



THE RITZ - CARLTON SPA

The Ritz-Carlton Live
Well Treatment Procedures

DETOXIFYING WELLNESS POULTICE TREATMENT

ROTATIONAL GROUNDING PROCEDURE FOR ALL TREATMENTS

Guest face up

- Mitt feet
 - Gastrocnemius stretch x 3
 - Wipe right foot then left foot
 - Cover & blot dry
- Rotate at top of ankle
- Achilles stretch & rotate
- Support opposite ankle & knee – rotate at knee
- Repeat to other side
- Rotate at patella simultaneously
- Bear walk up thighs
- Stretch opposite shoulder to hip – rotate at shoulder
- Repeat to other side
- Rotate both shoulders together
- Hold head in hands
- Stretch to right shoulder
- Centralise head repeat to left
- Rotations to the occipital
- Rotations to the back of scalp

SKIN TREATMENTS

Breathing exercise for all Skin treatments

- Collect a few drops of the chosen Treatment Oil
- Ask the guest to takes 3 deep breaths
- Adjust the guest's breathing - place one hand on the chest (lightly) and place the other hand on the sacral chakra, ask the guest to inhale into the abdomen to raise the therapist's hand, repeat until this technique to done with ease.
- Repeat movement asking guest to take a deep breath in through the nose and hold for the count of 3 and release breath for the count of 3
- Repeat breathing for a count of 4 and 5
- Ask the guest to return to a natural organic breath
- Placing both hands on the heart chakra and rotate x 3 clockwise

DETOXIFYING WELLNESS POULTICE TREATMENT

80/90

minutes

Tips for using poultices

- Poultices should be pre-soaked in hot water before being placed in the steamer – remember to remove excess water
- Heating time in steamer is approximately 15 minutes (should be prepared before the guest arrives)
- Never use poultices if they are too wet
- Always keep the poultice moving (continuous, rapid, tapping movements to begin to disperse heat)

Treatment Preparation

- 1 pair of mitts
- 2 face cloths or 2 hot towels for The Ritz-Carlton Finishing Ritual
- Eye pillow in or on top of hot cabbie (optional)
- 2 (150g poultices soak for 10 mins remove excess water - place in steamer)
- Poultice Steamer
- Large bowl to hold poultices prior to treatment
- 25 ml of Body Oil warmed in cabbie

Consultation

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory check with Fortifying Body Oil
- Show guest poultice and explain the benefits

Procedure

Guest face up

- Rotational grounding – see procedure
- Collect a few drops of the chosen body Oil
- Guide the guest through breathing (see procedure below)

Guest face down

Legs

- Prepare poultice x 2
- Uncover right leg
- Apply oil from popliteal
- Tap poultice x 2 over foot - sides of foot and lower leg
- Place one poultice on foot while the other - taps lower leg

- Rolls up the lower leg (inner/middle/outer)
- Repeat above movements to upper thigh
- Place both poultices above and below popliteal - roll out to hips and ankle simultaneously
- Hold poultice at side glute and ankle - stretch and rock
- Tapping movement to full leg
- Deep lift and rotate ankle to popliteal
- Deep lift and rotate thigh to glutee
- Deep wrings to thigh
- From mid-thigh - roll poultice away from each other
- Repeat to lower leg
- Tapping movements to full leg
- Double poultice deep hold on glute & popliteal
- Double poultice deep hold popliteal and foot
- Remove poultices (replace poultices back into steamer)
- Continue with an appropriate freestyle massage to the right leg
- Cover with towel - bear walk from glutes down to foot
- Repeat the above to the left leg

Back

- Prepare poultice x 2
- Apply oil to back with stretch and rock x 3
- Alternate poultice pressures palms (therapist facing down the back)
- Roll movements up back of arms over shoulders, continue down the back
- Deep pressure on Iliac crest
- Lift and rotate across into glute area
- Work up the back with push and roll movements
- *Stand left side (to work right side) work up and down spine - sacral to shoulder - pushing erector spinae muscle away from the spine - working down to sacral area
- Using 2 poultice work circular pressures deeply into glute area
- Rest one poultice on the sacrum, with the other work deep inward circles to glutes
- Deep pressure to finish
- Tap over back while walking to the right side
- Repeat*
- Tap up to shoulders
- Alternate tapping around the scapula
- *Roll poultice towards each other around scapula
- Holding one poultice at top of shoulder, roll the other around the scapula into underarm area
- Tap the scapula, working to the other shoulder
- Repeat*
- Inward twist rotations down erector spinae, work up and continue down arms (lighter pressure)

- Deep pressure into palms (replace poultices back into steamer)
- Continue with appropriate freestyle massage to the back
- Cover and bear walk from shoulders down back and over legs

Guest Face Up

- Place warm eye pillow over the eyes (optional)

Legs

- Prepare poultice x 2
- Apply oil from knee
- Light tapping to sides of foot and lower leg
- Alternate rolls up the lower leg (inner & outer)
- Tapping to thigh (alternate) and alternate roll up thigh (inner, middle & outer)
- Place poultice above and below the knee – roll inside and outside leg (working out to ankle and thigh)
- Knead inside and outside calf (ankle to knee) while supporting with the other poultice
- Deep upward kneads around the knee
- Deep lift and rotate movements to the thigh
- Deep wrings to thigh - continue movement into hip area
- From mid-thigh - roll poultice away from each other
- Repeat to lower leg (inside and outside)
- Tapping to full leg
- Double poultice deep hold to hip & knee
- Sandwich foot (squeeze and hold)
- Remove top poultice from foot - place hand on top of foot and slide the bottom poultice away (replace poultices into steamer)
- Continue with appropriate freestyle massage to right leg
- Cover with towel - bear walk from glutes down to foot
- Repeat the above to the left leg

Abdomen – (using one poultice from leg massage for cooler temperature. If guest is hot, prepare arm poultice at this point)

- Apply oil with diamond effleurage
- Split arm stretches and rock from mid navel
- Work poultice to colon (large circles and small circles)
- Continuous hand circles over area
- Split forearm stretches (as above)
- Finish with pressure beneath the navel and cover
- Replace poultice back in heater

Arm – (use one poultice per arm)

- Prepare poultice

- Apply oil from elbow
- Supporting the guest's hand, tap over the lower and upper arm
- Roll the poultice from occipital - behind deltoid and continue down to the hand
- Lift the upper arm and carryout deep upward rolls to upper arm
- Roll the outer and inner forearm
- Twist poultice to palm
- Cover poultice in bowl to maintain heat
- Repeat to left arm

Chest/Décolleté

- Using the same poultice from arms - push down from clavicle working across the chest and pressure at arms (light pressure)
- Using pushing out movements with poultice work from shoulders up into occipital, finish with a gentle stretch to occipital

Scalp Massage

- Carry out core scalp massage
- Finish with double hand pressure on crown, hold and release
- The Ritz-Carlton Finishing Ritual

Link retail products

- Fortifying range of products
- Muscle Rescue Balm

SCALP MASSAGE ROUTINE

If the guest would like product in their hair, a minimal amount of Pink Hair and Scalp Mud should be applied to the scalp (not the hair). If the guest requests not to have a scalp massage, offer a hand and arm massage.

- Single double thumbs (pushing forward at the hairline)
- Single split thumbs
- Deep upward, static rotaries
- Stroking with flat palmer hands (heel to fingertips)
- Clawing, standing facing the guest, one side to the other (allow the head to roll to the side)
- Gentle hair tugging – pull straight out with continuous alternate pulls right to left, then work to the back of the head pulling each section
- Stroking with flat palmer hands
- Support head - taking full weight of guest's head
- Turn the head (supporting with hand)
- **Deep finger kneading to trapezius then occipital
- Deep static rotaries to back and side of scalp
- Cover ear for 5 seconds
- Pressures to outer ear from lobes to upper ear
- Cover for 5 seconds
- Outer ear gentle tugs
- Cover for further 5 seconds
- Effleurage entire outer ear
- Slide up trapezius, support the head, centralise head (hold for 3 seconds), turn to opposite side
- Repeat movements to other side **
- Centralise the head – keeping the head in the hands (taking the weight) place the finger tips under the occipital ridge and knead the head until it rests on the couch
- Frictions
- Gentle stroking through to the end of the hair
- Pony tail push and pull
- For guests with short or no hair, place both hands to the side of the head and compress with gentle circles and finish with double hand crown circles, releasing slowly and gently