

**SPA**  
(Level-2)

**ORANE**  
INTERNATIONAL 

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Author :

**Monica Sood**

Master of Arts (Political Science)  
National Certificate for Beauty & Wellness Trainers - B&WSSC  
National Examiner ABTC - CIDESCO Section  
Post Graduate Diploma in Beauty Therapy - CIDESCO  
Diploma in Reflexology (Level-3) - CIBTAC  
Award in Thermal Auricular (Level-2) - CIBTAC  
Award in Indian Head Massage Services (Level-3) - CIBTAC  
Certificate in Fashion and Photographic Makeup (Level-3) - CIBTAC  
Diploma in Beauty, Body & Hair Designing  
Professional Makeup  
Permanent Nail Extension, Nail Art & Gel Nail

email: [info@orane.co](mailto:info@orane.co)

Visit us at: [www.oranebeautyinstitute.com](http://www.oranebeautyinstitute.com)

## Preface

Change is the only constant.  
—Heraclitus

**A**nd ever-changing are the concepts and techniques in the profession of Beauty and Wellness. Orane maintains the highest bar of standards of quality education in the national and international market, hence mandating us to constantly upgrade our curriculum. This book is to provide authoritative and useful information aimed at a beauty practitioner. In this edition of coursework of Spa, we have strategically simplified the language and broken down the techniques of execution of latest styles in easiest of means. This book would increase the reader's understanding of many aspects beyond one's particular area of focus and specialization. Because the book is intended to be useful in a practical sense, the material clearly informs us the practical methodology and various practices to be incorporated for every procedure.



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# Part 1

## WHAT IS SPA

- 1.1 Introduction
- 1.2 Origin
- 1.3 Types of Spa Treatment
- 1.4 Self Assessment Questions



### 1.1 INTRODUCTION

The practice of travelling to hot or cold springs in hope of effecting a cure of some ailment dates back to pre-historic times – BRONZE AGE. Complex bathing rituals were also practiced in ancient Egypt, in pre-historic cities of the INDUS VALLEY and in Aegean Civilizations. Most often these ancient people did little building construction around the water, and what they did construct was very temporary in nature. Some of the earliest descriptions of western bathing practices came from Greece.

Archaeological investigations near hot springs in France and Czech Republic revealed – BRONZE AGE weapons and offerings. In Great Britain, ancient legend credited early Celtic kings with the discovery of the hot springs at BATH, ENGLAND.

Popular belief is that the origin of spa dates back to the Roman era, when soldiers of their legions

fatigued by wars, would take to rejuvenation, relaxation and treatment of sore wounds through water. Hot, natural spring water was considered to be the best cure for wounds and tired muscles. The legionnaires, hence, started building baths around naturally found hot water springs or hot water wells.

Many people around the world believed that bathing in a particular spring, well, or river resulted in physical and spiritual purification. Forms of ritual



Massage

purification existed among the native Americans, Persians, Babylonians, Egyptians, Greeks, and Romans. Hence, ritual purification through water can be found in the religious ceremonies of JEWS, MUSLIMS, CHRISTIANS, BUDDHISTS and HINDUS.

Today's spa is a center for healing and nourishing mind, body, and spirit. People go to spas for fitness, stress management, peace of mind, pampering and pleasure, and health and wellness. Spas offer a wide variety of techniques and services - traditional and modern, from the East and from the West to meet the diverse needs of their clients.

A spa, is a centre for treatments through various alternate medications, and has grown to include relaxation, unwinding and getting pampered. But what makes for an interesting to read is the origin of this culture, and the genesis of the word 'spa'. So, when did the concept of spa – relaxing and getting treated for ailments through water - come into being? Where from did it get its present name? There are various answers to these questions, but all intertwined in the same theory.

A man with back pain seeks relief. A teenager is troubled by acne. A business traveler wants to minimize jet lag. A mother wants some time for herself. A group of friends plans a birthday celebration. A weekend warrior is sore from overexertion. A man decides to stop smoking. A busy executive wants to rediscover spirituality. A woman wants help establishing a safe and effective exercise regimen. An obese man needs help controlling his weight. A pregnant woman wants to feel more

comfortable. A couple wants to reconnect. Where can all these people go for help? A 'SPA'.

## 1.2 ORIGIN

No one know exactly where the word 'spa' comes from, but there are two main theories. One is that spa is an acronym for the Latin phrase, "salus per



**Spa Roman Times**

aquae," or "health through water." Others believe the origin of the word "spa" comes from the Belgian town of Spa, known since Roman times for its baths. They speculate that the town was so prominent that the very word spa became synonymous in the English language with a place to be restored and pampered. Modern spas have their roots in ancient towns famed for the healing powers of their mineral waters and hot springs. Travelers would come to "take the waters" and restore their health.

### **International SPA Association was formed in (1991)**

For 28 years, the International SPA Association has been recognized worldwide as the professional organization and voice of the spa industry, representing health and wellness facilities and



Modern Spa



Spa Bath

providers in more than 70 countries. Members encompass the entire arena of the spa experience, from resort/hotel, destination, mineral springs, medical, cruise ship, club and day spas to service providers such as physicians, wellness instructors, nutritionists, massage therapists and product suppliers.

ISPA advances the spa industry by providing invaluable educational and networking opportunities, promoting the value of the spa experience and speaking as the authoritative voice to foster professionalism and growth. It has defined the "ten domains of SPA" or "segments of the industry as"

- a. "The Waters".
- b. Food, Nourishment, Diet and Nutrition.
- c. Movement, Exercise and Fitness.
- d. Touch, Massage, and Bodywork.
- e. Mind / Body / Spirit.
- f. Aesthetics, Skin Care, Natural Beauty Agents.
- g. Physical Space, Climatology, Global Ecology.
- h. Social/Cultural Arts and Values, Spa Culture.
- i. Management, Marketing and Operations.
- j. Time, Rhythm, and Cycles.

### 1.3 TYPES OF SPA TREATMENT

Bath Spas (Kneipp bath, Jacuzzi, etc.). The positive effect of the hot tub is commonly known as Bath Spas. In details, the hot tub represents a small pool full of heated water, where adherents of wellness can soak, relax or have a massage and hydrotherapy .

#### a. Jacuzzi

Is the jetted bath, well-known nowadays, but less known is the fact that this is a brand name, created by Jacuzzi brothers. They were prolific inventors who produced whirlpool baths and spas.



Jacuzzi



**b. Sauna Types (Facial, Steam Bath)**

A sauna is a small room or house with hot or humid environment, where the temperatures exceed 80°C. The sauna sessions include disrobing and sitting or reclining, as the heat promotes sweating and induces relaxation. The effect is soothing, but at times heat prostration can occur, or even the more serious hypothermia (heat stroke).



**Sauna Bath**

**c. Steam bath**

The steam bath was popular yet among the ancient Greeks and later adopted by the Romans, who named it “Sudatorium”. It induces sweating but unlike the sauna, temperatures are between 43-46°C and there is a permanent humidity of 100%. The steam bath makes you relax and replenish your energy, since the moist heat stimulates blood



**Steam Bath**

circulation, opens the pores, removes the impurities and cleanses the skin, leaving it soft and smooth.

**d. Hammam**

The Turkish hammam, known also as Turkish bath is a variant of a steam bath, widely spread in the Middle-East. Its role in the Eastern culture was important, since it helped socialising and was used in the past as a ritual cleansing. Hammam resembles the Roman bath in combining several type of treatments and being accessible both by men and women. The Turkish bath procedures include first relaxing in a room (known as the warm room or tepidarium), where one can experience a continuous flow of hot dry air. Bathers move then to the next hotter room (known as the hot room or caldarium) and splash themselves with cold water. Afterwards, they receive a massage and finally go to a cooling-room for a rest and relaxation.



**Hammam**

**e. Medi-spa (health therapies)**

Medical spa or Medi-spa is usually a spa centre that combines both spa therapies and medical treatments. This is the fastest growing trend in the spa industry, which is projected to be popular at least for the next 10-15 years. A traditional Medi-spa offers

spa services such as facials, body wraps, manicures and pedicures, as well as number of non-surgical medical esthetic interventions such as chemical peels and laser therapy, botox, microderma and etc.



**Medi Spa**

#### f. Vichy Shower

This therapy relates to the medical use of seawater. It has highly positive effect on the skin, relieves stress and improves the overall sense for well-being. Showers of warmed seawater (Vichy Shower), application of algae paste or marine mud, as well as inhalation of sea fog. Elements of the seawater such as magnesium, calcium, sodium and sulphates are believed to have beneficial effects on the pores of the skin. The other components such as various types of seaweed contribute positively with their antibiotic,

bacterialistic and antiviral properties. which fights with the symptoms of ageing, reduces the cellulite and rejuvenate your body.

As per ISPA (The International Spa Association),



**Vichy Shower**

there are 7 types of SPA destinations where one can go for a day to a fortnight to rejuvenate, health, distress & relax:

1. Day Spa.
2. Resort / Hotel Spa.
3. Club Spa.
4. Cruise Spa.
5. Mineral Spring Spa.
6. Destination Spa.
7. Medi Spa.

### 1.4 Self Assessment Questions

1. Fill in the blanks:
  - a. Spa is a centre for ..... & ..... mind, body and soul.
  - b. The Latin phrase, “salus per aquae,” means ..... through.....
  - c. The International SPA Association has defined ..... domains of SPA.
  - d. The Medi – Spa combines both spa therapies and ..... treatments.
  - e. The Hammams are also known as ..... baths.
2. Popular belief is that the origin of spa dates back to:
  - a. Bronze age
  - b. Indus valley
  - c. Roman era
  - d. Bath, England
3. Some believe that the word Spa comes from a Town in:
  - a. England
  - b. Belgian
  - c. Rome
  - d. France
4. The temperature for Steam bathe is:
  - a. 33° – 36° C
  - b. 43° – 46° C
  - c. 36° – 46° C
  - d. 33° – 43° C
5. In a Sauna room the temperature is :
  - a. 60° C
  - b. 70° C
  - c. 80° C
  - d. 80° C and above.

# Part 2

## SPA ETIQUETTES

- 2.1 Introduction
- 2.2 What is Spa Etiquette?
- 2.3 Offensive Staff Conduct
- 2.4 Clients Education
- 2.5 Self Assessment Questions



### 2.1 INTRODUCTION

The word etiquette as defined means: “Conventional code of social behaviour”, but what is the conventional code of spa behaviour? And how does one learn this code of behaviour if you are a first time spa goer or a new employee at a spa?

### 2.2 WHAT IS SPA ETIQUETTE?

Spa etiquette is giving each and every client 100% attention, showing them that you honestly care and perform spa services that truly benefit them. Considering the spa experience, the staff should know the following:

- a. Give a warm greeting. □ Explain the service and procedure and allow for the client to ask questions.
- b. Use the proper utensils and personalized

products during the service.

- c. Adhere to required draping techniques.
- d. Offer water / juice after treatment.
- e. Close with home routine recommendations.
- f. Send a thank note.

### 2.3 OFFENSIVE STAFF CONDUCT

What in the professional opinion is a firing



Spa Etiquette

offense within a spa regarding spa etiquette?

- a. Blatant discrimination such as refusing to give a service to a guest because someone is physically challenged or overweight or because of medical history listed on client card.
- b. Switching guests from one therapist's to docket to another because the therapist doesn't want that particular guest for whatever reason or does want them (often because they know that the guest is a big tipper).
- c. Saying the spa is booked because a therapist wants to go home early!
- d. Pointing out to a guest that gratuities are not included or simply asking for a tip.
- e. Poor personal hygiene-unkempt appearance, body odour, poor dental care, etc.
- f. Personalizing services so that they do not conform to established spa standards and, as a result, causes dissension among guests.
- g. Discussions or comments about employment, staff and spa operation that are negative (either with guests or co-workers).
- h. Continued overuse of product and supplies thus differing guest services as well as drastically affecting bottom line expenses to revenues on behalf of the spa.
- i. The spa operator, director or owner will learn of these things from witnesses, guest complaints or co-workers' reports. Just as one is schooled in proper table manners, constant training and emphasizing protocol from a spa service point of view is vital to the success of the day spa industry.

## 2.4 CLIENTS EDUCATION

How do you accomplish this on behalf of staff and guests? Guests must be educated as to how they may benefit from their spa experience and what to expect. This can be done either with literature or over the telephone as they make their appointment. Suggestion: always (gently) inquire as to whether or not this is their first spa appointment and if so, would they like to receive a “guest journey journal” or information about services prior to arrival.

Here is an example: A spa derives great pleasure in servicing their guests a healthy dose of education as well as special touches throughout a clients' visit. Upon entering the spa and being greeted by the receptionist, the client is introduced to the staff who shakes the clients' hand and immediately tour the spa, explain their spa “menu” of the day as well as what to expect, how to prepare and what to wear (or not wear). All treatments begin with a special touch-a scalp massage. Clients are encouraged to share their personal quest so that the spa may adjust future treatments and schedules accordingly. Upon completion clients literature on all of the spas



**Clients Education**



programs.

**Do a “test-run”**

It is imperative that each and every staff member goes through a typical spa guest journey as well as counselling and training on behalf of the operations defined and expected spa etiquette. Do not assume that clients or staffs know what to expect, how to act, or what to do. Here is an example: every single need a client might have and what the experience should be prior to opening the spa component to their

chiropractic health center, management thought of in advance. The training of staff in spa etiquette involves scripts and actual client experiences. They are even taught how to close a conversation and appointments with clients. The spa believes it is the responsibility of every spa owner to assume that everyone (staff and clients) are new and uninformed as to the spa experience. Lead by example, train in detail. Guests and staff will follow with impeccable manners.

**2.5 Self Assessment Questions**

1. Fill in the blanks:

- a. The word Etiquette means – Conventional ..... of ..... behavior.
- b. Asking for a ..... is offensive staff conduct.
- c. We should offer ..... or ..... after a treatment.
- d. Unkempt appearance, body odour, poor dental care is poor .....
- e. .... education is important before giving any spa treatment.

# Part 3

## BODY SCRUB

- 3.1 Introduction
- 3.2 Procedure
- 3.3 Ingredients used in Body Scrubs
- 3.4 Home Made Body Scrub Recipes
- 3.5 What is a Salt Glow?
- 3.6 What Happens During a Salt Glow
- 3.7 Self Assessment Questions



3

### 3.1 INTRODUCTION

Body treatments are essentially a facial for whole body. It is just as important to cleanse, exfoliate, and hydrate the skin on body as it is the skin of face.

### 3.2 PROCEDURE

The most popular body treatment is a salt glow or sea-salt scrub. This is an exfoliating treatment that takes place on a massage table covered with a sheet and a large, thin piece of plastic. As client lays on stomach, rub a mixture of sea salt, oils and aromatics like lemon into the clients skin. This exfoliates the skin and leaves it feeling velvety soft. Once the whole body is scrubbed, which takes maybe ten or fifteen minutes, shower it all off without soap, if shower not available, wipe off with wet towel. It's an invigorating treatment, if client asks for scrub n massage, and it's a

good idea to give scrub before massage.

**Variations** – Can come from the essential oils or scrub materials, for example- orange blossom/ peppermint salt glow or a cucumber salt glow, or a body scrub done with coffee grounds. A body masks and body wrap often takes place after a scrub. A body wrap can also be a wrapping treatment used to treat



**Chocolate Scrub**

cellulite. It sometimes has a diuretic effect that aids in temporary weight reduction.]

### 3.3 INGREDIENTS USED IN BODY SCRUBS

#### Salt:

- a. **Epsom salt** – Relaxes nervous system, eases pain, removes toxins.
- b. **Sea salt** – Draw toxins from the body.
- c. **Dead sea salt** – Skin tonic, detoxifying, nutrient enriched.



Salt Scrub

### 3.4 HOME MADE BODY SCRUB RECIPE

#### a. All-Natural Chocolate Treat

This is ideal for normal skin. It leaves body smooth, soft, and silky. The cream and honey add moisture and the oatmeal removes dead cells.

Take 1/3 cup cocoa + 3 tablespoons heavy cream + 1/4 cup honey + 3 teaspoons oatmeal powder. Mix all ingredients together and smooth onto body. Relax for 10 minutes; then rinse with warm water.

#### b. Spa Coffee Body Scrub

Massage oil smoothes and moisturizes, while

coarsely ground coffee and raw sugar or sea salt rids body of dead, flaky skin cells.

2 cups of coarsely ground coffee or coffee available in market. 1/2 cup raw sugar or sea salt. 2-3 tablespoons massage oil (such as sunflower, jojoba,



Spa Coffee Body Scrub

or apricot kernel oil).

Mix all ingredients together. Wipe body with hot towel, it moistens skin and open pores. Using wide, circular motions, rub the scrub on the skin with strong, even pressure. Wipe off, pat skin dry, and apply a thin layer of body lotion.

### 3.5 WHAT IS A SALT GLOW?

A salt glow (also known as a salt scrub or sea salt scrub) is the most popular body treatment at the spa. The primary purpose of a salt glow is to exfoliate the skin. A salt glow also hydrates the skin because the salt is combined with oil and usually some aromatic oils like lemon, lavender, or even figs. (Spas can get very creative here.) The salt glow is followed by a shower and an application of body lotion, and leaves your skin feeling very soft and fragrant.

### 3.6 WHAT HAPPENS DURING A SALT GLOW

A salt glow usually takes place in a wet room. Depending on the spa, the client might be laying on a massage table covered with a towel or sheet or a thin piece of plastic, or she/he might be lying on a wet table. You can offer a pair of disposable underwear. We follow the same procedure as we do in body scrub. You can also combine a salt glow with a

massage. Recommend getting the salt glow first because it is stimulating, whereas the massage calms down. Sometimes spas have signature treatments that combine both services – salt glow and massage. Sea salt is fairly abrasive, and some therapists have a heavier hand than others. Individuals also differ in their skin sensitivity. If it feels too harsh, be sure and ask the client to speak up.

### 3.7 Self Assessment Questions

1. Match the following Salts and their effects:

A	B
a. Epsom salt	Draws toxins from the body
b. Sea salt	Skin tonic, detoxifying, nutrient enriched
c. Dead sea salt	Relaxes nervous system, eases pain, removes toxins.

2. Fill in the blanks:

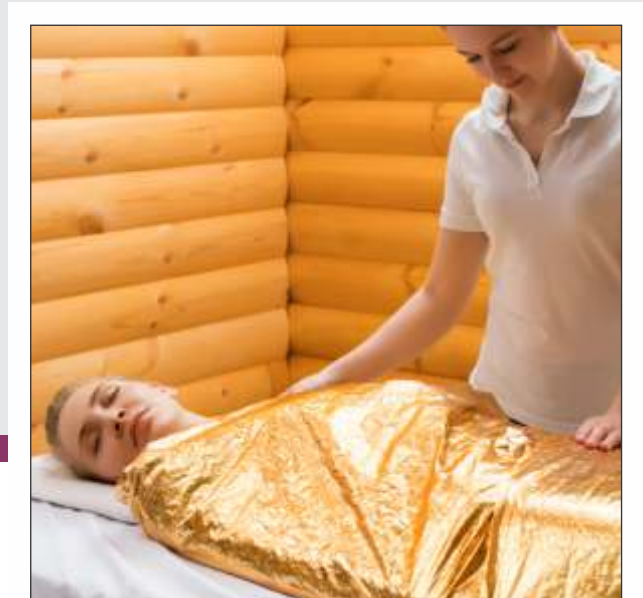
- a. Salt scrub or sea salt scrub is also known as .....
- b. Salt glow is followed by a ..... and .....



# Part 4

## BODY WRAPS

- 4.1 Introduction
- 4.2 Procedure
- 4.3 Ingredients Used in Body Wraps
- 4.4 Home Made Body Masks
- 4.5 Self Assessment Questions



### 4.1 INTRODUCTION

Body wrap is a treatment where mask made of algae, seaweed, mud, clay, lotion or cream, is applied on body, then wrapped for 20 minutes to keep it warm. Later the product is rinsed off. The body wrap usually ends with an application of lotion (technically not a massage). This Body wrap treatment is sometimes called a body cocoon or body mask. body wraps are often done in a darkened room with flickering candles, soft music, and a massage table. On top of that is plastic sheet that is used to wrap the client, then towels. On the very top are sheets to keep the client warm.

### 4.2 PROCEDURE

Often a body wrap begins with exfoliation through dry brushing or a salt scrub. Client lie`s

down on whatever she/he will eventually be wrapped in – often plastic or mylar, but sometimes towels or sheets. It's best what a massage therapist does to wrap, because they naturally incorporate massage techniques as they apply the product. An aesthetician, on the other hand, need not be a trained massage therapist. She is simply applying product to the skin. Once the product is on, the client is wrapped to stay warm, usually for 20 minutes. You can give a scalp massage. When the time is up, you unwrap and the body mask has to come off. This is why they often take place in wet rooms, equipped with a shower, wet table, or Vichy shower. The client might either jump in a shower or the therapist will rinse you off with a handheld shower or a special Vichy shower that feels absolutely fabulous or with wet hand towels. It's like taking a shower lying down.



Then dry off, and there's usually an application of lotion to moisturize your skin.

Variations can come from the essential oils or scrub materials: you might give an orange blossom/peppermint salt glow or a cucumber salt glow, or a body scrub done with coffee grounds, finely ground pecan shells or grape seeds. Sometimes a hydrating lotion is applied afterwards. A body mask and body wrap often takes place after a scrub. After you rinse off the salt you return to the treatment table. If the client is slathered with mud, algae, or seaweed and wrapped in a thermal blanket, it's a "detoxifying" treatment that stimulates the metabolic system, speeding its ability to carry away waste products. If the product is cream or lotion, it's a "hydrating" treatment. A body wrap can also be a wrapping treatment used to treat cellulite. It sometimes has a diuretic effect that aids in temporary weight reduction of body fluids.

**a. Benefits of body wraps**

1. Body scrub helps to exfoliate and detoxify the skin.
2. The detoxifying natural resources like Aloe Vera help to remove toxins from the body



**Body Wrap with Thermal Blanket**

and to soften the skin.

3. Oils used along with the coarse grains helps to soften the skin further.
4. Body wraps also helps to decrease stress and blood pressure.
5. Sea weed wrap, algae wrap and mud wrap helps to stimulate the metabolic activities.
6. Hydrating treatment is also given using sea butter and lotion.



**Body Wrap with bandage**

**b. Body wrap tips**

1. Body wrap is not a massage it is a treatment which include scrubs, massages and body wrap.
2. To open the pores take a warm shower before the treatment.
3. Before and after the treatment to drink lot of water.
4. Avoid sun bathing before the treatment.
5. Some spa asks to avoid shaving 24 hours before the treatment.

**c. Conditions apply**

Body wraps are spa treatment that is not suitable



**Body Wrap with Cellophane Sheet**

for pregnant women. People who are suffering from the following ailment should avoid body wraps.

1. Heart problems
2. Blood pressure
3. Claustrophobia
4. Hypertension
5. Diabetes
6. Psoriasis
7. Eczema



**Mud Wrap**

**d. Wrap for Weight Loss** - Body wraps were originally a treatment where Ace bandages or plastic wrap was tightly wrapped around the body to cause quick weight loss through vasodilation. You can still find these types of "slimming" body wraps, which result in the temporary loss of weight and inches, at some spas.

#### 4.3 INGREDIENTS USED IN BODY WRAPS

**a. From Dead Sea** - (Minerals & Nutrients): To enrich & Detoxification

1. Green clay - For oily skin, Stimulates circulation & helps in detoxification
2. Moroccan Red - Exfoliate, stimulates circulation.
3. Fullers Earth - For Oily Skin-Exfoliates and Stimulates.
4. Red clay - Stimulates circulation and removes dry skin cells.
5. Rose clay - Exfoliate, stimulates circulation.

**b. Moisture Agents**

1. Milk – nourishes.
2. Goats milk – Balances Ph level , exfoliate and moisturizes.
3. Whole cream milk – Relieves dry and itchy skin, full of nutrients.
4. Fruit juices – Full of vitamins.
5. Yogurt – Soothes dry and irritated skin.

#### 4.4 HOME MADE BODY MASKS

**a. Homemade Hot Slimming Body Mask.**

1. 2 table spoon of sea salt.



**Shea Butter Wrap**

2. 1 table spoon of honey.
3. 2 table spoon of warm olive oil.

Mix well the ingredients and apply this mask right after shower on wet skin. Massage the mask energetically into your skin. Rinse with warm water after 15 minutes.

**b. Chocolate slimming body mask**

Take 1 pack of cocoa powder, add 100 ml of hot water, mix it well and apply the mask on whole body. Then cover it with cellophane and leave it for 30 minutes. Rinse with warm water.

**c. Homemade honey mask for dry skin**

1. 2 egg yolks.
2. 2 table spoon of honey.

Mix well the ingredients and apply the mask on your buttocks for 15 minutes. Rinse with warm water.

**d. Vitamin Body Mask for Extra Dry Skin**

1. 1 banana.
2. 1 avocado.
3. 100 gr of butter.
4. 100 gr of cream.
5. 1 drop of rose essential oil.



**Chocolate Mask**



**Vitamin Body Mask**

Take banana and avocado, blend them, add rose essential oil and butter. Blend it all. Then add cream and blend. If you see that the mask is too dense, then add some more cream after a hot shower, use scrub and then apply the mask on the whole body. Cover body with towel for 15 minutes.