



Snapshot SURVEY

QUARTERLY PERFORMANCE

October 2020 | *Snapshot Survey Results Report*



QUARTERLY PERFORMANCE

When the most recent Snapshot Survey focused on quarterly performance was administered in April of this year, the coronavirus pandemic had forced 99 percent of spas to close. Most spas have now navigated the reopening process (90 percent of this month's survey respondents reported being open and receiving guests), and this survey continues the important process of documenting spa performance so that the pandemic's effects can be accounted for and the industry's steps forward can be measured accurately.

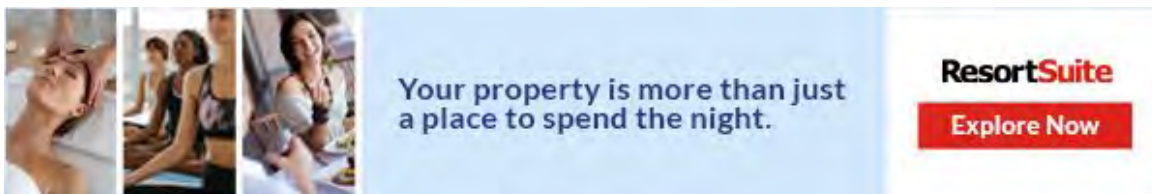
Given the occupancy restrictions still in place at most spas, the widespread drop in spa visits (down 92 percent in day spas and 81 percent in resort/hotel spas) respondents reported was to be expected. Predictably, spa revenues and profits also decreased in the third quarter of 2020 compared to 2019. Eighty-four percent of all spas said that revenues were down relative to last year, with 27 percent reporting a decrease of more than 50 percent. Profits fared slightly better, although just under three quarters (74%) still reported a decrease from the third quarter of 2019. Overall, resort/hotel spas—20 percent of which saw at least a slight year-over-year revenue increase this quarter—outperformed their day spa counterparts, only eight percent of which reported gains during the same period.

Spas continue, however, to be proactive in responding to challenges. For example, 41 percent of all spas added a new treatment item to their menus in the third quarter, and more than a quarter (28%) added a new brand or product line to their retail lineups. Additionally, nearly a third (29%) of all spas invested in a marketing promotion or campaign. Several respondents also noted creative uses of outdoor spaces, including offering private rentals of areas previously communal areas and using covered spaces to offer fitness classes.

The new treatments and retail additions mentioned above may explain some of the more positive figures in this report. More than half (55%) of all spas reported an average retail revenue per treatment of at least 16 dollars in the third quarter, and 47 percent of all spas avoided a drop in retail revenue per treatment this quarter.

The results analysis of this survey includes answers from all 170 spa industry professionals who completed the October Snapshot Survey in an eleven-day period from October 16, 2020 to October 26, 2020.

Sponsored by:

A horizontal banner advertisement for ResortSuite. On the left, there are three small square images: a woman relaxing in a hot tub, two women sitting on a lounge chair, and a woman sitting at a table. To the right of these images is a light blue rectangular area containing the text "Your property is more than just a place to spend the night." in a dark blue font. On the far right of the banner is a white rectangular area with the "ResortSuite" logo in black and red, and a red button with the text "Explore Now" in white.

Your property is more than just a place to spend the night.

ResortSuite
Explore Now

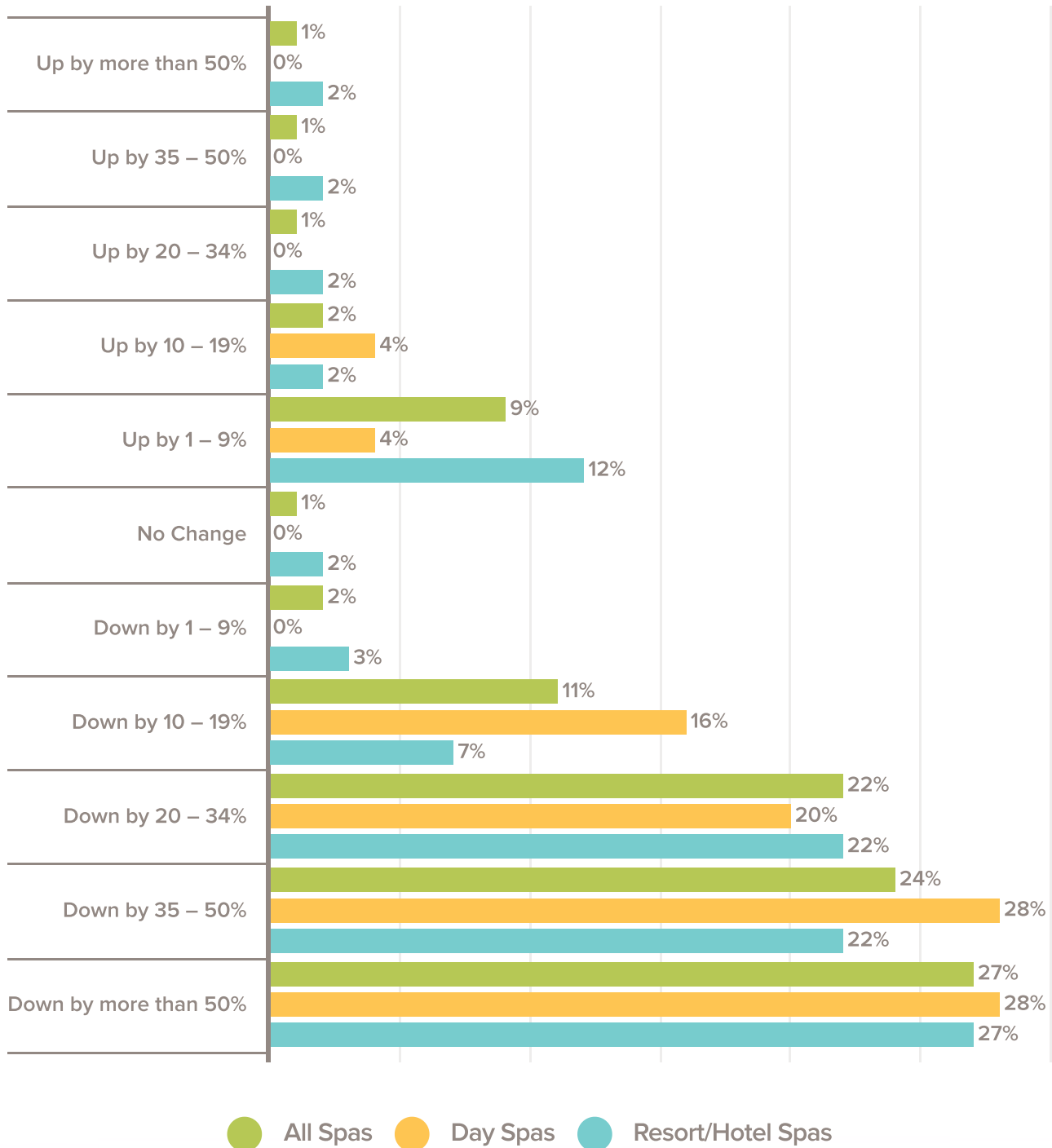
SPA RESPONDENTS

All survey responses are provided for the period of July 1, 2020 – September 30, 2020 (third quarter).

Q

What was your gross revenue change for the third quarter of 2020 compared to the third quarter of 2019?

Gross revenue change



Gross Revenue Change | **ALL SPAS**

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	3%	1%	1%	3%	2%	2%	2%	N/A*	1%
Up by 20-50%	16%	16%	14%	23%	7%	15%	6%	N/A*	2%
Up by 1-19%	48%	55%	68%	57%	62%	59%	35%	N/A*	11%
No change	14%	6%	4%	4%	2%	6%	3%	N/A*	1%
Down by 1-19%	19%	20%	13%	12%	25%	16%	22%	N/A*	13%
Down by 20-50%	0%	2%	0%	1%	1%	2%	22%	N/A*	46%
Down by more than 50%	0%	0%	0%	0%	1%	0%	11%	N/A*	27%

Gross Revenue Change | **DAY SPAS**

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	0%	0%	0%	0%	0%	5%	5%	N/A*	0%
Up by 20-50%	43%	14%	14%	17%	7%	25%	13%	N/A*	0%
Up by 1-19%	43%	46%	71%	58%	74%	60%	33%	N/A*	8%
No change	14%	20%	0%	17%	0%	0%	0%	N/A*	0%
Down by 1-19%	0%	20%	14%	8%	20%	20%	11%	N/A*	16%
Down by 20-50%	0%	0%	0%	0%	0%	0%	25%	N/A*	48%
Down by more than 50%	0%	0%	0%	0%	0%	0%	14%	N/A*	28%

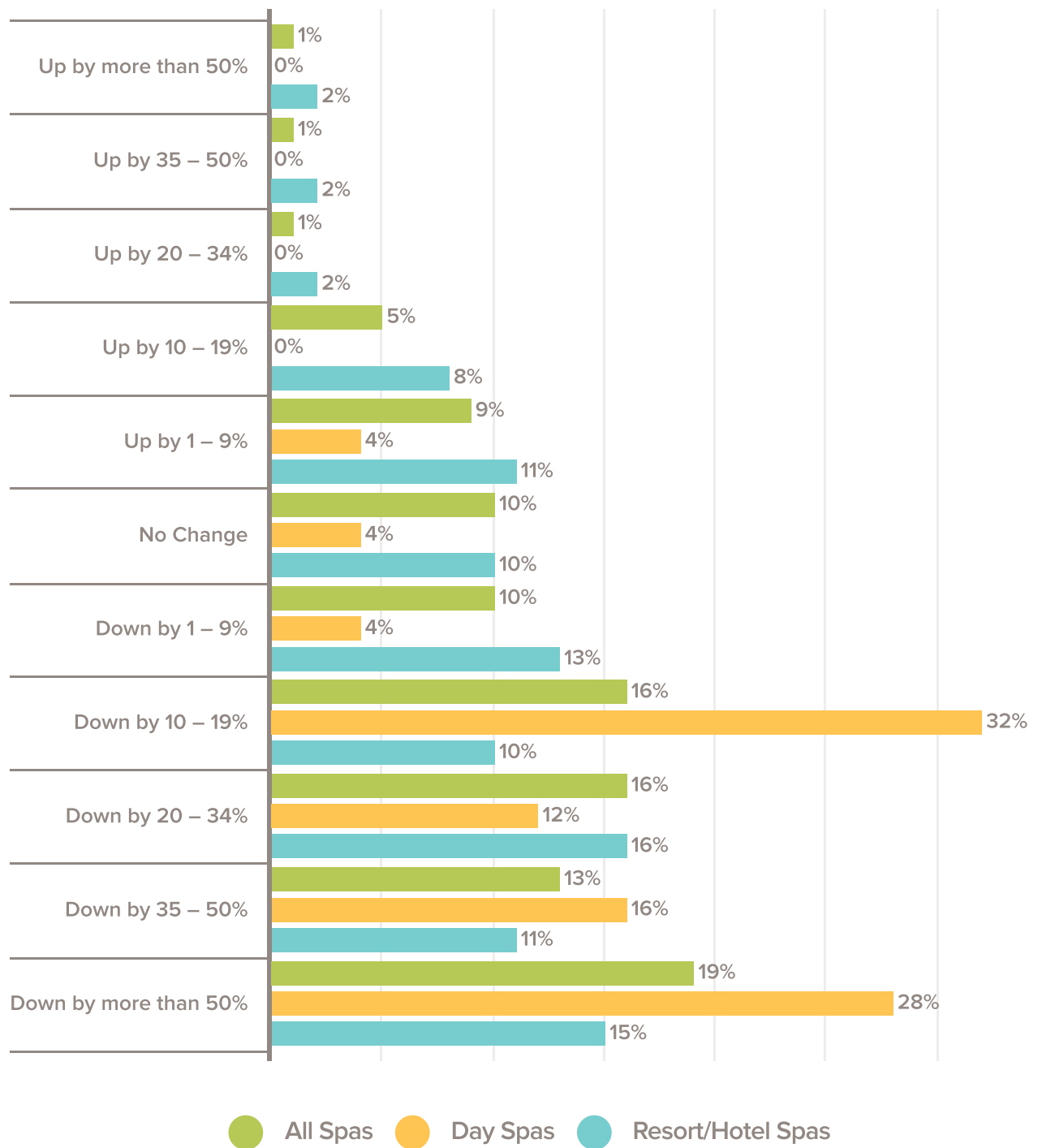
Gross Revenue Change | **RESORT/HOTEL SPAS**

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	5%	1%	2%	4%	3%	2%	1%	N/A*	2%
Up by 20-50%	11%	13%	13%	24%	6%	15%	3%	N/A*	4%
Up by 1-19%	48%	60%	66%	55%	57%	59%	34%	N/A*	14%
No change	14%	4%	5%	2%	3%	8%	4%	N/A*	2%
Down by 1-19%	22%	21%	15%	15%	27%	22%	23%	N/A*	10%
Down by 20-50%	0%	3%	0%	0%	2%	3%	25%	N/A*	44%
Down by more than 50%	0%	0%	0%	0%	0%	0%	10%	N/A*	27%

*Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.

What was your profit change for the third quarter of 2020 compared to the third quarter of 2019?

Profit change



Profit Change | ALL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	4%	5%	4%	3%	5%	5%	5%	N/A*	1%
Up by 20-50%	17%	16%	12%	14%	9%	15%	15%	N/A*	2%
Up by 1-19%	56%	50%	56%	56%	49%	54%	54%	N/A*	14%
No change	13%	11%	12%	14%	13%	7%	7%	N/A*	10%
Down by 1-19%	9%	18%	14%	13%	21%	20%	20%	N/A*	26%
Down by 20-50%	1%	0%	3%	1%	3%	4%	4%	N/A*	29%
Down by more than 50%	1%	0%	0%	0%	0%	0%	0%	N/A*	19%

Profit Change | DAY SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	0%	7%	0%	0%	7%	10%	11%	N/A*	0%
Up by 20-50%	20%	28%	7%	8%	7%	30%	3%	N/A*	0%
Up by 1-19%	80%	50%	35%	50%	53%	40%	33%	N/A*	4%
No change	0%	14%	14%	42%	20%	0%	0%	N/A*	4%
Down by 1-19%	0%	0%	43%	0%	7%	20%	19%	N/A*	36%
Down by 20-50%	0%	0%	0%	0%	7%	0%	19%	N/A*	28%
Down by more than 50%	0%	0%	0%	0%	0%	0%	14%	N/A*	28%

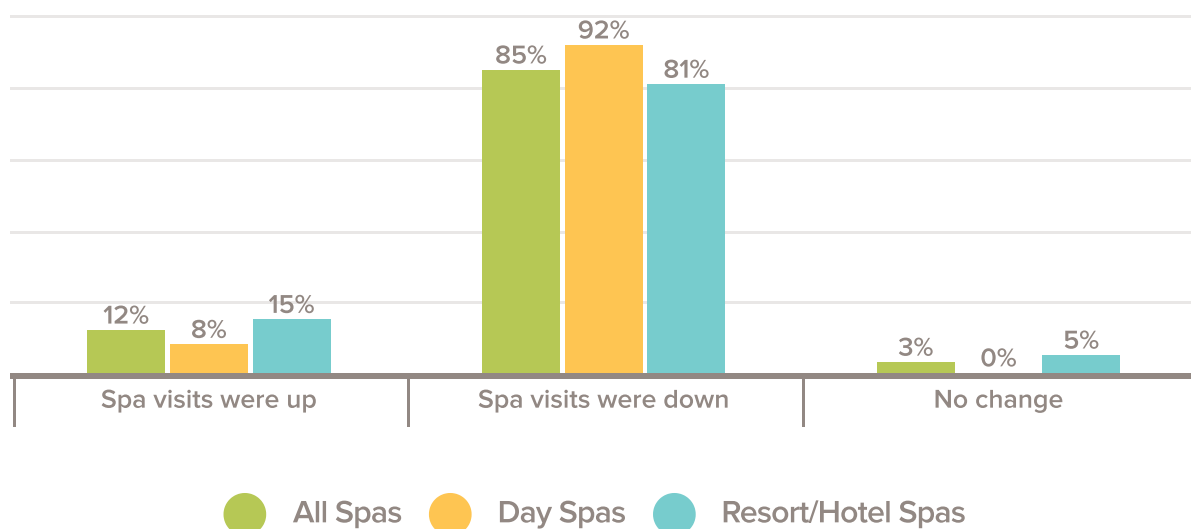
Profit Change | RESORT/HOTEL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	4%	3%	3%	4%	5%	3%	3%	N/A*	2%
Up by 20-50%	24%	6%	15%	15%	5%	12%	4%	N/A*	4%
Up by 1-19%	55%	57%	50%	59%	51%	54%	35%	N/A*	19%
No change	2%	3%	10%	6%	11%	8%	5%	N/A*	10%
Down by 1-19%	15%	27%	22%	17%	26%	18%	22%	N/A*	23%
Down by 20-50%	0%	2%	8%	0%	25%	4%	24%	N/A*	27%
Down by more than 50%	0%	0%	0%	0%	0%	0%	8%	N/A*	15%

*Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.

How did your number of spa visits change for the third quarter of 2020 compared to the third quarter of 2019?

Change in spa visits



Change in Spa Visits | ALL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Spa visits were up	55%	62%	69%	65%	56%	70%	43%	N/A*	12%
Spa visits were down	31%	26%	24%	25%	34%	21%	50%	N/A*	85%
No change	14%	12%	7%	10%	10%	9%	7%	N/A*	3%

Change in Spa Visits | DAY SPAS

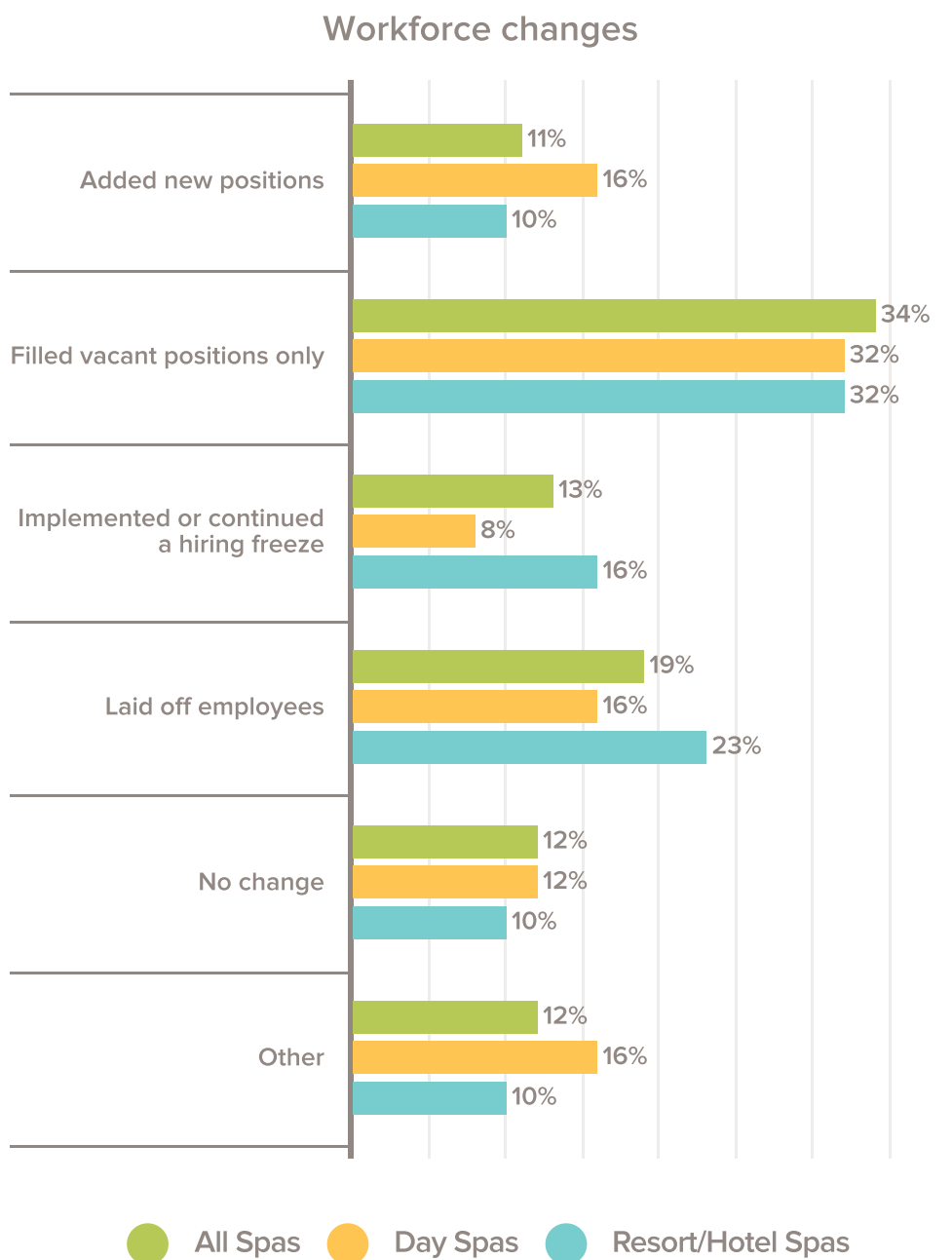
	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Spa visits were up	64%	53%	57%	50%	40%	70%	50%	N/A*	8%
Spa visits were down	21%	27%	36%	33%	40%	15%	44%	N/A*	92%
No change	14%	20%	7%	17%	20%	15%	6%	N/A*	0%

Change in Spa Visits | RESORT/HOTEL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Spa visits were up	54%	61%	68%	68%	57%	67%	67%	N/A*	15%
Spa visits were down	32%	28%	23%	25%	35%	24%	24%	N/A*	81%
No change	14%	11%	8%	7%	8%	8%	8%	N/A*	5%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.*

Which of the following best describes your workforce changes for the third quarter of 2020?



Other responses:

- We have had a significant amount of teammates leave and haven't been able to hire/fill fast enough
- Opened July 1-Aug 11 with limited staff; closed due to state mandates all employees placed on temporary furlough
- Brought additional employees back from temporary layoff
- Only recalled 65% of staff from being laid off when we were closed.
- Combination of bringing people back from furlough and adding new positions.
- Bringing employees back from furlough... slowly but surely.
- Added new positions, but also 50% of my technicians are currently furloughed due to occupancy restrictions of 50% during covid
- Some employees have been placed on furlough or are operating on reduced schedules.
- many employees quit
- Only brought back 1/3 of employees
- Lost some staff members and have not filled positions yet.
- New Spa that just opened

Workforce Changes | ALL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Added new positions	28%	27%	26%	35%	17%	23%	N/A*	N/A*	11%
Filled vacant positions only	45%	46%	54%	32%	50%	46%	N/A*	N/A*	34%
Implemented a hiring freeze	3%	4%	2%	3%	7%	2%	N/A*	N/A*	13%
Laid off employees	0%	1%	0%	3%	1%	1%	N/A*	N/A*	19%
No change	19%	20%	14%	18%	22%	24%	N/A*	N/A*	12%
Other	5%	2%	4%	9%	3%	4%	N/A*	N/A*	12%

Workforce Changes | DAY SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Added new positions	31%	27%	27%	31%	33%	20%	N/A*	N/A*	16%
Filled vacant positions only	46%	60%	53%	54%	47%	50%	N/A*	N/A*	32%
Implemented a hiring freeze	0%	7%	0%	0%	0%	0%	N/A*	N/A*	8%
Laid off employees	0%	0%	0%	0%	0%	0%	N/A*	N/A*	16%
No change	15%	0%	20%	0%	13%	30%	N/A*	N/A*	12%
Other	8%	7%	0%	15%	7%	0%	N/A*	N/A*	16%

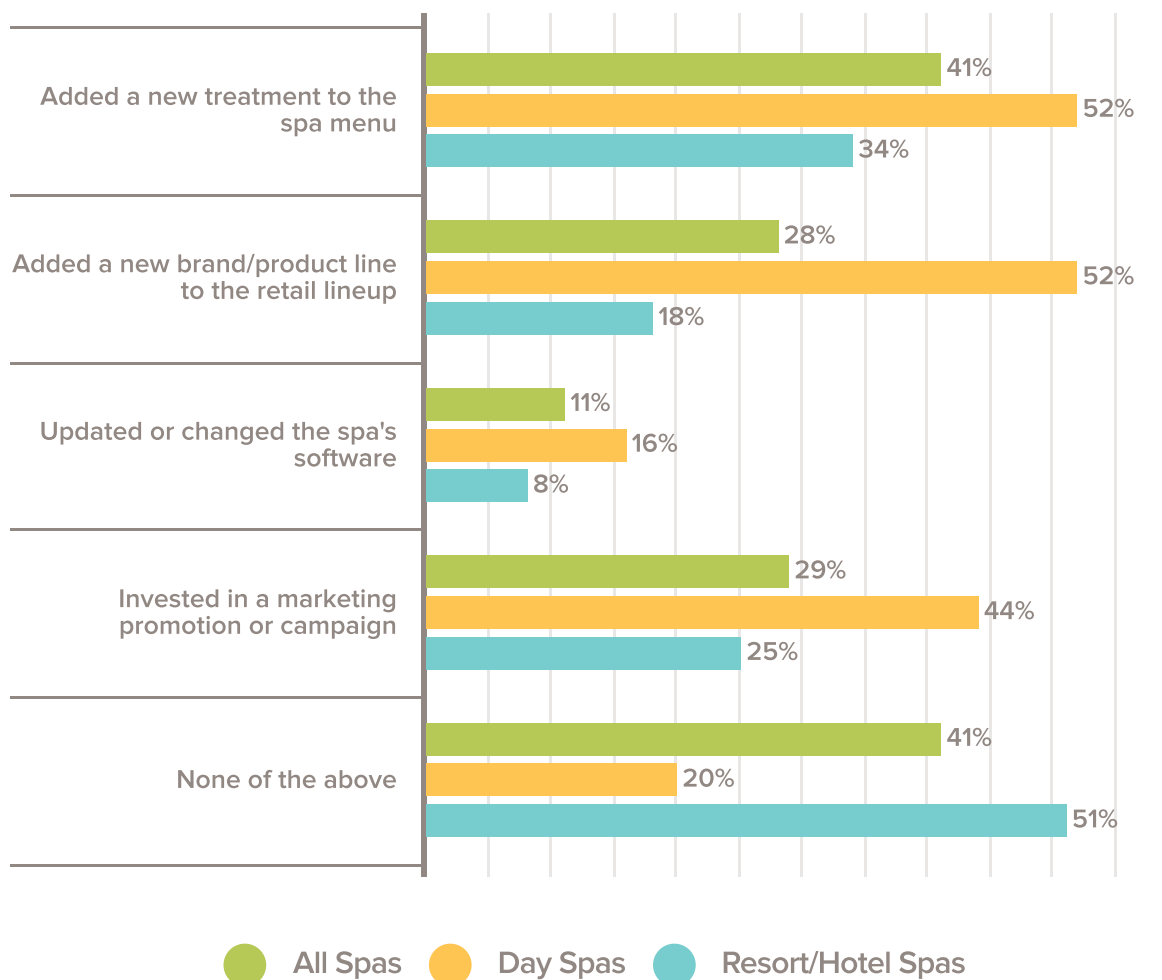
Workforce Changes | RESORT/HOTEL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Added new positions	25%	21%	25%	36%	15%	22%	N/A*	N/A*	10%
Filled vacant positions only	44%	48%	57%	29%	51%	48%	N/A*	N/A*	32%
Implemented a hiring freeze	5%	4%	3%	2%	9%	2%	N/A*	N/A*	16%
Laid off employees	0%	1%	0%	4%	1%	1%	N/A*	N/A*	23%
No change	22%	25%	10%	20%	21%	21%	N/A*	N/A*	10%
Other	5%	1%	5%	9%	3%	5%	N/A*	N/A*	10%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in April or July 2020.*

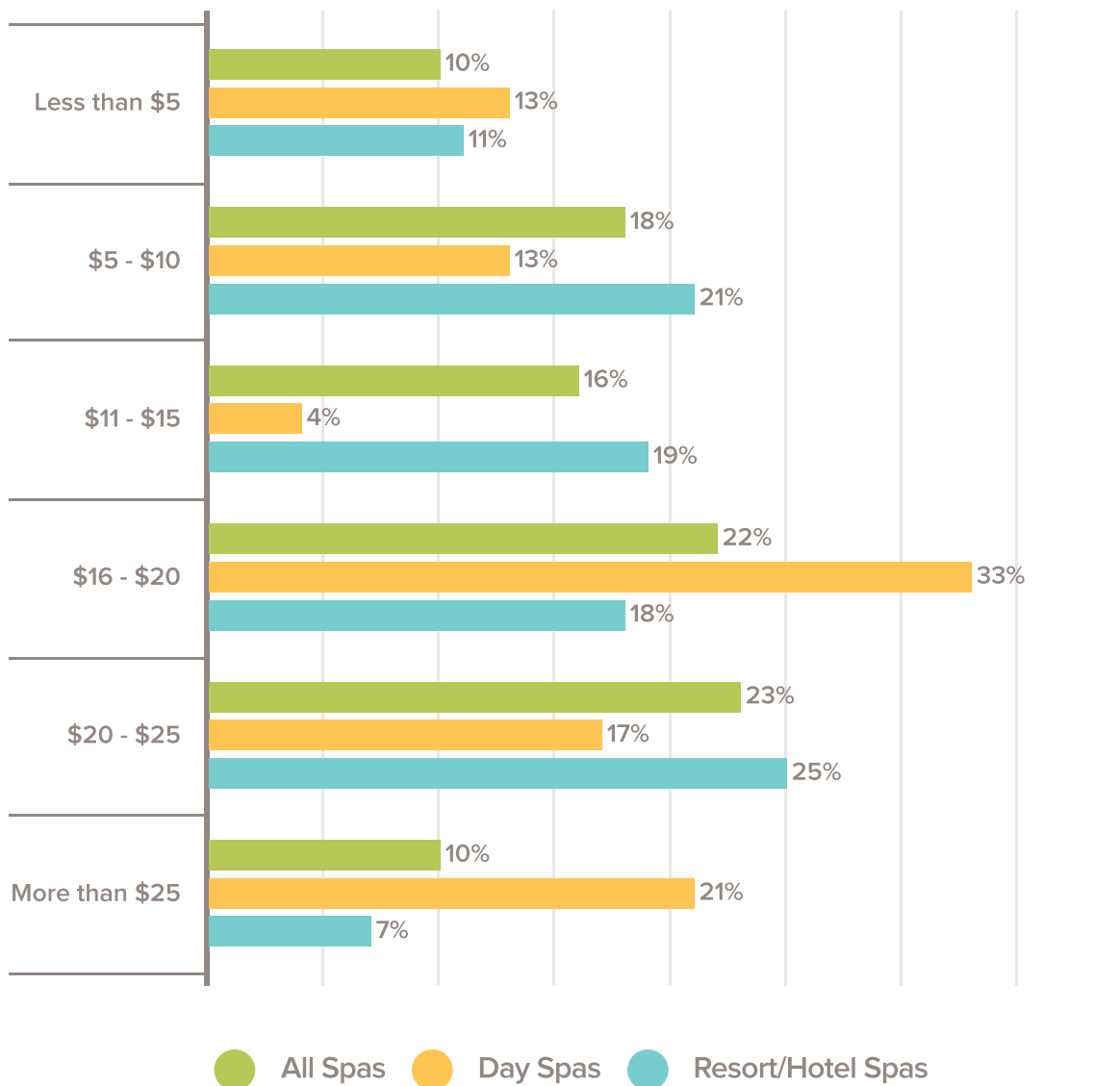
Which of the following, if any, did your spa do during the third quarter? Select all that apply.

Additions and updates



What was your spa's average retail revenue per treatment for the third quarter of 2020?

Average retail revenue per treatment



Average Retail Revenue Per Treatment | **ALL SPAS**

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Less than \$5	6%	7%	9%	11%	13%	12%	9%	N/A*	10%
\$5 - \$10	29%	17%	22%	30%	26%	20%	21%	N/A*	18%
\$11 - \$15	17%	26%	24%	19%	21%	27%	24%	N/A*	16%
\$16 - \$20	15%	24%	16%	14%	17%	16%	14%	N/A*	22%
\$20 - 25	15%	11%	13%	10%	9%	14%	17%	N/A*	23%
More than \$25	18%	15%	16%	16%	14%	12%	15%	N/A*	10%

Average Retail Revenue Per Treatment | **DAY SPAS**

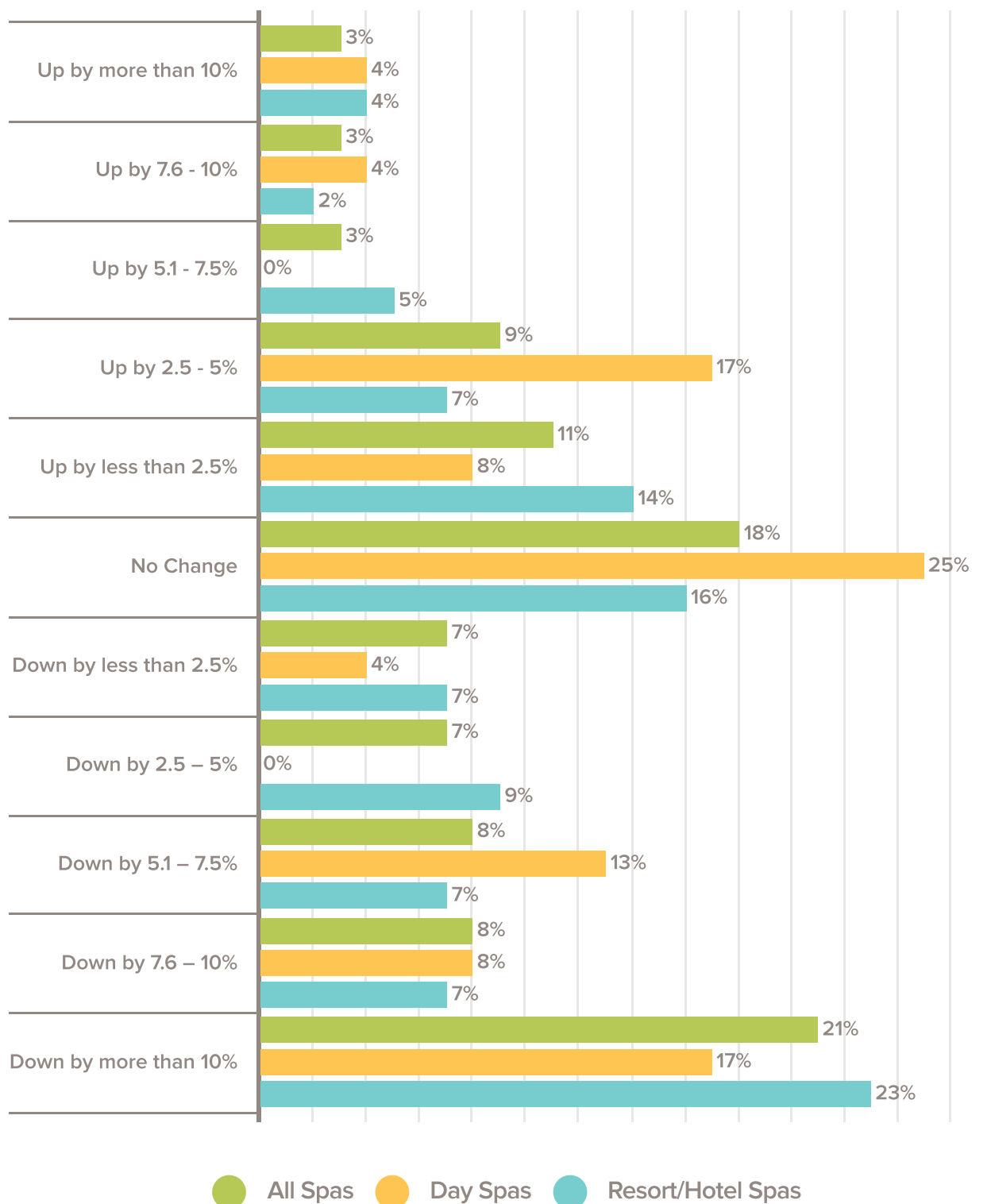
	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Less than \$5	7%	7%	7%	0%	21%	10%	0%	N/A*	13%
\$5 - \$10	50%	21%	43%	27%	14%	25%	19%	N/A*	13%
\$11 - \$15	14%	14%	29%	27%	7%	30%	31%	N/A*	4%
\$16 - \$20	7%	29%	0%	27%	21%	5%	19%	N/A*	33%
\$20 - 25	7%	14%	7%	0%	21%	15%	13%	N/A*	17%
More than \$25	14%	14%	14%	18%	14%	15%	19%	N/A*	21%

Average Retail Revenue Per Treatment | **HOTEL/RESORT SPAS**

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Less than \$5	7%	8%	11%	13%	13%	14%	11%	N/A*	11%
\$5 - \$10	25%	17%	14%	33%	27%	20%	20%	N/A*	21%
\$11 - \$15	18%	30%	23%	13%	25%	24%	23%	N/A*	19%
\$16 - \$20	17%	22%	21%	13%	18%	18%	16%	N/A*	18%
\$20 - 25	18%	9%	14%	13%	6%	14%	18%	N/A*	25%
More than \$25	15%	14%	16%	15%	11%	12%	13%	N/A*	7%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.*

Change in Retail Revenue Per Treatment



Change in Retail Revenue Per Treatment | ALL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 10%	10%	10%	13%	7%	8%	8%	5%	N/A*	3%
Up by 7.6 - 10%	1%	7%	9%	3%	7%	2%	3%	N/A*	3%
Up by 5.1 - 7.5%	8%	8%	6%	15%	6%	7%	4%	N/A*	3%
Up by 2.5 - 5%	20%	21%	16%	11%	19%	19%	18%	N/A*	9%
Up by less than 2.5%	17%	15%	13%	19%	13%	28%	12%	N/A*	11%
No Change	21%	21%	26%	28%	24%	18%	19%	N/A*	18%
Down by less than 2.5%	7%	10%	9%	6%	14%	10%	9%	N/A*	7%
Down by 2.5 - 5%	4%	5%	5%	7%	6%	3%	10%	N/A*	7%
Down by 5.1 - 7.5%	4%	1%	1%	1%	0%	2%	7%	N/A*	8%
Down by 7.6 - 10%	4%	0%	0%	0%	1%	0%	2%	N/A*	8%
Down by more than 10%	4%	3%	2%	3%	2%	3%	10%	N/A*	21%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.*

Change in Retail Revenue Per Treatment | DAY SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 10%	15%	8%	7%	0%	0%	10%	13%	N/A*	4%
Up by 7.6 - 10%	0%	8%	0%	0%	7%	0%	6%	N/A*	4%
Up by 5.1 - 7.5%	8%	0%	7%	8%	0%	10%	3%	N/A*	0%
Up by 2.5 - 5%	8%	23%	14%	17%	27%	20%	16%	N/A*	17%
Up by less than 2.5%	38%	23%	14%	25%	20%	15%	25%	N/A*	8%
No Change	23%	31%	36%	33%	20%	25%	9%	N/A*	25%
Down by less than 2.5%	8%	8%	21%	0%	20%	15%	3%	N/A*	4%
Down by 2.5 - 5%	0%	0%	0%	8%	7%	5%	6%	N/A*	0%
Down by 5.1 - 7.5%	0%	0%	0%	8%	0%	0%	3%	N/A*	13%
Down by 7.6 - 10%	0%	0%	0%	0%	0%	0%	0%	N/A*	8%
Down by more than 10%	0%	0%	0%	0%	0%	0%	16%	N/A*	17%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.*

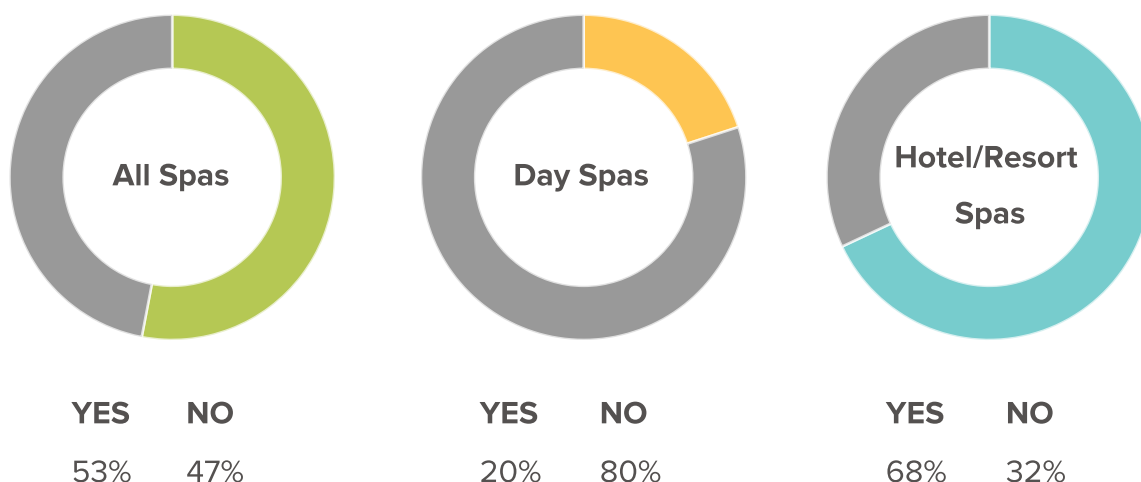
Change in Retail Revenue Per Treatment | RESORT/HOTEL SPAS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 10%	10%	9%	15%	6%	8%	7%	1%	N/A*	4%
Up by 7.6 - 10%	0%	7%	12%	4%	6%	2%	1%	N/A*	2%
Up by 5.1 - 7.5%	8%	8%	5%	18%	5%	5%	6%	N/A*	5%
Up by 2.5 - 5%	20%	20%	15%	11%	17%	18%	19%	N/A*	7%
Up by less than 2.5%	15%	14%	14%	20%	13%	30%	6%	N/A*	14%
No Change	22%	22%	24%	24%	28%	18%	22%	N/A*	16%
Down by less than 2.5%	10%	10%	7%	6%	12%	9%	10%	N/A*	7%
Down by 2.5 - 5%	3%	6%	3%	7%	6%	3%	15%	N/A*	9%
Down by 5.1 - 7.5%	2%	1%	2%	0%	0%	3%	8%	N/A*	7%
Down by 7.6 - 10%	5%	0%	0%	0%	2%	0%	3%	N/A*	7%
Down by more than 10%	5%	3%	3%	4%	3%	4%	8%	N/A*	23%

**Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.*

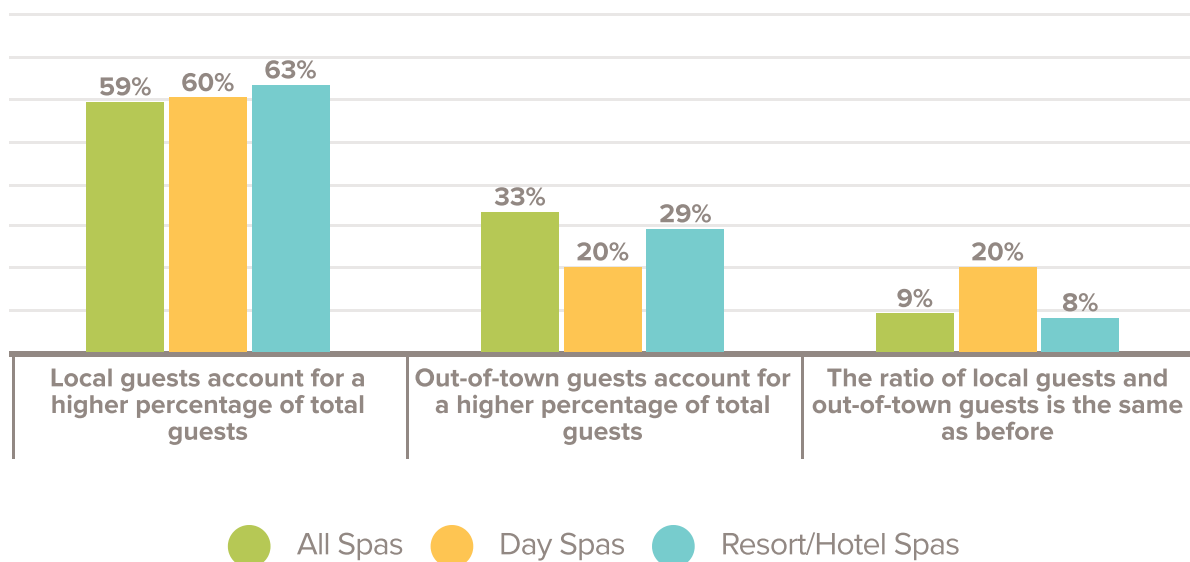
Q

Does your spa track the number of local guests who visit compared to the number who visit from out of town?



Q

Which of the following best describes the local guest to out-of-town guest ratio trend at your spa since reopening in comparison to level pre-pandemic?

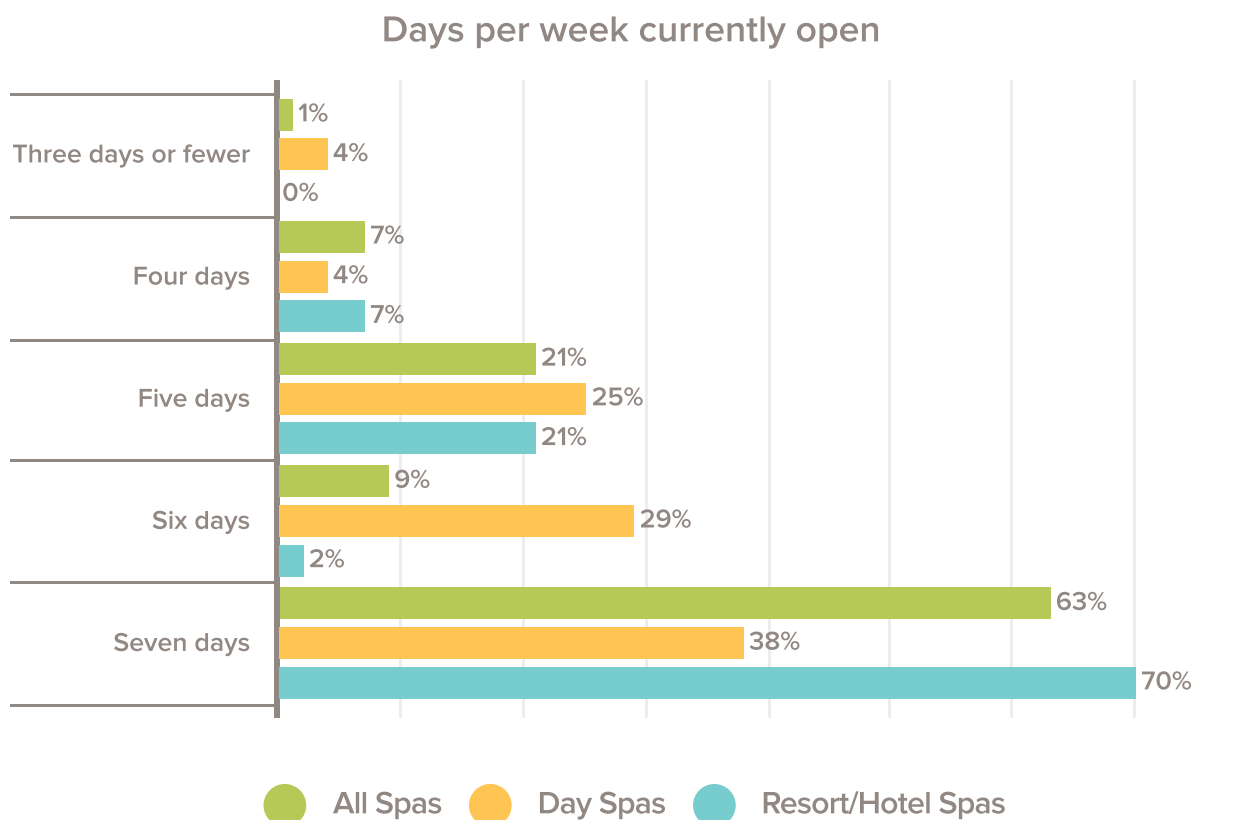


If you are seeing new trends relating to your guest demographics and/or guest spending patterns please share details below.

- Drive-in of up to 12 hours vs. fly-in
- we did not accept local guest to our hotel due to covid
- Significant focus on driving our local guest segments with internal marketing campaign and third party vendor/partner programs to fill need days/hours.
- Our local guest percentage dropped significantly for the first month reopen. We have closed our amenities to keep people safe and that has driven some local clients to other area spas.
- Most spas are only open to hotel guests to ensure paying guests can receive services.
- Hotel occupancy has been very low, but the hotel guests that are coming in are acutally local guests looking for a quick weekend getaway which is very different from out normal business travelers, and weekend leisure guests.
- We have seen increase in the hotel guest % as it is a different guest. More staycationers, etc than business trip.
- We are not accepting non-resort guests at this time.
- Because of travel restrictions, nearly 100% of our activity is from local people. Typically less than 5% of our business comes from local guests, and we expect the ratio of local guests to become much smaller as tourists are allowed to come back to Hawaii.
- We are seeing many new customers who have never been to our spa, many of them either from out of town or who are coming in groups seeking a safe place to spend time together.
- Some of the spas have purposely focused on local traffic because the hotel is at lower occupancy. This has worked well.
- Local guest count significantly higher due to no conferences at the hotel
- 85% local guests
- Due to covid restrictions, we are seeing a higher percentage of out of town guest business since they are unable to have services at home.
- We only allow guests from limited states
- More lower-class guests visiting than the previous year. Complaining about pricing and rarely tipping.
- more external guests

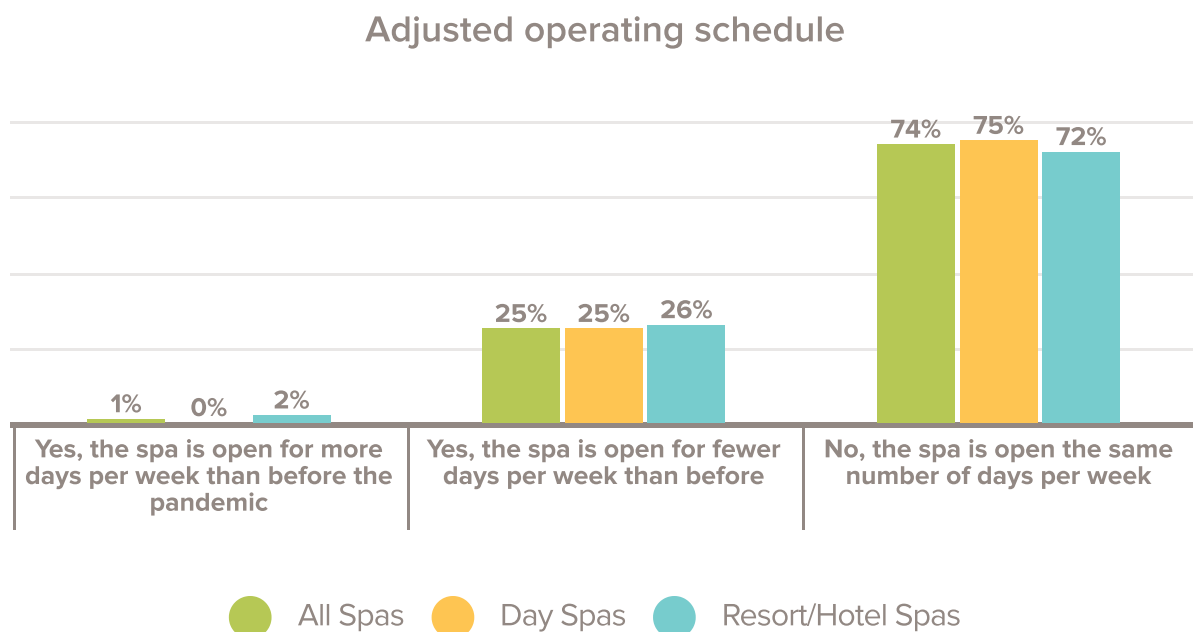
Q

How many days per week is your spa currently open?



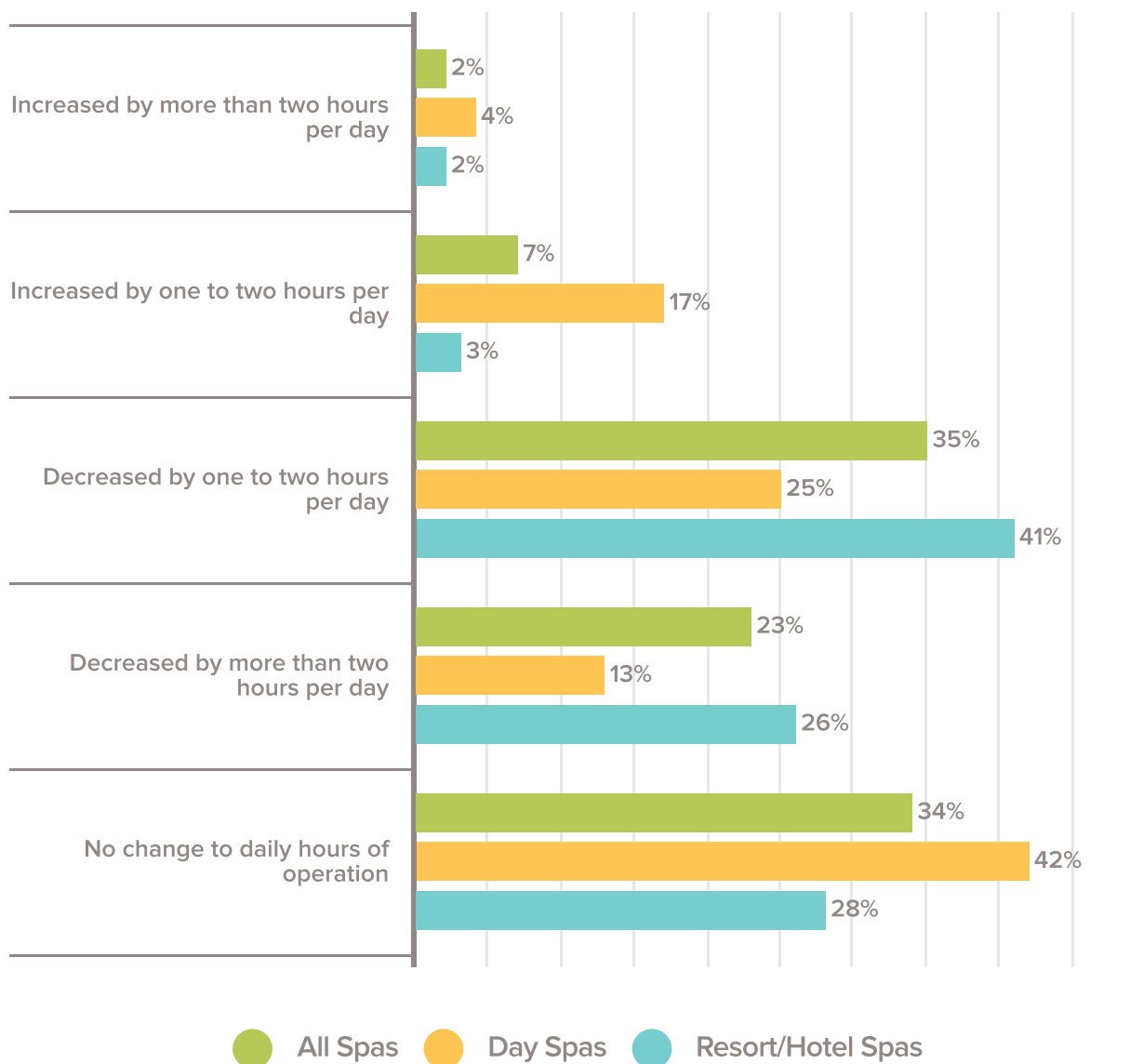
Q

Has your spa adjusted its weekly operating schedule since reopening?



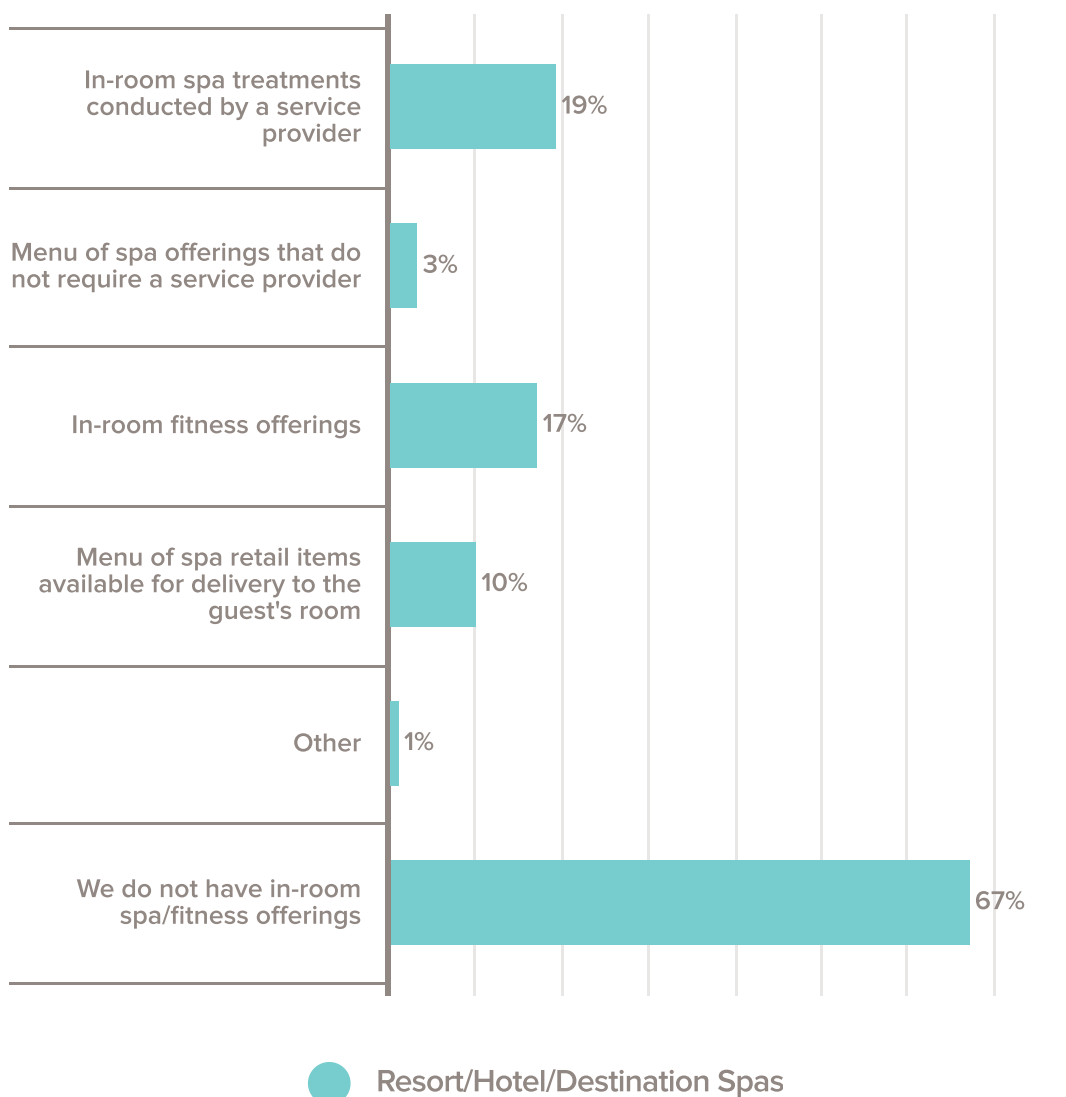
Please identify which of the following best describes how your spa has adjusted its daily hours of operation since reopening.

Adjusted daily hours of operation since reopening



Which of the following, if any, in-room spa/fitness offerings are available at your property for guests to purchase and have activated within their private guest room?

In-room offerings available



If your spa offers in-room services or other in-room amenities to hotel guests that do not require a service provider or employee to enter the guest's room, can you provide details about those offerings below? How much demand have you seen for those in-room offerings?

- We are offering spa services in the spa but no couples only one person and service provider per room, with full sterilizing method after each guest
- Just re-opened on Oct 15 and have not launched yet
- We offer free virtual fitness classes, fitness equipment rental, and boutique items for a self-spa experience.
- Yes, they enter the room. It has been limited
- Virtual or in-person yoga sessions
- Take a 30 minute break and treat yourself to self care with a mini yoga session...all in the comfort of your room at the hotel, or wherever you may be.
- Invigorate! Movement will wake the body in the morning or provide a break during your busy day.
- Unwind and Renew! If you prefer, relax after a long day to invite a restful sleep. Also a refreshing pick-me-up from jet leg.
- If you prefer a longer session, enjoy 60 minutes in person or virtually in the comfort of your hotel room.
- Included in these sessions, delivered to your door, either a fresh, nourishing fruit and protein smoothie after a more energetic hour of practice, or hot tea and Epsom salts so that you can bask in a relaxing bath after unwinding in a restorative practice.
- we have peloton bikes, weights, yoga mat in the hotel rooms. We also have the option of room delivery that includes retail products for purchase. we also have fitness videos on demand.
- Currently we are not doing in room services. Pre-Covid we did massages, facials, nails, hair and make-up in room upon

Many spas have utilized outdoor spaces to increase the number and types of services they offer. If your spa has found a creative way to incorporate outdoor services, please share details below.

- Offering more outdoor massages in open space
- Couples are offered outdoors
- We have an outdoor space with hot tubs and saunas that we've converted from a communal space to private rentals.
- Using covered outdoor spaces and open air areas for outdoor group fitness classes/offerings.
- Massage on the golfer's driving range.
- Our outdoor area has remained as an extended relaxation space for guests.
- many spas are doing pool side service or services in cabanas
- We used outdoor banquet space that was not being used due to covid-restrictions to offer fitness classes.
- Massages at the beach, or pool area
- The building we reside in, a historic feed mill, has a beautiful outdoor patio where food is served and events are held. We created a Spa on the Patio group offering for parties of 10. This included a meditation, talk about Ayurveda, food sampling, mini chair treatments, social time, and gift bags.
- Yes the outdoor cabanas are used first in some of the spas over the indoor treatment rooms
- California restrictions required massage to take place outdoors. During this time, a cabana type style was set up with curtains for privacy and cooling elements were added for provider and guest comfort.
- We are using Cabana's and a terrace for outdoor space even though it is not required by our county at this time. We have it available for Guests and Employees who do not feel comfortable being inside at this time.
- Utilized cabana massage area while we had to remain outside. After we had the approval to return inside we closed those areas due to temperature and comfort of guest in consistencies.
- Outside terrace and hot tub being used as private relaxation terrace for couples and small group
- We plan to offer poolside services when we reopen to the public. Currently we are only offering services to our private guests residing in our bubble quarantine hotel operation (no local guests), so we have not had to implement poolside services just yet.
- We have added an outdoor seating area when weather permits. We have not added any outdoor services.
- signature aromatherapy scent for massages

With the holiday season upon us, please share any fun or creative things your company will do to celebrate its employees or give back to the community.

- We will continue to focus on our company's internal VTO program where our locations pick local charities and our Employee Partners then dedicate 1/2 day, paid, to work in those environments and support those local charities.
- We will be a Toys 4 Tots Drop off site. All team members also donate to Toys4Tots. We are also doing an Angel Tree. We are very excited to sponsor a child.
- Zoom and socially distant workshop series.
- Variety of gift cards given to all employees for holidays. Celebrated with catered lunch or dinner in the past. Donation box for guests to bring canned goods, warm clothes, etc. and then enter those guests into a prize to win a free gift card at the spa.
- We did recently have an employee appreciation event and bringing back incentives to receive monetary cash cards. We are still brainstorming more ideas to show our staff appreciation.
- With Budgets being tight this year, we are having an employee decorating day to decorate the holiday trees around our property. Our teams are VERY excited about this. We are hoping it becomes an annual event!
- Xmas party for our staff, running to help local community, donations of food , donation of linen , for our community.
- We are hosting a Zoom spa party with one of our vendor to an at risk group of ladies that are not able to come in to the spa due to their health issues.
- We plan to have a department dinner, similar to years past. However, instead of inviting the spa, fitness & activities staff together, I will hold 3 separate evenings to celebrate and thank them.
- Our annual Spalidays event which usually involves 300+ guests enjoying hours d'oeuvres, champagne and shopping in a 2.5 hour event - proceeds from ticket sales go to a local non profit. This year we are selling the coveted swag bags instead of an event ticket. We are transforming our currently closed hotel sales reception office located right off our spa foyer into a spalidays reception room where guests will pick up the bag they purchase between November 15-December 15, and enjoy champagne and chocolates plus a curated, socially distanced shopping experience where they'll receive 20% off services and retail. If we sell all 500 swag bags we will raise ~ \$20,000 to be shared between our local YWCA and Project Beauty Share! We are so grateful to our vendors who support this endeavor by generously supporting our swag bags. This is a true partnership and mission to support women in need while bringing ~500 additional guests to the spa over that 30 days.
- Recently we donated unused shampoo, conditioner and body wash to the needy.
- In house gift program, able to wear festive clothing, team meeting to celebrate our wins in 2020, event to donate a percentage of profits to a yet to be determined non-profit organization,
- Pot luck holiday party with games and swag bags.

- We just voted to do our Holiday Party this year! Minus the spouses, and with social distancing and masks, we will have our favorite Chinese Restaurant cater and we will host the part in our Banquet room!
- We are giving the employees more time off for both the Thanksgiving and Christmas holidays. We will not be providing our annual parties due to Covid, but will be giving them gifts. We always give back to several local charities and we are continuing that this year as well, albeit not quite as much monetarily.
- food drive in november for clients to have a drop off location convient to the community

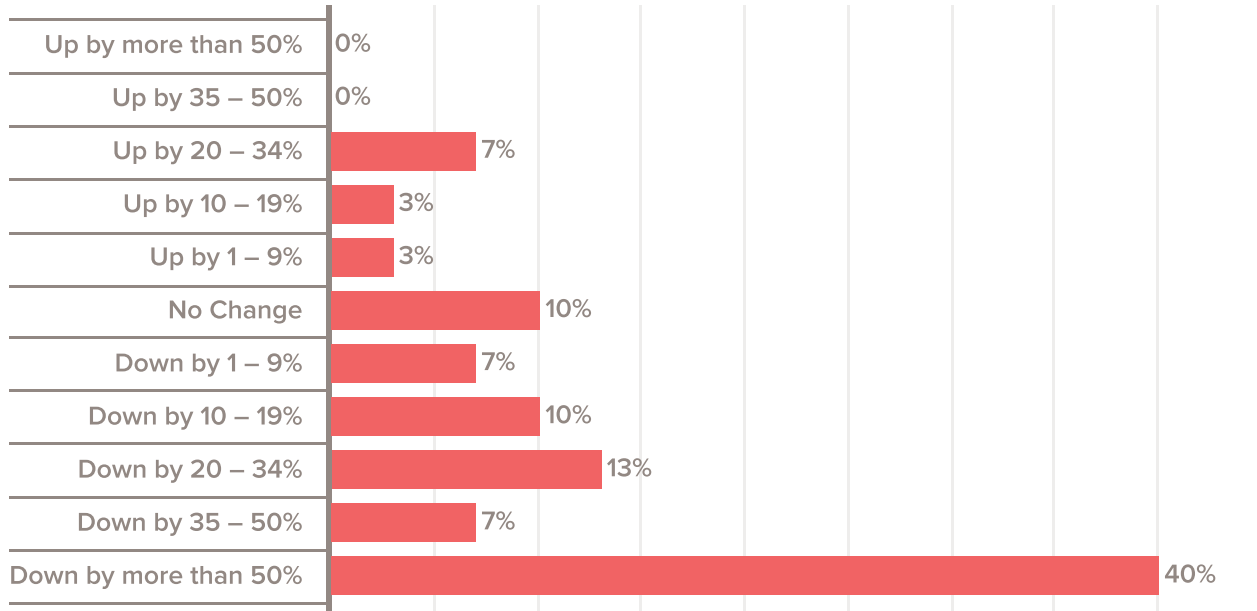
RESOURCE PARTNERS

All survey responses are provided for the period of July 1, 2020 – September 30, 2020 (third quarter).

Q

What was your gross revenue change for the third quarter of 2020 compared to the third quarter of 2019?

Gross Revenue Change



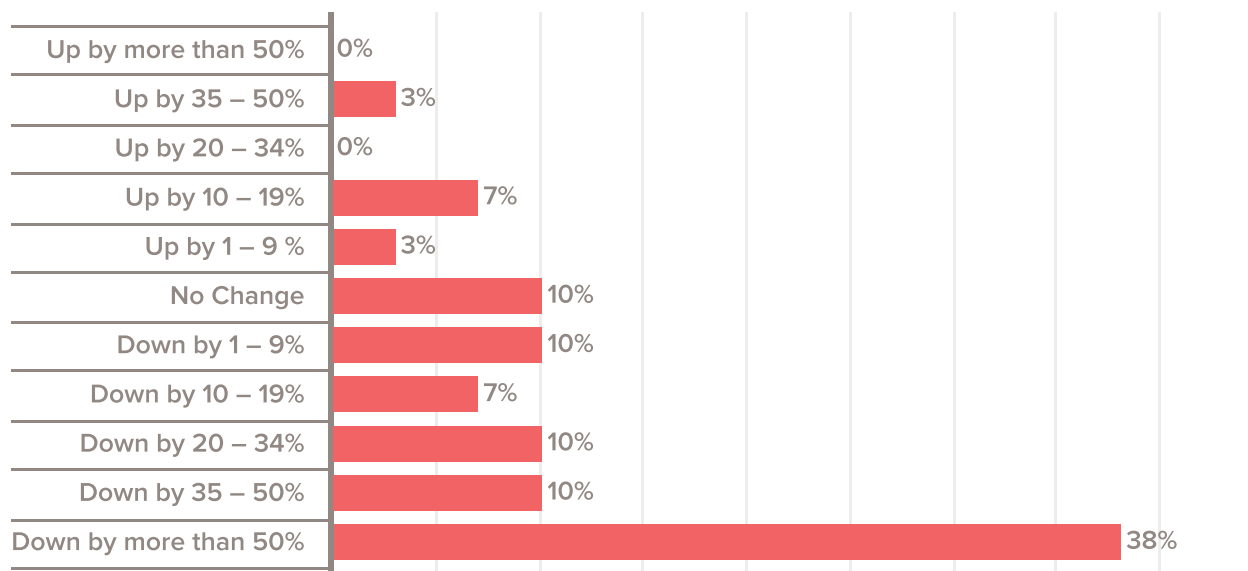
Gross Revenue Change | RESOURCE PARTNERS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	6%	10%	6%	4%	9%	6%	2%	N/A*	0%
Up by 20-50%	17%	26%	22%	18%	22%	14%	16%	N/A*	7%
Up by 1-19%	42%	36%	28%	52%	35%	14%	29%	N/A*	6%
No change	26%	15%	22%	22%	22%	22%	7%	N/A*	10%
Down by 1-19%	9%	13%	17%	4%	9%	12%	13%	N/A*	17%
Down by 20-50%	0%	0%	6%	0%	3%	14%	19%	N/A*	20%
Down by more than 50%	0%	0%	0%	0%	0%	6%	15%	N/A*	40%

*Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.

What was your profit change for the third quarter of 2020 compared to the third quarter of 2019?

Profit Change



Profit Change | RESOURCE PARTNERS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Up by more than 50%	7%	5%	6%	0%	9%	4%	0%	N/A*	0%
Up by 20-50%	10%	18%	17%	8%	16%	6%	10%	N/A*	3%
Up by 1-19%	44%	41%	6%	52%	32%	10%	30%	N/A*	10%
No change	27%	18%	44%	30%	28%	20%	13%	N/A*	10%
Down by 1-19%	10%	15%	11%	4%	15%	18%	25%	N/A*	17%
Down by 20-50%	3%	0%	17%	0%	0%	27%	13%	N/A*	20%
Down by more than 50%	0%	3%	0%	4%	0%	4%	9%	N/A*	38%

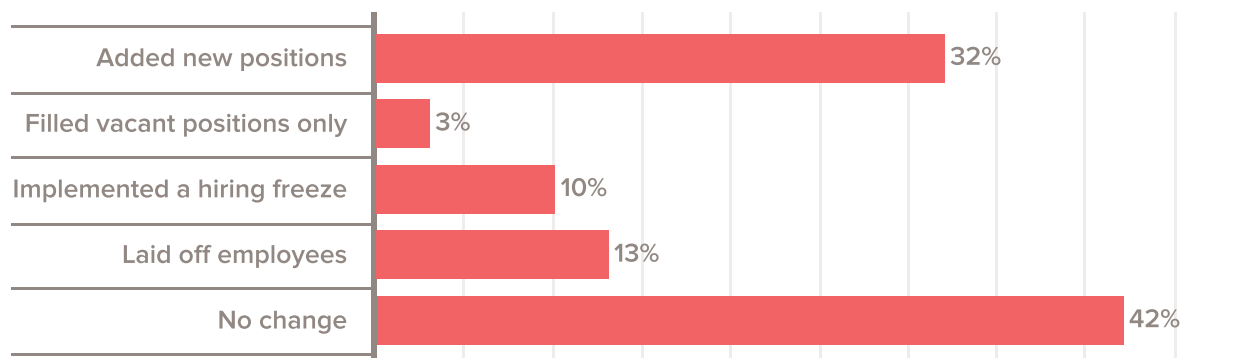
*Due to the COVID-19 pandemic a quarterly performance survey was not conducted in July 2020.

Please describe the new product(s) and or service(s) your company launched during the third quarter. This information will be shared with spas so please list your company name and specific product name within the response if you would like it included.

- Eminence Organic Skin Care is proud to debut our new "Gemstone Collection." Each of the three products in collection feature potent botanicals combined with gemstones to deliver extrinsic and intrinsic benefit. The Turmeric Energizing Treatment is a transforming powder-to-mousse treatment formulated with turmeric, citrine gemstones and zeolite to awaken the skin with a warm, exfoliating sensation. The Charcoal Exfoliating Gel Cleanser is formulated with charcoal, malachite gemstones and blue matcha and transforms from a gel to an exfoliating lather to wash away impurities and reveal a balanced complexion. This beautiful Camellia Glow Solid Face Oil is blended with luxurious camellia oil, pink tourmaline gemstones and marula oil to soften and deeply hydrate the skin. Melt a small dab into your palm, close your eyes and let your senses guide you as you massage in to reveal your healthiest glow.
- Face Masks, Blankets
- We have a two new colors launching for Fall/Winter 2020 Fireside and Icy Brookes-the Winter's Wish collection. Our first ever holiday launch.
- Telli-Everything for Salon & Spa has Electrostatic Sprayers as well as a full line of PPE products for a safe spa operation. Including individually custom packaged amenity kits, individually custom packaged mani/pedi kits, sterilizers, masks, shields, gloves, disinfectants, sneeze guards, alcohol wipes/dispensers and self sealing bags. We have everything you need to keep your staff and guests safe.
- Shankara's Pure Clean Hand Gel - all natural rinse free hand gel that not only cleanses but leaves the hands moisturized too!
- Shankara's Timeless Kumkumadi Oil- ancient Ayurvedic formula that includes red saffron and 32 herbs to moisturize, soften, firm and brighten the skin.
- Graham ProDefense Face Masks (unrated, Level 1, Level 2)
- Graham Beauty Disposable Salon Capes
- WELL Serum Booster 1000mg CBD
- Cranberry Hibiscus CBD Tea
- New Sandals collection that will be priced at \$12.50 COST Made in Italy same quality as Sensi has provides the SPA industry for over 30 years.
- We have introduced our clean cosmeceutical line DOCTOR BABOR CLEANFORMANCE, including retail products and a signature facial. This line is sourced from a minimum of 95% natural ingredients and is all about rebalancing the skin's microbiome with pre- and pro- biotics.
- new protective aprons, face masks with visors, new white simple tunic and pants. retail mask packages for spas in the UK
- Disposable Washcloth and Disposable Pillowcase

Which of the following best describes your workforce changes for the third quarter of 2020?

Workforce changes



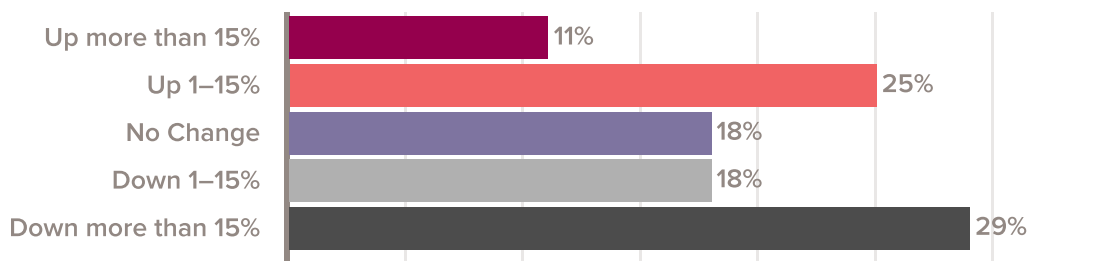
Workforce Changes | RESOURCE PARTNERS

	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019	3rd Qtr 2019	4th Qtr 2019	1st Qtr 2020	2nd Qtr 2020	3rd Qtr 2020
Added new positions	26%	36%	33%	30%	39%	42%	N/A*	N/A*	32%
Filled vacant positions only	13%	5%	11%	4%	3%	10%	N/A*	N/A*	3%
Implemented a hiring freeze	3%	3%	0%	0%	0%	6%	N/A*	N/A*	10%
Laid off employees	3%	5%	6%	0%	7%	4%	N/A*	N/A*	13%
No change	52%	46%	50%	60%	48%	37%	N/A*	N/A*	42%
Other	3%	5%	0%	4%	3%	0%	N/A*	N/A*	0%

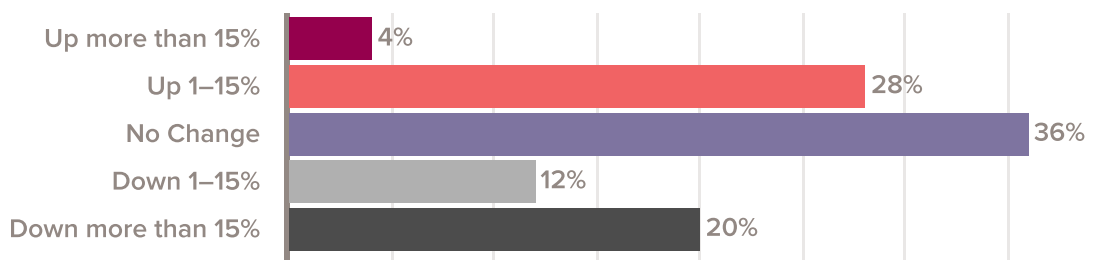
*Due to the COVID-19 pandemic a quarterly performance survey was not conducted in April or July 2020.

What percent increase or decrease did you see in your number of new accounts, repeat clients, account closures and international accounts for the third quarter of 2020 compared to the third quarter of 2019?

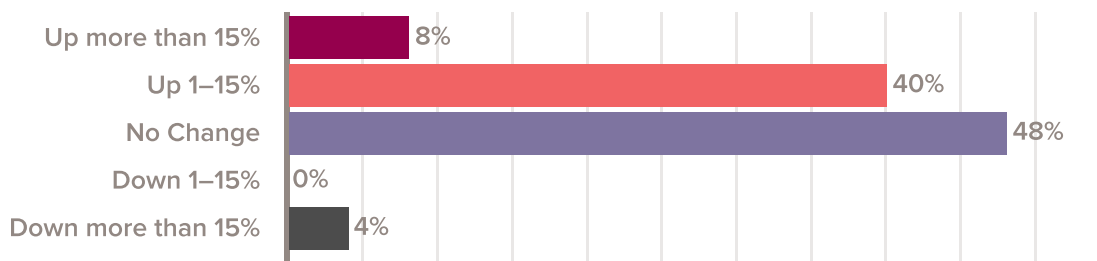
Change in Number of New Accounts



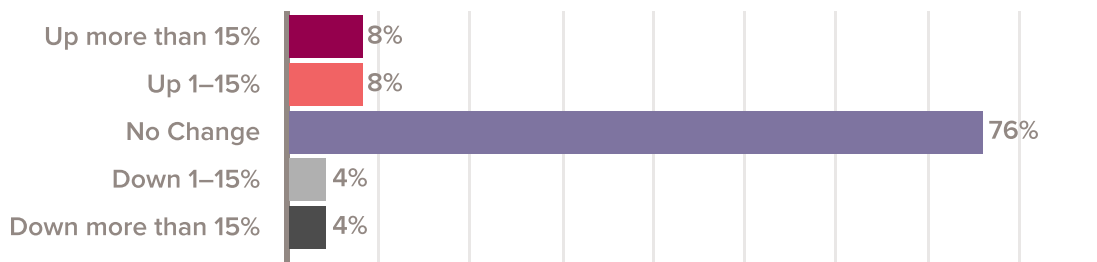
Change in Number of Repeat Clients



Change in Number of Account Closures



Change in Number of International Accounts



With the holiday season upon us, please share any fun or creative things your company will do to celebrate its employees or give back to the community.

- Donate to the American Red Cross and the Fresh Start Women's Organization.
- Our Winter's Wish collection is very special to me. SO I want to make some wishes come true for kids and families in needed and affected due to COVID19.
- We will have our annual holiday party with staff as well as volunteer at a local charity.
- We continue to donate net profits to various causes in the US such as veterans that have PTSD and children
- we try to be more pro active and more visible with Influencers, bloggers, web
- We are donating 1 meal for every two dollars spent on our webpage through Feeding America and are giving our team 1 day per month to volunteer. More projects are in the pipeline.
- donate to charity in their name

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