ask questions and seek further clarification about aspects of their treatment which they may be uncertain about or would
like to change. Be aware of the client’s body language as this may be very different to what
the client is saying to you. Effective communication skills are required to obtain clear client
feedback. Ask the client how they are finding the pressure at the beginning of the treatment
and again at the halfway point. A key component of your evaluation should include noting
any adverse effects which occurred during the spa treatment. Explain them to the client
where appropriate and record them on the client’s treatment plan. Where possible, identify
the causes of the adverse effects. These can include:

- Reactions to ingredients in the spa products used.
- Reactions to treatment techniques used – for example the rubbing action of body
  scrubs can cause erythema or the various actions of massage techniques can cause
  skin blemishes.
- Reactions to temperature variations especially increased body temperature.

The information you collect during this discussion with the client should be used to inform
recommendations for further treatments and any changes that need to be made should be
recorded in the treatment plan.

**Remedial actions to take in case of reactions**

<table>
<thead>
<tr>
<th>Adverse effects</th>
<th>How to recognise symptoms</th>
<th>Remedial action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergy to products</td>
<td>Rash, hives, redness,</td>
<td>‘Less’ rule, apply a cold compress, refer to GP if</td>
</tr>
<tr>
<td></td>
<td>swelling</td>
<td>symptoms do not subside</td>
</tr>
<tr>
<td>Changes in body</td>
<td>Blue lips, shivering,</td>
<td>Contact GP, apply thermal blanket or adjust room</td>
</tr>
<tr>
<td>temperature</td>
<td>redness, excessive</td>
<td>temperature to a cooler setting</td>
</tr>
<tr>
<td></td>
<td>sweating, heat rash</td>
<td></td>
</tr>
<tr>
<td>Dizziness</td>
<td>Client looks unsteady,</td>
<td>Assist client to sit down, offer water and call GP if</td>
</tr>
<tr>
<td></td>
<td>complains of feeling</td>
<td>symptoms do not subside</td>
</tr>
<tr>
<td></td>
<td>‘woozy’</td>
<td></td>
</tr>
<tr>
<td>Dehydration</td>
<td>Client may feel faint, or</td>
<td>Offer the client water, they may need electrolytes to</td>
</tr>
<tr>
<td></td>
<td>complain of being thirsty</td>
<td>rehydrate them</td>
</tr>
<tr>
<td>Headache</td>
<td>Client may complain of a</td>
<td>The client may like to lie in a quiet, darkened space.</td>
</tr>
<tr>
<td></td>
<td>pain in their head</td>
<td>Refer to GP if pain continues</td>
</tr>
</tbody>
</table>

**Providing aftercare advice and product recommendation**

As part of providing clients with a high quality service and assisting them to achieve their
goals, you should recommend and book follow up spa treatments for your clients. Stress to
the client that it is important that they follow the recommended after-care instructions and
advice as this will complement the effects of the spa applications performed at the spa. If the
client cannot visit the salon regularly, sound aftercare advice is especially important.

Aftercare may include advice on:

- Suitable products
- Future treatments
- Lifestyle changes

**Products**
These will include products relating to the spa treatment performed and will assist the client to achieve a holistic approach to their wellbeing. Other recommendations which the spa therapist could make include products such as bath salts and minerals and pre-blended aromatic plant oils.

It is common practice to show the client other products that may enhance their spa treatment. If providing the client with samples, ensure the client knows what each product does and how to use it. It is usually not good practice to supply more than two or three samples, as the client may get confused about their application. Samples given should be recorded on the client’s spa treatment plan and follow-up questions asked at the next visit. Always demonstrate product application to the client to ensure correct usage. Spa products a client may wish to purchase may include:
- Marine or seaweed exfoliants
- Natural spa soap bars
- Detoxifying body cleansing powders or capsules taken orally to help filter out toxins and waste products
- Replenishing serums containing marine and herbal ingredients
- Bath additives containing ingredients such as algae, minerals and vitamins
- Marine based supplements which help to achieve weight loss and increase energy.
- The client should be advised of possible reactions which can occur as a result of product use.

**Lifestyle changes**
Lifestyle factors play a key role in facilitating the effectiveness of a spa treatment and achieving mental and physical well-being. For example, in addition to hydrotherapy treatments, nutrition and exercise are the main pillars of Kneipp therapy. Adjusting these factors can contribute to the maintenance of holistic health. Recommendations can focus on:
- Dietary advice
- Stress management
- Exercise
- Water intake and Caffeine reduction
- Adequate rest and relaxation
- Fresh air

Offering your clients advice about the above personal lifestyle factors needs to be done with sensitivity and tact.
Client Service Card
Hydrotherapy Treatment

Name ____________________________  Date ____________________________
Therapist _________________________

☐ Contraindications checked
  ▪ Allergies checked
  ▪ Nuts

☐ Medical form checked/updated/ signed

Details ____________________________________________
(include any relevant medical history & medications pertaining to treatment)

Concerns/Goals/Objectives ____________________________________________

Current Body Home Care

<table>
<thead>
<tr>
<th>Product</th>
<th>Brand/Type</th>
<th>Comments/Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exfoliant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Previous Body Treatments ____________________________________________

Temp selection
  o 32°C – relaxing
  o 34°C - relaxing / stimulating
  o 37°C – stimulating

Proposed Treatment Plan

Go through with Client the Treatment, timing and costing (Script)
  o Type of Hydrotherapy/Body Treatment to be performed ____________________________
Primary Objective/Condition to be treated

Desired pressure

Cost: Duration:

Treatment products

<table>
<thead>
<tr>
<th>Product Range used</th>
<th>Exfoliant</th>
<th>Body Oil/Serum</th>
<th>Mask/Wrap</th>
<th>Body Moisturiser</th>
<th>Other/bath product</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Equipment Selection

<table>
<thead>
<tr>
<th>Tick</th>
<th>Cocoon Function</th>
<th>Water Temperature</th>
<th>Jets Water/Air</th>
<th>Strength/Pressure</th>
<th>Duration of Function &amp; cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vichy Shower</td>
<td></td>
<td>½ - stimulating</td>
<td>Slow Medium Fast</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>¾- Relaxing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydro Tub</td>
<td>Back Side Underneath Feet</td>
<td>Slow Medium Fast</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steam</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Client Consent Signature ___________________________ Date

The proposed treatment has been explained to me and I consent to the treatment as discussed

Results Achieved/Client’s Comments/Temp adjustment

______________________________________________________________
Further Treatment / Home Care & Recommendations

Home Care

- After treatment care
- Lifestyle
- Nutrition
- Adverse reaction/ advise

Product Recommendations

- Use
- Cost

Type of Treatments

- Frequency
- Cost
- Referrals

Client Re-booked
Example of completed client service card for hydrotherapy treatments

Client Service Card
Hydrotherapy Treatment
Name SARAH JONES
Date 15.08.17
Therapist BETTY WALES

Concerns/Goals/Objectives Muscle tension in trapezius area from gym work.
Pain scale level 6/10. Lots of stress at work and home; Detoxing as she has just recovered from a cold; relaxing from life stress and dry skin.

Current Body Home Care

<table>
<thead>
<tr>
<th>Product</th>
<th>Brand/Type</th>
<th>Comments/Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exfoliant</td>
<td>DRY BODY BRUSHING</td>
<td>TWICE A DAY</td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Previous body treatments/results Full Body Swedish Massage. Loved for the pressure to be firmer.

✓ Contraindications checked
✓ Medical form checked/updated

Allergies checked □ Nuts

Details NO NUT ALLERGIES
(include any relevant medical history & medications pertaining to treatment)

Temp selection:

- 32°C – relaxing
- 34°C – relaxing / stimulating
- 37°C – stimulating

Proposed Treatment Plan

Type of Hydrotherapy/Body Treatment to be performed Organic Spa Sea Salt Scrub With Hydrotherapy
Primary Objective/Condition to be treated Muscle tension in trapezius
Desired pressure Firm
Cost $100
Treatment products
Duration 45mins

<table>
<thead>
<tr>
<th>Product Range to be used</th>
<th>Exfoliant</th>
<th>Body Oil/Serum</th>
<th>Mask/ Wrap</th>
<th>Body Moisturiser</th>
<th>Other/ bath product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organic Spa</td>
<td>Sea Salt Scrub-1 tbls</td>
<td>Body Massage Oil-20mls</td>
<td>-</td>
<td>Body Butter with Body Massage Oil 10mls of each</td>
<td>-</td>
</tr>
</tbody>
</table>

Equipment Selection

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Functions</th>
<th>Water Temperature</th>
<th>Jets Water/Air</th>
<th>Strength/Pressure</th>
<th>Duration in equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vichy Shower</td>
<td>X</td>
<td>32°c 34°c</td>
<td>½- stimulating</td>
<td>Slow</td>
<td>10mins- exfoliation with pp and scalp massage</td>
</tr>
<tr>
<td>Hydro Tub</td>
<td></td>
<td>32°c 34°c</td>
<td>Back Side Underneath Feet</td>
<td>Medium Fast</td>
<td>10mins- with pp and scalp massage</td>
</tr>
<tr>
<td>Steam</td>
<td></td>
<td>48°c</td>
<td>n/a</td>
<td>n/a</td>
<td>10mins- with pp and scalp massage</td>
</tr>
</tbody>
</table>

Client Consent
The proposed treatment has been explained to me and I consent to the treatment as discussed.
Client Signature  SARAH JONES  Date 15.01.17

Results Achieved/Client’s Comments **Thoroughly enjoyed treatment. Back feels better – less stressed and tense**

Further Treatment / Home Care Recommendations
Further Treatment / Home Care & Recommendations

Home Care

- After treatment care – **drink water, reduce sun exposure, light meals and exercise, avoid stimulating drinks**
- **Lifestyle**- Yoga, meditation. Reduce smoking.
- **Nutrition**- Increasing fruit and vegetables. Try a juice in the mornings.
- **Adverse reaction/ advise**- Dizziness after treatment. Advised client to lie down on table with feet up. Offered water and tomato juice. Ok after 10mins.

Product Recommendations – Organic Spa Body Butter

- **Use** Use your own dry body before the shower. After shower apply **20c size amount of body butter into the body after each shower.**
- **Cost** $37.95 for body butter

Type of Treatments - Organic Spa Salt Scrub with Hydrotherapy and 1/2hr Back Massage

- **Frequency** 1 x week for next month to help with muscle tension and hydrating the skin.
- **Cost** $100 x 4 += $400 for hydrotherapy and $15 x 4 = $60 total $460
- **Referrals**- Naturopath for diet advise and extra health support for stress and remedial massage therapist for deeper massage work on trapezius area.

Client Re-booked _Monday 23. 1.17 at 9am for Organic Spa with Hydrotherapy and 1/2hr Massage_
Client Service Card  
Spa Dry Body Treatments  
Date ____________

Name ___________________________  Therapist ____________

Concerns/Goals/Objectives ___________________________

Current Body Home Care

<table>
<thead>
<tr>
<th>Product</th>
<th>Type</th>
<th>Comments/Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Wash/Cleanser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exfoliant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Oil/Serum</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Outcomes of Previous Body Treatments

☐ Contraindications/Safety Precautions checked
☐ Medical form checked/updated/ signed

✓ Allergies checked-
✓ Nuts-
✓ EO-

Details
(include any relevant medical history & medications pertaining to treatment)

Proposed Treatment Plan

Treatment Type ___________________________
Treatment Duration ___________________________
Cost $ ________
Primary Objective/Condition to be treated ___________________________
Desired pressure ___________________________
Treatment procedure explained to client ☐

Client Consent
The proposed treatment has been explained to me and I consent to the treatment as discussed.

Client Signature: ___________________________  Date: ____________

Body treatment performed
### Products Used

<table>
<thead>
<tr>
<th>Products Used</th>
<th>Products Used/ Brand/Range</th>
<th>Product/ key ingredients</th>
<th>Instructions for use</th>
<th>Price of product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exfoliant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Oil/Serum</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mask/ Wrap</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Results Achieved/Evaluation

- Variations to treatment plan
- Therapist observations
- Adverse effects
- Client’s feedback

### Further Treatment/Homecare

- Product Recommendation
- Types of treatments/frequency
- Homecare advice
- Lifestyle advice
- Nutritional advice

---

**Example of completed service card for spa body treatments**

**Client Service Card**

---

---

---

---
Spa Body Treatments

Date 15.08.17

Name JANE SMITH Therapist JUDY JETSON

Concerns/Goals/Objectives REHYDRATE THE SKIN, DESTRESS, RELAX

Current Body Home Care

<table>
<thead>
<tr>
<th>Product</th>
<th>Type</th>
<th>Comments/Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Wash/Cleanser</td>
<td>SOAP</td>
<td>AM/PM. TOO DRYING SKIN</td>
</tr>
<tr>
<td>Exfoliant</td>
<td>APRICOT BODY SCRUB</td>
<td>USES MAYBE ONCE A MONTH WHEN REMEMBERS</td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td>LOTION</td>
<td>USES WHEN REMEMBERS. FINDS HAS TO REAPPLY ESPECIALLY DURING COLD MONTHS.</td>
</tr>
<tr>
<td>Body Oil/Serum</td>
<td>BIO OIL</td>
<td>USES ON CHEST AND HIPS WHERE PRONE TO STRETCH MARKS.</td>
</tr>
</tbody>
</table>

Outcomes of Previous Body Treatments

ENJOYED TREATMENT. LOVED HOW SKIN FELT AFTER. FELT A LITTLE CLAUSTROPHOBIC BEING WRAPPED UP.

√ Contraindications/Safety Precautions checked
√ Medical form checked/updated/ signed

Allergies
Nuts
EO
Details . ALLERGIES TO SEAFOOD. RASH APPEARS ON CHEST.

(include any relevant medical history & medications pertaining to treatment)

Proposed Treatment Plan

<table>
<thead>
<tr>
<th>Treatment Type</th>
<th>HYDRA HERBAL INDULGENCE BODY WRAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment Duration</td>
<td>75 MINS</td>
</tr>
<tr>
<td>Cost $55</td>
<td></td>
</tr>
</tbody>
</table>

Primary Objective/Condition to be treated REHYDRATES SKIN, RELAX CLIENT
Desired pressure FIRM.

Treatment procedure explained to the client □

Client Consent
The proposed treatment has been explained to me and I consent to the treatment as discussed.

Client Signature: JANE SMITH Date: 15.08.17

Body treatment performed HYDRA HERBAL INDULGENCE BODY WRAP

Results Achieved
Variations to treatment plan **NOTICED FIST-SIZE BRUISE ON LEFT UPPER THIGH**

### Variations to treatment plan

**NOTICED FIST-SIZE BRUISE ON LEFT UPPER THIGH. WENT AROUND BRUISE AND WORKED GENTLY ON OUTER THIGH.**

**Therapist observations**

- PRODUCTS SOAKED IN QUICKLY, ESPECIALLY ON ARMS.
- FELT A BIT LIGHT-HEADED AFTER TREATMENT; FELT THIRSTY.
- ENJOYED TREATMENT. DIDN'T FEEL CLAUSTROPHOBIC.
- LOVED THE AROMA FROM PRODUCTS. SKIN FEELS AMAZING.

### Client's feedback

- ENJOYED TREATMENT. DIDN'T FEEL CLAUSTROPHOBIC.
- LOVED THE AROMA FROM PRODUCTS. SKIN FEELS AMAZING.

### Further Treatment/Homecare

- **Product Recommendation**
  - DRY BODY BRUSHING DAILY OR BODY SALT SCRUB TWICE WEEKLY; BODY BUTTER TWICE DAILY
  - Types of treatments/frequency HYDRA HERBAL WRAP ONCE A MONTH
  - Homecare advice INCREASE WATER INTAKE; REDUCE TIME IN SUN ESPECIALLY IN PEAK HOURS
  - Lifestyle advice- TRY SOME LIGHT YOGA
  - Nutritional advice- INCREASE WATER INTAKE, SMALLER MEALS, HEALTHY SNACKS

### Product Knowledge for Spa Dry and Wet Treatments

<table>
<thead>
<tr>
<th>Products Used</th>
<th>Products Used/ Brand/Range</th>
<th>Product/ key ingredients</th>
<th>Instructions for use</th>
<th>Price of product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exfoliant</td>
<td>SEA SALTS SCRUB</td>
<td>SEA SALTS &amp; MACADAMIA NUTS</td>
<td>SEA SALTS SCRUB TWICE A WEEK WHILE IN THE SHOWER</td>
<td>$36.95</td>
</tr>
<tr>
<td>Body Oil/Serum</td>
<td>BODY MASSAGE OIL</td>
<td>APRICOT KERNEL AND CANOLA OILS</td>
<td>APPLY TO SKIN BEFORE BED. AVOID SUN EXPOSURE</td>
<td>$50 Professional only</td>
</tr>
<tr>
<td>Mask/ Wrap</td>
<td>HYDRA HERBAL MASK</td>
<td>CALENDULA, ALOE VERA, ROSEHIP OIL</td>
<td>APPLY TO SKIN BEFORE BED.</td>
<td>$50 Professional only</td>
</tr>
<tr>
<td>Body Moisturiser</td>
<td>BODY BUTTER</td>
<td>COCONUT AND VITAMIN E OIL, CHAMOMILE &amp; LEMON MYRTLE EO.</td>
<td>APPLY TO DAMP SKIN AFTER SHOWER UP TO TWICE DAILY</td>
<td>$37.95</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
### Organic Spa

<table>
<thead>
<tr>
<th>Product</th>
<th>Ingredients/Features</th>
<th>Benefits</th>
<th>Contra</th>
<th>Key Selling Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Salt Scrub</td>
<td>Sodium chloride (sea salt)</td>
<td>Removes dead skin cells, provides antibacterial and astringent properties which refresh the skin</td>
<td>Nuts</td>
<td>Can be used with a carrier oil to make it go further.</td>
</tr>
<tr>
<td></td>
<td>Macadamia seed</td>
<td>Smaller particles help release embedded dirt and dead cells, reveals brighter smoother skin</td>
<td></td>
<td>Leaves film on the skin after a bath.</td>
</tr>
<tr>
<td></td>
<td>Jojoba and macadamia oil</td>
<td>Combination of jojoba is light and easily absorbed that mimics skins natural oils. Macadamia conditions helps promote healthy supple nourished</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Butter</td>
<td>Coconut oil</td>
<td>oils penetrate into skins deeper layers</td>
<td>Possible nut allergies</td>
<td>Rich nourishing Balm.</td>
</tr>
<tr>
<td></td>
<td>Cocoa Seed Butter</td>
<td>Skin conditioner and thickener for the emollient balm</td>
<td></td>
<td>Concentrated so only need a small amount.</td>
</tr>
<tr>
<td></td>
<td>Shea butter</td>
<td>Rich in essential fatty acids and vitamins A&amp;E</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tocopherol (vitE)</td>
<td>Slows degeneration of skin cells and promotes cell renewal, elasticity and healing. Neutralises free radicals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Body Massage Oil</td>
<td>Canola oil</td>
<td>Softens and protects all skin types</td>
<td>Possible sun sensitivity due to orange and bergamot EO.</td>
<td>A beautiful nourishing oil with therapeutic benefits</td>
</tr>
<tr>
<td></td>
<td>Apricot kernel oil</td>
<td>Penetrates without leaving skin oily</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Organic spa signature scent</td>
<td>Combines Bergamot, Orange, Lavender, Rose and Petitgrain EO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydro Herbal</td>
<td>Aloe Vera leaf juice</td>
<td>Helps support the natural balance of the skin through its anti-</td>
<td>Revitalising and</td>
<td></td>
</tr>
</tbody>
</table>

---

Student Resource folder version 3
09 2017 Spa therapies
<table>
<thead>
<tr>
<th>Body Indulgence</th>
<th>Clay Renewal Body Cocoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calendula flower extract</td>
<td>Kaolin</td>
</tr>
<tr>
<td>inflammatory and cooling benefits</td>
<td>A white clay that absorbs excess oil and</td>
</tr>
<tr>
<td></td>
<td>draws out impurities from the pores and</td>
</tr>
<tr>
<td></td>
<td>surface to reveal new skin cells. The</td>
</tr>
<tr>
<td></td>
<td>clay is very rich in trace minerals that</td>
</tr>
<tr>
<td></td>
<td>help soothe the skin. It aids in</td>
</tr>
<tr>
<td></td>
<td>improving skin texture and colour.</td>
</tr>
<tr>
<td>Sodium Ascorbyl Phosphate (vitC 2%</td>
<td>Bentonite &amp; Zeolite</td>
</tr>
<tr>
<td>and Tocopherol (Vit E 0.2%)</td>
<td>Absorbent clays that draw impurities</td>
</tr>
<tr>
<td></td>
<td>and sloughs away dead skin cells. Helps</td>
</tr>
<tr>
<td></td>
<td>to unclog pores to revitalise the body.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Rosehip oil</td>
<td>Green tea powder</td>
</tr>
<tr>
<td>Extracted from fruit of the rose, it’s</td>
<td>A powerful antioxidant that neutralises</td>
</tr>
<tr>
<td>rich in antioxidants, Vit C and</td>
<td>the effects of free radicals and lessens</td>
</tr>
<tr>
<td>lycopene. A proven antioxidant lycopene</td>
<td>the effect of</td>
</tr>
<tr>
<td>has been found to reduce fine lines and</td>
<td></td>
</tr>
<tr>
<td>counterbalance effects of sun damage.</td>
<td></td>
</tr>
<tr>
<td>The active ingredients of Vit C aid in</td>
<td></td>
</tr>
<tr>
<td>lightening the skin and help prevent</td>
<td></td>
</tr>
<tr>
<td>and attenuate age spots</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>The vitamins work in sync with each</td>
<td>Tea tree</td>
</tr>
<tr>
<td>other to brighten pigment of the skin</td>
<td>Allergies</td>
</tr>
<tr>
<td>while hydrating and refining the</td>
<td>A detox body mud treatment that aids in</td>
</tr>
<tr>
<td>appearance of wrinkles. The active</td>
<td>cleansing and renewing the body.</td>
</tr>
<tr>
<td>ingredients of Vit C aid in lightening</td>
<td></td>
</tr>
<tr>
<td>the skin and help prevent and</td>
<td>Purify, refine and detox the body.</td>
</tr>
<tr>
<td>attenuate age spots</td>
<td></td>
</tr>
<tr>
<td>Soothes and moisturises, reduces</td>
<td></td>
</tr>
<tr>
<td>inflammation, helps prevent scarring</td>
<td></td>
</tr>
<tr>
<td>and promotes healing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>The active ingredients of Vit C aid in</td>
<td></td>
</tr>
<tr>
<td>lightening the skin and help prevent</td>
<td></td>
</tr>
<tr>
<td>attenuation age spots</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Brightening to the skin.</td>
<td></td>
</tr>
<tr>
<td>Great ‘pick me up’</td>
<td></td>
</tr>
</tbody>
</table>
Tea Tree oil (5%) environmental damage to the skin.

Tea Tree Oil is known for its antifungal and antibacterial properties. It helps to heal the skin and generate cell growth. It has an extremely low potential for skin irritation or sensitization. The oil’s therapeutic properties also include; antiseptic, antibiotic, antiviral, insecticidal and a stimulant.

Eco Tan

<table>
<thead>
<tr>
<th>Product</th>
<th>Features</th>
<th>Benefits</th>
<th>Contras</th>
<th>Selling points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eco Tan</td>
<td>Medium to Olive skins</td>
<td>Natural colour</td>
<td>Must exfoliate a few days before tanning</td>
<td>Clear cream</td>
</tr>
<tr>
<td></td>
<td>Clear Cream</td>
<td></td>
<td>Not on the Day</td>
<td>Aroma is pleasant</td>
</tr>
<tr>
<td></td>
<td>Natural Product</td>
<td></td>
<td>Over exfoliated skin may make the tan become</td>
<td>Does not stain</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>patchy.</td>
<td>Looks natural</td>
</tr>
<tr>
<td>Extreme exfoliant mitt</td>
<td>Everyone</td>
<td>Use dry or wet. Removes dead skin cells, leaves skin smooth</td>
<td>No contras</td>
<td>Can effectively unclog pores, aids in reducing acne, blackheads, milia &amp; cellulite</td>
</tr>
<tr>
<td>Winter skin</td>
<td>Fair-medium skin</td>
<td>Natural colour</td>
<td>No contras</td>
<td>No synthetics, use as a tan extender</td>
</tr>
<tr>
<td></td>
<td>Gradual Tanning</td>
<td></td>
<td></td>
<td>Looks natural</td>
</tr>
<tr>
<td></td>
<td>Contains rose flower, daily nourisher builds to honey glow</td>
<td></td>
<td></td>
<td>Aroma is pleasant</td>
</tr>
</tbody>
</table>
## Organicspa / Eco tan cheat sheet - Body

<table>
<thead>
<tr>
<th>Product</th>
<th>Skin type</th>
<th>Feature</th>
<th>Benefit</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organicspa</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>body wash</td>
<td>All skin types</td>
<td>purify, freshen, zesty. Aloe vera leaf juice, Calendula extract, Lemon myrtle oil</td>
<td>Supports natural pH balance of skin, cooling, hydrating, soothes &amp; moisturises, derived from sugar cane. Lemon myrtle- antifungal/antimicrobial. 250/500gm</td>
<td>$29.95</td>
</tr>
<tr>
<td>body salt scrub</td>
<td>Most skin types</td>
<td>revitalise, invigorate, soften. Sodium chloride(sea salt), macadamia seed, jojoba &amp; macadamia oil</td>
<td>Granules slough away dead skin, makes skin brighter &amp; smoother. antibacterial/ astringent Jojoba/ macadamia condition skin 250gm</td>
<td>$36.95</td>
</tr>
<tr>
<td>body moisturiser</td>
<td>All skin types</td>
<td>light, cooling, hydrating avocado oil, macadamia seed oil, chamomile flower extract</td>
<td>Rich in vit E, powerful antioxidant. Reduces inflammation&amp; balances skin 200gm</td>
<td>$29.95</td>
</tr>
<tr>
<td>Body butter</td>
<td>Dry dehydrated</td>
<td>luxurious, concentrated, radiant. Coconut oil, cocoa seed butter, shea butter, Vit E</td>
<td>Hydrating &amp; soothing skin conditioner rich in vit A, E &amp; D. ant- inflammatory, promotes cell renewal &amp; skin elasticity. Antioxidant from soybean &amp; corn oils.</td>
<td>$37.95</td>
</tr>
</tbody>
</table>

### Specialty products

<table>
<thead>
<tr>
<th>Product</th>
<th>Skin type</th>
<th>Feature</th>
<th>Benefit</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nourish oil</td>
<td>All</td>
<td>Great for hair and body Macadamia, coconut, sunflower, argan and rose hips oils.Also lavendeer, orange and geranium oils</td>
<td>Healing, hydrating and repairing Organic oils rejuvenate hair and skin Use in ends of hair, dry heels &amp; elbows</td>
<td>$49.95</td>
</tr>
<tr>
<td>Body basics pack</td>
<td>all</td>
<td>Body wash, body moisturiser, shampoo &amp; conditioner</td>
<td>Great easy convenient travel packs, last up to 2 weeks.</td>
<td>$19.95</td>
</tr>
</tbody>
</table>

### Eco tan

<table>
<thead>
<tr>
<th>Product</th>
<th>Skin type</th>
<th>Feature</th>
<th>Benefit</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme exfoliant mitt</td>
<td>most</td>
<td>Use dry or wet. Removes dead skin cells, leaves skin smooth</td>
<td>Can effectively unclog pores, aids in reducing acne, blackheads, milia &amp; cellulite</td>
<td>$19.50</td>
</tr>
<tr>
<td>Winter skin</td>
<td>Fair-medium skin</td>
<td>Contains rose flower, daily nourisher builds to honey glow</td>
<td>No synthetics, use as a tan extender</td>
<td>$29.95</td>
</tr>
<tr>
<td>Invisible tan</td>
<td>medium/olive</td>
<td>Soft note of rose flower moisturising/nourishin g builds to rich honey tan</td>
<td>No need to exfoliate before, no staining clothes or linen</td>
<td>$34.95</td>
</tr>
<tr>
<td>Deodorant</td>
<td>all</td>
<td>Natural Coconut creates a pleasant scent whilst still allowing the body to release toxins</td>
<td>No Aluminium . No Parabens . No Hidden Nasties . Unisex</td>
<td>$14.95</td>
</tr>
<tr>
<td>Body wash</td>
<td>all</td>
<td>Organic coconut and mint scents accompanied by refreshing peppermint.</td>
<td>Gentle and revitalising</td>
<td>$21.95</td>
</tr>
</tbody>
</table>
Hydrotherapy Treatments

Hydro Tub

**Set up**
1) 3x towel- 1x headpiece, 1x floor & 1x in front of shower
2) Basket for client- 2x towels, G-string, bouffant cap, modesty towel, tint bowl & plastic bag for batters
3) I pod/chair
4) Water for client

**On/off switch and Jets**

Jets
Back
Sides
Underneath
Feet
Vichy/neutral for Tub + Steam

**Side Panel**

L-R: Timer and Safety switch, light, under air jet, side water jet, side water and air jet, internal disinfectant, temperature
Hydrotub Treatment

Features: Soaking in the hydro tub, manipulation of jets around the body, pressure point and scalp massage

Benefits: Relaxing, Pampering, Moisturising

Contraindications: Pregnancy, diabetes, epilepsy, heart, liver or kidney problems, menstruation, any problems to do with blood conditions.

Duration with client: 30 mins
(15min set up, 15 min consultation/spa tour/prep, 10min bath with pressure point and scalp massage and jets, 10min moisturiser application & aftercare, 15min clean up)

Cost: $75

Products Required

- Client Service Card/Hydrotherapy Treatment Card/Clipboard/Pen
- Client basket
- Bouffant Cap/Disposable G-string or client’s own swimwear
- 5 Large Towels (2 for client to dry self, 1 for massage bed, 2 for floor)
- 2 Hand Towel (1 x hot towel cabinet, 1 x modesty)
- Disposable sheet
- Disposable pillow case
- 3 x tint bowls (2 x products, 1 x jewellery)
- Measuring equipment
- Glass of water
- iPod

Products required

- Organic Spa Body Wash – 20 mL
- Body massage Oil – 10 mL
- Body Butter body cream – 10 mL

Set up

Spa room

- Make sure hood is open
- Turn on cocoon and switch on light. Adjust as necessary.
- Turn on lamp and iPod. Set music level.
- Lay towel on floor in front of tub.
- Set silver nozzle on V
- Set towel & matt in front of shower
- Client basket – 2 x towels, 1 x hand towel, 1 x bag for wet bathers, bouffant cap, G-string.

Massage table

- Set up disposable sheet and pillow case
- 2 x towel, 1 x hand towel for eyes
- Tint bowl with moisturiser
- Clipboard, medical & consultation form
- Glass of water by table
Procedure

**Step one**

*Greet client* and guide them to spa room for the *spa tour*. Briefly explain all the features that are being used today for their treatment.

1. Guide client to massage table and begin consultation
2. When you get to the *double lines*, select *water temperature* with client (32°C-37°C)
3. **Instruct client** to remove jewellery, loosen hair (if tied), and use bathroom if required. While client is doing this, **excuse yourself to perform the following:**
   - In spa room, turn on cocoon
   - Silver nozzle on V
   - Plug down in tub
   - Set water temperature on tap
   - Turn tap towards bath picture
   - Wash hands & check water temperature
   - Return to client to finish consultation while tub is filling

**Step two**

1. **Turn consultation card over** to finish. Make sure you have written consent from client.
2. **Excuse yourself to complete spa set up:**
   Once motor is just submerged, keep water going but now you can set the side panel on tub
   - Set timer for 30mins by pressing safety/timer switch until it blinks then press again to set.
   - Turn light on by pressing light picture. Adjust level using +/–
   - Switch all jets on and adjust pressure to suit clients needs.
   - Press temperature button until blinks. Set to clients request; Press temperature button again to reset
   - Set music level using volume control on hood.
   - Put on face fan
3. **Return to client**

**Step three**

Lead client into spa room. Instruct client to have a quick shower and to change into bathers/disposable G-string. Instruct client to place clothes in basket and place bouffant cap on head. Request the client to wrap a towel around their body and knock on door when they are ready. Advise client to wait for your return to enter cocoon. Leave client to get ready.

**Step four**

1. Knock before entering.
2. Turn tap off when water is over the back jets by 1 inch and guide client over to the tub. Show the client how to operate the safety switch should they wish to stop the treatment at any time (timer button on tub). Also show client how to adjust jet pressure.
3. Instruct client to firstly sit on the side of tub and slowly place legs one at a time into the tub. Ask client to rest head on the rolled towel. (If client is sliding inside the tub, use the towel from the shower to place underneath client.) Ensure client is comfortable before closing the hood. Client soaks in tub for 10mins.
4. Check and clean up water spills. Turn off the main light and wash hands and place on apron. Sit down and place the first jet setting on. If this is the back jet advise the client that the jets will feel forceful at the beginning, but will adjust.
5. Perform pressure point massage.
7. Half-way through, with one hand remaining on client, change jet setting.
8. Complete scalp massage. Change jet setting for remaining time. Before 10mins is up, let client know you are leaving the room and take basket of clothes to massage room and set table. Return to client. Take off apron.
9. When 10mins has passed, turn jet back to V and advise client treatment has ended.
10. Lift hood and turn off Side Air/Water and Underneath Water Jets and assist client out of tub the same way they came in.
11. Instruct client to towel dry off or shower, wrap themselves in a towel. Ask client to open door when ready. Leave client to get ready.

**Step five – 10 mins**

1. Guide client to the massage table. Instruct client to place wet things in bag and put underpants on only. Place wet towel under table.
2. Ask client to lie facing up on massage table and have a dry towel lying on top of them. Leave them to get ready.
3. Whilst client is getting ready, remove plug from tub in the spa room.
4. Knock on door to see if client is ready. Drape client appropriately and uncover the areas to be moisturised in the following sequence:
   - Legs
   - Stomach
   - Arms
   - Chest
   - Back
5. Leave client sitting and instruct to redress. Make sure they have all of their jewellery and hair things.
6. Knock before entering the room and tidy table. Provide aftercare advice to your client, making sure your client is drinking water.
7. Allow client to rest for 10mins before leaving the spa.

**Clean up – 15mins**

1. Spray hood with Spa-giene, rinse and completely dry.
2. Spray the tub with spa giene, scrub with nail brush. Rinse with hand held shower and cloth. Dry completely.
3. Spray shower glass with glass clean and squeegee off. Use spagmos on other parts and dry completely.
4. Wipe dry products in shower.
5. Mop floor with floor cleaner and dry with towel.
6. Place all towels into dirty laundry basket.
7. Wash, disinfect, and dry all equipment. (follow manufacturer’s instructions for correct dilution of spa.giene disinfectant)
8. Disinfect all equipment with HGD
9. Store products and equipment in designated areas.
10. Dispose of sheet, pillowcase and G-string.
11. Record in hydrotherapy Record book with date, number of treatment, type of treatment and name.
Organic spa Body Salt Scrub with hydrotherapy
(Vichy shower procedures)

**Features:** exfoliation while on the vichy shower, pressure point and scalp massage  
**Benefits:** Detoxifying, exfoliating, stimulating, moisturising  
**Contraindications:** Pregnancy, diabetes, epilepsy, heart, liver or kidney problems, menstruation, any problems to do with blood conditions, implants if using the sauna.  
**Cost:** $100  
**Duration of time with client:** 1hr

(15 min set up, 20min consultation with spa tour and client and equipment prep, 5mins exfoliation, 10min vichy shower front and back of body with pressure point massage and scalp massage, 5min handheld shower, 10mins moisturizer/CNB Ritual, 10min aftercare, 15min clean up)

**Equipment required**

- Client Service Card/Hydrotherapy Treatment Card/Clipboard/Pen  
- Basket  
- Bouffant Cap/Disposable Underwear or client’s own swimwear  
- 8 x Large Towels (2 for client to dry self, 2 for Vibromassage Bed, 2 for massage bed, 1 x on floor in front of tub, 1 x in front of shower under slip mat)  
- 5 x Hand Towels (1 for Hot Towel Cabinet, 1 for hips (optional), 1 for head rest for hydrotub, 1 for modesty towel, 1 x eyemask)  
- 1x Hand towel for Steam Screen  
- Hydro Tub vibrotable  
- Grey balls x 6  
- Grey Headrest  
- Ipod  
- Glass of water  
- 3x white dappen dishes  
- 30mL small oil bottle  
- Holster  
- Measuring equipment  
- Plastic bag for wet bathers  
- Hand held shower  
- Apron  
- Gloves  
- Facemark  
- Cleaning products-Tri Nature Sphagnam Moss, Spa.Giene, Tri Nature Glass Cleaner  
- Cleaning equipment

**Products required**

- Organic spa body salt scrub – 1 tablespoon  
- Organic spa body oil blend – 30mLs (20mLs for small oil bottle and 10mLs with body butter)  
- Organic spa body butter – 10 mLs
Set up

Spa room
1. Plug down in hydrotub
2. Set silver balls in holes
3. With a colleague’s assistance, place vibro table on top with rough side up. Set plug into hole.
4. Lay 1 x towels on top. Place rolled client towel on top.
5. Silver head rest at vibrotable plug end of table. Hand towel over the top.
6. Place a towel on floor in front of tub
7. Place a towel in front of shower and place matt on top.
8. In white basket place 2 x towels for client and 1 x hand towel; bouffant cap, gstring; bag for wet bathers on glass towel shelves.
9. Plug Ipod into headphone jack & turn on. Set on trolley behind tub.
10. Chair at tub
11. Hand held shower on trolley behind tub.
12. Apron/Gloves on trolley behind tub.
13. Paper towel at sink

Massage table
1. Set up disposable sheet and pillow case
2. 2 x towel
3. 1 x eye mask
4. Clipboard, medical & consultation form
5. Glass of water by table
6. 1 x dappen dish for jewellery and hair clips.

Products
1. Place 1 tablespoon of Organic Spa Sea Salt scrub on 1 x white dappen dish. Place on trolley behind tub.
2. Place 20 mls Organic Spa Body Massage Oil in 30mL Elemis bottle. Place on trolley behind tub.
3. Mix 10mls body butter and 10mls of body massage oil in 1 x white dappen dish and leave on trolley in consultation room.

Procedure

Step one
1. Greet client. Take them through to treatment area and introduce treatment.
2. Perform consultation.
3. Instruct client to take off clothes and place in basket and to change into bathers/disposable g-string. Use a towel to wrap around body. Advise client to wait for your return to enter cocoon. Leave client to get ready.

Step two
1. Knock before entering
2. Show client how to operate the safety switch should they wish to stop the treatment at any time (timer button on hood under screen)
3. Instruct client to lie on table facing up and cover with modesty towel and towel.
4. Adjust music and face fan. Clean up any water on the floor and turn off main light. Collect products.
6. Exfoliate-walk product up leg and effleurage down. Starting at the back of the leg on the calf, scrub up towards the knee. 3 x circles on the back of the knee and then scrub up towards the gluteal muscles on the back of the thigh. Concentrating on any problem areas. Come to top of leg and c-scoop the top of the thigh, 3 x circles on the knee and c-scooping the lower leg. Effleurage to finish sequence. Leg down and re drape. Repeat on right leg.
7. Undrape stomach. Make sure modesty towel is in place. Placing oil into hand using sun and moon x 3 and lifting effleurage x 3. Apply a little amount of exfoliate into hand. Exfoliate using same moves into the skin. Re drape.
8. Undrape right arm. Apply oil to arm and effleurage x 3 to spread oil. Place exfoliate in hand and effleurage x 3 to apply. Starting at lower arm, single handed c-scoop lower arm, 3 x circles on elbow, c-scoop upper arm and 1 x effleurage to finish sequence. Re drape. With left arm to sequence in reverse due to limited access.
9. Décolletage-pour oil in hand and use figure of 8 to apply oil. Place tiny bit of exfoliant in hand and use figure of 8 gently to apply exfoliate.
10. Instruct client to hold onto towel and roll to face the hood. Apply oil in hand and then on back. Effleurage x 3 to apply oil. Place exfoliant in hand then onto back. Effleurage x 3 C-scoop and have client roll back into backs. Remove towel, place products to the side and close hood.
11. Turn on timer to 30mins on hood.
12. Turn on hand held shower to warm up water and to test temp with client. Unplug and close lid. Press buttons ½ for stimulating or ¾ for relaxing to start vichy shower. Using the +/- button to adjust.
13. Perform pressure point for 5 mins while client is on their backs.
14. Lift up hood lightly and get client to turn around onto their stomach. Close hood. Turn on to different number and perform scalp massage for 5 mins.
15. Collect towel. Place on chair next to tub.
16. Let client know that you are about to turn off the vichy shower and open the hood. Connect the hand held shower and turn on. Warm up away from client.
17. Test water on leg and start with left leg full sweep of left hand side of body to remove product. Repeat on right hand side. Have your client roll onto their backs and repeat.
18. Assist client off the table, handing them a dry towel.
19. Ask client to dry off, put dry underpants on, wrap another dry towel around their body. Leave client to change.
20. Assist client to massage table with their basket of clothes

Step three

1. Guide client to the massage table and ask them to put wet things into bag and put underpants on only.
2. Ask client to lie facing up and have their dry towel lying on top of them. Wet towel under table.
3. Whilst client is getting ready, remove plug from tub in the spa room.
4. Drape client appropriately and uncover the areas to be moisturised in the following sequence:
- Legs
- Stomach
- Arms
- Chest
- Back

5. Performed CNB Ritual
6. Leave client sitting and instruct client to redress. Leave the room.
7. Knock before entering the room and provide aftercare advice to your client after tidying table so it is presentable for your client. Make sure client has all jewellery and hair things and is drinking water.
8. Allow client to rest for 10mins before leaving the spa.

Clean up

1. Spray vibrotable with Spa-giene. Dry and place back into cleaning trolley.
2. Spray hood and scrub hydrotub with Spa-giene, rinse and completely dry.
3. Spray shower glass with glass clean and squeegee off.
4. Wipe dry products in shower.
5. Mop floor with floor cleaner and dry with towel.
6. Place all towels into dirty laundry basket.
7. Wash, disinfect, and dry all equipment.
8. Disinfect all equipment with HGD
9. Store products and equipment in designated areas.
10. Dispose of sheet, pillowcase and gstring.
11. Record in hydrotherapy Record book with date, number of treatment, type of treatment and name.

Set up

Tap, water temperature and hand held shower
Hood panel

L-R: Timer/safety switch, (top) vichy shower, +/- to adjust, (thicker fan) face fan, (under +/-) vibrotable, (bubbles) aromatherapy, (IR) sauna, temperature-actives steamer.

Cheat sheet for consultation for OrganicSpa Sea Salt Scrub with Hydrotherapy

1. Set up area
2. Greet client
3. Spa Tour

Script Today I will be performing the Organic spa Body Salt Scrub with hydrotherapy. I will assist you onto the vibrotable while I perform a full body exfoliation. I will then close the lid and turn on the vichy shower allowing the water to cascade over your body while I perform the scalp and pressure point massage. We will not be using any product around your face and scalp. This treatment will bring harmony to the mind and leaves the body feeling detoxified, glowing and revived.

Next Room

This room is where we will do the consultation and after the treatment will be adding the added luxury of applying moisturizer to the skin.

4. Consultation
   - Goals/Concerns/Objectives
     i. Find out what they would like to achieve
     ii. Look at client profile to see what other questions you can ask
   - Homecare
   - Previous treatments-style/Good or bad/why
   - Medical Certificate-check for any updates, nut allergies, sign off
   - Extra precautions
     - Double lines-Temperature set
       i. 32°C-Relaxing Warm/Hot
       ii. 34°C-Relaxing and Stimulating Shower temp at home/hot
       iii. 37°C-Stimulating/Very Hot
     - Excuse yourself to set up/Client prep-toilet etc
     - Second page of consult
     - Relate treatment type to primary and additional objectives
     - Products-Organic Spa
<table>
<thead>
<tr>
<th>Products</th>
<th>Body salt scrub-1 tablespoon</th>
<th>Body massage oil-20 mls</th>
<th>Body butter-10mls/10mls of body oil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Features</td>
<td>sea salt, macadamia seed, jojoba and macadamia oil</td>
<td>Canola oil, apricot kernel oil, Organic spa signature scent of lavender, rose, Orange, petitgrain and bergamot essential oils</td>
<td>Coconut oil, cocoa seed butter, shea butter, vitE</td>
</tr>
<tr>
<td>Benefits</td>
<td>Removes dead skin cells, smaller particles help release embedded dirt and dead cells, conditions skin and helps promote healthy glow.</td>
<td>Softens and protects all skin types and penetrates without leaving skin oily</td>
<td>Penetrate into skins deeper layers acting as a skin conditioner. Rich in essential fatty acids and vitamins A&amp;É which heals, smooths and protects skin from environmental damage. Also assists in slowing degeneration of skin cells which promotes cell renewal, elasticity and healing.</td>
</tr>
<tr>
<td>Contraindications</td>
<td>Nut allergies</td>
<td>Orange and Bergamot have photosensitive properties.</td>
<td>Nut allergies</td>
</tr>
</tbody>
</table>

### Equipment Table (example Only)

<table>
<thead>
<tr>
<th>Function</th>
<th>Temp</th>
<th>Jets/water</th>
<th>Pressure</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steam</td>
<td>48°C</td>
<td>-</td>
<td>-</td>
<td>5mins-pressure point massage</td>
</tr>
<tr>
<td>Vibro table</td>
<td>Fast, medium or slow</td>
<td>5 mins with exfoliation-legs, stomach, arms, chest and back.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vichy</td>
<td>34°C</td>
<td>-1 &amp; 2stimulating 3 &amp; 4-Relaxing</td>
<td>Fast, medium or slow</td>
<td>10mins-scalp massage</td>
</tr>
</tbody>
</table>

### 1. Ask the client
- Do you have any question?
- Are you comfortable with everything?
- Client consent and date.
Cheat Sheet for Organic Spa Salt Scrub with Hydrotherapy

1. **Greet client**
2. **Consultation**
   a. check for nut allergies
3. **Double lines-temperature selection**
   a. 32°C/34°C/37°C
4. **Spa tour**
   a. Client-toilet, hair, jewellery, meet back in room
   b. Therapist-on/v/plug/temp/water/test
   c. Instruct to quickly shower
   d. Where to place clothes
   e. Put bouffant cap on
   f. Knock on door
5. **Explain safety switch and how to lie down.**
   a. Assist client.
   b. Adjust music.
   c. Wash hands.
   d. Client up water on floor
   e. Ambience
   f. Apron/Gloves
6. **Client lays on the Table and start exfoliating-5mins**
   a. Legs
   b. Stomach
   c. Arms/chest
   d. Back
7. **Test water temp with shower hose on client’s ankle area**
   a. Remove towel and ask client to put hands over hips.
   b. Close hood.
8. **Activate the Vichy shower by pressing one of the numbers on the hood. 10mins**
   a. pressure point massage
   b. Adjust pace of jets with +/- button
9. **Get client to turn unto their stomach- Perform scalp massage 5mins**
10. **Turn off Vichy by pressing number which it is on.**
   a. Lift hood
11. **Connect hand held shower**
    a. Heat up away from client
    b. Check temp with client
    c. Remove any excess product from clients back of body
    d. Turn client and remove product from front of body
    e. Assist client off table
12. **Instruct client to either shower and dry or just dry**
    a. Knock on door when finished
13. **Guide client to massage table**
a. Ask client to put on underpants only
b. Put wet things in garbage bag
c. Lie face up on table putting dry towel on top
d. You will knock to see when ready

14. **Drape towels over client and apply moisturizer**
   a. Legs
   b. Stomach
   c. Arms and chest
   d. Back

15. **Leave client sitting and ask them to change back into clothes and to open the door when they are ready**
   a. Check if client needs more water
   b. Start writing aftercare notes

16. **Perform aftercare**
   a. Make sure client has all belongings
   b. Ok to drive

17. **Clean room**
   a. Clean tub, vibrotable, silver balls, silver head piece and hood with spa giene using protective gear. Rinse and dry.
   b. Clean shower with glass cleaner. Rinse and dry.
   c. Clean product dishes. Spag mos, dry and put away
   e. Dirty towels in tub
   f. Massage table, chairs, sinks, hand held shower, and white basket. Spag moss and place back where required. Wash and dry floors.
   g. Sheet, pillowcase, g-string, bouffant cap in bin
   h. File client sheet
   i. Sign off in record book. Top right drawer of room 5.1

---

**Products needed and trolley set up**
Steam with 1/2hr massage (of your choice)

Features: Steam, Pressure point and scalp massage and 1/2hr massage of your choice.

Benefits: Detoxifies, deeply relaxes and assist tired sore muscles.

Contraindications: Pregnancy, Epilepsy, Diabetes, Kidney problems (for stream)

Time: 1hr treatment (extra 10 mins for set up and pack down)

Cost: $50

Set up-10mins (includes filling tub to just above the motor), Consult/prep-5mins, Steam 10mins (includes pressure point and scalp massage), Massage-30mins Aftercare/Clean up 15mins

Equipment required

- Hydrotub
- Hydrotable
- Large towel x 8
- Hand towel x 4
- Disposable sheet x 1
- Disposable pillow case x 1
- Client basket
- Disposable g-string
- Bouffant cap
- Silver head piece
- Silver balls
- Music
- Water
- Clipboard/pen/client forms
- Small Elemis bottle.

Set up

- Up down plug
- Set table on top
- 1 x towels on top of table
- Silver head piece with hand towel over top
- 1 x rolled up towel on top
- Set water temperature tap to 34°C
- Turn tap to bath picture and fill until motor just submerged
- Turn off tap and set side panel:
  - Set timer for 30mins
  - Turn light on. Adjust level.
- Close hood and screen and place hand towel over screen. Set hood timer to 30mins
- Set temperature on hood to 48°C by pressing picture and using +/- button to adjust.
- Turn on music and adjust level. Turn on face fan. Have glass of water available.

Massage table

- Set sheet and pillow case
- 1 x rolled up towel
- 1 x modesty hand towel

**Products**
- **Organic Spa Body Massage Oil - 10mls**

**Procedure**

4. Greet client. Take them through to treatment area and introduce treatment.
5. Perform consultation.
6. Instruct client to take off clothes and place in basket. Ask client to change into either bathers/disposable g-string. Use a towel to wrap around body. Advise client to wait for your return to enter cocoon. Leave client to get ready.
7. Knock before entering
8. Show client how to operate the safety switch should they wish to stop the treatment at any time (timer button on hood under screen)
9. Instruct client to lie on table facing up and cover with towel. Close lid.
10. Adjust music and face fan. Clean up any water on the floor and turn off main light.
11. Perform pressure point and scalp massage for 10 mins while client is on their backs. Collect clients towel and put on chair next to tub.
12. Turn off steam by pressing temperature button on hood.
13. Let the client know you are about to lift the hood and assist off table. Hand client towel. Ask client to have a quick shower, dry off, place underpants or dry g-string on and wrap towel around them.
14. Assist client to massage table with their basket of clothes.
15. Ask client to lie facing up/down and placing the dry clean towel on top of them.
16. Whilst client is getting ready, undo the plug in the spa room.
17. Once client is ready, start with welcoming ceremony then 1/2hr massage sequence either BNS/BOL and FOL/Arms, Chest, Face and Scalp using oil that suits your client’s needs. Hot towel feet when finished.
18. Leave client sitting and allow client to redress.
19. Knock before entering the room and provide aftercare, water and advice to your client.
20. Allow client to rest for 10mins before leaving the spa.

**Clean up**

1. Spray vibrotabale with Spa-giene. Dry and place back into cleaning trolley.
2. Spray hood and scrub hydrotub with Spa-giene, rinse and completely dry.
4. Wipe dry products in shower.
5. Mop floor with floor cleaner and dry with towel.
6. Place all towels into dirty laundry basket.
7. Wash, disinfect, and dry all equipment.
8. Disinfect all equipment with HGD
9. Store products and equipment in designated areas.
10. Dispose of sheet, pillowcase and gstring.
CNB-Internal disinfectant procedure for the hydro cocoon-15 mins

1. Plug down

2. Bath filled to 1 inch above back jets (if you have just finished a hydro tub treatment, you can leave the dirty water in)

3. Tub on

4. Timer on no less than 15 mins (on tub)

5. Check if light is on in the middle of the picture of the bottle on the tub. If so, place 120mls of neat spa-giene into labelled disinfectant area with funnel provided. Make sure you are wearing gloves and a face mask. Make sure lids are back on tightly and spa.giene stored correctly.

6. Press the D button until it starts to blink

7. Close the hood and turn silver nozzle to B

8. Make sure you check the time or the timer button to count down 2 mins

9. After 2 mins turn silver nozzle to S, after 2 mins to U, after 2 mins F, then last to V

10. Disinfectant will stop when machine starts beeping.

11. **DO NOT TURN OFF THE COCOON.** Undo plug as and let the machine beep as it drains. It is internally drying itself.

12. Once the machine stops beeping, **TURN OFF THE COCOON.**

13. Once the machine turns off, spray the cocoon with diluted spa.giene and scrub jets with nail brushes.

14. Using a cloth and the hand held shower, rinse and wipe the tub at the same time. Using the same cloth and a spray of spa.giene wipe down the hood, screen and outside of cocoon.

15. Use a blue or green hand towel to dry the tub, hood, screen and outside of cocoon.

16. While this is happening, you can be cleaning product bowls, cleaning the shower, wiping down the trolley and getting the mop ready.
Function Cheat Sheet for the Cocoon.

Note-the water needs to be over the motor to operate the side panels on the tub and hood.

1. Turning on tub, plugging in music, light on trolley and face fan

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>On/Off</td>
<td>• On/off button</td>
</tr>
</tbody>
</table>
| Music             | • Plug i-pod into headphone jack at back of tub and place i-pod on trolley.  
                   | • Adjust volume under the face fan on left hand side of plastic screen |
| Light at trolley  | • Turn on at wall                                                       |
| Face fan          | • Thick fan picture on hood.                                            
                   | • This does operate without water being over motor.                     
                   | • You will need to open section on left hand side of screen for air to come through |

2. To fill tub-water needs to be 1 inch over the back jets to work properly. No higher. You will need to manually turn off the tap. Water needs to be over the motor to operate the side panel

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plug up or down</td>
<td>• Silver wheel under faucet.</td>
</tr>
</tbody>
</table>
| Set temperature to fill tub | • Silver tap with temperatures. Set to bottom red dot.  
                            | • Use upper red dot to set pass 30°C.                                  |
| Turn on water             | • Turn tap with bath/shower picture towards the bath                   |
| If using for hydro tub    | • Water needs to be 1 inch over back jets                              |
| If using for vichy shower/steam | • Hand held shower needs to be plugged in.  
                                    | • Put this on first to warm water and to test with client.  
                                    | • Remove before activating the Vichy shower.                         |
### 3. Operating the side panel/jets for the hydro tub-located on the tub itself

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time/Safety switch</strong></td>
<td><strong>Note-please always show client safety switch before they get into cocoon. If they press button once it turns off machine and you assist client out.</strong></td>
</tr>
<tr>
<td></td>
<td>• Press time picture until it blinks 30mins and press picture to reset.</td>
</tr>
<tr>
<td></td>
<td>• You can use the +/-buttons to adjust.</td>
</tr>
<tr>
<td></td>
<td>• This needs to be done first or it switches off other set functions.</td>
</tr>
<tr>
<td><strong>Light</strong></td>
<td>• Press light picture.</td>
</tr>
<tr>
<td></td>
<td>• Use +/- button to adjust</td>
</tr>
<tr>
<td><strong>Underneath air</strong></td>
<td>• Press picture with thick line on bottom and bubbles on top.</td>
</tr>
<tr>
<td></td>
<td>• Use +/- button to adjust</td>
</tr>
<tr>
<td><strong>Side water</strong></td>
<td>• Press picture with thick line on the side with lines coming out.</td>
</tr>
<tr>
<td></td>
<td>• Use +/- button to adjust</td>
</tr>
<tr>
<td><strong>Side water and air</strong></td>
<td>• Press picture with thick line on the side with bubble and lines coming out.</td>
</tr>
<tr>
<td></td>
<td>• You can’t adjust this.</td>
</tr>
<tr>
<td><strong>Jet temperature</strong></td>
<td>• Press temperature picture</td>
</tr>
<tr>
<td></td>
<td>• Set temp the same as the tap temperature</td>
</tr>
<tr>
<td></td>
<td>• Use the +/- button.</td>
</tr>
<tr>
<td><strong>Jets</strong></td>
<td>• You need to manually turn the silver jet nozzle</td>
</tr>
<tr>
<td></td>
<td>• B-Back</td>
</tr>
<tr>
<td></td>
<td>• S-Sides</td>
</tr>
<tr>
<td></td>
<td>• U-Underneath</td>
</tr>
<tr>
<td></td>
<td>• F-Feet</td>
</tr>
<tr>
<td></td>
<td>• V-neutral setting for tub and also vichy shower.</td>
</tr>
</tbody>
</table>

### 4. Setting the table for Vichy and steam

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey balls-6</td>
<td>• Go into dents on top of tub</td>
</tr>
<tr>
<td>Silver Head piece</td>
<td>• Set up at the plastic screen end on top of tub</td>
</tr>
<tr>
<td>Table</td>
<td>• Rough side up.</td>
</tr>
<tr>
<td></td>
<td>• Cord at screen end.</td>
</tr>
<tr>
<td></td>
<td>• Place and balance on top of balls.</td>
</tr>
<tr>
<td></td>
<td>• Cover with towels.</td>
</tr>
<tr>
<td></td>
<td>• Plug into socket labelled vibro table.</td>
</tr>
</tbody>
</table>
5. Operating hood for vichy/steam-this can be set from under the screen or on the side on the hood.

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
</table>
| Time/Safety switch  
*Note-please always show client safety switch before they get into cocoon. If they press button once it turns off machine and you assist client out.* | • Press time picture until it blinks 30mins and press picture to reset.  
• You can use the +/-buttons to adjust.  
• This needs to be done first or it switches off other set functions. |
| Steamer  
*Note-Hood needs to be down and a blue hand towel clipped on the front of plastic screen* | • Press temperature button until red light comes on and use + button to set to 48*c.  
• Leave it blinking to set.  
• Please note that it will go back to original temp as it heats up.  
• To turn off, press the temperature picture once until red light is off. |
| Vichy Shower  
*Silver jet nozzle needs to be on V* | • Press either numbers  
• 1 or 2-stimulating  
• 3 or 4-relaxing  
• Use the +/- to make it go faster or slower.  
• To turn off, press the number which is on. |
| Hand Held Shower | • Plug into socket near taps labelled hand held socket.  
• Turn tap towards shower picture using the temp tap to adjust.  
• To eject-push down on the second bottom ring. |

6. Cleaning after a treatment

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
</table>
| Tub | • Use gloves and mask. Spray diluted spa giene into tub.  
• Use nail brush to scrub jets.  
• Use purple cloth and hand held shower to wash and rinse at the same time.  
• Use blue hand towel to dry.  
• Clean rest of hood with spa giene and damp cloth. Wipe dry. |
| Vichy Shower                                                                 | • Using gloves and mask fill a glass bowl with CLR and water.  
|                                                                            | • Place over Vichy shower heads for about 10 sec each and use a damp cloth to go over. |
| Shower                                                                     | • Use tri nature glass cleaner and squeegee to clean glass inside and out.  
|                                                                            | • Use spaghman moss to clean rest.  
|                                                                            | • Dry with towel. |
| Cocoon internal disinfectant                                               | • To check if there is enough disinfectant in the machine, see if red light is on in the bottle picture on the side panel on the tub.  
|                                                                            | • If it needs more, place 125ml neat spa giene with funnel where it states disinfectant.  
|                                                                            | • Water (dirty or clean) needs to be 1 inch over back jet.  
|                                                                            | • 30mins on timer  
|                                                                            | • Press D button on tub until red light blinks  
|                                                                            | • Close lid and turn jet nozzle to B.  
|                                                                            | • Watch clock as 2 mins later turn to S. Keep turning the nozzle every 2 mins for 10 mins.  
|                                                                            | • At end it will beep for 4 mins as you are draining the water. After the beeps stop, turn off tub.  
|                                                                            | • Clean any dark lines with BAM and rinse with hand held shower.  
|                                                                            | • Clean rest of tub with diluted spa giene and rinse and dry as per normal. |
| Massage Table                                                              | • Spaghman Moss |
| Floor                                                                      | • Sweep  
|                                                                            | • Wash with floor wash and dry with towel. |
| Sign out/cleaning book                                                     | • Top right hand draw of Room 5.1 |
Dry Treatment Procedures

Dry Treatment Wrap Set up example
Organic Spa hydra-herbal body indulgence - 75mins

Features: Exfoliation, Wrap, Pressure point and scalp massage and moisturizer.

Benefits: Calms and replenishes the complexion and locks in moisture. Vitamin C and Rose Hip Oil will aid in brightening and repairing the skin. Assists in deep relaxation.

Cost: $55

Duration: 75mins

(15min set up, 10min consultation, 40min treatment, 5 min aftercare, 10min clean up)

Equipment required
- 1 x Disposable G-string (optional, may wear own underwear/bikinis)
- 1 x Bouffant Cap (optional)
- 1 x apron
- 1 x disposable sheet
- 1 x disposable pillow case
- 1 x Thermal blanket
- 4 x Large Towels, 2 x Small Towels, 2 x mask hot towel, 1 x buffing glove or small towel
- 1 x Large silver bowl under bed
- 1 x medium silver bowl
- 1 x Tint Bowl in basket
- Hand sanitizer
- Small plastic oil bottle
- White plate
- Measuring spoons
- 2 x white dishes
- Dry Body Brush if not using exfoliant

Products required
- Organic Spa Sea Salt Scrub – 1/2 tablespoons mix with 5-10mls of sunflower and apricot oil
- Organic Spa Body Massage oil – 8mLs
- Hydra-herbal body indulgence – 70mls
- Organic Spa Body Butter – 10mLs with 10mls of sunflower and apricot oil mixed together

Bed set up
- 2 x Large Towel on bed with pillow and bouffant on pillow
- 1 x Thermal Blanket inbetween towels
- 1 rolled up modesty towels on bed (1 in basket)
- Large silver bowl under bed
Preparation

Step one

1. Set up bed; prepare products but do not decant until client arrives.
2. Greet client; lead through to Spa Room Body Treatment Area.
4. Explain procedure to client; advise client how to prepare (remove clothing to underpants/disposable G-string, place clothing on hanger, shoes/handbag in basket under bed, lie on bed on back, cover self with large towel)
5. Leave client to prepare in privacy.
6. Fill Large Bowl with hot water (will cool before required).
7. Decant appropriate products into bowls
8. Verify client’s readiness, enter body treatment area.

Prepare Client

1. Finish covering client securely with second towel over feet
2. If not treating bust, cover with small towel under large towel.
3. Place bouffant cap over hair if desired.

Perform Procedure

1. Gather products and fill up both bowls with warm to hot water. Collect products and put on apron.
2. Hot towel client’s feet. Sanitise feet and leave to dry.
3. Starting on left leg, apply oil from bottle following with the one hand to spread the oil. Apply the exfoliant with client leg bent. Work up the leg from the feet to front and back of leg using effleurage movements.
4. Remove exfoliant with towel and water from grey plastic bowl.
5. Apply hydra herbal.
6. Remove towel from under leg. Lower the leg and wrap in thermal blanket.
7. Move to right leg and repeat sequence (be sure to move towel in same direction).
8. Exfoliate stomach and remove with towel. Apply hydra herbal and cover whole body with thermal blanket and towel.
9. Move onto left arm, scrub hands elbows and all way up arm and remove and apply hydra herbal. Slot hand into thermal blanket repeat on other arm. Cover client with thermal blanket and towel.
10. Start exfoliating and apply hydra herbal on chest and breast area (if requested) and cover with thermal blanket.
11. Sit client up exfoliate back remove with blue towel and apply hydra herbal and remove under towel and lay client on thermal blanket remove under towel completely.
12. Make sure client is warm and comfortable. Excuse yourself from client, take trolley out with anything that you have used and wash your hands.
13. Re-enter the room and perform the pressure point massage followed by a scalp massage for ten minutes. Write down your product information and aftercare. Collect fresh warm water and tidy tray. Collect Body Butter.
14. Starting on the left leg remove hydra herbal with towel. Apply body butter. Move thermal blanket to one side and repeat on right leg roll thermal blanket out of the way.
15. Remove hydra herbal from stomach, arms, décolletage. Apply body butter. Roll thermal blanket out of the way when arms are placed down.
16. Remove hydra herbal from back. Apply body butter. Roll thermal blanket from under client completely and put in silver bowl under bed. Assist back to lying position.
17. Perform the CNB Ritual.
18. Gently advise client that treatment has come to an end. Assist to sitting position.
    Instruct client to redress and drink water.
19. While client redressing, clean product bowls and complete client service card.
20. Advise client on after care, homecare recommendations, product recommendations.
21. Advise client to rest 10 mins before leaving.
Organic Spa hydra-herbal body indulgence - cheat sheet:

- Hot towel feet
- Left leg, apply oil, scrub, remove, apply hydra herbal, wrap.
- Repeat on right leg.
- Stomach, apply oil, scrub, remove scrub, apply hydra herbal, loosely wrap.
- Left arm, apply oil, scrub, remove scrub, apply hydra herbal – Do not wrap yet.
- Repeat on right arm
- Décolleté- apply oil, scrub, remove scrub, apply hydra herbal - Do not wrap yet.
- Back- apply oil, scrub, remove scrub, apply hydra herbal, lay client down
- Wrap arms, stomach and dec, wrap with blanket.
- Perform scalp and pressure point massage, change water, clean Station, write down product information and aftercare.
- Unwrap left leg, remove hydra herbal, apply moisturiser.
- Repeat on right leg
- Repeat on stomach.
- Repeat on left arm
- Repeat on right arm
- Repeat on dec
- Sit client up, hot towel back, apply moisturiser then CNB ritual.
Clay Renewal body wrap – 75mins

Features: exfoliating wrap, pressure point to scalp

Benefits: detoxes, hydrates, relaxes and cools

Cost $55

Time allowed
10 mins set up
10 min consultation + 60 min treatment + 5 min aftercare
10 min clean up

Contraindications
Pregnancy, breast feeding, thyroid, iodine, epilepsy, diabetes, heart, lung and kidney disorders

Contains Tea Tree essential oil

Equipment required

- 1 x Disposable G-string (optional, may wear own underwear/bikinis)
- 1 x Bouffant Cap (optional)
- 1 x disposable bed sheet
- 1 x disposable pillow case
- 1 x tissue
- 1 x eye mask
- 1 x disposable apron
- Hand sanitizer
- 4 x Large Towels, 4 x Small Towels
- 1 x Large Silver Bowl
- 1 x silver bowl
- 1 x yellow bowl
- 1 x white plate
- 1 x small plastic oil bottle
- 1 x Tint Bowl for basket
- 2x small white dishes

Products required

- Organic Spa Sea Salt Scrub–1 tablespoons mix with 5-10mls of sunflower and apricot oil
- Organic Spa Body Massage oil – 15mLs
- Clay Renewal – approx. 5 scoops with 70ml Warm Water
- Organic Spa Body Butter– 15mLs

Bed set up

- Disposable sheet and pillow case on bed with bouffant on pillow
- 1 x Thermal Blanket on top of disposable sheet with bath towel over top
- 2 rolled up modesty towels on bed (1 in basket) and 1 x modesty towel on bed
- Large silver bowl under bed
- Glass of water
Step one

1. Set up bed; prepare products but do not decant until client arrives.
3. Greet client; lead through to Spa Room Body Treatment Area.
4. Consult with client regarding objectives/preferences; confirm Contra-indications/Safety Precautions; discuss Proposed Treatment; complete Client Service Card.
5. Explain procedure to client; advise client how to prepare (remove clothing to underpants/disposable G-string, place clothing on hanger, shoes/handbag in basket under bed, lie on bed on back, cover self with large towel)
6. Leave client to prepare in privacy.
7. Fill Large Bowl with hot water (will cool before required).
8. Decant appropriate products into bowls
9. Verify client’s readiness, enter body treatment area.

Step two

1. Finish covering client securely with second towel over feet
2. If not treating bust, cover with small towel under large towel.
3. Place bouffant cap over hair if desired.

Step three

13. Gather products and fill up both bowls with warm to hot water. Collect products and put on apron.
14. Hot towel client’s feet. Sanitise feet and leave to dry.
15. Starting on left leg, apply oil from bottle following with the one hand to spread the oil. Apply the exfoliant with client leg bent. Work up the leg from the feet to front and back of leg using effleurage movements.
16. Remove exfoliant with towel and water from grey plastic bowl.
17. Apply clay cocoon.
18. Remove towel from under leg. Lower the leg and wrap in thermal blanket.
19. Move to right leg and repeat sequence (be sure to move towel in same direction).
20. Exfoliate stomach and remove with towel. Apply clay cocoon and cover whole body with thermal blanket and towel.
21. Move onto left arm, scrub hands elbows and all way up arm and remove and apply clay cocoon. Slot hand into thermal blanket repeat on other arm. Cover client with thermal blanket and towel.
22. Start exfoliating and apply clay cocoon on chest and breast area (if requested) and cover with thermal blanket.
23. Sit client up exfoliate back remove with blue towel and apply clay cocoon and remove under towel and lay client on thermal blanket remove under towel completely.
24. Make sure client is warm and comfortable. Excuse yourself from client, take trolley out with anything that you have used and wash your hands.
13. Re-enter the room and perform the pressure point massage followed by a scalp massage for ten minutes. Write down your product information and aftercare. Collect fresh warm water and tidy tray. Collect Body Butter.
22. Starting on the left leg remove clay cocoon with towel. Apply body butter. Move thermal blanket to one side and repeat on right leg roll thermal blanket out of the way.
23. Remove clay cocoon from stomach, arms, décolletage. Apply body butter. Roll thermal blanket out of the way when arms are placed down.
24. Remove clay cocoon from back. Apply body butter. Roll thermal blanket from under client completely and put in silver bowl under bed. Assist back to lying position.
25. Perform the CNB Ritual.
26. Gently advise client that treatment has come to an end. Assist to sitting position.
       Instruct client to redress and drink water.
27. While client redressing, clean product bowls and complete client service card.
29. Advise client to rest 10 mins before leaving.
Clay Renewal Body wrap: cheat sheet

- Hot towel feet
- Left leg, apply oil, scrub, remove, apply clay cocoon, wrap.
- Repeat on right leg.
- Stomach, apply oil, scrub, remove scrub, apply clay cocoon, loosely wrap.
- Left arm, apply oil, scrub, remove scrub, apply clay cocoon – Do not wrap yet.
- Repeat on right arm
- Décolleté- apply oil, scrub, remove scrub, apply clay cocoon - Do not wrap yet.
- Back- apply oil, scrub, remove scrub, apply clay cocoon, lay client down
- Wrap arms, stomach and dec, wrap with blanket.
- Perform scalp and pressure point massage, change water, clean Station, write down product information and aftercare.
- Unwrap left leg, remove clay cocoon, apply moisturiser.
- Repeat on right leg
- Repeat on stomach.
- Repeat on left arm
- Repeat on right arm
- Repeat on dec
- Sit client up, hot towel back, apply moisturiser then CNB ritual.
Body Brushing, Pink Himalayan salt scrub and Eco Tan – 45 min

Cost $20.00

Time allowed
5 min setup
10 min consultation + 15 min treatment + 5 min aftercare
10 min clean-up

Features: Dry brush exfoliation, pink Himalayan salt scrub and cream tan application

Benefits: Smooth and glowing skin

Contra-indications: please wear loose clothing to allow tan to develop into skin.

Equipment required
• 1 x disposable G string (optional, may wear own bikini/underwear)
• 1 x bouffant cap
• 1 x apron
• 1 x disposable sheet
• 1 x disposable pillow case
• 4 x large towels, 2 x small towels, 2 x mask hot towel
• 1 x large silver bowel
• 1 x tint bowel for basket
• Hand sanitiser
• Small plastic oil bottle
• White plate
• Measuring spoons
• 2 x white small dishes
• 1 x body brush
• 1 x eye mask
• 2 x pairs of gloves or body brush

Products required
• Pink Himalayan salt scrub ½ Tablespoon
• Winter Eco Tan – 40mls

Equipment set up
• 2 x large towels on bed with pillow and bouffant cap on pillow
• towels on bed (1 basket) with bouffant cap and tint bowl.
• Large silver bowl under the bed.
• Trolley – dry body brush
• 2 x hand or buffing towels/gloves
• Eye mask

**Preparation for treatment and client**

1. Set up bed as if for full body massage. Prepare products but do not decant until client arrives.
2. Greet client, lead through to spa room body treatment area.
3. Consult with client regarding objectives/preferences, confirm contra-indications/safety precautions, discuss proposed treatment, complete body treatment record card/proposed treatment plan. Review Client Record Card/Health Questionnaire, check for contra-indications/Safety procedures.
4. Explain procedure to client, advise client how to prepare (remove clothing to underpants/disposable g string, place clothing on hanger, shoes/handbag in basket under bed, lie on bed face down, cover self with large towel)
5. Leave client to prepare in privacy.
6. Decant appropriate products into bowls.
7. Verify clients readiness, enter treatments area.
8. Finish covering client securely with second towel over feet.
9. Place bouffant cap over hair if desired.

**Perform procedure**

2. Start client lying face down.
3. Hot towel clients feet.
4. Start on left leg, body brush in three sections.
5. Perform salt scrub on left leg. Remove with hot towel.
6. Apply eco tan and re drape.
7. Move to right leg and repeat sequence (be sure to move towel in same direction).
8. Go to clients back and body brush back, hands, elbows and all the way up arms.
9. Perform scalp massage to allow product to absorb. Turn client over onto back.
10. Start with clients left leg. Body brush leg in 3 sections. Perform salt scrub on left leg. Remove with a hot towel. Apply eco tan to left leg and cover with towel. Repeat on right leg.
11. Undrape stomach, body brush, perform salt scrub, remove with hot towel. Apply Eco Tan and cover with towel.
12. Start on clients left arm. Body brush, perform salt scrub, remove with hot towel and apply eco tan and cover with towel. Repeat on right arm.
13. Undrape chest area, gently body brush, perform salt scrub, remove with hot towel and apply Eco Tan. Cover with towel. Perform pressure point massage while product is absorbing.
15. Gently advise client treatment has come to an end. Assist to sitting position. Instruct client to redress and drink water.
16. While client is redressing, clean product bowls and complete client service card.
17. Advise client on after care, homecare recommendations, product recommendations
18. Advise client to rest 10 min before leaving.
Products and Equipment for Ecotan
CNB RITUAL

This ritual is to be performed before or after a facial, massage, or spa treatment. This will create connection and rapport with our client and signal the beginning of a unique signature experience.

- Ask the client to inhale deeply x 3 while placing palms in front of client.
- Place hands on shoulders and compress lightly – stretching alternatively each side.
- Palm down the body either side – pause at the knees – continue onto feet.
- Lift both feet gently asking the client to breathe in deeply.
- On the out breath zig zag the legs gently down to the bed. Repeat x 3.
- Stretch toes gently back and forward and flick off negative energy x 3.
- Palm back up the body.
- Place one palm on head and other palm on heart, connecting together.
- Feather through hair to lightly feather down shoulders and finish with a flourish.

This welcome ritual should only take a few minutes before each treatment and will truly elevate our treatments to the next level.
**Pressure point massage**

Pressure Point Massage, also known as Acupressure or Shiatsu, is a technique of applying pressure through touch. Pressure Point Massage essentially involves healing through pressure applied by the fingers, hands, elbows, feet or knees. This treatment is designed to work on energy meridians. It was a development on the teachings of ancient Chinese acupuncture. The idea being that unblocking energy flow promotes an innate sense of balance and healing. It helps to put muscles, bones, and the nervous system back into harmony and the correct position.

Applying pressure can stimulate or calm both body and mind. This greatly releases tension and lowers stress levels. It promotes better circulation of blood by opening up blood vessels and allows toxins to be removed from the body. It can reduce pain, particularly back and neck stiffness. It's a therapy that treats the whole being including body, mind and soul. Pressure Point Massage helps release endogenous opioid analgesics such as encephalin, endorphin and dynorphins leading to alleviation of pain.

**Pressure point face massage**

Many of the Motor Points of the face are Acupressure points and respond to manipulation by a Beauty Therapist. Pressure Point Face Massage may be utilized as an alternative if more traditional face massage is contra-indicated, such as for sensitive skin, Couperose, Rosacea, Acne and extremely loose, aged skin. Not only will it not cause irritation or distress to these skins as traditional massage might, but Pressure Point Massage will actively assist these skins by relieving stress and discomfort, facilitating toxin removal and encouraging deep relaxation.

Pressure Point Face Massage can also be incorporated into any treatment as an additional pampering tool. It is not necessary to cleanse or remove make-up prior to performing Pressure Point Face Massage, nor will it disturb any make-up worn by the client.
Pressure point face massage procedure

Pressure Point Face Massage is performed by applying thumb or finger massage to acupressure points in the facial area, as indicated on the diagram. Apply equal pressure on both sides of the face. Apply pressure as client breathes out, increasing pressure in 3 stages. Release pressure as client breathes in, repositioning for next movement.

 Movements include:
  
  - Double Thumb Movement - thumb over thumb, pads down, facing inwards horizontally across face
  - Pinching Movement - thumb and index finger, pads facing each other, facing inwards horizontally across face
  - Finger Movement - middle or index fingers, pads down, into indent
  - Single Thumb Movement - pads down, facing inwards horizontally across face

 Use the acupressure techniques described above on these points in the order they are listed:

  1. Third Eye, Point between Eyebrows - Double Thumb Movement
  2. Centre of Forehead/ Frontalis - Double Thumb Movement
  3. Middle of Hairline - Double Thumb Movement
  4. Start of Brow/ Corrugator - Pinching Movement
  5. Middle of Brow/ Orbicularis oculi - Pinching Movement
  6. End of Brow/ Orbicularis oculi - Pinching Movement
  7. Temple/ Temporalis - Finger Movement
  8. Straight down from Pupil, 2cm down from Lower Eyelid - Single Thumb Movement
  9. Directly below outer corner of Eye, top of Cheekbone/ Zygomaticus - Single Thumb Movement
  10. Front of Ear, where depression forms by opening Mouth - Finger Movement
  11. At top end of Naso-Labial Fold, at side of Nostril - Finger Movement
  12. Directly below outer corner of Eye, beneath Cheekbone/ Zygomaticus - Finger Movement
  13. Front of ear, where depression forms by opening Mouth - Finger Movement
  14. Centre of Top Lip/ Orbicularis oris - Finger Movement
  15. Outside corner of the Mouth/ Orbicularis oris - Finger Movement
  16. Centre of Chin, below Bottom Lip/ Mentalis - Double Thumb Movement
  17. Indentation at outside of Chin, along Jaw/ Mandible/ Triangularis - Pinching Movement
  18. Front of prominence of Jaw/ Mandible/ Risorius - Pinching Movement
  19. Front of ear, where depression forms by opening Mouth - Finger Movement
  20. Top of Trapezius, at join of Clavical/ Scapula - Single Thumb Movement
Scalp massage

The scalp, or the skull is made up of 8 bones, not including the bones of the face. These bones are held together by ligaments creating joints and make the skull somewhat "moveable". The skull bones are covered with muscles (basically 7, not including the face). These muscles, like any other muscle, move joints and get "stressed out".

Massage to these muscles induces better blood circulation, which carries oxygen and other vital nutrients to the massaged areas. Scalp massage causes a release of tension in the micro muscles surrounding each hair follicle, restoring pliability to your scalp, and causing the relaxation response in your entire body. The relaxation response lowers your heart rate and blood pressure, slows respiration, neutralizes stress chemicals, and counteracts the “fight or flight” response. Because scalp massage releases endorphins, your body’s own natural pain killers, it is effective for:

- Headaches (including migraines and sinus)
- Neck and shoulder tension
- Body aches and stiffness
- Mental tension
- Emotional upset

Scalp massage is also a great way to promote healthy hair growth. The increased blood flow helps feed the hair follicles. Often it helps to prevent and fight avoidable hair loss, and to re-establish the natural development of healthy hair. Sebaceous activity is activated, bringing natural oils to lubricate and protect the hair.

Seventy percent (70%) of your nervous system is in your head. Scalp massage activates neural pathways to the brain, stimulating unused brain cells, and awakening cellular intelligence. This awakened cellular intelligence reorganizes the nervous system, enlivening nerves reminding the cells of their function, and creating cell to cell communication.

Beta brain waves are the normal waking state where logic, thinking, and problem solving takes place. Alpha waves produce a detached awareness and profound relaxation. Theta waves occur in the dream state, and when the subconscious supplies the answer to a problem without a step by step process. Delta waves are seen in deep sleep, in healers, while the body heals, and in persons with psychic/intuitive abilities.

Beta, alpha, theta, and delta waves emerge in both hemispheres of the brain in a pattern known as the optimum brain wave state. This state is creative, healing, and peaceful. Successful people utilize this brain wave patter naturally and more often. Scalp massage helps develop and strengthen this pattern.

A scalp massage may use Swedish, Acupressure, Shiatsu and Hair Pulling type techniques with great results.

Swedish movements can include kneading and vibration, while Acupressure or Shiatsu incorporate direct pressure to specific points with a slow release and are especially good around the back of the scalp where muscles of the back and neck connect to the scull bones. Hair Pulling uses gentle but firm pressure to glide from the scalp to the ends of each small section of hair. The resulting pressure at and beneath the scalp is both pleasurable and beneficial.
Scalp massage procedures

Before commencing Scalp Massage, it is important to consult with the client. Even though it is assumed that having a scalp massage is pleasurable, it is necessary to discuss your intention to include a scalp massage in your treatment. In some circumstances, the client may choose not to have a scalp massage performed, such as when they do not want their hair to be messed up. As Scalp Massage stimulates oil flow, a client with oily hair may not want the additional stimulation, particularly if they have only just washed their hair. Some clients may prefer to have the Scalp Massage performed through a Bouffant Cap, to allow the release of muscle tension without as much disturbance of their hair style. It is also advisable to discuss the client’s preferences regarding pressure and sensitivity.

1. Loosen and detangle the hair gently by drawing it through the fingers, working from one side to the other

2. Using the tips of the fingers or fingernails on the scalp, feather through the hair from the hairline to the base of the neck, working from one side to the other x 6.

3. Using small fingertip circles, circle down hairline from middle of forehead to ears x 3.

4. Position pads of fingers beneath/through the hair along the hairline in front of the ears, “glue” the fingers to the scalp, moving only the scalp against the skull and not the hair itself, perform small circular movements, re-position the hands behind the ears and repeat circles, re-position hands lower again beneath the Occipital bones and repeat circles, re-position hands to top of scalp and repeat circles, re-position hands to just behind the hairline and repeat circles.

5. Gently turn the client’s head to the right side, support the client’s head with your right hand. Stretching out the side of the neck, place your left hand through the hair with 3 large circles 3 times. Gently then feather hairline once and then perform pressure points along hair line. 1st point is at the middle of base of the skull, 2nd one at the side of the hair line and the 3rd at the top of the ear. Turn clients head to other side and repeat.

6. Place palms of hands flat over the scalp with fingers positioned along the hairline, walk fingers along hairline to ears-comb through hair x 3

7. Massage ears using small circular movements, working from the top of the ear down to the lobe and back up again.

8. Comb and gently pull the hair by holding small sections between the fingers close to the scalp, then drawing the fingers along the length of the hair, rocking the hands from side to side

9. Feathering along hairline getting softer to fade off.
Scalp massage cheat sheet.

- Detangle hair
- Feather L to R x6
- Fingertip circles x3
- Circles:
  - In front of ears-3 circles
  - Behind ears-3 circles
  - Beneath occipital-3 circles
  - Top of crown-3 circles
  - Behind hairline-3 circles
  - Head to side x3 large circles 3 times
- Feather x 1
- Pressure points x 3
- Repeat on other side
- Finger walking, comb hair x3
- Massage ears
- Comb and pull
- Feather off
Spa Terminology

**Hydrotherapy**
The term is a generalized one, referring to water based treatments and equipment

**Thalassotherapy**
Involves the use of seawater, seaweeds and sea muds for therapeutic purposes

**Balneotherapy**
The systematic application of mineral waters in baths for therapeutic purposes

**Algotherapy**
The use of marine algae for therapeutic treatments

**Parafangotherapy**
A mixture of dehydrated muds containing healing ingredients such as minerals and plant parts mixed with various paraffin for therapeutic heat therapy
The effects of hormones on hair, skin and body shape

<table>
<thead>
<tr>
<th>Gland</th>
<th>Name of hormone</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pituitary</td>
<td>Gh (growth hormone)</td>
<td>Excess (in adults) causes coarsening of skin, increased hair growth and more muscular appearance</td>
</tr>
<tr>
<td>Thyroid</td>
<td>Thyroxine</td>
<td>Excess causes a warm, moist, flushed skin with thin hair and loss of body weight; deficiency causes swelling and puffiness of the face, weight gain and muscular weakness</td>
</tr>
<tr>
<td>Parathyroid</td>
<td>Parathormone</td>
<td>Lack of hormone not only affects the bones but causes abnormal production of keratin, affecting hair, skin and nails</td>
</tr>
<tr>
<td>Adrenal</td>
<td>Glucocorticoids</td>
<td>Excess causes Cushing’s syndrome, characterised by a redistribution of fat producing a ‘moon face’, ‘buffalo hump’, large abdomen and thin limbs; purple stretch marks and bruises may appear on the skin; deficiency causes Addison’s disease with weight loss and darkening of the skin</td>
</tr>
<tr>
<td></td>
<td>Aldosterone</td>
<td>Excess can cause oedema</td>
</tr>
<tr>
<td></td>
<td>Corticosteroids (sex hormones)</td>
<td>Excess of androgens causes virilism in women (deepening of the voice, growth of facial and body hair, muscle development and sometimes male pattern baldness); excess of oestrogens causes feminisation in men – breasts will enlarge</td>
</tr>
<tr>
<td>Ovary</td>
<td>Oestrogen and progesterone</td>
<td>Keep skin and hair in good condition; control distribution of body hair at puberty and influence the typical ‘female’ shape by causing fat to be stored in breasts, hips and thighs</td>
</tr>
<tr>
<td>Testes</td>
<td>Testosterone</td>
<td>Causes growth of facial and body hair at puberty; causes muscular development influencing ‘male’ body shape; encourages fat to be deposited around the waist and abdomen</td>
</tr>
</tbody>
</table>
Hy Giene Australia Pty. Ltd.

Student Resource folder version 3
09 2017 Spa therapies

---

Safety Data Sheet

SECTION 1 – IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Product (material) name: SPA.GIENE

Product Code: SG

Product Use: Premium strength anti-microbial cleaner.

Supplier Name: HY.GIENE AUSTRALIA P/L (ABN 34 271 614 027)

Supplier Address: Factory 8/16 Macquarie Place, Boronia, Victoria 3155

Telephone: (03) 9729 3946
Fax: (03) 9729 3942
Email: info@hygieneaustralia.com.au
Website www.hygieneaustralia.com.au

SECTION 2 – COMPOSITION/INFORMATION ON INGREDIENTS

Information on This product contains quaternary ammonium compounds, fragrance and water.

Composition

Ingredients Name CAS Proportion
Ingredients determined Not required 100%
Not to be hazardous

SECTION 3 – HAZARDS IDENTIFICATION

Not classified as hazardous according to the criteria of NOHSC.
Not classified as a dangerous good according to the ADG Code.
Risk phrases : None applicable.
Safety phrases : None applicable

SECTION 4 – FIRST AID MEASURES

Inhalation Remove the source of contamination or move the victim to fresh air. Ensure airways are clear and have qualified person give oxygen through a face mask if breathing is difficult. If symptoms develop seek medical attention.

Ingestion Do NOT induce vomiting. Wash out mouth with water. If symptoms develop seek medical attention.

Skin Wash affected area thoroughly with soap and water. Remove contaminated clothing and wash before reuse or discard. If symptoms develop seek medical attention.
**Eye** If contact with the eye(s) occur, wash with running water holding eyelid(s) open. Take care not to rinse contaminated water into the non-affected eye. Continue flushing until advised to stop by the Poisons Information Centre or a doctor, or for at least 15 minutes. In all cases of eye contamination it is a sensible precaution to seek medical advice.

**First Aid Facilities** Eye wash and normal washroom facilities.

**Advice to Doctor** Treat symptomatically or consult a Poisons Information Centre (Phone 131 126).

**SECTION 5 – FIRE FIGHTING MEASURES**

**Extinguishing Media** Use extinguishing media suitable for surrounding environment.

**Specific Hazards** This product is non-flammable. However, following evaporation of aqueous component, the dried residue may burn if ignited.

**Hazardous** Under fire conditions, following evaporation of the aqueous component, this product

**Combustion Products** may emit toxic and/or irritating fumes including carbon monoxide, carbon dioxide, amines and oxides of nitrogen.

**Precautions in Fire-fighters** should wear full protective clothing and self-contained breathing connection with Fire apparatus (SCBA) operated in a positive pressure mode.

**SECTION 6 – ACCIDENTAL RELEASE MEASURES**

Slippery when spilt – avoid accidents. Increase ventilation. Evacuate all unnecessary personnel. Wear protective clothing to minimize skin and eye exposure. If possible contain large spills, absorb with inert absorbent such as vermiculite and place in suitably labeled steel container. Mop up material and place into the same container. Hose down residues or minor spills with excess water. If large quantities of this material enter the waterways contact the Environmental Protection Authority, or your local Waste Management Authority.

**SECTION 7 – HANDLING AND STORAGE**

**Handling** Use in a well-ventilated area. Build up of mists or vapours in the atmosphere should be prevented. Avoid breathing in mists of vapours. When dealing with large quantities, repeated or prolonged skin exposure without protection should be prevented in order to lessen the possibility of skin disorders. It is essential that all who come in contact with this material maintain high standards of personal hygiene ie washing hands prior to eating, drinking, smoking or using toilet facilities.

**Storage** Store in a cool, dry, well-ventilated area, out of direct sunlight. Keep containers closed when not in use. Store in suitable, labelled containers, away from oxidising agents. Inspect periodically for deficiencies such as damage or leaks.

**SECTION 8 – EXPOSURE CONTROLS AND PERSONAL PROTECTION**

**National Exposure** No exposure standards have been established for this material by the National Standards Occupational Health and Safety Commission (NOHSC).

**Respiratory Protection** If engineering controls are not effective in controlling airborne exposure then Respiratory protective equipment should be used suitable for protecting against airborne contaminants. Final choice of appropriate breathing protection is dependant.
upon actual airborne concentrations and the type of breathing protection required will vary according to individual circumstances. Expert advice may be required to make this decision. Reference should be made to Australian Standards AS/NZS 1715, Selection, Use and maintenance of Respiratory Protective Devices; and AS/NZS 1716 Respiratory Protective Devices.

**Eye Protection** Safety glasses with side shields, goggles or full-face shield as appropriate recommended. Final choice of appropriate eye/face protection will vary according to individual circumstance i.e. methods of handling or engineering controls and according to risk assessments undertaken. Eye protection should conform with Australian/New Zealand Standard AS/NZS 1715, Selection, Use and maintenance of Respiratory Protective Devices; and AS/NZS 1716 Respiratory Protective Devices.

**Hand Protection** Wear gloves of impervious material. Final choice of appropriate gloves will vary according to individual circumstances i.e. methods of handling or according to risk assessments undertaken. Reference should be made to AZ/NZS 2161.1 : Occupational protective gloves – Selection, use and maintenance.

**Body Protection** Wear appropriate clothing including chemical resistant apron where clothing is likely to be contaminated. It is advisable that a local supplier of personal protective clothing is consulted regarding the choice of material.

**Eng. Controls** Use with good general ventilation. If mists or vapours are produced local exhaust ventilation should be used.

**Other information** Biological Limit Values : No biological limit allocated.

---

**SECTION 9 – PHYSICAL AND CHEMICAL PROPERTIES**

**Appearance:** Clear liquid with slight ammonia odour and tooti-fruitti fragrance.

**Melting Point:** -10 °C

**pH value:** 7.2

**Vapour Pressure:** Not available

**Vapour Density:** (Air=1) Not available

**Boiling Point:** Approx 100 °C

**Melting Point:** ~ 0 °C

**Specific Gravity:** (H2O=1) 0.985

**Flammable Limits** Not applicable

**Flash Point** Not applicable

**LEL** Not applicable

**UEL** Not applicable

**SECTION 10 – STABILITY AND REACTIVITY**

**Chemical Stability:** Stable under normal conditions of storage and handling.

**Conditions to Avoid:** Avoid sources of heat.

**Hazardous Decomposition** Thermal decomposition may result in the release of toxic and/or irritating

**Products:** fumes including carbon monoxide, carbon dioxide, amines, oxides of Nitrogen and hydrogen chloride.

**Hazardous Reactions:** Will not occur.

**Polymerisation:**

**Materials to avoid:** Avoid contact with strong oxidising agents and strong reducing agents.

**SECTION 11 – TOXICOLOGICAL INFORMATION**

**Toxicology** No toxicity data is available for this product. *Hy.Giene Australia Pty. Ltd. Product:*
Information

**Inhalation:** Inhalation of product vapours may cause irritation of the nose, throat and respiratory system.

**Skin:** May cause redness, itching and irritation.

**Eye:** May cause eye irritation, tearing, stinging, blurred vision and redness.

**Ingestion:** Ingestion of this product may irritate the gastric tract causing nausea and vomiting.

**Chronic Effects:** Prolonged or repeated exposure will cause drying/defatting of skin and may lead to dermatitis.

**SECTION 12 – ECOLOGICAL INFORMATION**

**Environ. Protection** Do not allow product to enter drains, waterways or sewers.

**Mobility** No data is available for this material.

**Persistence/No data is available for this material.**

**Degradability**

**Ecotoxicity** No data is available for this material.

**SECTION 13 – DISPOSAL CONSIDERATIONS**

Dispose of waste according to federal, EPA and state regulations.

**SECTION 14 – TRANSPORT INFORMATION**

Not classified as a Dangerous Good according to the Australian Code for the Transport of Dangerous Goods by Road and Rail.

**UN Number:** None allocated

**UN Shipping Name:** None allocated

**Packing Group:** None allocated

**Hazchem code:** None allocated. Not Hazardous

**ADG Code:** None allocated

**SECTION 15 – REGULATORY INFORMATION**

Poisons Schedule S5

**SECTION 16 – OTHER INFORMATION**

**Contact Person/Point** Phone : 1 800 616 930

The product contained in this material data safety data sheet is supplied by the Manufacturer as a guide to handling the product SPA.GIENE, and is believed to be correct in regard to normal Conditions of use. Water conditions do, however, vary greatly and abnormal conditions may affect the recommendations and product performance. Whilst HY.GIENE AUSTRALIA PTY LTD will endeavour to assist with any particular problem (and, of course, hold to its Money Back Guarantee as specified) : the manufacturer accepts no responsibility in respect of the recommendations contained herein, and their said applications. Similarly, Safety and First aid instructions are not covered in this folder, but are specified on each individual SPA>GIEENE label, according to Federal and State laws. The appropriate manufacturer indemnities are also printed on each label where necessary.

**SDS History** MSDS Review : April 2005

Supersedes : November 2001

THIS MSDS SUMMARISES OUR BEST KNOWLEDGE OF THE HEALTH AND SAFETY HAZARD INFORMATION OF THE PRODUCT AND HOW TO SAFELY HANDLE AND USE THE PRODUCT IN THE WORKPLACE. EACH USER MUST REVIEW THIS MSDS IN THE CONTEXT OF HOW THE PRODUCT WILL BE HANDLED AND USED IN THE WORKPLACE.

IF CLARIFICATION OR FURTHER INFORMATION IS NEEDED TO ENSURE THAT AN APPROPRIATE RISK ASSESSMENT CAN BE MADE, THE USER SHOULD CONTACT THIS COMPANY SO WE CAN ATTEMPT TO OBTAIN ADDITIONAL INFORMATION FROM OUR SUPPLIERS.

OUR RESPONSIBILITY FOR PRODUCTS SOLD IS SUBJECT TO OUR STANDARD TERMS AND CONDITIONS, A COPY OF WHICH IS SENT TO OUR CUSTOMERS AND IS ALSO AVAILABLE ON REQUEST.

Please read all labels carefully before using this product.
MATERIAL SAFETY DATA SHEET – Tri Nature
Sphagnum Moss
Issued by: Tri Nature Pty Ltd Product: SPHAGNUM MOSS
Phone: (02) 4928 2955 Page 2 of 4 Issued: May 2011

HEALTH HAZARD DATA

Health Effects:
No specific data is available for the product for chronic exposure symptoms. The ingredients are not listed as carcinogenic in Worksafe’s document "Exposure Standards for Atmospheric Contaminants in the Occupational Environment" (May 1995).

Acute Effects:
Swallowed: Data suggests that this product should present no significant problems to typical persons if used as intended. Data suggests that this is irritating to the gastrointestinal tract. May cause nausea.
Eye: This product is irritating to eyes. However, it is unlikely to cause any more than transient discomfort. It is also unlikely to cause any lasting effects.
Skin: This product may be irritating or sensitising to skin. It is unlikely to cause any lasting effects.
Inhalation: Data indicates that this product is non irritating if inhaled.

First Aid:
If poisoning occurs, contact a Doctor or Poisons Information Centre. Phone 13 1126 from anywhere in Australia. Swallowed: If swallowed, do NOT induce vomiting. Give a glass of water. If irritation is evident seek medical advice.
Eyes: If in eyes, hold eyes open, flood with water for at least 15 minutes and see a doctor. If they begin watering or reddening, take special care in washing thoroughly.
Skin: If product gets on skin, thoroughly wash contacted areas. No further measures should normally be required unless irritation is noticed. If irritation persists, seek medical attention.
Inhalation: Data suggests that this product should present no significant problems to typical persons if used as intended. If vapours or mists have been inhaled, and irritation or unusual symptoms have developed, remove from environment.

Advice to Doctor:
Treat symptomatically. Note the nature of this product.

MATERIAL SAFETY DATA SHEET
Issued by: Tri Nature Pty Ltd Product: SPHAGNUM MOSS
Phone: (02) 4928 2955 Page 3 of 4 Issued: May 2011

PERSONAL PROTECTION:
Respiratory Protection: Not required.
Protective Gloves: Impermeable protective gloves should be worn when you are using this product, to prevent irritation. For help in selecting suitable equipment, consult AS 2161.
Eye Protection: Protective eyewear is not normally necessary when using this product.
Clothing: This product is essentially safe to use without special protective clothing.
Safety Boots: Wearing safety boots in industrial situations is advisory. Consult AS/NZS2210 for advice on Occupational Protective Footwear.

SAFE HANDLING INFORMATION

Storage & Transport
No special storage and transport requirements. This product has no UN classification. Not a Scheduled Poison. Containers should be kept closed in order to minimise contamination. Keep from extreme heat and open flames, and make sure that the product does not come into contact with substances listed under "Materials to avoid" below.

Spills & Disposals
Minor spills do not normally need any special cleanup measures. In the event of a major spill, prevent spillage from entering drains or water courses. As a minimum, wear overalls, goggles and gloves. Stop leak if safe to do so, and contain spill. Absorb onto sand, vermiculite or other suitable absorbent material. Sweep up and shovel or collect recoverable product into labelled containers for recycling or salvage. Can be slippery on floors, especially when wet.
Recycle containers wherever possible. After spills, wash area preventing runoff from entering drains. If a significant quantity of material enters drains, advise emergency services. This material may be suitable for approved landfill. Dispose of only in

Student Resource folder version 3
09 2017 Spa therapies
accord with all regulations.

Fire & Explosion Hazard
There is no risk of an explosion from this product under normal circumstances if it is involved in a fire.
Flashpoint: Not flammable.
Flammability limits: Not applicable. This product does not burn.
Extinguishing Media: This product does not burn. Use extinguishing media suited to the materials that are burning.
Special Fire Fighting procedures: When fighting fires involving significant quantities of this product, wear safety boots, non-flamable overalls, gloves, hat, goggles and respirator. All skin areas should be covered.
Unusual Fire & Explosion Hazards: This product is unlikely to decompose at temperatures normally achieved in a fire.
Stability: This product is unlikely to spontaneously decompose.
Polymerisation: This product is unlikely to spontaneously polymerise.
Decomposition Products: Carbon dioxide, and if combustion is incomplete, carbon monoxide and smoke. Nitrogen, and under some circumstances, oxides of nitrogen. Water.
Materials to avoid: Strong oxidising agen
Practical assessment criteria

Assessment: as per CNB Assessment Policy - VET – ACA-004

In cases where a student is unable to attend a practical examination at the scheduled time, they must advise their trainer as soon as they are aware of this so that an alternate time can be scheduled. Any missed practical examination time (whether the trainer is advised or otherwise) will count as an attempt and will result in a grade of NYS for that attempt. Any rescheduled practical examination time will count as a resit. If a student then receives a result of NYS for their first resit, they will be afforded one final resit (3 attempts in total). It is the responsibility of the student to make themselves available at the time that the trainer reschedules their practical examination – rescheduling is not a negotiation process between trainer and student.
Practical assessment criteria

**Organic Spa Sea Salt Scrub with Vichy Shower with oral question regarding steam and hydro tub**

Spa therapies:  
SHBBSPA001 Work in a spa therapies framework  
SHBBSPA002 Provide spa therapies

**Time allowed:**  
1hr

**Treatment:** Organic Spa Sea Salt Scrub with hydrotherapy  
10mins set up  
10mins consult/tour/prep  
5mins exfoliation  
10mins Vichy Shower on front and back of body with pressure point and scalp massage and handheld shower  
10mins Moisturizer/CNB ritual and aftercare  
10min Clean up  
5mins oral questions about tub

**Prepared treatment area**
- Treatment wet area prepared according to Workplace policies and procedures (WP&P) and Occupational health & safety (OH&S) requirements: towels/non-slip mats used  
- Products and equipment set up as required for treatment: including products ready for decanting, massage table dressed, hydrotherapy tub prepared, required linens, forms required  
- Appropriate ambience set up: lighting, audio

**Prepared therapist**
- Professional appearance: full uniform worn (clean & ironed), day make-up applied, clean hair tied back in a bun, short and filed nails (unpolished), jewellery removed, enclosed, non-slip, quiet soled shoes worn, personal hygiene  
- Hygiene maintained prior to, during, and post treatment

**Consult with client**
- Introduction to spa environment: including location of toilets, lounge area, features and benefits of hydrotherapy tub/vichy/steam/vibro  
- Appropriate and relevant questions asked  
- Verify client is fit for treatment and adjustments noted and verbalised: including allergies, contraindications, substitution of products  
- Confirm the treatment plan with client, including features, benefits, application, duration, and cost.

**Prepare client**
- Confirm and set appropriate water temperature in hydrotherapy tub  
- Client clearly instructed on how to prepare for treatment: client advised to use toilet, have quick shower and dress appropriately for treatment, remove jewellery (client to place in bag), loosen hair if tied up, advised client to not enter tub until therapist return  
- Client modesty and privacy maintained
Treatment

- Correct set up of hydrotherapy tub/vichy/steam/vibro table: amount of product used, correct temperature, audio, ambience
- Reiterate safety features of tub
- Clearly instruct client on how to enter the hydrotherapy tub
- Assist client into tub
- **Client submersion:** Client comfort confirmed and checked regularly throughout treatment, water temperature and audio adjusted (if required)
- **Perform pressure point massage and scalp massage** for duration of client submersion.
- **Jet setting** varied throughout treatment or vichy/steam/vibro
- Assist client to exit tub
- Instruct client on how to prepare for moisture application
- **Moisture application with CNB ritual:** appropriate amount used and applied to clients’ skin, excess product removed from client’s soles, correct draping used.
- **Aftercare:** Provided aftercare advice, product recommendations (including features, benefits, demonstration of use)
- Advised on appropriate lifestyle changes and frequency of treatment
- Adverse reactions were recognised and necessary action taken when appropriate
- Correct use of hydrotherapy equipment according to manufacturer’s instructions
- Product wastage minimised throughout treatment
- Client modesty maintained throughout treatment
- Treatment performed within given timeframe
- Therapist posture and well-being maintained throughout treatment
- All forms filled, completed, accurate, legible

Cleaning

- Hydrotherapy tub emptied and thoroughly disinfected: Manufacturer’s instructions and MSDS followed, Workplace policies and procedures (WP&P) followed, disinfection recorded in workplace documents
- Wet area cleaned and disinfected according to WP&P standards
- Product, tools and equipment hygienically cleaned and stored according to WP&P
- Waste removed and disposed of correctly according to Occupational Health & Safety (OH&S) and WP&P: soiled linen, general waste, clinical waste

Laundry procedure for CNB

- Check dirty towels for sharps and other objects
- Sort soiled linen into white towels, coloured towels, headbands and make-up capes
- Any towels with blood staining, place in a plastic bag and place in the correct linen receptacle
- Place white towels in black bins and take to level 5
- Ensure all clean towels have been removed from the blue cage prior to filling with soiled towels.
- Place soiled white towels in blue cage.
- Place coloured towels, headbands and make-up capes in black bins and take to level 11

Oral Questions
• 13 Set questions in regards to either the hydrotub or Vichy and Steam. Medical forms and Client Record Cards must be legible, accurate, and completed. Hand in to your assessor on completion of your treatment. Allow time for feedback following your assessment.
Practical assessment criteria

Dry treatments – Organic spa Hydra Herbal Indulgence Body Wrap / Clay Renewal Body Wrap

Unit of competency: SIBBSPA503A Provide spa therapies
SIBBSPA502A Plan spa programs
SIBBSPA501A Work in a spa therapies framework

Time allowed: 15 min set up (not included in assessment time)
60 min treatment (10 min consultation + 40 min treatment + 10 min aftercare)
10 min clean

Prepared treatment area
- Treatment area prepared according to Workplace policies and procedures (WP&P) and Occupational health & safety (OH&S) requirements: towels/non-slip mats used
- Products and equipment set up as required for treatment: including products ready for decanting, massage table dressed, required linens, forms required
- Appropriate ambience set up: including lighting, audio

Prepared therapist
- Professional appearance: full uniform worn (clean & ironed), day make-up applied, clean hair tied back in a bun, short and filed nails (unpolished), jewellery removed, enclosed, non-slip, quiet soled shoes worn, personal hygiene
- Hygiene maintained prior to, during, and post treatment

Consult with client
- Introduction to spa environment: including location of toilets, lounge area, features and benefits of treatment
- Appropriate and relevant questions asked
- Verify client is fit for treatment and adjustments noted and verbalised: including allergies, contraindications, substitution of products
- Confirm the treatment plan with client, including features, benefits, application, duration, and cost.

Prepare client
- Client clearly instructed on how to prepare for treatment: client advised to use toilet, dress appropriately for treatment, remove jewellery (client to place in bag), loosen hair if tied up

Treatment
- Client modesty and privacy maintained: Correct draping of client
- Explain treatment process to ensure client’s understanding
- Exfoliant and Wrap: Correct amount of product used and applied sequentially, according to (Workplace policies & procedures (WP&P) and manufacturer’s instructions
- Product removal: product used is completely removed from client’s skin according to WP&P and manufacturer’s instructions
- Wrapping materials: removed efficiently and disposed of in accordance with WP&P and OH&S (Occupational health & safety) requirements
Moisture application: appropriate amount used and applied to clients’ skin, excess product removed from client’s soles, correct draping used.

Client comfort confirmed and checked regularly throughout treatment, Adverse reactions were recognised and necessary action taken when appropriate

Aftercare: Provided aftercare advice, product recommendations (including features, benefits, demonstration of use)

Advised on appropriate lifestyle changes and frequency of treatment

Treatment area hygienically maintained throughout the service

Product wastage minimised throughout treatment

Client modesty maintained throughout treatment

Treatment performed within given timeframe

Therapist posture and well-being maintained throughout treatment

All forms filled, completed, accurate, legible

Cleaning

Treatment area cleaned and disinfected according to WP&P standards and OH&S requirements: manufacturer’s instructions and MSDS of cleaning products followed

Product, tools and equipment hygienically cleaned and stored according to WP&P

Waste removed and disposed of correctly according to Occupational Health & Safety (OH&S) and WP&P: soiled linen, general waste, clinical waste

Medical forms and Client Record Cards must be legible, accurate, and completed. Hand in to your assessor on completion of your treatment. Allow time for feedback following your assessment.
## CERTIFIED ORGANIC:

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme Exfoliant – Mitt</td>
<td>$19.50</td>
</tr>
<tr>
<td>Invisible Tan</td>
<td>$34.95</td>
</tr>
<tr>
<td>Winter Skin</td>
<td>$29.95</td>
</tr>
<tr>
<td>Deodorant</td>
<td>$14.95</td>
</tr>
</tbody>
</table>

## DAILY CLARITY

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toner</td>
<td>$37.95</td>
</tr>
<tr>
<td>Foam Cleanser</td>
<td>$37.95</td>
</tr>
<tr>
<td>Cream Cleanser</td>
<td>$44.95</td>
</tr>
</tbody>
</table>

## ORGANICSCEUTICALS

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lactic Gel Cleanser</td>
<td>$39.95</td>
</tr>
<tr>
<td>ACE Serum</td>
<td>$79.95</td>
</tr>
<tr>
<td>Night Renewal</td>
<td>$59.95</td>
</tr>
</tbody>
</table>

## DAILY HYDRATION

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moisture Control</td>
<td>$49.95</td>
</tr>
<tr>
<td>Day Moisture</td>
<td>$49.95</td>
</tr>
<tr>
<td>Intense Moisture</td>
<td>$49.95</td>
</tr>
<tr>
<td>Moisture Rich</td>
<td>$49.95</td>
</tr>
</tbody>
</table>

## REPAIR AND REJUVENATE

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skin Brightening Cream</td>
<td>$69.95</td>
</tr>
<tr>
<td>Wrinkle Defence</td>
<td>$69.95</td>
</tr>
<tr>
<td>Vitamin C Serum</td>
<td>$69.95</td>
</tr>
<tr>
<td>Rosehip Oil</td>
<td>$42.95</td>
</tr>
<tr>
<td>Blemish Control</td>
<td>$27.95</td>
</tr>
</tbody>
</table>

## PAMPERED EYES/LIPS

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye Balm</td>
<td>$42.95</td>
</tr>
<tr>
<td>Eye Gel</td>
<td>$42.95</td>
</tr>
<tr>
<td>Soothe Balm</td>
<td>$24.95</td>
</tr>
</tbody>
</table>
REFINING RITUALS

Face Exfoliant $32.95
Clay Mask $32.95
Gel Mask $39.95
Cream Mask $39.95

VALUE PACKS

Vital Mini $39.95
Body Basic $19.95
Rich Rituals $39.95

COLOUR AND CORRECT

Beauty Balm (Fair & Med) $39.95