



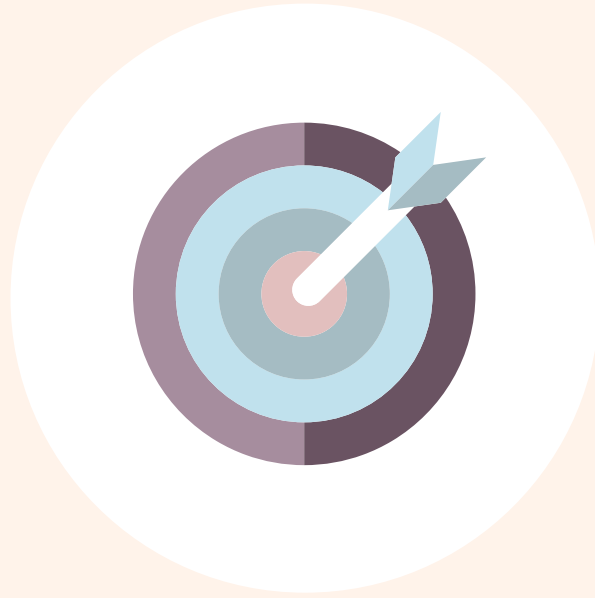
ESPAEXPERTS



Training Manual

As one of our valued
ESPA Experts worldwide,
your knowledge and expertise
ensures that all ESPA clients are
treated as individuals and are given
personalised recommendations
to best meet their own skincare
and wellbeing needs.





Our Mission

At ESPA we are guided by a holistic philosophy caring for your whole wellbeing.

Our aim is to help people look and feel their best, have naturally beautiful skin and a renewed sense of inner calm.

What sets us apart?



Our Origins

- ESPA was founded in 1992 by Susan Harmsworth
- The philosophy has always been about holistic wellbeing caring for your skin, body and mind and we were among the first to combine the potency of naturals with science
- Today, ESPA is the chosen brand of the worlds leading spas and skincare experts and works with a range of skincare specialists to create natural, effective, Tri-Active™ products

Our Expertise

- We work with the best specialists such as dermatologists, biochemists and aromatherapists to continue to grow our knowledge and understanding of skin health
- Our expert therapists perform over 5 million treatments every year so they fully understand our customers and their needs
- They are trained by us to deliver a highly personalised and professional experience



Our Products

- We create products using TriActive™ blends of plant actives, marine actives and essential oils to produce naturally effective products for beautiful skin and inner calm
- Our biochemists formulate using the highest quality, purest ingredients from nature, using them at optimal levels to give immediate and long term skincare benefits
- Our products are an average of 98-100% natural and are made with care and attention at our own factory in the UK



Who we are

“The chosen brand of the world’s
leading spas and skincare experts”

+

What sets us apart

Our Origins, Our Expertise
and Our Products

=

Our formula for success





How do ESPA Products work?

Our Tri-Active[™] term summarises the three essential components that make our products effective.

Plant active

Works on the superficial layers of the skin – has an immediate effect e.g. Gotu Kola

Aromatherapy active

Works systemically via the olfactory system (smell) and transdermal absorption (skin) – can calm, balance or stimulate mind and body e.g. Lavender

Marine active

Works on the deeper layers – will hydrate, tone and help remineralise the skin e.g. Winged Kelp



Tri-Active™ combines plant, marine and aromatherapy actives which create exceptionally effective results

How aromatherapy works.

The Olfactory System - sense of smell. It takes approximately 3 - 7 minutes for essential oils to begin to take effect on the body systems:



3-7mins

1. Aroma is inhaled into the nasal cavity – 50 million smell receptors 'cilia' line the cavity of the nose



2. Olfactory bulb – our sense of smell

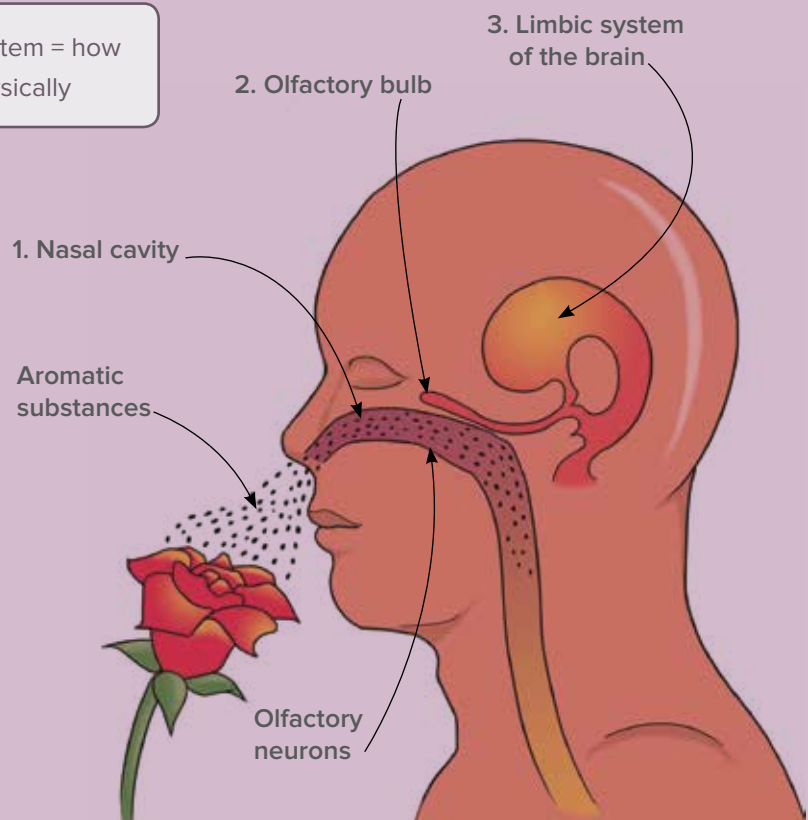


3. Limbic system – oldest part of brain, holds 10-12,000 smell memories



Hypothalamus – endocrine system = how you feel emotionally

Nervous system = how you feel physically



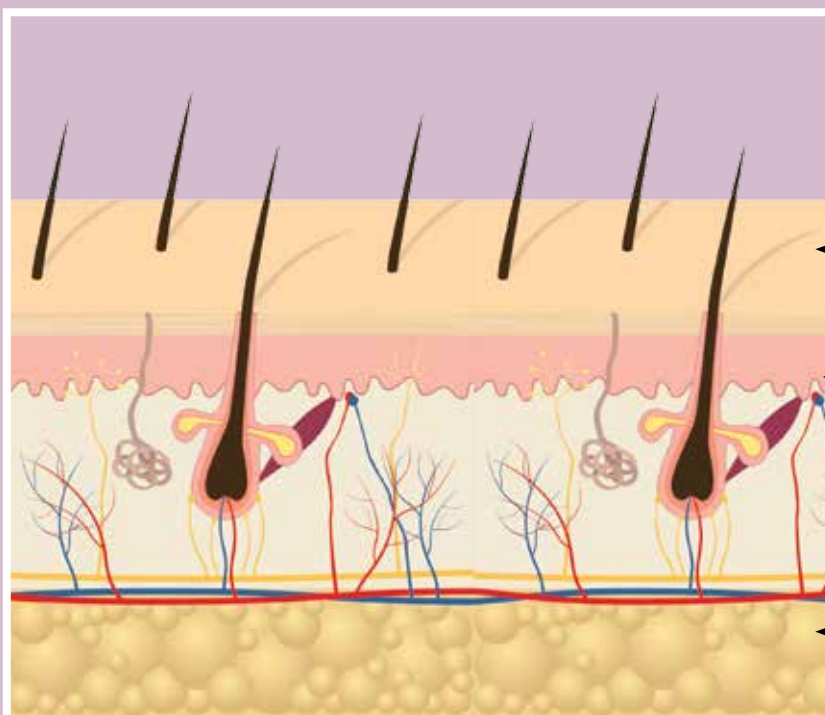
Transdermal Absorption. It takes approximately 15 - 20 minutes for essential oils to begin to take effect on the body systems

- Carrier oils absorb into epidermis
- Essential Oils absorb through the hair follicles and into the systems of the body (endocrine and nervous)



15–20mins

Skin layers



Epidermis

Dermis

Hypodermis /
Subcutaneous



Why buy ESPA?










- ESPA is the chosen brand of the world's leading Spas and Skincare experts
 - Highly effective treatments and products
- ESPA work with the best specialists such as dermatologists, biochemists and aromatherapists
- Products contain Tri-Active™ blends of plant actives, marine actives and essential oils
- Products are on average 98 – 100 % natural
- Made with care in the UK

Our Products




Loved by customers all around the world, our Tri-Active™ formulations contain unique combinations of plant actives, marine actives and essential oils to create the most effective, natural products.

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Cleanse and Exfoliate					
 Purifying Micellar Cleanser Normal/Oily/Combination	A gentle, non-rinse cleanser that swiftly removes make up and daily impurities to purify, tone and condition the skin.	Hyaluronic Acid – Hydrates Witch Hazel – Tones Rose Water – Soothes, balances and calms	Optimal Skin ProSerum Optimal Skin ProMoisturiser Optimal Skin ProDefence	Morning and evening, soak a cotton pad with Purifying Micellar Cleanser and sweep over face, neck and décolleté. Repeat until all make-up and impurities are removed. Follow with your favourite ESPA serum or face treatment oil and moisturiser.	
 Balancing Foam Cleanser Oily/Combination	A naturally foaming facial wash to deeply cleanse, balance natural oils and gently remove make-up and impurities without drying the skin.	Organic Mandarin – Balances natural oils Yucca & Coconut – Natural foamers to effectively cleanse and remove impurities Olive Oil & Sugar Beet – Nourish and soften	Balancing Herbal Spafresh 24-Hour Balancing Moisturiser	Apply 1-2 pumps to damp skin morning and evening. Work up a lather then rinse away with warm water. To intensify results, follow with 24 Hour Balancing Moisturiser.	
 Hydrating Cleansing Milk Normal/Dry/Dehydrated/Sensitive	A mild and creamy cleanser that gently removes make-up and daily impurities, while comforting and hydrating the skin.	Marshmallow & Chamomile – Calm and soothe Sweet Almond Oil & Soya Bean Oil – Hydrate and effectively remove impurities	Hydrating Floral Spafresh Most appropriate ESPA Serum and Moisturiser	Use morning and evening. Apply to fingertips and gently massage over face, neck and décolleté. Sweep away with damp cotton wool or rinse with warm water. Follow with Hydrating Floral Spafresh and your favourite ESPA serum or face treatment oil and moisturiser.	This product is water soluble; Use as a light-weight moisturiser for super sensitive teenage skin or to calm after sun exposure.
 Nourishing Cleansing Balm Age Defying	A deeply nourishing cleansing balm to leave mature, dry or dehydrated skin feeling soft and smooth.	Rose Damascena – Richly nourishing and rejuvenating Rose Geranium – Calms and soothes Beeswax – Softens skin and transforms into a rich cleansing cream	Hydrating Floral Spafresh Regenerating Moisture Complex	Warm and soften a small amount of balm with your fingertips Gently massage over face, neck and décolleté. Moisten with warm water to transform into a rich cream before sweeping away with a damp muslin cloth.	Use during steam and extractions to soften the skin and loosen dirt and debris blocking the pores
 Optimal Skin Pro Cleanser All skin types	A 3-in-1 gel cleanser, exfoliator and mask to nourish, smooth and visibly brighten the complexion.	Moringa Seed Extract – Deeply cleanses and removes make-up Jjoba Spheres – Gently exfoliate and melt away Pumpkin Enzymes – Remove dull skin cells to reveal a healthy glow	Hydrating Floral or Balancing Herbal Spafresh Optimal Skin ProSerum Optimal Skin ProMoisturiser	Use daily, smoothing a small amount over face, neck and décolleté, avoiding the delicate eye area. Moisten with warm water and massage lightly in circular movements until the Jjoba spheres melt, and rinse thoroughly with water or a damp muslin cloth. Leave on for 15 minutes twice a week to allow the mask to activate.	
 Refining Skin Polish All skin types	A deeply cleansing, super-fine exfoliator to help refine, smooth and add radiance to dull or congested skin.	Spherical Diatomaceous Earth – Exfoliates to help clear the pores and lift impurities Rose Damascena – Nourishes Shea Butter – Smooths and softens	Appropriate ESPA Cleanser and Spafresh	Use 1-2 times a week for normal or dry skin, and once a week for oily skin. Smooth over damp skin avoiding the eye area and any delicate patches. Massage lightly in circular movements then rinse thoroughly.	
Tone					
 Hydrating Floral Spafresh Dry/Dehydrated/Sensitive skin	A hydrating toner enriched with essential oils and flower waters to refresh and comfort skin.	Rose Geranium – Soothes and protects Neroli – Replenishes Rose Damascena – Hydrates	Hydrating Cleansing Milk 24-Hour Replenishing Moisturiser	Apply to a dry cotton wool after cleansing and sweep over face, neck and décolleté to remove any last traces of cleanser. Follow with your favourite ESPA serum or face treatment oil and moisturiser.	To keep skin refreshed throughout the day, keep a Spafresh Spritzer with you for an instantly replenishing mist, even over make-up
 Balancing Herbal Spafresh Oily/Combination	A clarifying toner enriched with essential oils and flower waters to refresh and purify the skin.	Peppermint – Refines pores Witch Hazel – Gently astringent, purifying toner which helps maintain the skins pH Elderflower – Softens and revitalises	Balancing Foam Cleanser 24-Hour Balancing Moisturiser		

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Eye and Lip					
 Bio-Active Eye Cleanser	A bio-active formula that gently but effectively removes eye make-up, conditions lashes and soothes the eye area, while helping to visibly soften and smooth fine lines.	Moringa & Coconut Extracts – Cleanse away stubborn waterproof eye make-up Hylaronic acid – Hydrates Rose water – Conditions and comforts	Soothing Eye Lotion 24-Hour Replenishing Eye Moisturiser Lift & Firm Intensive Eye Serum	Shake well to mix the bio-active layers Immediately apply to a damp cotton wool pad. Place on eye lids for a few moments then gently sweep away.	
 Soothing Eye Lotion	A soothing formula to cool, calm and refresh tired, sensitive eyes.	Cornflower and Chamomile – Comfort and calm Cucumber, Watermelon and Malachite – Cool, soothe and refresh	Bio-Active Eye Cleanser 24-Hour Replenishing Eye Moisturiser Lift & Firm Intensive Eye Serum	After cleansing, apply to a damp cotton wool pads. Place pads on closed eyelids and relax for 10 minutes. Store in the fridge to maximise the cooling, calming effect.	
 24 Hour Replenishing Eye Moisturiser	A deeply nourishing and hydrating eye cream that supports the skin's natural moisture barrier, while minimising the appearance of fine lines.	Evening Primrose, Jojoba and Vitamin E – Hydrate and protect Ginkgo Biloba & Olive Butter – Help to smooth fine lines	Soothing Eye Lotion Bio-Active Eye Cleanser Lift & Firm Intensive Eye Serum	After cleansing and toning, apply 1-2 pumps morning and evening Gently tap from inner brow outwards, around and beneath the eye Intensify results with Lift & Firm Intensive Eye Serum.	
 Lift & Firm Intensive Eye Serum	A concentrated eye serum to soften and smooth fine lines and wrinkles, while helping to reduce the appearance of puffiness around the eyes..	Microalgae – Hydrates, lifts and firms Golden Root – Helps brighten and reduce the appearance of puffiness Inca Inchi Oil – Deeply nourishes	Lift & Firm Eye Moisturiser Lift & Firm Intensive Serum Lift & Firm Moisturiser	After cleansing and toning, apply 1-2 pumps morning and evening. Gently tap from inner brow outwards, around and beneath the eye. Follow with Lift & Firm Eye Moisturiser.	
 Lift & Firm Eye Moisturiser	An intensive eye cream to improve skin hydration and enhance firmness and elasticity, while helping to minimise the appearance of lines and wrinkles.	Argania Spinosa – Hydrates Summer Snowflake Bulb – Helps brighten dark circles Goldenroot – Plumps and lifts delicate skin	Lift & Firm Eye Serum Lift & Firm Intensive Serum Lift & Firm Moisturiser	After cleansing and toning, apply 1-2 pumps morning and evening. Gently tap from inner brow outwards, around and beneath the eye. Intensify results with Lift & Firm Intensive Eye Serum.	
 Lifestage Stage Release Eye Moisturiser	A potent eye cream that works over 8 hours to smooth and brighten the delicate eye area while reducing the appearance of dark circles and puffiness	Natural Encapsulation Technology (NET) – Powerful natural ingredients released over a period of up to 8 hours Himalayan Fleece Vine – Smooths the appearance of fine lines Carnosine – Helps protect skin firmness and elasticity Ginseng – Reduces appearance of puffiness and dark circles	Lifestage NET8 Serum Lifestage Stage Release Moisturiser	After cleansing and toning, apply 1-2 pumps morning and evening Gently tap from inner brow outwards, around and beneath the eye To enhance the benefits, follow with NET8 Serum and Stage Release Moisturiser.	
 Nourishing Lip Treatment	Deeply hydrating treatment oil for beautifully soft lips.	Indian Gentian Leaves – Smooth Hyaluronic Acid – Plumps Konjac Root – Boosts moisture and helps minimise the appearance of fine lines	Pink Pomelo Lip Balm Overnight Hydration Therapy	Apply throughout the day as required or as a glossy topcoat over lip colour. For an intensely nourishing boost, apply to the wider lip area before bed alongside Overnight Hydration Therapy.	
 Pink Pomelo Lip Balm	This softening lip balm is 100% natural and delicately flavoured with pink grapefruit oil to leave lips perfectly soft and smooth with a subtle sheen.	Pink Grapefruit Oil – Leaves lips soft and smooth with a subtle sheen Wild Mango – Nourishes Pomegranate – Locks in moisture	Nourishing Lip Treatment Overnight Hydration Therapy	Apply liberally as needed	
All Skin Types					
 Optimal Skin ProSerum	An intensely nourishing serum to strengthen skin's natural moisture barrier and help even skin tone, while enhancing elasticity to help minimise the early signs of ageing.	Echium Oil & Sunflower Concentrate – Rich in Omega 3, 6, and 9, help strengthen skin's moisture barrier Tumeric – Brightens and evens skin tone White Lupin – Firms and enhances elasticity	Optimal Skin ProCleanser Optimal Skin ProMoisturiser	After cleansing and toning, warm a few drops in your palms and cup hands over face to inhale the aroma. Gently smooth over face, neck and décolleté until fully absorbed. Follow with your favourite moisturiser.	
 Optimal Skin ProMoisturiser	A responsive, lightweight nutrient-rich moisturiser that balances the complexion while delivering deep, long-lasting hydration where your skin needs it most.	South African Resurrection Plant – Revives dehydrated skin Navarra Asparagus Extract – Targets the early signs of skin ageing Yeast Bioferment – Protects skin from environmental damage by day and regenerates throughout the night	Optimal Skin ProCleanser Optimal Skin ProSerum Optimal Skin ProDefence	Use morning and evening after cleansing and toning. Apply to fingertips and smooth onto face, neck and décolleté in light upward strokes until fully absorbed. To enhance the benefits apply over Optimal Skin ProSerum.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
All Skin Types					
 Optimal Skin ProDefence	A pioneering daily UV sun protector with SPF 15 that creates an ultra-light skin shield and helps provide protection from environmental damage.	Micro Pearls – Encapsulated UVA and UVB sun filters Knotgrass – Helps protect against premature ageing and environmental exposure Chicory Root Extracts – Stimulate Vitamin D like benefits Golden Seaweed Extract – Repairs dehydration and protects from environmental exposure	Optimal Skin ProCleanser Optimal Skin ProSerum Optimal Skin ProMoisturiser	Apply daily as a final layer over your favourite ESPA moisturiser. Press and smooth 1-2 pumps evenly over the face, neck and décolleté. Allow a few moments to dry before applying make-up.	
Normal / Dry					
 Replenishing Face Treatment Oil	A deeply nourishing facial oil that replenishes and protects the skin, strengthens the natural moisture barrier and helps minimise the appearance of fine lines.	Neroli – Helps minimise the appearance of fine lines Sandalwood – Revitalises Patchouli – Calms Avocado, Evening Primrose & Macadamia – Nourishing carrier oils rich in omegas and vitamins	24-Hour Replenishing Moisturiser Hydrating Floral Spafresh Overnight Hydration Therapy	After cleansing and toning, warm a few drops in your palms and cup hands over face to inhale the aroma. Gently smooth over face, neck and décolleté until fully absorbed. Follow with your favourite moisturiser.	
 24 Hour Replenishing Moisturiser	A richly hydrating formula to replenish, soften and help diminish the earliest signs of ageing.	Neroli – Softens Evening Primrose & Jojoba – Hydrate Vitamin E – Protects Frankincense & Myrrh – Replenish	Hydrating Cleansing Milk Hydrating Floral Spafresh Replenishing Face Treatment Oil	Use morning and evening after cleansing and toning. Apply to fingertips and smooth onto face, neck and décolleté in light upward strokes until fully absorbed. For an extra boost of moisture apply over Replenishing Face Treatment Oil.	
 Overnight Hydration Therapy	An intensely hydrating overnight treatment mask to leave the complexion replenished and radiant.	Chicory Root – Stimulates Vitamin D like benefits and helps reinforce the skin's natural barrier function Cedarwood & Ylang Ylang – Calm a busy mind Encapsulated Lavender – Soothing and restful properties to enhance skin replenishment and regeneration Hyaluronic Acid & Konjac Root – Hydrate and smooth	Replenishing Face Treatment Oil 24-Hour Replenishing Moisturiser	Massage onto a clean face, neck and décolleté until the formula turns white. Allow five minutes for the treatment to sink in before retiring to bed. To enhance the benefits, apply over your favourite ESPA face treatment oil or serum	
 Skin Rescue Balm	An intensely nourishing treatment balm to soothe, protect and strengthen dry or sensitive skin.	Manuka & Tamanu Oils – Replenish and soothe stressed skin Blackcurrant Seed Oil & Balloon Vine Extract – Comfort and calm Sea Fennel – Restores and protects	Replenishing Face Treatment Oil 24 Hour Replenishing Moisturiser	Massage a small amount into dry skin and lips. Repeat as often as required. This on-the-spot treatment can also be used to nourish nails and cuticles, shape brows or soothe skin after sun exposure.	If the skin is stressed can be applied as an overnight treatment to reduce redness and inflammation
Oily / Combination					
 Balancing Face Treatment Oil	A purifying facial oil to help balance excess oils and boost hydration, for skin that is soft, soothed and clarified.	Lemon – Balances and clarifies Rose Geranium – Purifies, calms and hydrates Rose Damascena – Soothes Jojoba and Avocado Oils – Nourish	Balancing Foam Cleanser 24-Hour Balancing Moisturiser Essential Cleansing Mask	After cleansing and toning, warm a few drops in your palms and cup hands over face to inhale the aroma. Gently smooth over face, neck and décolleté until fully absorbed. Follow with your favourite moisturiser.	
 24 Hour Balancing Moisturiser	A gentle oil-balancing moisturiser to help hydrate and clarify the skin.	White Thyme – Balances oil production Lavender & Chamomile – Calm and soothe Irish Moss – Moisturises and protects	Balancing Foam Cleanser Balancing Herbal Spafresh Balancing Face Treatment Oil	Use morning and evening after cleansing and toning. Apply to fingertips and smooth onto face, neck and décolleté in light upward strokes until fully absorbed. For an extra clarifying boost apply over Balancing Face Treatment Oil.	
 Essential Cleansing Mask	A deeply cleansing, mineral-rich clay mask that helps purify and balance excess oils, while hydrating and calming skin.	Rose Geranium – Deep cleanses Kaolin Clay – Draws out impurities and balances the oil in the skin Benzoin – Nourishes and calms the skin Rose Damascena – Softens and calms	Purifying Tea Tree Gel Balancing Face Treatment Oil	Smooth generously over face, neck and décolleté. Relax for 20 minutes before rinsing away with warm water. Follow with your favourite ESPA serum or face treatment oil.	
 Purifying Tea Tree Gel	A targeted skin treatment to help clear, calm and soothe skin	Tea Tree – Balances oil Thyme – Clarifies Evening Primrose Oil – Hydrates and soothes	Essential Cleansing Mask Balancing Face Treatment Oil	Use as and when required after cleansing and toning. Apply to fingertips and press onto skin where needed. For an extra clarifying boost, follow with 24 Hour Balancing Moisturiser.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Brightening					
 Skin Radiance Intensive Serum	An intensive serum that helps visibly brighten and even skin tone.	Mulberry, Bearberry & Liquorice – Visibly brighten and even skin tone Stabilised Vitamin C – Radiance enhancing antioxidant	Optimal Skin ProCleanser Skin Radiance Mask Skin Radiance Moisturiser	After cleansing and toning, apply 1-2 pumps of this intensive serum. Press gently onto face, neck and décolleté until completely absorbed. For a complete radiance regime, follow with Skin Radiance Moisturiser and apply Skin Radiance Mask once a week	
 Skin Radiance Moisturiser	A brightening moisturiser to revive dry, dull skin while smoothing and refining, for a softer, more luminous complexion.	Mulberry, Bearberry & Liquorice – Visibly brighten and even skin tone Meadowsweet & Hawaiian Algae – Reveal fresher, softer skin	Optimal Skin ProCleanser Skin Radiance Mask Skin Radiance Serum	After cleansing and toning use 1-2 pumps morning and evening. Apply to fingertips and press gently onto face, neck and décolleté before smoothing in light upward strokes until fully absorbed. To enhance the benefits, apply over Skin Radiance Intensive Serum.	
 Skin Radiance Mask	A brightening mask that works to refine and revitalise skin, helping to reveal a smooth, radiant complexion.	Mulberry, Bearberry & Liquorice – Visibly brighten and even skin tone Pumpkin Enzymes – Sweep away dull cells for fresher, softer skin	Optimal Skin ProCleanser Skin Radiance Intensive Serum Skin Radiance Moisturiser	Smooth generously over face, neck and décolleté. Relax for 10-15 minutes before rinsing away with warm water. To enhance the benefits, follow with Skin Radiance Intensive Serum and Skin Radiance Moisturiser.	
Sensitive					
 Repair & Restore Intensive Serum	A potent serum that helps soothe and restore moisture	Inca Inchi Oil – Restores moisturise balance Wild Indigo – Protects and soothes while boosting the skin's natural moisture barrier Betaglucan Complex & Wheatgerm – Help protect against environmental aggressors	Repair & Restore Moisturiser Skin Rescue Balm Optimal Skin ProDefence	After cleansing and toning, apply 1-2 pumps of this intensive serum. Press gently onto face, neck and décolleté until completely absorbed. Follow with Repair & Restore Moisturiser.	
 Repair & Restore Moisturiser	An instant boost of hydration to help soothe skin and restore moisture while helping to provide protection from environmental pollution.	Golden Seaweed & Beta-Glucan – Protect and calm Rosehip Oil – Soothes and restores the skin's barrier Velvet Horn Seaweed – Deeply hydrates, to soften and restore balance	Repair & Restore Serum Skin Rescue Balm Optimal Skin ProDefence	After cleansing and toning use 1-2 pumps morning and evening. Apply to fingertips and press gently onto face, neck and décolleté before smoothing in light upward strokes until fully absorbed. To enhance the benefits, apply over Repair & Restore Intensive Serum.	
Age-Defying					
 Tri-Active Advanced Instant Facial	An advanced age-defying 3-in-1 serum, essence and treatment oil to instantly smooth and hydrate while brightening the complexion, for skin that is revitalised and glowing.	Antioxidant Macroalgae Cell Extract and White Truffle – Smoothes the appearance of fine lines and enhances skins elasticity and boosts hydration Encapsulated Coconut, Jojoba & Avocado Oils – Strengthens skin's moisture barrier and nourishes	Lift & Firm Eye Moisturiser Regenerating Moisture Complex	After cleansing and toning, apply 1-2 pumps of this intensive serum, press gently onto face, neck and décolleté until fully absorbed. To intensify results, follow with your favourite ESPA moisturiser	
 Regenerating Face Treatment Oil	A potent age-defying facial oil to deeply nourish and enhance elasticity while helping to minimise the appearance of fine lines, for softer, smoother skin.	Jasmine – Enhances elasticity Frankincense – Regenerates Avocado, Evening Primrose & Wheatgerm – Strengthen the skin's natural moisture barrier Calendula – Soothes Vitamin E and Carrot – Antioxidants, help protect	Nourishing Cleansing Balm Regenerating Moisture Complex Lift & Firm Mask	After cleansing and toning, warm a few drops in your palms and cup hands over face to inhale the aroma.	
 Regenerating Moisture Complex	A deeply nourishing, age-defying moisturiser to intensely hydrate and help minimise visible signs of ageing	Green Tea – Antioxidant to smooth and firm Camellia & Macadamia Oil – Nourishes and regenerates the skin Sea Amber – Smoothes fine lines	Nourishing Cleansing Balm Regenerating Face Treatment Oil	Use morning and evening after cleansing and toning. Apply to fingertips and smooth onto face, neck and décolleté in light upward strokes until fully absorbed. For an extra boost of moisture apply over Regenerating Face Treatment Oil.	
 Tri-Active Advanced Night Booster	A potent beauty supplement to help boost overnight skin recovery, transforming your day cream or serum into an intensive, age-defying night product.	Four O'clock Flower & Caffeine – work in synergy with the skin's natural overnight activity to boost radiance and barrier function Canola Oil & Winged Kelp – soothe and protect Extract of Bidens Pilosa – helps improve the appearance of fine lines, for skin that is revitalised and rested	Nourishing Cleansing Balm Regenerating Face Treatment Oil	Use morning and evening after cleansing and toning. Apply to fingertips and smooth onto face, neck and décolleté in light upward strokes until fully absorbed. For an extra boost of moisture apply over Regenerating Face Treatment Oil.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Lift & Firm					
 Lift & Firm Intensive Serum	A concentrated firming serum to hydrate, lift and smooth.	Gotu Kola & Larch – Hydrate, lift and firm to smooth lines Irish Moss – Provides rich nourishment	Lift & Firm Moisturiser Lift & Firm Intensive Eye Serum Lift & Firm Mask	After cleansing and toning, apply 1-2 pumps of this intensive serum. Press gently onto face, neck and décolleté until completely absorbed. For a complete firming regime, follow with Lift & Firm Moisturiser and apply Lift & Firm Mask once a week.	
 Lift & Firm Moisturiser	An intensely nourishing and smoothing face cream to improve skin hydration, firmness and elasticity, while helping to diminish the appearance of fine lines and wrinkles.	Sea Amber – Hydrates and helps lift and firm Larch – Tenses and boosts moisture Anise Extract – Smooths fine lines	Lift & Firm Intensive Serum Lift & Firm Mask Lift & Firm Eye Moisturiser	After cleansing and toning use 1-2 pumps morning and evening. Apply to fingertips and press gently onto face, neck and décolleté before smoothing in light upward strokes until fully absorbed. To enhance the benefits, apply over Lift & Firm Intensive Serum.	
 Lift & Firm Mask	A hydrating mask to help lift and firm maturing or dehydrated skin, while softening the appearance of fine lines and wrinkles for a smoother finish.	Argan & Larch – Hydrates, helps lift and instantly smooth Grapeseed Oil, Pelan Silt & Sandalwood – Nourish and protect	Lift & Firm Intensive Serum Lift & Firm Moisturiser	Smooth generously over face, neck and décolleté. Relax for 20 minutes before rinsing away with warm water. Follow with Lift & Firm Intensive Serum and Lift & Firm Moisturiser.	
Advanced Age-Defying					
 Lifestyle Net8 Serum	An intensive treatment serum that works over 8 hours to help revitalise the skin, smooth lines and wrinkles, boost elasticity while minimising the appearance of age-spots and brightening the complexion.	Natural Encapsulation Technology (NET) – Powerful natural ingredients released over a period of up to 8 hours Himalayan Fleece Vine – Smooths the appearance of fine lines Carnosine – Helps protect skin firmness and elasticity	Lifestyle Stage Release Moisturiser Lifestyle Stage Release Eye Moisturiser	After cleansing and toning, apply 1-2 pumps morning and evening. Press gently onto face, neck and décolleté until completely absorbed. Follow with Lifestyle Stage Release Eye Moisturiser and Lifestyle Stage Release Moisturiser.	
 Lifestyle Stage Release Moisturiser	An advanced moisturiser that works over 8 hours to reduce the appearance of lines and wrinkles, help prolong skin vitality, while calming the skin and boosting radiance.	Natural Encapsulation Technology (NET) – Powerful natural ingredients released over a period of upto 8 hours Himalayan Fleece Vine – Smooths appearance of fine lines Lupin Seed – Helps enhance firmness and elasticity Pomegranate – Calms, hydrates and promotes radiance	Lifestyle Stage Release Moisturiser Lifestyle Stage Release Eye Moisturiser	Use morning and evening after cleansing and toning Apply to fingertips and press gently onto face, neck and décolleté before smoothing in light upward strokes until fully absorbed. To enhance the benefits, apply over NET8 Serum	
Colour					
 Gradual Tan Face Concentrate	A self-tan face concentrate that works intuitively with your skin's biochemistry to develop a beautifully natural bronze colour that's just right for your skin tone.	Natural DHA with tan accelerating antioxidant Plant Melanin – Provides a naturally radiant custom bronze colour (does not contain a sunscreen) Neroli, Sweet Orange & Rose Essential Oils – Give the product a beautifully soft aroma	Appropriate ESPA Moisturiser and Serum Gradual Tan Body Moisturiser	For a subtle bronze colour, mix 1-2 pumps with your ESPA serum or moisturiser, and apply to the face, neck and décolleté. Alternatively for maximum colour, apply 2-3 pumps undiluted. Wash hands after use and wait a few moments before applying make-up.	
 Gradual Tan Body Moisturiser	A deeply nourishing body moisturiser that works intuitively with your skin's biochemistry to develop a healthy-looking tan over four hours, while leaving skin soft, smooth and naturally bronzed.	Natural DHA with tan accelerating antioxidant Plant Melanin – Provides a naturally radiant custom bronze colour (does not contain sunscreen) Shea Butter & Sweet Almond Oil – Nourish and hydrate Jasmine, Rosewood & Ylang Ylang Essential Oils – Give the product a beautifully soft aroma	Exfoliating Body Polish Cooling Body Moisturiser Gradual Tan Face Concentrate	Smooth evenly onto your body, taking extra care around dry areas such as elbows, knees and ankles. Wash hands after use and wait a few moments before dressing. Apply each day to achieve your preferred depth of colour.	
 Naturally Radiant Tinted Moisturiser	A sheer tinted SPF 15 moisturiser to hydrate and enhance elasticity, while helping to protect against damaging UV rays.	Sunflower Seed Concentrate – Helps build and strengthen the skin's natural moisture barrier White Lupin – Enhances elasticity Micro Pearls & Mineral UV Filters – Help provide protection from the sun Naturally Tinted Mineral Pigments – Even the complexion for radiant skin, 01 Nude, 02 Blush, 03 Almond, 04 Tan	Optimal Skin ProCleanser Optimal Skin Pro Serum or Tri-Active Advanced Instant Facial	Smooth onto cleansed face. Use alone or over your favourite serum or moisturiser. Apply to forehead, cheeks, nose and chin and blend with your finger tips. Gently smooth upwards and outwards from the chin making sure the formula is blended into the hairline and lightly around the nose and eyes, the correct shade will disappear into your skin.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Men					
 Invigorating Face Wash	A refreshing foaming facial wash to deeply cleanse and purify while leaving skin feeling soft, supple and comfortable.	Peppermint – Cools Lemongrass, Lime & Lemon – Help balance oils Oat Extract – Natural foaming agent Olive Oil and Wheat Extract – Hydrate and soften	Balancing Herbal Spritzer Balancing Hydrator	Apply 1-2 pumps to damp skin morning and evening. Work up a lather then rinse away with warm water. Follow with your preferred ESPA moisturiser.	
 Clarifying Skin Scrub	A revitalising exfoliator to deeply cleanse, clarify and smooth, while protecting the skin's natural moisture barrier.	Fossilised Particles – Exfoliate and smooth Moringa Seed – Boosts moisture Lavender – Soothes and protects Eucalyptus – Cools	Invigorating Face Wash Dual-Action Shavemud	Use 1-2 times a week for normal or dry skin, and once a week for oily skin. After cleansing smooth over damp skin avoiding the eye area and any delicate patches. Massage lightly in circular movements then rinse thoroughly.	
 Dual-Action Shavemud	A richly textured mud formula that gives a close, comfortable shave while doubling as a deep cleansing face mask.	Kaolin – Absorbs oil Bentonite Clay – Deeply cleanses and improves razor glide Shea Butter & Sweet Almond Oil – Nourish and soften	Postshave Rescue The Hydrator or Age-Rebel Moisturiser	Smooth generously over face and neck, shave as usual before rinsing thoroughly with warm water. Once or twice week, use as a deeply cleansing mask by leaving on the skin for 20 minutes before shaving. Follow with Postshave Rescue and your preferred ESPA moisturiser.	
 Postshave Rescue	A soothing treatment gel to intensely cool, calm and comfort the skin after shaving while helping to balance oil production and keep the complexion clear.	Lemon – Helps to clarify Tea Tree & Thyme – Reduce irritation	Dual-Action Shavemud Balancing Hydrator	Use morning and evening after shaving Press gently onto face and neck, and smooth into skin until fully absorbed Follow with your preferred ESPA moisturiser	
 The Hydrator	A lightweight moisturiser for long-lasting hydration that works to nourish and soothe the skin while helping to provide protection from environmental pollution.	Birch Sap & Hyaluronic Acid – Locks in moisture Vitamin E – Antioxidant Wheatgerm & Canola – Protect, soothe and replenish	Clarifying Skin Scrub Skin Rescue Balm Age Rebel Eye Moisturiser	After cleansing apply 1-2 pumps morning and evening. Press gently onto face and neck and smooth into skin until fully absorbed. To enhance the benefits, use with your preferred ESPA eye moisturiser.	
 Balancing Hydrator	A lightweight moisturiser that deeply hydrates while helping to balance oil and protect the skin's natural moisture barrier.	White Thyme – Clarifies Sage – Calms and soothes Irish Moss – Hydrates Lemon – Balances oil	Invigorating Face Wash Postshave Rescue	After cleansing, apply to skin morning and evening. Press gently onto face and neck and smooth into skin until fully absorbed. Use after your preferred ESPA cleanser or exfoliator.	
 Age-Rebel Eye Hydrator	A deeply nourishing and hydrating eye cream that supports the skin's natural moisture barrier, while minimising the appearance of fine lines.	Ginko Biloba – Smooths Neroli – Antioxidant Borage – Hydrates and minimises the appearance of fine lines and wrinkles	Soothing Eye Lotion Age-Rebel Moisturiser	After cleansing, apply 1-2 pumps morning and evening Gently tap from inner brow outwards, around and beneath the eye Follow with your preferred ESPA moisturiser	
 Age-Rebel Moisturiser	An age-defying hydrator to deliver long-lasting moisture and deeply nourish, for smooth, supple and energised skin.	Acai – Boosts skin's vitality Chitin & Sea Fennel – Help protect from environmental pollution Golden Seaweed – Minimises appearance of fine lines Velvet Horn & Black Oat – Provide immediate hydration	Age-Rebel Eye Hydrator Dual-Action Shavemud	After cleansing apply 1-2 pumps morning and evening Press gently onto face and neck and smooth into skin fully absorbed To enhance the benefits, use with Age-Rebel Eye Hydrator	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Cleanse and Exfoliate					
 Bergamot & Jasmine Body Wash	A soap-free daily body wash to gently yet effectively cleanse for beautifully refreshed, delicately fragranced skin.	Coconut Extract – Natural foaming agent Bergamot & Jasmine – Leave skin soft and delicately fragranced	Bergamot & Jasmine Body Lotion	Use daily in the shower or add to running water for a luxurious foaming bath. Massage into damp skin to create a rich lather and rinse off. To intensify results, follow with Bergamot & Jasmine Body Lotion.	
 Bergamot & Jasmine Foam Bath	A naturally foaming, soap-free formula for the bath to gently yet effectively cleanse for beautifully refreshed, delicately fragranced skin.	Coconut Extract – Natural foaming agent Bergamot & Jasmine – Leave skin soft and delicately fragranced	Bergamot & Jasmine Body Wash Bergamot & Jasmine Body Lotion	Draw your bath while pouring the desired amount of Foam Bath under running water. Immerse yourself and then deeply inhale the aroma. To intensify the results, follow with Bergamot & Jasmine Body Lotion.	
 Essential Cleansing Gel	A soap-free, naturally foaming body wash to gently yet effectively cleanse and comfort, infused with a warmly aromatic blend of essential oils.	Coconut Extract – Natural foaming agent Lavender – Calms Cypress – Soothes	Exfoliating Body Polish Deeply Nourishing Body Cream	Use daily in the shower or add to running water for a luxurious foaming bath. Massage into damp skin to create a rich lather and rinse off. Follow with your favourite ESPA body moisturiser or body oil.	
 Energising Shower Gel	An instantly enlivening body wash to gently cleanse the skin while the zesty aroma helps awaken the senses	Coconut Extract – Natural foaming agent to cleanse Eucalyptus – Revitalising Peppermint – Cooling and energising for mind and body	Invigorating Salt & Oil Scrub Energising Body Lotion	Best used in the morning. Lather and rinse off in the shower or add to running water for a luxurious foaming bath. To enhance the benefits, follow with Energising Body Lotion.	
 Nourishing Shower Cream	An indulgent shower cream that gently cleanses and conditions for skin that feels supple, soft and comforted.	Sweet Almond Oil & Shea Butter – Deeply nourish Rose – Hydrates Patchouli & Mandarin – Calms	Exfoliating Body Polish Smooth & Firm Body Butter	Use daily in the shower or add to running water for a luxurious foaming bath. Massage into skin in firm, upward circular movements before rinsing. Follow with your favourite ESPA body oil or moisturiser.	
 Body Smoothing Shower Gel	An intensely nourishing, naturally foaming exfoliator to deeply cleanse while sweeping away dull, dry cells, revealing softer, smoother skin.	Coconut & Yucca – Foam and cleanse Jasmine – Soothes Ylang Ylang – Hydrates Rosehip Seeds – Exfoliate	Deeply Nourishing Body Cream Soothing or Restorative Body Oil	Massage into damp skin using firm, circular movements, paying particular attention to dry areas. Rinse away with warm water. Follow with your favourite ESPA body moisturiser or body oil.	
 Invigorating Body Reviver	An intensely uplifting, naturally foaming exfoliator to gently cleanse while sweeping away dull, dry cells, revealing fresher, softer skin.	Coconut Extract & Moringa Seed – Foam and cleanse Bora Bora Sand – Exfoliates Malachite – Clarifies and protects Lemongrass & Lime – Invigorate and help clear the mind	Energising Body Lotion	Massage into damp skin using firm, circular movements, paying particular attention to dry areas. Rinse away with warm water. Follow with your favourite ESPA body moisturiser or body oil.	
Exfoliate					
 Skin Brush	A natural bristle body brush made from Mexican Cactus plants that helps improve circulation and sweep away dull cells to reveal softer, smoother and more radiant skin.	Beach Wood – Sustainable wood Mexican Cactus – Firm natural bristles	Detoxifying Seaweed Bath Detoxifying Salt Scrub Detoxifying Bath & Body Oils	Each morning, brush dry skin in brisk strokes from feet to hips, wrists to shoulders, waist down and décolleté up and out. Pay particular attention to any dry areas. Follow with your preferred ESPA body moisturiser or body oil.	
 Exfoliating Body Polish	A cooling and revitalising body exfoliator to refine, smooth and refresh skin, while helping to boost hydration.	Apricot Seed Kernels – Exfoliates dry dull skin cells Spearmint – Cools and refreshes Aloe Vera – Conditions and hydrates	Skin Brush Cooling Body Moisturiser	Massage into dry skin using firm, circular movements, paying particular attention to dry areas. Rinse away with warm water, follow with your favourite ESPA body moisturiser or body oil.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
 Detoxifying Salt Scrub	A deeply cleansing body scrub to refine, smooth and clarify, for intensely hydrated and replenished skin.	Natural Sea Salts – Exfoliate Sweet Almond Oil – Deeply nourishes and hydrates Grapefruit, Cypress & Eucalyptus – Detoxify	Skin Brush Detoxifying Bath and Body Oil Detoxifying Seaweed Bath	Once or twice a week, massage into damp skin in upward circular movements	
 Invigorating Salt Scrub	A reviving body scrub to help soften, smooth and refresh, for skin that is nourished, hydrated and intensely cooled.	Natural Sea Salts – Exfoliate Sweet Almond Oil – Deeply nourishes Menthol & Lime – Cool and refresh	Energising Shower Gel Energising Bath and Body Oil	Pay particular attention to any dry areas, then rinse thoroughly. TAKE CARE: This product contains natural Sea Salt and therefore may contain a number of small stone particles. Do not use on sore or broken skin. Take care not to slip when leaving the bath or shower.	
 Relaxing Salt Scrub	A soothing body scrub to nourish, refine and hydrate, leaving skin soft and glowing.	Natural Sea Salts – Exfoliate Sweet Almond Oil – Deeply nourishes Bay – Warms Lavender – Calms the mind	Fitness Bath and Body Oil Restorative Bath and Body Oil Soothing Bath and Body Oil		
Moisturise					
 Optimal Body TriSerum	An intensely nourishing body serum to strengthen skin's natural moisture barrier and help brighten and even skin tone.	Inca Inchi Oil Rich in Omega Oils 3, 6 and 9 – Deliver rich nourishment Tumeric – Boosts radiance Balloon Vine – Calms and soothes Winged Kelp – Protects	Body Smoothing Shower Gel Smooth & Firm Body Butter Optimal Skin ProSerum	Apply to cleansed skin after bathing or showering. Spritz over your entire body and massage into skin until fully absorbed. For an extra nourishing boost layer beneath your favourite ESPA body moisturiser.	
 Bergamot & Jasmine Body Lotion	A beautifully light body lotion to moisturise, nourish and soften every day.	Sweet Almond & Shea Butter – Hydrate Bergamot & Jasmine – Leave skin soft and delicately fragranced	Bergamot & Jasmine Body Wash	Use morning and evening after your bath or shower. Massage into skin in firm, upward, circular movements until fully absorbed. To intensify results, use after Bergamot & Jasmine Body Wash.	
 Energising Body Lotion	An intensely enlivening body lotion to hydrate and soften the skin, while awakening the senses with an uplifting aroma blend.	Shea Butter – Locks in moisture Sweet Almond – Deeply nourishes Peppermint – Energises the body and mind	Energising Shower Gel Invigorating Salt Scrub	Best used in the morning after your bath or shower Massage into skin in firm, upward, circular movements until fully absorbed To enhance the benefits, use after Energising Shower Gel	
 Cooling Body Moisturiser	A light cream-gel body moisturiser to instantly hydrate, refresh and soothe, leaving the skin feeling revitalised and replenished.	Aloe – Calms Ayurvedic Boerhavia – Soothes Hyaluronic Acid & Sunflower Concentrate – Provide long lasting moisture Menthol Complex – Cools	Exfoliating Body Polish Gradual Tan Body Moisturiser	Use morning and evening after your bath or shower, or as an aftersun to cool sun exposed skin Massage into skin in firm, upward, circular movements until fully absorbed Use with your favourite ESPA shower gel or bath oil	
 Deeply Nourishing Body Cream	An intensely hydrating body moisturiser to help nourish and soften, for skin that is smooth, supple and visibly radiant.	Ylang Ylang & Jasmine – Nourish and condition Yam, Avocado & Olive Butters – Deeply nourish and boost skin's moisture levels Mulberry, Bearberry & Liquorice – Brighten and even skin tone	Nourishing Shower Cream Relaxing Salt Scrub	Use morning and evening after your bath or shower Massage into skin in firm, upward, circular movements until fully absorbed For an extra hydrating boost, use after Nourishing Shower Cream	
 Smooth & Firm Body Butter	An intensely rich body moisturiser to nourish, smooth and tone, leaving skin soft and supple.	Larch & Pumpkin Seed Extract – Hydrate, smooth and firm Rosehip – Evens skin tone Argan Oil & Vitamin E – Nourish Patchouli – Calms Mandarin – Balances	Body Smoothing Shower Gel Optimal Body TriSerum	Use morning and evening after your bath or shower Massage into skin in firm, upward, circular movements until fully absorbed To enhance the benefits, use after Body Smoothing Shower Gel	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Bath & Body Oils					
 Detoxifying Bath and Body Oil	A potent and uplifting oil to deeply cleanse and clarify.	Grapefruit & Cypress – Deeply cleansing to aid detoxification Juniper Berry – Purifies Sweet Almond Oil – Nourishes and softens	Detoxifying Seaweed Bath Detoxifying Salt & Oil Scrub Skin Brush	Body Oil After your bath or shower, massage into skin in firm, upward movements towards the heart until fully absorbed. To intensify results, use after the corresponding bath oil. Bath Oil Draw your bath, add one or two inner caps of oil, immerse yourself then deeply inhale the aroma. To intensify results, follow with the corresponding body oil. After your bath or shower, massage into skin in firm, upward movements towards the heart until fully absorbed.	Best used in the morning to kick start the day
 Energising Bath and Body Oil	A revitalising and zesty oil to deliver an energising boost and awaken the senses.	Peppermint – Awakens Eucalyptus – Uplifts Rosemary – Focuses the mind Sweet Almond Oil – Nourishes and softens	Energising Shower Gel Invigorating Salt & Oil Scrub		Best used in the morning to kick start the day
 Fitness Bath and Body Oil	A warming oil to soothe and relieve tired muscles.	Indian Bay – Warms Clove Bud – Stimulating Lavender – Calms a busy mind Sweet Almond Oil – Nourishes and softens	Relaxing Salt & Oil Scrub		This warming oil is best used before or after exercise
 Resistance Bath and Body Oil	Safeguarding the body's natural barrier function, this reviving oil helps protect and purify, while the uplifting aroma creates a sense of wellbeing.	Tea Tree – Deeply cleansing, clarifying and purifying, boosts defences Eucalyptus – Natural astringent to cleanse and invigorate Sweet Almond Oil – Nourishes and softens	Energising Shower Gel Skin Brush		This reviving oil is best used morning and evening to help boost your defenses
 Restorative Bath and Body Oil	A rebalancing oil to comfort and calm the senses.	Sweet Orange & Rose Geranium – Mood enhancers Lavender – Calms the mind Palmarosa – Tones and firms Sweet Almond Oil – Nourishes and softens	Relaxing Salt & Oil Scrub Nourishing Shower Cream		This rebalancing oil is best used morning and evening to help comfort and calm
 Soothing Bath and Body Oil	An aromatic oil to help relax a busy mind	Sandalwood & Rose Geranium – Deeply soothe and relax Frankincense – Restful properties Myrrh – Calms the mind Sweet Almond Oil – Nourishes and softens	Relaxing Salt Scrub Body Smoothing Shower Gel		Use this aromatic oil before bed to help relax and soothe
 Nourishing Body Oil	A pure unscented body oil to deeply nourish, smooth and soften.	Calendula & Vitamin E – Soothe and protect Grape Seed, Jojoba & Sweet Almond Oil – Nourish and soften	Exfoliating Body Polish Nourishing Shower Cream		Use morning and evening after your bath or shower
 Detoxifying Seaweed Bath	A potent and uplifting bath tonic that deeply cleanses, while also helping to tone, clarify and smooth the skin.	Laminara Seaweed – Rich in vitamins and minerals, deeply cleanses Mandarin & Orange Oils – Nourish and replenish	Skin Brush Detoxifying Bath & Body Oil Detoxifying Salt & Oil Scrub	Draw your bath, add two inner caps of the tonic and immerse yourself for 20 minutes. This tonic is highly stimulating so best used in the morning. Drink plenty of water afterwards to support the cleansing process. To intensify results, follow with Detoxifying Body Oil.	

Product Name	Product Description	Key Benefits & Key Ingredients	Link Products	How To	ESPA Experts notes
Hand					
 <p>Bergamot & Jasmine Hand Wash</p>	A soap-free daily hand wash that gently, yet effectively cleanses for beautifully refreshed, delicately fragranced skin.	Coconut Extract – Natural foaming agent Bergamot & Jasmine – Leaves skin soft and delicately fragranced	Bergamot & Jasmine Hand Lotion	Lather into hands, nails and cuticles Rinse away with warm water. To intensify results, follow with Bergamot & Jasmine Hand Lotion.	
 <p>Bergamot & Jasmine Hand Lotion</p>	A beautifully light conditioning lotion to nourish, protect and soften hands, nails and cuticles.	Sweet Almond Oil & Shea Butter – Nourish and protect Bergamot & Jasmine – Leaves skin soft and delicately fragranced	Bergamot & Jasmine Hand Wash	Use daily, as and when required Massage into hands, nails and cuticles until fully absorbed To intensify results, use after Bergamot & Jasmine Hand Wash	
 <p>Rejuvenating Hand Cream</p>	A deeply hydrating hand cream to soften and nourish skin, nails and cuticles while helping to protect from environmental pollution	Shea Butter – Softens hands and conditions nails Mulberry, Bearberry & Liquorice – Brightens and evens skin tone Rosehip – Vitamin C rich, helps protect against the elements	Bergamot & Jasmine Hand Wash Skin Rescue Balm	Use morning and evening and whenever needed. Massage into the hands until fully absorbed. For an extra nourishing boost, apply a layer of Skin Rescue Balm to cuticles.	
Hair					
 <p>Pink Hair and Scalp Mud</p>	An intensive mineral-rich treatment mask that deeply conditions, to leave hair soft and smooth, and the scalp nourished.	Watercress – Rich in Vitamin C Red Clay – Soothes and nourishes the scalp Apricot Kernel – Conditions to help promote stronger, healthier looking hair	Purifying Shampoo Nourishing Conditioner	Massage into scalp and through damp hair Leave for 20 minutes or overnight if preferred and rinse Follow with Purifying Shampoo and Nourishing Conditioner	
 <p>Purifying Shampoo</p>	A luxuriously rich and creamy shampoo to gently cleanse and effectively remove product build-up without irritating the hair or scalp.	Coconut, Jojoba and Olive Oil – Lightly condition to leave hair soft and smooth Honey & ProVitamin B5 – Retain moisture, strengthen and improve shine Silicone, SLES and SLS free	Nourishing Conditioner Pink Hair and Scalp Mud	Massage into damp hair, creating a rich lather before rinsing. Follow with Nourishing Conditioner For an extra nourishing boost, apply Pink Hair and Scalp Mud to hair and leave on for 20 minutes before rinsing and applying Purifying Shampoo	
 <p>Nourishing Conditioner</p>	An intensely nourishing conditioner to hydrate, soothe and help strengthen hair, leaving it smooth, glossy and in beautiful condition.	Coconut, Jojoba & Olive Oil – Condition and nourish Soy, Wheat & Corn Extract – Gives a gloss and shine Silicone, SLES & SLS free Pro Vitamin B5 – Retain moisture and strengthen	Purifying Shampoo Pink Hair and Scalp Mud	After washing your hair with Purifying Shampoo, follow with Nourishing Conditioner. Gently massage into damp hair and scalp, comb through and leave for two minutes before rinsing. For an extra nourishing boost, apply Pink Hair and Scalp Mud to hair and leave on for 20 minutes before rinsing.	



**KEEP
CALM
AND
RECOMMEND**

Four easy steps
to recommending
products naturally



KEEP CALM AND RECOMMEND

1. Mindset

Ensure that you're in the right mindset by being....

- Present and have the client at the forefront of your mind
- Confident in your expertise
- Positive and passionate

2. Conversation

Engage in natural conversation to form a relationship

- Use open questions – how/what....
- Listen intently to understand – not just reply
- Understand the client's priorities

3. Expertise

Use your expert knowledge to personalise the client's experience

- Remember you are the 'ESPA Expert'
- Clients are keen to have your advice
- Explain the product's benefits, usage and ingredients

4. Recommendation

Give caring, personalised skincare and lifestyle advice

- Be real with knowledge, care and wisdom
- Be specific referring back to their priorities
- Focus on 1-3 products that would make the biggest difference

Examples of open questions how / what....

In treatments

“How are you feeling today?”

“How would you like to feel at the end of the treatment?”

“What are your main priorities?”

“What results would you like to achieve?”

“Tell me about your daily skin/body care routine?”

In retail/reception

“Good morning/afternoon.
How are you today? Have you tried ESPA before?”

“Have you seen...?” or “Do you have a couple of minutes for ... e.g. a sensory test?”

“What are your main priorities when choosing skincare?”

“What results would you like to achieve?”

“Tell me about your daily skin/body care routine?”



Examples of how to talk about ESPA



Suggestion 1

Therapist – “Do you know very much about ESPA?”

Client – “I’ve heard of them, but I don’t know a lot”

Therapist – “ESPA is a world leader in spas and skincare and works with the best Biochemists and Aromatherapists to create natural, Tri-Active™ products. These contain marine actives, plant actives and essential oils to give both immediate and long term benefits.”

Alternative Reply

Therapist – “ESPA is the chosen brand of the world’s leading spas and skincare experts and works with a range of skincare specialists to create natural, Tri-Active™ products. These contain marine actives, plant actives and essential oils to help you look and feel your very best.”

Suggestion 2

Client – “What makes ESPA products different from other brands?”

Therapist – “ESPA products are Tri-Active™, which means they use marine actives, plant actives and essential oils to give immediate and long term benefits, creating naturally beautiful skin.”

Alternative Reply

Client – “ESPA work with the best skincare experts such as Biochemists and Aromatherapists to create Tri-Active™ products which help you have beautiful skin and feel your very best every day.”

Top Tips



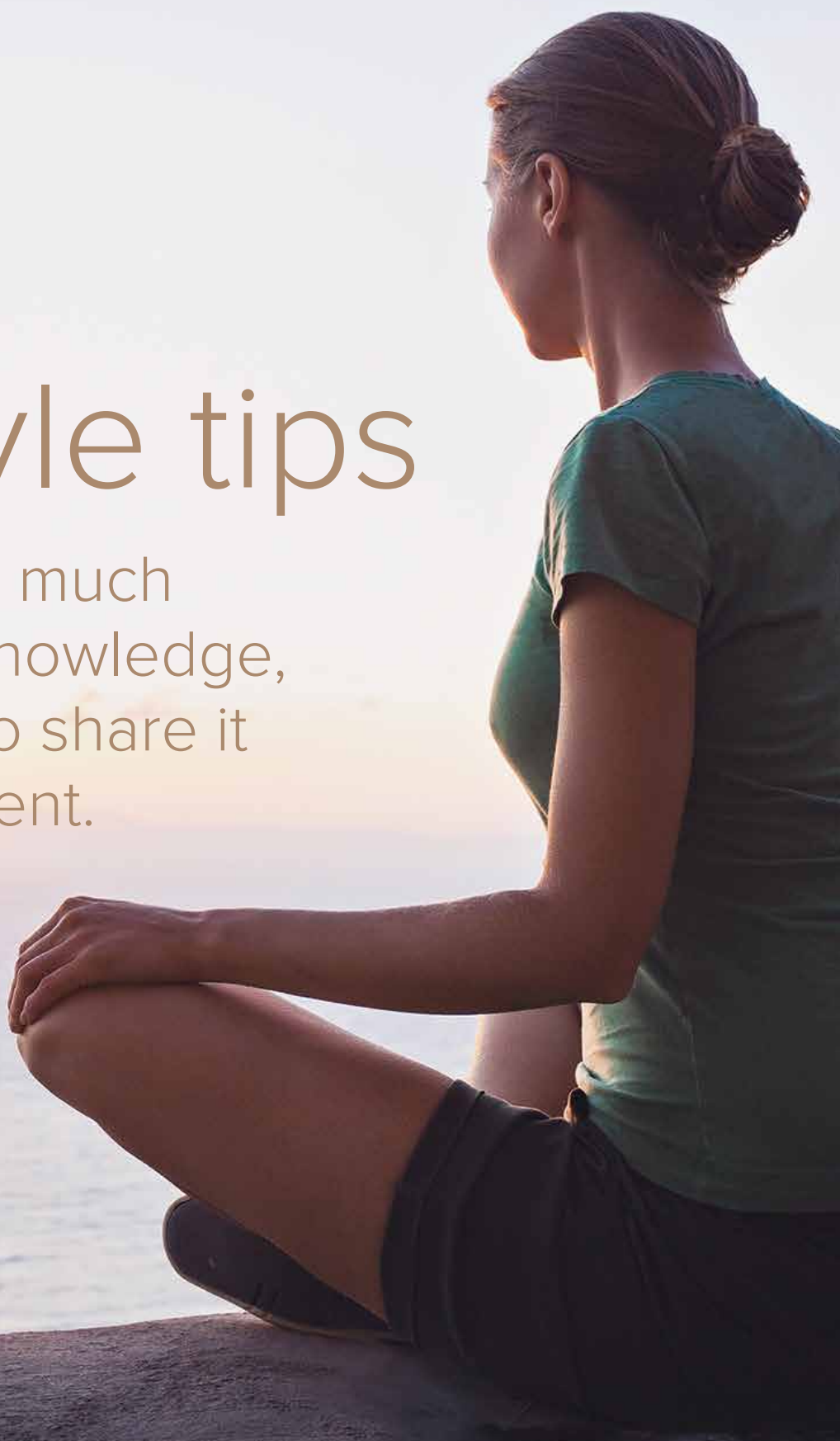
- Be confident – know your products and listen to your clients priorities
- Recommend products during the consultation and treatment, not just at the end
- If the client thinks the products are too expensive, you could:
 - recap the key benefits
 - explain the value of the products
 - choose only one key product to target their main concern

- Listen, focus on priorities and advise with passion
- Always make the ESPA experience personalised and memorable
- Remember you have so much wonderful knowledge – have the confidence to use it and your client will be thrilled!
- If they say no – you've still done a really good job! Don't let objections bother you.....
- Clients buy their products somewhere – let them buy them from you!



ESPA lifestyle tips

You have so much
wonderful knowledge,
remember to share it
with your client.



Sleep & relaxation

Lights out

That's all lights - not just the conventional ones. Blue light stress is the name given to the way those little halos of light that emanate from computers, tablets and, of course, phones can diminish sleep quality, and even wake you up. For deeper, uninterrupted sleep, we recommend removing as many digital devices from the bedroom as you can. If you want to go for the full black out, why not try an old fashioned lights-free alarm clock?

Beauty sleep

Imagine a beauty treatment that could actually boost your immune system, revitalise cell renewal and rejuvenate your skin, while you just relax and dream a little dream. Then imagine it's completely free. That's sleep – in a nutshell.

While divinely calming Frankincense and Myrrh, at the heart of our Soothing blend, will help relax the senses, our experts suggest a few other ways to take advantage of nature's most powerful beauty treatment...

Eat to sleep

It's widely known that a heavy evening meal, eaten late, affects sleep quality. There are however some foods that will help your body relax and get the best possible night's sleep. Magnesium-rich foods in your evening meal such as dark leafy vegetables, raw nuts, seeds, pulses, seafood, avocado or dark chocolate will act on your nervous system to help switch it from active mode to rest and digest.



Anxiety & Energy

High hopes

Dopamine is a chemical produced by the brain that reduces anxiety and enhances feelings of pleasure, focus and calm. To optimise this natural high, put apples, watermelons, almonds, natural yogurt, beans, eggs and meat at the top of your shopping list and watch out for excess sugar, caffeine and stress, all of which can suppress dopamine production

Stand tall

Posture has a powerful effect on both mood and energy. Slouching cuts off the flow of energy and makes breathing less effective. If you stand up straight, draw your shoulders back and breathe in deeply, you'll feel the benefits both to your mood and your energy levels.

“Mindfulness is, quite simply, living in the present. Being in the here and now, focused only on what can be changed today.”

2-Minute yoga

This is our very best reboot tip. Simply take a tennis ball, and then against a wall roll it up your spine, from between your shoulders to that little indentation at the base of your skull. Then roll it from side to side along the base of the skull. It's called the occipital ridge and is full of acupressure points, which may be why it releases so much stress and pressure.

All in the mind

Peppermint and Eucalyptus essential oils work wonderfully together to swiftly enliven and energise, while Rosemary helps focus the mind so, when spa clients say they just feel the need for a reboot, this is the blend we'll recommend. The proof is in the pudding. Our experts and clients report a real improvement in mental focus and clarity, as well as a lift in spirits, enhanced optimism and positivity. Try using our Energising range if you have an evening event to go to and you're feeling sluggish.



Sweet like sugar

When it comes to a steady flow of energy, sugar is one to put on the watch list. Keeping sugar intake low and looking for alternatives wherever possible helps sustain stamina, supports concentration and allays mood swings. Wheat flour is also a surprising energy-sapper so try to minimise the amount of bread, crackers, pastries, cakes and biscuits you eat.

Fats are good

Well, some fats. A diet rich in healthy fats, (along with high fibre foods and complex carbs) will help you avoid energy peaks and troughs – which also makes it easier to control your weight. Healthy fats include: extra virgin olive oil, grass-fed butter/ghee, avocados, coconut (oil, flesh, milk), whole nuts and seeds and sugar-free nut butters.

Mind full or mindful

Mindfulness is a global, billion dollar business and the biggest story in health and wellness for decades. With good reason. Mindfulness is, quite simply, living in the present. Being in the here and now, focused only on what can be changed today. It's a state of mind that grounds us, making us more productive and helping to restore mental and physical equilibrium.

“Peppermint and Eucalyptus essential oils (left) work wonderfully together in our energising range to swiftly enliven and energise.”



The deeply comforting power of Rose Geranium (left) is at the heart of our Restorative blend, to help comfort and soothe

Balance

Take five

Take a cue from our Restorative range and steal yourself a little time out. Whether you just step away from the fray for a quick cup of tea or make mealtimes sacrosanct – sitting down, away from screens to eat slowly, chewing often - take as many time outs as you can.

Our hug in a bottle

Life is a balancing act and a tricky one at that. When mind and body are calm and centred you feel ready for anything but when that delicate equilibrium is upset we can all feel anxious, distracted and out of step.

While the deeply comforting power of Palmarosa and Rose Geranium, at the heart of our Restorative blend, help comfort and soothe, our experts suggest a few other ways help you find your inner calm...

And breathe

It's easy to forget to breathe properly but deep breathing helps calm and relax like little else.

Here's a simple way to get the oxygen (and nutrients that make skin look healthier and brighter) flowing around the body. Exhale - completely, through your mouth (make a whoosh sound). Inhale - with your mouth closed, through your nose for a count of four. Hold your breath - count to seven. Exhale - (whooshing) to a count of eight. Repeat five times.

See a rainbow

Essential to equilibrium is the right balance of nutrients in your diet. Luckily nature has given us a handy colour-coding system – eat a rainbow at every meal and you're well on your way. Here's the science bit: white foods (such as onions, leeks, garlic) boost the immune system, dark blue, purple, red and orange foods (think berries, tomatoes, beetroot, sweet potatoes, carrots and butternut squash) are packed with antioxidants. And we all know how good dark green leafy veg is for everybody – packed with fibre, nutrients and antioxidants.



Detox

Brush off

Ask our ESPA Experts the single ritual they'd never skip and it's always body brushing. Quick and easy, all you need is a firm brush (our brush uses brisk cactus bristles) and just 30 seconds before you get in the shower or bath. Always use a dry brush and make short, sharp strokes towards the heart.

Brushing sweeps away any dull skin cells to reveal the fresher, brighter skin beneath, and stimulates circulation too. For enhanced results, follow your body brush with a salt scrub, then shower or bath before massaging Detoxifying Body Oil into skin.

Just add salts

One of our expert's top tips for maximising the benefits of any essential oil, especially when detoxing, is to add Epsom salts to your bath water. Not only does it help soften skin, and have proven healing powers, but the minerals draw the oils (and their benefits) even deeper into skin for optimal results.



"Ask our ESPA Experts the single ritual they'd never skip and it's always body brushing. Brushing sweeps away any dull skin cells to reveal the fresher, brighter skin beneath, and stimulates circulation too."

Eat your greens

That childhood advice is some of the best we'll ever receive. The liver processes nasties into waste and greens are a key supporter of liver function. Dark green leafy veg and herbs – think kale, cabbage, spinach, Brussels sprouts, watercress, rocket, parsley, coriander and basil all do the job. Support them with nuts, seeds, and lean, high protein foods such as eggs, organic poultry, fish and seafood.

Magic magnesium

Friend of the liver, Magnesium is known as the master mineral as it facilitates over 300 reactions in the body, many of them in the liver. A balanced diet should feature Magnesium in every meal; try foods including dark chocolate, dark green leafy veg, nuts, seeds, pulses (such as lentils and chickpeas), avocado and seafood.

Hydration

Art of layering

There are many things that make spa treatments extra effective – and one of them is the way we layer products. Massaging oils into skin before moisturising, applying a serum under a mask for added potency – every spa therapist uses the power of layering to maximise the effectiveness of each formula to significantly increase hydration. It's like an extra drink on the side for your skin.

Sleep on it

Night time is a crucial time – free from make-up, skin renews while you sleep. It's at this time when new cells are formed, when skin repairs itself from the previous day and can drink in hydration, fast. Cleanse first, then spritz with Hydrating Floral Spafresh before your serum under our Overnight Hydration Therapy. Leave it on overnight while you sleep and you'll start each day refreshed, radiant and hydrated.



Exfoliate, exfoliate

When you have tight dehydrated skin the idea of exfoliation just feels plain wrong. But it couldn't be more right. Dull skin cells need to be eased away to allow the fresh, plumper, clearer skin to emerge and, until skin is swept clear, it can't properly absorb the formulas that will quench it with hydration.

“Overnight Hydration Therapy. (above) Leave it on overnight while you sleep and you'll start each day refreshed, radiant and hydrated.”

Power juice

We all know we should drink enough water every day, and hydrating feeds skin from within. Juicing adds vitamins to your hydration, but fruit juice means sugar, which spikes blood sugar and triggers the enzymes that break down youthful collagen and elastin. We think naturally water-packed vegetables make the best juice for rehydrating skin – and recommend cucumber, fennel, celery, courgette, spinach, carrots and ginger, with super hydrating coconut water as a base.



ESPA treatment excellence



1. Meet and greet

- Introduce yourself, smile, make eye contact and shake hands if appropriate.
- Confirm client's name and treatment.
- Guide client to the treatment area, walk alongside them.

2. At the beginning

- Where possible, the client should sit on the treatment couch or seat for consultation. If having a facial, ask client to get comfortable on the treatment couch, leave the room to allow them privacy. Then return and start the consultation.
- When carrying out a consultation, try to be at the client's level. Sit or kneel next to them rather than standing over them.
- Advise client where to leave robe, slippers and jewellery.
- Ask if they would like disposable underwear if this is appropriate.
- If performing a body treatment, advise the client to position themselves on the treatment couch.
- Knock before re-entering the room.

“Be mindful - always have the client at the forefront of your mind”



3. During

- Check client comfort; bolsters can be used under ankles or knees.
- When talking about any products that will be used on the client, explain the benefits and ingredients.
- Ask about temperature, lighting and music volume.
- Check temperature on first contact with the client (towels, stones etc.)
- During facial, first contact of hot towels or mitts should be applied to shoulders.
- Where possible, try to remain in contact with the client at all times. As one hand comes off the other hand should take its place.
- Check pressure during scrubs and massage.
- Uncover feet when turning client. Keep the towel low to maintain modesty.
- Offer an eye pillow.
- Cover breast area on female guest if appropriate.
- Ensure client does not lie flat, raise upper body if treatment couch allows.
- If working on body, courtesy touch area before uncovering. Ensure modesty at all times. ►





- Inform client if products are cooling on first application.
- Apply products as client exhales.
- If client is showering, turn shower on to allow water to warm before preparing towel like a toga and then lowering the treatment couch. Escort client to shower and inform them of how to adjust the temperature.
- Prepare shower cap and disposable underwear for client when showering.
- If client is showering or having a bath, have a warm towel prepared for them (over radiator or on top of cabbie)
- Ensure bath mats are next to the treatment couch and outside the shower/bath before showering/bathing.



4. At the end

- At the end of treatment, allow the client a moment while you collect their refreshment.
- Sit the client up; ask them how they are feeling and if they enjoyed the treatment. Suggest lifestyle advice and make recommendations linking products for their concerns and needs.
- Complete a recommendation leaflet. Leave a personal note wishing them a lovely birthday, weekend or simply with another treatment recommendation. ►

“Your client will remember an experience that is unique to them, with personal attention and thoughtful touches”



- Lower the treatment couch, place robe over the client's legs and the slippers next to the treatment couch before leaving the room. Remind them of their jewellery.
- Escort them back to relaxation or locker rooms. Ask if there is anything else you can assist them with. Wish them a pleasant day.
- Kindly ask reception to prepare the client's products for them and advise them of any future treatments they may like to book.

Remember

Go the extra mile. If your client has mentioned something that you can provide in that treatment or create after the treatment then do so!



Medical conditions and contra-indications

The following are medical conditions or concerns that maybe affected when using certain ESPA products or receiving some ESPA treatments. Please refer to the list on the opposite page, but if in any doubt medical advice should be taken.

You must always ensure that the guest completes and signs the consultation card. If any concern is ticked you must find out more information and from this decide if the treatment requested is suitable, if it can be adapted or if an alternative should be recommended.

1. Pregnancy and nursing mothers
2. Babies and children (under 16)
3. Post surgery, depending on area and severity. Always avoid recent scar tissue
4. Cancer and chemotherapy (unless therapist has been trained by Wellness for Cancer)
5. Heart conditions
6. Multiple sclerosis
7. Thyroid conditions
8. Diabetes – pending on severity
9. Acute or undiagnosed pain or complaints – must receive medical advice/diagnosis
10. Epilepsy – pending on severity
11. High/low blood pressure – pending on severity
12. Sports injuries – seek medical advice if painful, swollen hot etc.
13. Drugs and alcohol – heightened by use of essential oils
14. Nut allergies - avoid all products containing nuts (also make the guest aware that all our products are manufactured in an environment where extracts of nuts/seeds and kernels are present)
15. Any condition requiring life maintaining medication
16. Please also refer to the consultation card for other conditions to be aware of

If you have any doubt, you should always ask the guest for a written doctor's approval before recommending products or performing treatments.

Contra-indicated products

- Detoxifying Seaweed Bath
- Detoxifying Bath & Body Oils
- Energising Bath & Body Oils
- Fitness Bath & Body Oils
- Resistance Bath & Body Oils
- Restorative Bath & Body Oils
- Soothing Bath & Body Oils
- Detoxifying Salt Scrub
- Invigorating Salt Scrub
- Relaxing Salt Scrub
- Energising Shower Gel
- Energising Body Lotion
- Invigorating Body Reviver
- Professional Algae
- Professional Enzyme Peel

Contra-indicated treatments

- Algae Wraps
- Hot Stone Treatments
- Poultice Treatments
- Hammam
- Hip & Thigh Treatment
- Contour & Firm Treatment
- Salt & Oil Scrubs
- Advanced Enzyme Facials
- Aromatherapy Massage (can only be done using Nourishing Oil depending on the condition)
- Some body or face massages maybe too stimulating for certain conditions
- Any treatment containing heat maybe contra-indicated to certain conditions

Depending on the contra-indication, some treatments can be adapted by using alternative products or by substituting certain elements of the treatment to make it suitable for the guest.

When this is not possible a safe alternative treatment should always be offered.

Notes