



THE RITZ - CARLTON SPA

The Ritz-Carlton Live
Well Treatment Procedures

HEAL AND RENEW FACIAL

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

MIND TREATMENTS

Breathing exercise for all mind treatments

- Collect a few drops of the chosen Treatment Oil
- Ask the guest to take 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 is done with ease.
- Repeat movement asking the 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 with the therapist standing at the head of the treatment couch perform visualisation and positive intension

Visualisation and Positive intension for all mind treatments

- We are now going to inhale through the nose, and exhale through the mouth.
- Again. Inhale....exhale. As you exhale, relax.
- Inhale calmly... and as you exhale, just let go of all the stress in your body.
- Keep breathing, calmly and peacefully, and just relax.
- Where are you tense? Think about these areas, and every time you inhale and exhale, imagine your body is becoming more and more relaxed.
- Envision how relaxation feels ... gentle.... Peaceful. Warm. Open and Happy. Nourish that beautiful feeling let it grow.
- Consider where you feel tense, and the relaxation will soften those tight muscles. Continue to let that feeling of serenity and positivity expand through your body.
- Inhale relaxation ...exhale tension
- Inhale positivity ... exhale worry
- Next, visualize all the things in your life that inspire true happiness and positivity.
- Breath into those things
- Slow long deep breaths in and then slow long exhalations out until there is no air left.
- You are pure positivity. Pure potential. Pure love and pure kindness.
- Hold onto to this positive feeling and take it with you throughout your treatment and rest of the day
- Move hands to crown chakra and rotate off clockwise

HEAL & RENEW FACIAL

85/90 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)

Preparation

- 2 sets of damp cotton wool for pads for Bio-Active Eye Cleanser and 2 sets of damp cotton wool pads with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 4 pairs of mitts
- 2 face cloths or 2 hot towels for The Ritz-Carlton Finishing Ritual
- Warm rose quartz crystals
- 4 x 50 - 60g poultices
- Poultice heater

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 experience with Spa-Fresh and treatment oils x 2 most appropriate for guest's skin
- Sensory check Positivity Body Oil
- Show guest poultice and explain the benefits

Procedure

- Rotational grounding – see procedure
- Collect a few drops of the chosen Treatment Oil
- Guide the guest through breathing and visualisation (see procedure below)
- Eye and lip cleanse (see procedure). Turn poultice steamer on

- 1st cleanse with Tri-Active™ Resilience Detox & Purify Cleanser
- Skin analysis with SkinVision™
- 2nd cleanse with Tri-Active™ Resilience Detox & Purify Cleanser and Refining Skin Polish
- Spa-Fresh Tonic on cotton pads
- Apply Tri-Active™ Resilience Pro-Biome Eye Treatment
- Prepare facial poultices. Keep within easy reach and keep covered.
- Apply appropriate Treatment Oil
- Face massage (see facial massage procedure below)
- Apply Tri-Active™ Rest & Recovery Overnight Balm, apply Soothing Eye Lotion pads to eyes and apply Nourishing Lip Treatment to the lips and around the lip line
- Scalp, hand and foot massage with Poultices – see procedure
- Remove mask
- Spa-Fresh Tonic on cotton pads and Mist
- Apply Tri-Active™ Resilience Pro-Biome Serum
- Apply Tri-Active™ Resilience Pro-Biome Eye Treatment
- Apply Tri-Active™ Resilience Pro-Biome Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip treatment as appropriate
- The Ritz-Carlton Finishing Ritual

Link retail products

- Tri-Active™ Resilience product range
- Positivity range of products

Facial massage

- Inhalations
- Application of Treatment Oil using ESPA application movements
- Facial drains with warm Rose Quartz Crystals
- Collect poultices and have near working area making sure they are covered
- Long lifting strokes to side of neck on to side of face
- Repeat to other side
- Cup the chin with both hands – lift and slide movements from side to side
- Effleurage up the face to the forehead
- Place all fingers flat on forehead, work across the forehead with deep lifting circles slowly - work with the lengths of fingers,
- Working in zig zag's down the face, keeping contact, effleurage up the forehead and repeat 2 - 3 times
- Deep alternate slide and push movements to the chest and shoulders – pick up poultices

Facial Poultice massage

- Repeat each movement as required
- Gentle tapping to shoulders to check poultice temperature
- Downward pushes below clavicle – working across to shoulders
- Place poultices to either side of the neck, work downward static rotations with poultices, start at base of neck working up the neck
- Deep lift and hold with poultices under jawbone
- Roll both poultices under the jaw bone (from centre rolling out)
- Continue with rolling movement working up the face as above
- At bridge of nose – alternate rolls from the bridge up the forehead
- Roll poultices from centre of forehead across together starting at the hairline and continue working down the face
- Place poultices at corners of jaw bone – apply pressure and hold with small clockwise circles
- Place poultices at temple area – apply pressure and hold with small clockwise circles
- Place one poultice on third eye – apply light pressure with clockwise circles
- Place one poultice on crown chakra – apply light pressure with clockwise circles
- Place both poultice at the hairline – apply pressure, lift and rotate forward, working down to the ears
- Repeat the above movement, working back to the crown area, continue the same movement working behind the ears, down the neck and out to the shoulders
- Place poultices down and pressure to finish
- Replace poultices back in heater

Poultice Scalp Massage

- Collect 2 poultices
- Apply Pink Hair & Scalp Mud
- Rotation at crown with Poultice
- Poultice pressures through scalp
- Poultice rotations along hairline
- Continue rotations back through scalp with poultices
- Deep upward, static rotaries
- Support head - taking full weight of guest's head
- Turn the head (supporting with hand)
- **Deep rotation at occipital with poultice
- Deep static rotaries to back and side of scalp with poultice
- Cover ear for 5 seconds with poultice
- Pressures to outer ear from lobes to upper ear with poultice
- Cover for 5 seconds with poultice
- Outer ear gentle tugs with poultice
- Cover for further 5 seconds with poultice
- Effleurage entire outer ear with poultice
- 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
- Rotation at crown
- Replace poultices back in heater

Poultice Hand Massage

- Collect 1 poultice
- Deep compression down arm with poultice (over the towel)
- Uncover and apply Positivity Oil to hand
- Static rotation to palm of hand with poultice
- Circular rotation to palm of hand with poultice
- Poultice slide through palm of hand
- Static rotation to back of hand with poultice
- Cover and repeat to left hand

Poultice Foot Massage

- Collect 1 poultice
- Deep compression down leg with poultice (over the towel)
- Uncover and apply Positivity Oil to foot
- Static rotation to the centre of the sole of the foot with poultice
- Small static rotations up the inside of the foot with poultice
- Toe Stretch with poultice
- Static rotation on ball of foot with poultice
- Sandwich foot with poultice
- Static rotation to top of foot with poultice
- Cover and repeat to left foot