



**THE RITZ - CARLTON SPA**

The Ritz-Carlton Live Well  
Treatment Procedures

**RENEW AND REVITALIZE RITUAL**

## 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

# RENEW AND REVITALIZE RITUAL

80/90 minutes

## 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
- 9 pairs of mitts
- 1 hot towel for Salt Scrub
- Skin Stimulating Body Brush
- Disposable underwear

## 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 Detoxifying Salt Scrub

## 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

- Body Brush right side of body – from the foot
- Dampen skin with warm mitts – from the foot
- Apply Salt Scrub – balinese application
- Circle – ankle to shoulder then wrist to shoulder
- Friction – ankle to shoulder then wrist to shoulder
- Repeat to left side of the body

### Guest face up

Front of body as back of the body but points to remember for front of body

- Place warm eye pillow over the eyes (optional)
- Place modesty towel to bust area (optional)
- Strokes to abdomen and décolleté
- Hot towel to back to remove salt

- Assist the guest to the shower

#### **Guest face up**

- Eye and lip cleanse (see procedure)
- 1st cleanse with Detox & Purify Cleanser
- Skin analysis with Skin Vision™
- 2nd cleanse with Detox & Purify Cleanser with Refining Skin Polish. Use steam and perform extractions if needed
- Spa-Fresh Tonic on cotton pads
- Eye protection movements with Tri-Active™ Resilience Pro-Biome Eye Treatment
- Face massage (see procedure)
- 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 massage or hand and arm massage with Pink Hair and Scalp Mud (optional)
- Remove Tri-Active™ Rest & Recovery Overnight Balm
- 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 Facial Finishing Ritual

#### **Link retail products**

- Tri-Active™ Resilience product range
- Body Brush
- Detoxifying Salt Scrub

# CORE FACIAL TREATMENT PROCEDURES

## Eye and lip cleanse movements

- Shake Bio-Active Eye Cleanser well to mix the two phases and use immediately
- Apply Bio-Active Eye Cleanser soaked pads to the eyes simultaneously
- Apply deep clockwise circles x3 followed by x3 deep constant contact pressures over the entire eye pad
- Pinch along brows x1
- Tapotement movements across zygomatic bone and continue movement up to forehead x1
- Anti-clockwise circles x3, leave pads in place
- Lip cleanse with Bio-Active Eye Cleanser pads
- Remove product from lips using the clean side of damp pads – sweep top lip, bottom lip until lipstick is removed
- Remove eye pads by holding the forehead with one hand (supporting eyebrow) and sweep the first pad inwards towards the nose, over the brow to the temple
- Halve the pad – gently work down lashes to remove mascara
- Quarter the pad and sweep under the eyelashes from outer corner to the inner corner - on the last sweep, continue over the brow, finish at temples, with a light pressure
- Repeat to other side
- \*Repeat the eye movements again using Soothing Eye Lotion pads

## 1st cleanse application movements

- Apply cleanser from between bust area, up the centre of the face slide down the outside of the face, down the sides of neck, across décolleté, around shoulders, roll hands forward to décolleté and repeat x2.
- Finger tips with upward circles to décolleté
- Continue up the neck, jaw line and chin
- Scissor slides to the mouth
- Continue with upward circles to the cheek
- Slide one hand to the beginning of the eyebrow, the other hand slides around the zygomatic to the nostril
- Work one side of the nose - circling upwards
- Repeat to the other side
- Circles to the forehead. Pressure on temples to finish
- Remove with mitts / hot towel

## 2nd cleanse

- Apply steam (if required)
- Apply cleanser with application movements, then place on Refining Skin Polish or Optimal Skin Pro-Cleanser and continue with first cleanse movements then introduce the cleansing device
- Remove with 2 pairs of mitts / towels

### **Mitt removal**

- Place warm mitts on the shoulders lightly – hold for a few seconds to allow the guest to become accustomed to the heat
- Sweep one mitt at a time across the shoulders, pushing down on each shoulder, finish by sweeping both mitts around the back of trapezius
- Continue to sweep up the front of the neck
- At the jaw line turn one mitt while the other maintains contact – repeat to the other
- Work both mitts over the face simultaneously to the forehead, keeping one mitt in contact at the forehead, work down the contours of the face using the other mitt – replace the mitt to the forehead and repeat
- Finish with a pressure on temple area

### **Spa-Fresh procedure**

- Spa-Fresh should be applied to dry cotton pads
- Hold the soaked Spa-Fresh cotton pads over the nose for a few seconds (so the guest can smell the aroma)
- Work the cotton over the face, neck and décolleté, finishing with a pressure at shoulders

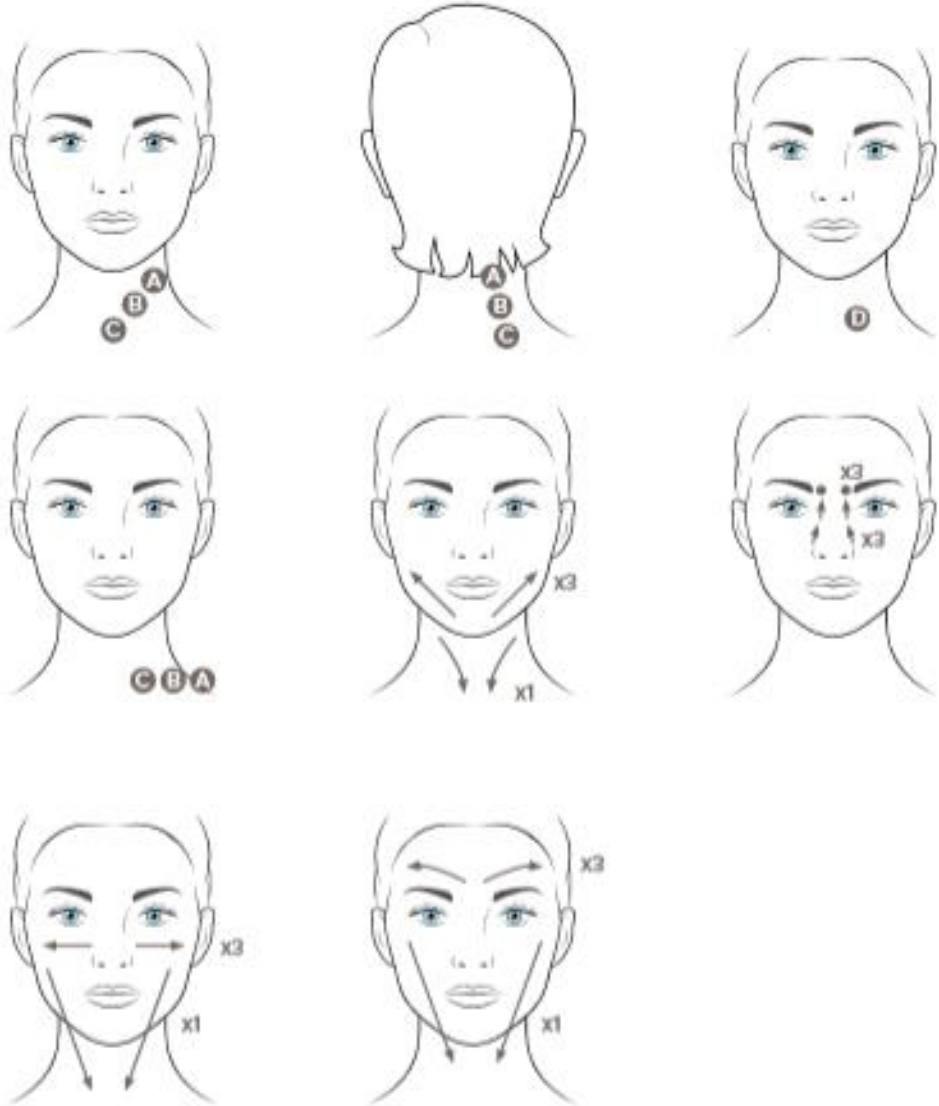
### **Eye protection movements**

- Using relevant eye moisturiser
- Place product on forehead and hold
- Circular application of product to the zygomatic and forehead
- Pressures around eyes x 1 using first and second finger, hold pressure for 1 second each
- Pinch eyebrows using thumb and ring finger, use the ring finger to circle under the eyes
- Breaststroke to forehead x 1, one side to the other
- Flat hand sweeping to the forehead x 1
- Prayer to forehead x 1
- Finish with pressure to temples

### **Treatment Oil application**

- Inhalation as guest exhales
- Application of Treatment Oil using ESPA application movement

# LYMPHATIC DRAINAGE

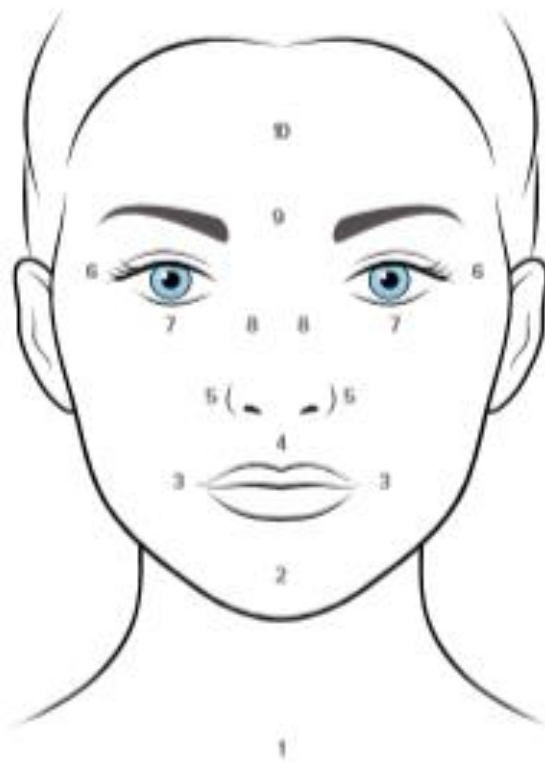




## FACIAL PRESSURE POINTS

Meridians are energy paths that flow throughout the entire body. Facial acupuncture points lie along these meridians lines on the face. Applying pressure to these specific points stimulates the flow of energy, blood and lymph in the body. By working on a deeper level we see benefits including toning muscles, energy balance and flow, specific point remedies, general wellness, skin tone and circulation.

Pressure is applied on the guest's exhale breath using 1 full pressure (maintain pressure) and continuing with 3 static pressures to the same point.



1. Congestion / asthma – Respiratory System
2. Hormonal / menopausal – Endocrine System
3. Colon – Digestive System
4. Small intestines – Digestive System
5. Congestion / mucus – Respiratory System
6. Gallbladder – Digestive System
7. Kidney – Excretory System
8. Stomach – Digestive System
9. Liver – Digestive System
10. Heart – Circulatory System

# FACIAL MASSAGE

- Shoulder sweeps – one then the other pushing down
- Effleurage around back of shoulders and up to occipital
- Neck stretch to side, alternate shoulder sweeps and knuckling to neck and shoulders – repeat to other side
- Knuckle both shoulders, deltoids and décolleté
- Thymus Tapping
- Neck sweeps
- Pinch and jaw slide
- Upward chin circles
- Lip scissors
- Effleurage deep circles to cheeks - slide up to nose
- Sinus pressures
- \*\*Alternate sweeps down right side of nose
- Repeat to other side of nose \*\*
- Alternate fingers to each eye (V) alternative lifting across forehead to transition from right to left
- Figure of eight to both eyes (8) first and second finger with light pressure to corner of eye
- Circles up onto forehead - working inwards across forehead
- Continue to slide down the sides of the face, down the neck, across the décolleté and around the shoulders
- Finish with an occipital stretch

## 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
- Ponytail 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