

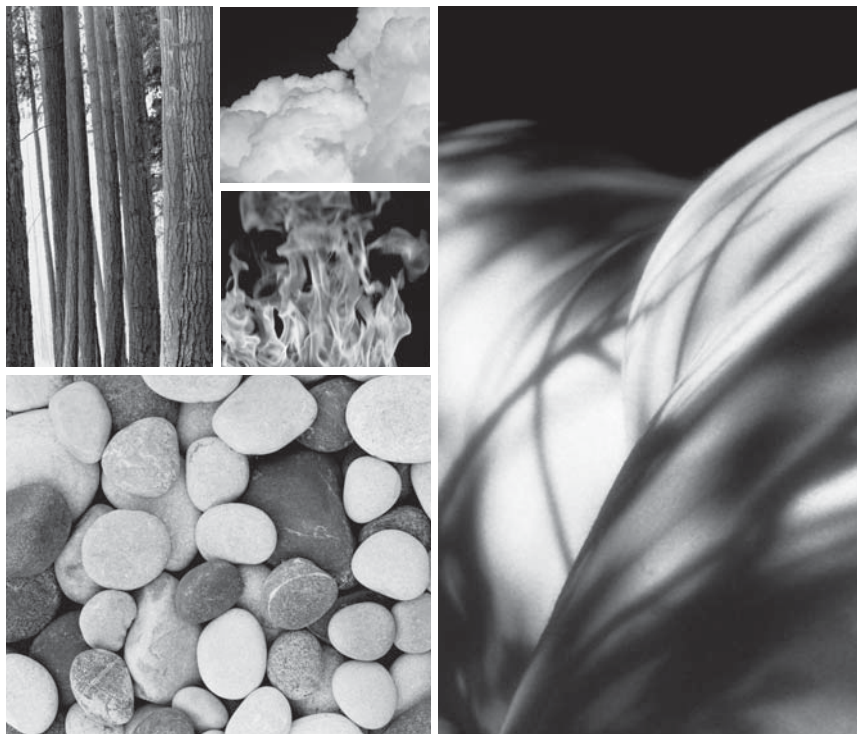


WILLOW STREAM

A FAIRMONT SPA

Spa Guide

FAIRMONT ZIMBALI RESORT



Willow Stream Spa at Fairmont Zimbali

On the eastern coast of South Africa, overlooking the vast Indian Ocean, Zimbali – Zulu for “valley of flowers” – is located on one of three coastal forest estates in the world – a 700-hectare protected tropical paradise, which captivates visitors with its natural splendour. Unspoiled and lush, marked by endless beaches and clear skies, Fairmont Zimbali Resort exceeds your imagination’s greatest expectations.

Willow Stream Spa echoes the resorts promises of relaxation, pampering and unforgettable experiences. The luxury 2-floor spa includes 9 treatment rooms; inclusive of 3 couples’ suites, steam rooms, separate ladies’ and gents’ relaxation lounges and the “Great Lounge” for after-treatment relaxation. The spa offers a full spectrum of health and beauty services all given by trained specialists.

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 with a hydrating African potato, rooibos, aloe and marula mask. We offer many tailored treatments to address your specific skin care needs. Each experience is designed to help you rejuvenate and find the energy you hold within, in a peaceful, authentic environment.

Discover Willow Stream Spa at Fairmont Zimbali Resort.

Find your energy.

About Willow Stream Spa

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 are designed to reflect the beauty and ambience of their location and of the hotel in which they are located, so no two are alike. However, 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, steam rooms 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 energising 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.



Willow Stream Spa Product Philosophy

Willow Stream Spa places emphasis on many aspects when choosing spa products for each of our Spas around the world. With luxury in mind, each brand selected demands quality and result-driven treatments, which are personalised to suit the needs of our valued guests. Environmental sustainability is considered whenever and wherever possible, which reflects our social responsibility. Our relationships with the product houses are important to ensure that we have premium spa products and training available for every encounter with our guests.

Black Pearl

Black Pearl is formulated for the ultimate in luxurious mineral-based skin care, and integrates natural treasures with your beauty. The Black Pearl line is innovative with a revolutionary and unique complex with ingredients sourced from the Dead Sea that helps retain the healthy function of the skin, preventing ageing. A unique facial mask combines 24K Gold from Germany with black mud and is enriched with vitamins, plant oils and extracts to deeply nourish the skin and enhance its natural luminosity. With antioxidant and antimicrobial effects, pure gold helps to improve skin circulation and alleviate environmental damage.

Guinot

Founded in France over 40 years ago by well-known chemist René Guinot, the collection of Guinot skin care products has a complete line for a wide range of beauty care. Covering 3 specific categories; face, body and sun, in each category, the company's philosophy of professional expertise as a guide to product use is an important part of the skin care message. The products are not tested on animals, and contain no parabens. The active treatment ingredients incorporated in the formulas are chosen in order to respect the environment; notably by sourcing them from renewable plants.

Mio and Mama Mio

Mio is the first skin care brand to target the fitness and wellness market, speaking a new language with focused body solutions for "fit skin" – smooth, firm, strong and glowing. Mama Mio is totally focused on giving women fit skin during pregnancy and beyond. It is their passion to create the skin solutions you need in your quest for strong, elastic, gorgeously fit skin. Mama Mio skin care products are jam-packed with omegas 3, 6 and 9. Their 'No Nasties' policy means that the formulas are free from parabens, petrolatum, synthetic fragrances and colourants.



Willow Stream Wellness Facilities

We know that exercise is a vital component to daily life, especially for travellers on the go, and appreciate the desire for high-quality, well-equipped fitness facilities. Technogym® provides spacious, customised wellness areas and supplies fitness facilities to meet all your needs, catering to your own fitness level, ability, or age.

The Fitness Centre is located next to the reception desk, available for registered adults, age 18 and older, and is open daily from 06:00 am to 08:00 pm.

Fairmont Zimbali is the perfect environment to restore your energy with access available to hotel guests as well as local guests, offering the following facilities and services:

- Steam Rooms
- Experience Showers
- Men's, Women's and Co-ed Relaxation areas
- Shower and Locker Facilities

Hydrotherapy Wellness Experiences

Steam Room Wellness

This humid, aromatic heat experience is highly beneficial for those that suffer from asthma and bronchitis, as it opens up the breathing passages and alleviates congestion. We recommend that a session last 10 – 15 minutes and that you keep your body well hydrated afterwards. Humid heat is especially beneficial before or after a massage treatment to increase circulation.

Experience Showers

Experience showers offer refreshment from all sides – pure water pleasure, a celebration for body and senses. These special showers have different techniques, which massage the skin, while offering a deep feeling of well-being.



Willow Stream Signature Expressions

Willow Stream Signature Expressions bring together the key elements of face and body as one. We place a careful emphasis on our guests feeling locally connected, while encouraging relaxation to restore their personal energies, resulting in feeling revived. You can add any of the items from our Additional Time menu to the below treatments, including a healthy snack or lunch.

African Monarch

120 minutes

Begin your transformation with our tailored experience featuring a steam shower that promises total mind and body rejuvenation. Your skin will glow after a vigorous salt scrub exfoliation. Unwind in a nutrient-enriched mineral bath and feel yourself drift away as we nourish your hair, face and body with masks leaving you replenished and radiant. The experience is completed with a heavenly aromatherapy full body massage with oils that enhance and rebalance health and well-being. This is the perfect way to begin your Zimbali immersion.

Earth Soul

120 minutes

When you touch the soil of our land, you feel a sense of renewal. Reawaken your senses with the outstanding healing properties of neroli, mongongo, Kalahari melon and African ginger – combined with traditional African rituals, it creates the ultimate spa experience. Your journey starts with an invigorating African salt scrub and a soothing steam shower, followed by a bamboo and calabash massage to awaken the senses and relax aching muscles; then, relax inside a warm, nourishing cocoon while you receive an energy-awakening facial massage and scalp treatment.



Classic Facials

Zimbali Gold Anti-Ageing Facial Experience

90 *minutes*

Sit back and relax as you prepare yourself for the ultimate pampering experience. Black Pearl 24k Gold involves an application of a unique and exclusive 24k Cleopatra mask to the skin, renewing energy and spirit, giving the skin a flawless appearance. Discover the Zimbali Gold facial experience, which reduces the appearance of wrinkles, fine lines, age spots, blemishes and rebuilds collagen. The active products promote cell rejuvenation and improve skin flexibility while nourishing it in the best way possible. This treatment is complete with a stress-relieving hot-oil back massage, calming hand treatment and a heavenly signature facial massage.

Hydradermie Deep Cleansing Deluxe

90 *minutes*

Experience ionization, leaving your face radiantly glowing with a deep cleansing facial. Tightening your pores, the high frequency active ingredients are penetrated quicker and deeper into your skin for a long-lasting effect. Tailored to your specific skin type.

Vitamin C Brightening Facial (Beauté Neuve)

60 *minutes*

This 60-minute facial utilises fruit acid and Vitamin C to eliminate dead skin cells and brighten the skin. An exfoliating gel softens lines, minimises wrinkles and brown spots, promotes a softer and clearer complexion, and helps unclog pores. To finish we apply a Vitamin C enriched mask for a spectacular illuminating effect on your skin.

Hydradermie Youth Booster Facial

60 *minutes*

Relish in a “youth” revolution as this non-surgical lifting treatment firms the face deep down and tones the skin by stimulating facial muscles, leaving your face looking rejuvenated and radiant. Soothing out expression lines and wrinkles, this nourishing facial treatment will revitalise dull and tired skin as it restores the natural luminosity to your complexion. Using professional massage and extraction techniques, delight in a unique sensorial experience.

Gentlemen’s Rehydrating Marine Facial

60 *minutes*

This hydrating facial uses mineral rich marine products to stimulate and enhance the skin. Begin this treatment with a relaxing back massage, followed by a mud application, red-algae and calcium mask and moisturising cream, using deep relaxation techniques ending off with a relaxing scalp massage. Skin will be more hydrated with a fresh radiant glow.

Gorgeous Glow Pregnancy Facial

60 *minutes*

From the pregnancy experts at Mama Mio, especially designed to help with hormonal breakouts to give you that gorgeous pregnancy glow. Deep cleansing and exfoliation is followed by a mind-melting facial massage, and our brightening serum, the oxygenating moisture mask sets about clarifying and evening out your skin tone, helping with excess pigmentation. Relax; you’re in safe hands – just get ready to look and feel gorgeous!

Body Treatments

Energising Body Contouring Treatment

90 minutes

The ultimate body treatment giving intense body tightening and toning, targeting the 3 main areas of concern, from cellulite-prone hips to upper arms, chest, bust and tightening your tummy. Re-energise, detoxify, refine and firm body contours with 90 minutes of radically energising, exfoliation that stimulates lymphatic drainage and circulation, which promotes the absorption of clinically tested slimming actives. Nutrient-rich algae is applied to the body, followed by a deep tissue massage with a hydrating multivitamin firming crème to give you a tighter, more toned fitter-feeling.

Sunset Glow

90 minutes

This luxurious treatment starts with a gentle salt body scrub, infused with neroli, lavender and tea tree essentials oils, providing a unique cleansing experience for your skin. Indulge in a full body cocoon of rich marula and neroli body balm applied lavishly to the body, revitalising and nourishing your skin. Combining massage techniques from all over the world with the fruits from African soil to renew and strengthen, this treatment heals the body and mind.

Nourishing Body Scrub and Wrap

60 minutes

Feed your skin the nourishment it needs with a hydrating scrub and wrap. Begin with an invigorating salt scrub to remove and refresh the skin, followed by a nourishing body wrap of essential oils and shea butter to seal in the moisture. End your experience with a relaxing Indian scalp massage – breathe deeply and feel the calmness envelop you in the valley of the flowers.

Repairing African Potato Wrap

60 minutes

The healing, repairing and cellular renewal properties of the organic African potato are combined with the antioxidant elements of Jasmine and balancing properties of rosemary in this deluxe healing body wrap for stressed and sensitive skin. This treatment includes a luxurious scalp and neck massage, followed by a foot massage with a restructuring mongongo detox balm.



Body Massages

Willow Stream Zimbali Signature Massage Zimbali East Coast Reviver

90 minutes

Relax and rejuvenate on a sensory journey where thoughtful details have been created by the Willow Stream Zimbali team for an experience of total bliss. A deeply relaxing full body massage, focusing on the neck, shoulder and scalp help to melt away tension; a grounding foot massage concentrates on reflex and vital energy points. It uses a nourishing bi-phase massage medium that produces a fully encompassing holistic wellness approach with scent therapy to enhance mood. Surrender yourself to the ancient rhythms of nature and the blissful nurturing of body and mind.

Herbal Hot Stone Massage

90 minutes

This indulgent full body massage soothes muscle tension and encourages circulation. Using nourishing essential oils and warm volcanic basalt rock to penetrate tired aching muscles, combined with healing hands, the treatment will allow you to unwind into a restful state of mind.

Muscle Ease Deep Pressure Massage

60/90 minutes

Tailored to your specific needs this deep muscle work is combined with stretching, rocking and circulation-enhancing long strokes to move lactic acid out of the system. A healing and stimulating blend of aloe, arnica, camphor, eucalyptus and menthol assist in muscle relaxation, along with palm and thumb pressure techniques helping to relieve the feeling of tension and soreness in the body.

Mama Mio Pregnancy Massage

60 minutes

This completely relaxing full body massage helps soothe soreness and ease discomfort during your pregnancy. It is designed with the safety and comfort of mother and baby in mind using Mama Mio's safe, but effective pre-natal techniques and award-winning Omega-rich oils to relax those specific back muscles that are carrying that beautiful bump.

Aromatherapy Massage

60/90 minutes

This light-to-medium-pressure full body massage is designed to improve energy levels, stimulate your senses and relax the mind. Using Swedish-style massage techniques tailored to suit your specific needs, it offers a gentle intensity to increase circulation, enhance lymphatic drainage and promote relaxation. Choose from a selection of Lilian Terry essential oils and discover the aroma that is just right for you.

Happy Feet with Intonga

60 minutes

Focus on your feet – and experience deep relaxation and revitalisation inspired by reflexology. Relieve stress with a soothing foot soak, followed by a scrub and detoxing mud wrap to the feet. Finish with a relaxing pressure point foot and leg massage using the intonga tool, which targets vital energy and reflex points to soothe tired and aching muscles.

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Couples Treatments

Romance at Sunset

90 minutes

Enjoy a relaxing aromatic soak in our couple's bath with romantic touches while watching the sun go down. Delight in a full body, light-to-medium pressure aromatherapy massage using an oil of your choice. This is the perfect romantic spa getaway to relax the mind. This treatment includes a bottle of sparkling wine from the vineyards of South Africa's finest.

Treasured Time

60/90 minutes

Relax together with a full body aromatherapy massage, which uses a blend of essential oils and purpose-designed movements to stimulate circulation, promote deep relaxation and restore the flow of energy throughout the body. This wonderfully soothing and rejuvenating experience is the ideal way to spend time together.

Additional Time

To upgrade any of our present treatments with additional time and services, the below mini treatments will suit your skin care needs, ensuring complete relaxation and rejuvenation. Choose from a variety of 30-minute mini treatments including:

- Body Scrub
- Head and Scalp Massage
- Back, Neck and Shoulder Massage
- Foot Massage
- Express Facial
- Hydro Tub Bath
- Lighten Up Leg Treatment (45 minutes)

Spa Essentials Day Package

*Our experienced coordinators would be happy to recommend any 2, 3, or 5-hour spa packages suited to your specific needs. These can include anything from the menu above and a healthy snack or lunch.



Nail Services

Willow Stream Signature Manicure

Give your hands the perfect hydration with nourishing massage oil. This signature manicure includes file, cuticle work and polish.

60 minutes

Willow Stream Signature Pedicure

Give your feet the attention they deserve with a salt exfoliation on the feet to get rid of dry heels. This signature pedicure includes file, cuticle work and polish.

60 minutes

Classic Manicure

Includes a hand soak, exfoliation and massage, plus nail shaping and polish.

45 minutes

Classic Pedicure

Add a spring to your step with a foot soak, exfoliation, massage, nail shaping and polish application.

45 minutes

Add on Gel Polish Manicure or Pedicure

15 minutes

Waxing Services

Waxing services available on request.



Spa Etiquette

Spa Environment

Willow Stream Spa is a place to restore your energy and relax. For your peace and privacy, phones and other electronic devices are not permitted. If you would like to receive messages during your time with us, please let one of our colleagues know, and we would be happy to assist.

Spa Arrival and Etiquette

We recommend you arrive 30 minutes prior to your appointment time to enjoy the facilities and to ensure that your treatment starts on time. Late arrivals may result in a reduction of your treatment experience. Please come and spend the day with us. To make any changes to your booking, please contact the Spa at +27 (0)32 538 5000.

Personal Matters

Please inform us of any health conditions at the time of booking. You will also be asked to complete a medical history form upon arrival, so we can better customise your experience to your needs.

Spa Attire

You will receive a robe and slippers to wear between treatments and a locker for your personal belongings. We ask that you please leave jewellery and valuables in your hotel room.

Gift Cards

Gift cards for all spa services and packages are available for purchase. Please contact our Spa Experience Coordinators for further information.

Making Spa Appointments

T +27 (0)32 538 5000 or Email: zim.willowstreamspa@fairmont.com

Consult our Spa Experience Coordinators to select treatments that fulfil your personal requirements. The Spa is located on the 1st Floor of Fairmont Zimbali Resort. Advanced reservations are recommended to ensure availability.

Spa Cancellation Policy

If you wish to reschedule or cancel any spa appointments, please notify the Spa 4 hours in advance. Cancellation of a package requires 24 hours' notice. Missed appointments without proper notices are subject to a 100% charge for reserved services.

Taxes and Service Charges

VAT is included in all prices. Gratuity is at the discretion of individual guests.

Hours of Operation

Spa Facility: 10:00 am to 07:00 pm (weekdays)

08:00 am to 08:00 pm (weekends & public holidays)

Fitness Centre: 06:00 am to 09:00 pm



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