# well360°
network

A NEW ERA IN HOSPITALITY WELLNESS

## Our expertise evolves.
## *Our partnership continues.*

The next step in delivering integrated spa & wellness services
for the hospitality industry is here.



HOTEL WELLNESS • HOTEL SPA SERVICES • MASSAGE CRETE •

OUR COMPANY

## From Hotel Wellness to well360°

You know us through **Hotel Wellness Spa Services**, a company specialising in the planning, organisation and operation of wellness centres and spas for hotels in Greece.

We have built long-standing partnerships with hotel businesses, gaining valuable experience in creating, organising and managing wellness spaces.

## 23+

years of presence in the **hospitality wellness** industry

OUR JOURNEY

## Expanding our role

We are building on what we have created and expanding our role. We now combine **wellness consulting**, **spa design and construction**, full or supportive management and the delivery of organised wellness services.

> *From the first idea and the creation of a spa, to its daily operation and the guest experience.*

OUR ECOSYSTEM

# Three specialised divisions. *One integrated approach.*

Under the well360° network umbrella, three specialised brands cover the entire life cycle of a hotel spa.

01

HOTEL WELLNESS

CONSULTING · DESIGN · CONSTRUCTION

Concept, architectural and operational design, construction and upgrading of spa & wellness spaces.

02

HOTEL SPA SERVICES

SOFT & FULL SPA MANAGEMENT

Two flexible partnership models for organising and running the spa.

03

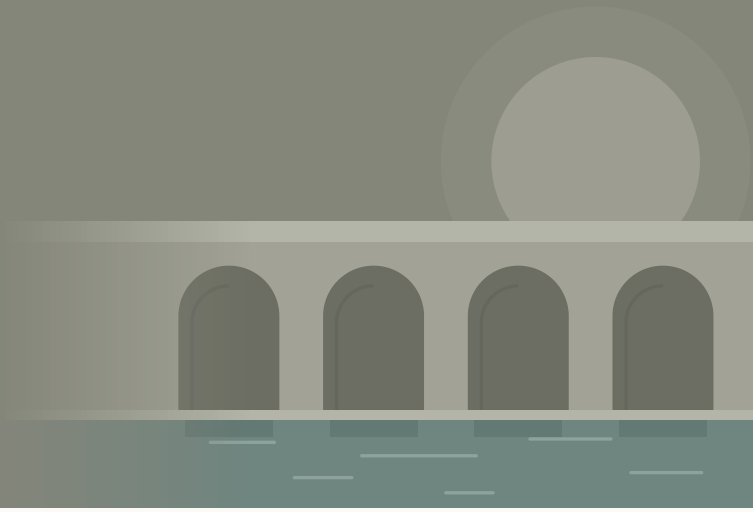
MASSAGE CRETE

PROMOTION · SALES & PERFORMANCE · SUPPORT

Digital promotion, online bookings, sales tracking and dedicated support.

01 — CONSULTING · DESIGN · CONSTRUCTION

# Wellness spaces with identity, from planning to delivery



HOTEL WELLNESS

DIVISION 01

We provide consulting, concept development and architectural and operational design, as well as the **construction of complete spa & wellness facilities**, tailored to the identity, needs and service level of each hotel.

From the initial feasibility study and the optimal use of available space to equipment selection, the fit-out of the facilities and final delivery, we offer **comprehensive guidance at every stage of the project.**

We also support the **upgrade and redesign of existing spas**, aiming to improve functionality, enhance the guest experience and strengthen their commercial performance.

Feasibility study | Concept | Architectural design | Equipment | Construction | Upgrade of existing spas

OUR GOAL

To create modern, functional and aesthetically refined wellness spaces that strengthen the identity and competitiveness of every hotel.

02 — SOFT & FULL SPA MANAGEMENT

# Two flexible models, tailored to every hotel



HOTEL SPA SERVICES

DIVISION 02

We offer two flexible partnership models, each tailored to the specific needs of every hotel.

MODEL A

## Soft Management

We provide specialised support in organisation, staffing, training, booking management and sales development, **while the hotel retains control of its spa operation.**

MODEL B

## Full Management

We take over the entire operation, from staffing and day-to-day management and service quality assurance to sales and guest service, **with rent paid to the hotel.**

Organisation | Staffing | Training | Booking management | Sales development | Quality assurance | Guest service

# Technology and human support for every spa



MASSAGE CRETE



**MASSAGE CRETE** is evolving into a complete platform for the digital promotion, organisation and growth of hotel spas, combining technology with dedicated support.

We provide modern **online booking** solutions, **sales tracking** tools, statistical analysis and performance evaluation, as well as monitoring of reviews on **Google and Tripadvisor**.

At the same time, we can take over the management of the software the hotel already uses, or develop **tailored solutions (custom software)** adapted to the needs of the spa, with integration into existing systems where technically feasible.

**Behind every service is a dedicated support team.** Our team handles communication with the hotel and software providers, coordinates processes and provides day-to-day support, giving every partner a single, reliable point of contact and immediate assistance.

Furthermore, we handle the **complete curation of spa menus**, from the selection of professional cosmetics and the design of treatments and protocols to content creation, graphic design and final printing.

We also provide **specialised therapist training**, ensuring service quality and a consistent guest experience.

OUR GOAL

To strengthen digital presence, increase bookings and sales, and continuously improve the overall performance of every hotel spa.

WELL360° NETWORK

# Together we evolve. *Together we create even more.*

We are not starting from scratch; **we are evolving everything we have already built together.** Our partnership is broadening in scope, while maintaining our personal communication and our commitment to the needs of every hotel.

From design and construction to the upgrade and management of a spa, **well360° network** delivers complete solutions with expertise, consistency and professionalism.

well360°
network

WWW.WELL360.GR