



WILLOW STREAM

A FAIRMONT SPA

Spa Guide

FAIRMONT ZIMBALI RESORT



Willow Stream Spa at Fairmont Zimbali Resort

On the eastern coast of South Africa, overlooking the vast Indian Ocean, Zimbali-Zulu for ‘valley of flowers’-is a resort destination unlike any other. Unspoiled and lush, marked by endless beaches and clear skies, Zimbali exceeds your imagination’s greatest expectations.

Inside exclusive Fairmont Zimbali Resort, Willow Stream Spa echoes the resort’s promises of relaxation, pampering and unforgettable experiences, and sets the stage for your energy journey.

Take time to experience our unparalleled facilities: Unwind before or after your treatment on our spa terrace, whose spectacular views of the ocean will calm and soothe you. Immerse yourself in our relaxing outdoor mineral pool. Step into a luxurious steam shower and let the day’s stresses melt away. Or reconnect with your loved one in our tranquil couple’s lounge or one of our spacious couple’s suites.

Of course, our treatment menu ensures that your spa visit is truly memorable. The unique bounty of South Africa punctuates our offerings, from an indulgent marula milk bath (featuring the country’s celebrated marula fruit) to a stress-relieving intonga stick massage to a hydrating potato, rooibos, aloe and marula mask. We offer many tailored treatments to address your specific health and skin needs, and we have also selected and developed experiences and packages specifically for men, couples and wedding parties. Each experience is designed to help you slow down and find the energy you hold within, in a peaceful, authentic environment.

Discover Willow Stream Spa at Fairmont Zimbali Resort.

Discover your energy.

Willow Stream The Spas At Fairmont

Willow Stream Spas are acclaimed around the world for our focus on finding innovative ways to help guests discover their own energy. Energy makes the difference between living and living well; recharging our energy allows us to flow, rather than fight, through life. That is why energy renewal is our mission.

Each of our spas is designed to reflect the beauty and ambience of its location and of the hotel in which it is located, so no two are alike. But all of our spas have this in common: They deliver an outstanding experience. Simply being here-away from the chaos of everyday life relaxes our guests and starts them on their energy journey.

Our spa experiences combine authentic and effective treatments with a place for you to spend time alone or with your friends. Social spaces by the pool, relaxation lounges and steam rooms, yoga and fitness areas all are designed to stir our passion for living with abundant energy.



Our name: Willow Stream

We believe these two words reflect our philosophy and our connection to nature's elements.

Willow: The willow represents our deep-rooted authenticity, strong centre and flexible spirit.

Stream: The stream represents our energizing journey through life bending and changing in a peaceful, purposeful manner as it finds its way around obstacles.

Our logo

Our logo is composed of ancient symbols for the world's essential elements: earth, air, fire and water. The willow-wood-is the fifth element. Balancing these elements puts us in sync with nature's equilibrium.

Signature treatments

African Potato Anti-Aging Body Treatment

Traditional African therapy

This natural African treatment includes a gentle purifying scrub, a warm application of marula oil and rooibos extracts, a moisturizing herbal wrap and an invigorating pressure-point massage.

90 minutes

Willow Stream Energy of the Sea

Authentic ritual

Harness the power of the sea with an application of nutrient-rich algae, a heated body wrap, a detoxifying hydro-massage bath and an application of marine-based body-firming cream.

90 minutes

African Dawn

Energizing

This treatment combines grapefruit, rosemary and juniper berry in an invigorating steam shower, circulation-enhancing massage, ayurvedic scalp massage and sinus-relieving facial massage.

90 minutes

Sunset Glow

Unwind

A relaxing steam shower is followed by a relaxing full-body massage with essential oils of tuberose, vanilla and ylang-ylang. Also includes a warming foot ritual.

90 minutes

Painted Lady

Emerge with a glow

A steam shower and exfoliation prepare the skin for a cocoon of nourishing oil and African shea butter. Also includes a face cleansing, massage and rose-water mask. Your skin is left radiant.

90 minutes

African Monarch

Transforming

A tailored treatment featuring a steam shower, body scrub, mineral bath and three conditioning hair, face and body masks, plus an intense massage with your chosen oil. Perfect for two.

2 hours

Massage experiences

Essential Energy Massage

Recharge

Stress dissolves with this massage, which incorporates Swedish and neuromuscular techniques, lymphatic drainage and your choice of natural therapeutic oil. Includes consultation with therapist.

60/90 minutes

Relaxation Massage

Soothing

A tailored, holistic massage to increase circulation, assist lymphatic drainage and promote relaxation. Features calming lavender oil and uplifting ylang-ylang.

60/90 minutes

Stress Relief Massage

Deep release

Swedish and cross-fibre massage techniques combine with essential oils of black pepper, rosemary and ginger to warm and restore muscles, disperse lactic acid and enhance circulation.

60/90 minutes

Herbal Stone Massage

Deep heat

Using volcanic basalt rock, heat is applied to pressure points, soothing nerves and bringing energy into balance. Aromatic African shea butter nourishes and hydrates the skin.

90 minutes

Body experiences

Willow Stream Body Quench

Hydrating 60 minutes
Pure avocado oil is the secret ingredient in this wrap, scalp massage with hair conditioning, and customized massage. Perfect for dry, flaky or sun-exposed skin.

Sea Essentials

Vital energy 60 minutes
Discover your energy with this traditional spa treatment. Includes a gentle scrub and a mineral-rich body wrap of seaweed and ylang-ylang, sage, lavender and sandalwood essential oils.

Willow Stream Rose Cocoon

Radiance returns 60 minutes
An olive-grain exfoliation, full-body rose-gel application, and evening primrose oil and shea butter wrap are followed by an ayurvedic scalp massage, all enhanced by the aroma of frankincense.

Detox Intonga Foot Treatment

Inspired by reflexology 60 minutes
Relieve stress with a foot soak, scrub and massage; mud wrap; scalp massage; and intonga calf massage (stick rolled against muscle). Includes foot grooming and nail buffing.

Feel Good

Pampering 90 minutes
Treat yourself to hands-on therapy. Feet and legs are exfoliated and skin is deeply moisturized before a geranium, frankincense and rose massage, mud mask and conditioning scalp massage.

Zimbali Coffee Break

Rejuvenates skin 90 minutes
A salt and coffee body exfoliation uncovers radiant skin, and a freshwater mud mask conditions the face. Includes a Swedish-style massage and application of marine algae and body butter.

Soul of Africa Body Conditioning

Skin therapy 90 minutes
A warm, soothing mud application prepares you for a full-body massage with marula oil-‘Africa’s miracle oil’, which hydrates and repairs skin-featuring neroli and rooibos extracts.

Bathing experiences

Across cultures, bathing is a time-honoured way to soothe the body and spirit, prepare for important life events or enhance overall well-being. Some of our baths can be prepared in an outdoor mineral pool. Bathing experiences can be added to any treatment.

Sea Mineral Bath Experiences

Detox and Contouring 30 minutes
Ideal for a body-contouring programme, this bath captures the health benefits of the sea and encourages the elimination of fat and toxins.

Revitalizing 30 minutes
An anti-stress bath experience, featuring a relaxing, delicate scent and an intensive remineralizing action.

African Herbal Bath Experiences

Rooibos Herbal 30 minutes
Ideal for treating sunburn, swelling, eczema and rash. Features herbs used in traditional African healing practices.

Marula Milk 30 minutes
A hydrating and nourishing milk bath, featuring herbs used in traditional African healing practices.

Facial experiences

Revitalizing Eye Treatment

May be added to any facial or body experience

15 minutes

Improves microcirculation and drainage, reduces puffiness, firms the skin and diminishes fine lines. Black tea, cranberry and strawberry extracts protect against environmental damage.

Rehydrating Marine Facial

Moisturizing

60 minutes

A back massage and mud application begin this treatment, followed by a red-algae and calcium mask and moisturizing cream. Mineral-rich marine spring water revitalizes all skin types.

Gentleman's Face Treatment

Soothing and fresh

60 minutes

A relaxing back massage and application of self-heating mud relieve tension, and a mask and scalp massage deepen relaxation. Moisturizing or anti-aging cream addresses men's skin needs.

Prescription Facial

Personalized

60 minutes

In this customized treatment, therapeutic essential oils and plant extracts detoxify and nourish the skin, while Eastern and Western massage techniques improve circulation and lymph flow.

Timeless Skin Facial

Luxurious and effective

90 minutes

This facial, designed for maturing skin, uses marine spring water to restore the skin's vitality. A back massage, self-heating mud application and two masks-hydrating and anti-aging-calm and lift.

African Plum Age-Repair Facial

Firming

90 minutes

Inca Inchi oil firms and tightens skin, and pomegranate and rose-hip oil combat the signs of age. Includes cleansing, exfoliation, rose-gel mask and frankincense mask, and lymphatic massage.

Nail services

Willow Stream Signature Manicure

Luxurious

60 minutes

A unique gommage hand exfoliation, nail-oil application, hand soak in essential oils, paraffin treatment, and hand and arm massage with hydrating body butter.

Willow Stream Signature Pedicure

Hydrating

60 minutes

An energizing lift for the whole body. Includes an exfoliation, foot soak in sea salts and minerals, paraffin treatment and foot massage with hydrating body butter.

Classic Manicure

Enticing aroma

45/60 minutes

Includes a hand soak and massage, plus nail shaping and polish. Features our Willow Stream Body Polish line, Dream-an exclusive orange-flower scent for Fairmont Zimbali Resort. (60-minute version includes paraffin upgrade.)

Classic Pedicure

Sweet scent

45/60 minutes

Add spring to your step with a foot soak, exfoliation, massage, nail shaping and polish application. Features our exclusive Willow Stream Body Polish line, Dream (orange-flower scent). (60-minute version includes paraffin upgrade.)

Coffee and Frankincense Hand Grooming

Nourishing

60 minutes

Carefully selected oils nourish and smooth rough, dry hands. An aromatic soak, olive-grain scrub, application of vitamin E oil, shea butter moisturizing and polish application (nail buffing for men).

Ginger and Black Pepper Foot Grooming

Great for aching feet

Feet and lower legs are soaked, exfoliated and moisturized, then awakened with essential oils of stimulating black pepper, fresh rosemary and energizing ginger. Includes polish or nail buffing.

60 minutes

Copper and Hot Stone Foot Treatment

African Potato Hand Treatment

Twice as nice

The ultimate in pampering: For your feet, a soak, hot stone massage, African potato mask and grooming; for your hands, a potato, rooibos, aloe and marula mask, grooming and massage. Does not include polish.

75 minutes

Recommended for men

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2 hours



Multi-treatment experiences

Zimbali-Inspired Day

For couples

2 hours

This treatment features a steam shower, mineral bath and side-by-side African Dawn treatments, plus mimosas. Price is per person.

On Safari

African experience

Over 3 hours

A complete African spa experience. First, a Soul of Africa Body Conditioning treatment; then, a traditional Marula Milk bath; and, finally, a Detox Intonga Foot Treatment. Includes bento box lunch.

By the Sea

Perfect relaxation

2½ hours

Features a signature Willow Stream Energy of the Sea body treatment, plus a Rehydrating Marine Facial or a Gentleman's Face Treatment. Enjoy the sea's healing power.

Romance at Sunset

For couples

2 hours

Reconnect with a steam shower, candles, glass of champagne, a mineral bath followed by the Sunset Glow treatment that leaves you both feeling radiant. Price is per person.

Sensual Zimbali

Awaken your senses

3 hours

The Zimbali Coffee Break body treatment, showcasing African coffee and essential oils, is followed by a African Plum Age-Repair Facial. Includes a bento box lunch.

Golf Widow

Time for you

4 hours

Get pampered while he's on the links. This tailored experience features an Essential Energy Massage, a personalized Prescription Facial, and a manicure and pedicure. Includes bento box lunch.

Wedding experiences

Each of these experiences can be customized and tailored to your special requests, including your wedding theme. Prices are per person (except for the Just Married Bliss experience).

Groom Grooming

Take it easy 1½–2 hours

Relax at the spa in preparation for the big day. Work out, take a steam shower, and let us treat you to any manicure or pedicure.

Pedi Party

For bridal parties 90 minutes

To look your best on the big day, reserve our nail spa for your pre-ceremony preparations. This package includes Classic Manicures, Classic Pedicures and champagne for all.

Bridal Sweet

For bridal parties 2 hours

Enjoy Classic Manicures, Classic Pedicures, champagne and refreshments in our special bridal spa suite. A stylist can be arranged in advance. Maximum of four people. (Make-up and stylist priced separately.)

Bachelorette Bash

Day at the spa 2½ hours

A special offer for a bride having her wedding at Fairmont Zimbali Resort. Celebrate with friends with one-hour facials or massages, bento box lunch, Classic Manicures and Classic Pedicures.

Bridal Blush

Get radiant 3–4 hours

Enhance your glow on your special day. Includes a Painted Lady body treatment, plus your choice of manicure and pedicure. A stylist and make-up artist can be arranged in our special bridal suite. Prices separately.

Just Married Bliss

Unwind together 2½ hours

After your Fairmont Zimbali Resort wedding, indulge in your choice of side-by-side treatment. Then, relax in our steam room and mineral baths-and on the outdoor spa deck, overlooking the ocean. Price is per couple.

Fitness

All of our personal training sessions are conducted by an experienced and qualified fitness instructor.

Personal training

60 minutes
60 minutes (for couples)

Monthly fitness-centre membership

Gold membership
Platinum membership

For details, enquire at our fitness centre.

Enhancing your spa experience

Spa experience

Willow Stream Spa experiences last at least an hour. We want you to take the time you need to find your energy.

Spa environment

Willow Stream Spa is an adult sanctuary. Guests must be 18 or older. For your peace and privacy; cellphones, BlackBerrys and other electronic devices are not permitted. If you wish to receive messages during your time with us, please let our staff know and we'll be happy to assist you.

Reservations

Please call +27 32 538 5000. To accommodate your preferences, advance reservations are recommended. Our knowledgeable Spa Experience Coordinators are delighted to guide you to the experiences that suit your needs.

Cancellation policy

If you must reschedule or cancel any spa appointment, please notify the spa four hours in advance to avoid being charged for the service. Cancellation of a package requires 48 hours' notice. Missed appointments without proper notice are subject to a 100% charge for reserved services.

Hours of operation

Spa facility: 10:00 am–7:00 pm

Fitness centre: 6:00 am–7:00 pm

Seasonal changes to hours of operation apply

Making spa appointments

Consult with our Spa Experience Coordinators to select treatments that fulfil your personal requirements. To ensure availability, please book your appointments before you arrive at the hotel. Questions are welcome.

Spa arrival and etiquette

We recommend that you arrive 45 minutes before your first scheduled spa appointment. This gives you time to familiarize yourself with the facilities and relax before your treatments. Please note, all treatments end on time, regardless of start time. Please leave jewellery and valuables in your room safe or the hotel safe.

Health matters

Please inform us of any health conditions at the time of booking (e.g. high blood pressure, heart condition, allergies, pregnancy). Consumption of alcohol before, during or directly after spa treatments is not recommended. You will be asked to complete a medical-history form upon arrival, so we can better customize your experience to your needs.

Spa attire

You will receive a robe and sandals to wear between spa treatments, and a locker for your personal belongings. Our therapists are highly trained in draping procedures to ensure your complete privacy; however, for your comfort, undergarments may be worn during treatments. Swimsuits are required in some areas of the spa.

Spa Experience Coordinators

Whether in the spa or by phone, our Spa Experience Coordinators will be happy to plan your treatments and answer any of your questions.

Willow Stream Spa gift cards

Willow Stream Spa gift cards may be purchased for all spa services and packages. Please contact Willow Stream Spa reception for further information.

Taxes and service charges

Prices include VAT. For all spa packages and contracted services, a 10% service charge will be added. Local taxes will be added to all spa services and packages.

Gratuities

Additional gratuities for exceptional service can be added to your bill upon checkout.

Information and prices contained in this brochure are subject to change without notice.



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Fairmont Zimbali Resort

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碳减排先锋
Defensores do Clima
クライメート・セイバーズ
Climate Savers

Fairmont Hotels & Resorts has been a WWF Climate Savers partner since 2009 and has committed to reducing its emissions by 20% below 2006 levels by 2013.