



# RnR Wellness Spa

the spa with heart



**E**lisabeth Fayt is a bestselling author, international motivational speaker and successful entrepreneur. Through her book, *Paving it Forward*, her business and community outreach, Elisabeth has inspired thousands of people to change their lives. Since her first entrepreneurial experience at the tender age of 14, Elisabeth has always followed her heart and her dreams. She studied with the Masters of India and international business leaders for over two decades, learning how to combine the best methods of East and West for success. Elisabeth became a Reiki Master, Reflexologist and Holistic Therapist and used this training along with her unique business experience to open her own business. She opened RnR Wellness in 2003, starting as a mobile

spa, providing in-room treatments to over 20 of Calgary's finest hotels. Just a year later, in 2004, Elisabeth then opened her first physical spa location in the upscale La Caille district along the Bow River.

In 2009, RnR Wellness Spa moved into the Fairmont Palliser Hotel. This location embraces all the charm and nostalgia from this historic 100-year-old building with the modern conveniences of a luxurious spa service to create a unique, inviting warmth that is felt as soon as you walk through its doors. Located in the heart of Calgary's downtown, RnR Wellness Spa is the only spa to offer complimentary valet parking. This in-house service removes the stress of downtown parking, allowing the guest to relax even before entering the spa!



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Being in Calgary's landmark hotel has its advantages. People love to come for High Tea at the Palliser coupled with a spa service at RnR Wellness. Other popular hotel/spa combinations are the Lunch and Spa Package that includes lunch in the Oak Room followed by an RnR spa experience, a perfect way to celebrate any occasion. For couples, the Palliser Rejuvenation Package is very popular as well, including a room night and couples massage. But regardless of whether a guest is staying at the hotel or not,



with every luxury spa service, an RnR guest receives access to the facility which includes Fairmont Palliser's heated indoor pool, hot tub and eucalyptus steam. It is a great way to extend and enhance the spa experience, at the same time promote well-being.

In 2017, Elisabeth opened a second location in the modern, sleek Hotel Le Germain. Unlike the first location, this facility is more contemporary. The modern, upscale décor and furnishings create a spa-like retreat atmosphere. Adults who are looking for a quiet sanctuary where they can get away from it all have the perfect opportunity to do just that when they book an appointment at RnR's Spa Le Germain location.

The company is unlike any other facility in the Calgary area. Their two diverse locations offer something for everyone, each with its own unique atmosphere and luxurious amenities to enhance and extend the experience. Elisabeth and her staff have taken every step to provide the most welcoming and relaxing environment for their clientele. The team of dedicated professionals work diligently every day to provide the best service to their customers. Their genuine care for each client is evident in everything they do. From the tiniest of details to final interaction, the RnR team makes sure every part of a customer's visit is taken care of. The moment a client walks into the spa, they feel the positive energy and warmth that encompasses the business.

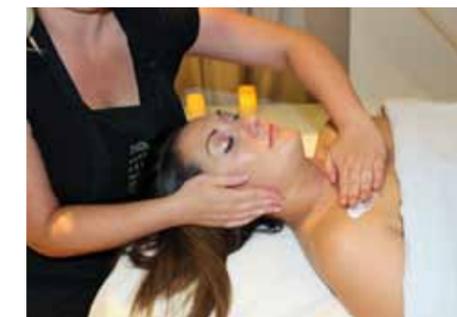
Elisabeth has always been committed to providing a service that is all heart. One of the main reasons that her spas are so successful is the team of qualified employees. According to Elisabeth, "As spa owner, I feel my number one job is to ensure the hearts and minds of my team are engaged. When that's been accomplished, I know the customer will be taken care of!" When hiring, Elisabeth is adamant about choosing individuals who share her values. "I feel it starts with hiring the right people. If you want your employees to be nice to your customers, then hire nice people, it's as simple as that! You can't force someone to be something they're not. And you can't teach attitude. If someone lacks in the attitude department, they simply don't last at RnR. We have a saying at the spa that says, 'Attitudes are contagious. Is yours worth catching?' This seems to keep us all on track". She concludes: "Loyalty is important to me. By hiring people who fit into our culture, and by treating them well, they are loyal to us".

Elisabeth and her highly talented team believe in Service Leadership which is apparent as soon as customers walk through the spa doors. The culture and atmosphere of the company is based on Martin Luther King's quote: 'Everyone can be great, because everyone can serve'. This value has been the foundation that has built RnR Wellness Spas into a thriving business that welcomes clients from all over the world. And it



is this value that has been the foundation for building ongoing relationships between staff and guests. According to Elisabeth, "Our customers want to know they can come back and get the same great massage they had last time, from the same therapist if they so choose. At RnR, we have a lot of repeat clientele. By delivering great service, we've built long-term relationships with our guests, and they keep coming back."

Elisabeth feels company culture must start from the top and so she lives what she preaches, and testifies to the importance of placing a powerful leader in charge. Elisabeth has a very high regard for her Spa Director, Ashley Del Casino, describing her in this way: "Never have I worked with someone more dedicated or committed to excellence than Ashley." Ashley is rarely seen behind her computer in her office. Instead, she is on the floor working alongside the rest of the team and interacting with customers. Ashley works diligently everyday to ensure the clientele visiting RnR Wellness Spas



have the best experience and service possible.

The exceptionally talented team of RMT's at RnR have all completed a 2200-hour massage therapy program at an accredited college. They are all registered and licensed to practise their trade so the company can provide registered receipts to their customers for insurance purposes. This dynamic group of talented therapists go above and beyond what is expected of them everyday to provide the most superior service for each client. Their caring and compassionate concern for their customer's wellbeing is instrumental in providing a truly authentic and magical experience.

RnR Wellness Spas offer a full range of massage and esthetics services, but by far, the most popular is the RnR Classic Massage, which has become a personal go-to-favourite among thousands of Calgarians. This unique full-body massage caters to the individual, combining just the right mix of relaxation and deep tissue therapy as needed to promote healthy, pain-free living.

In addition to the multitude of services provided at both spas, RnR Wellness is also very involved in the community. Elisabeth and her crew believe very strongly in giving back to the people who have supported them. They regularly donate large gift baskets, gift cards and time to helping all local charities.

RnR Wellness is a company with heart, in more ways than one. From the day-to-day operations to their community outreach, Elisabeth and her dedicated team of professionals continually strive to provide the best service they can to their clients and their community.

# RnR Wellness Spa

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