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LUXURY

Relax Lilien celebrate luxurious hotel spa treatments

Celebrating Austria's impeccable luxury spas

The *Relax Guide* has become the authority in assessing hotel spa treatments. Lilien (Lilies) symbolise excellent therapeutic and medicinal spa treatments. Austria has a distinguished heritage in thermal spa culture and treatments. Grandewasser is an important factor contributing to the high quality water Austrian hotel pools provide guests. Austrian luxury hotels dominate the accolades. Der Steirerhof and Reiters Supremehotel achieved the perfect result of 20/20 and four Lilien in the 2015 *Relax Guide*. Both luxury hotels are dedicated to providing discerning guests the finest spa treatments. Hotel Salzburgerhof and Residenz Schalber achieved 19/20 and four Lilien.

Austria has a rich and distinguished heritage in thermal spas and spa treatments. Many luxury hotels were established in the thermal resorts of Bad Gastein, Bad Waltersdorf, Bad Tatzmannsdorf, Bad Hofgastein, Bad Häring, Baden, Bad Radkersburg, Loipersdorf bei Fürstenfeld and Bad Aussee to utilise the health benefits of thermal water. The *Relax Guide* reignited interest in hotels providing impeccable facilities and spa treatments. The first edition in 1999 examined 180 Austrian hotel spas. The 2015 guide assessed more than 2000 Austrian and German hotel spas. The objective is to acknowledge the finest Austrian and German hotel spas. A luxurious spa can be found in a five star superior or a four star property.

Swimming pools and spa treatments are an important characteristic of Austrian hotels. Mag. Christian Werner established the *Relax Guide*. The Viennese guide awards Austrian and German hotels Lilien. A Lilie is awarded for a result of 13/20. The result is described as sehr gute Leistungen (very good achievement). Two Lilien are awarded for achieving 15/20 or außergewöhnlich (exceptional). Three Lilien are awarded for achieving 17/20. The achievement is considered hervorragend (excellent). Four Lilien are presented to a hotel for achieving 19/20 worthy of Spitzenbetrieb (outstanding result). The perfect result is considered Höchstnote (highest result). The guide awards hotels results between 9/20 and 12/20. Properties with modest spa facilities or unkempt hotels tend to receive the results. Relax assessors conduct evaluations anonymously and visit every hotel at least once a year.

Exceptional quality and service are two important factors in the 2015 *Relax Guide*. 256 Austrian hotels received Lilien. The luxury hotel segment consisting of four star superior, five star and five star superior hotels were prominent. Tyrol was the most successful province. 74 hotels received Lilien. Salzburg achieved second position with 45 hotels awarded Lilien and Carinthia secured third position with 39 hotels receiving Lilien. Styria secured fourth position

with 26 hotels securing Lilien. 1067 Austrian hotels were assessed and less than a quarter achieved a Lilie.

A Lilie is awarded to hotels in four categories. Spa, health, wellness and beauty are the four categories. The quality of facilities, the use of professional therapists for spa treatments, ambience and quality of cuisine offered to guests are factors for assessing the spa category. Health treatments are defined as a guest remaining at the property for at least one week and requiring a medical diagnosis. The therapy is monitored by medical staff. Mayr, Heilfasten, Ayurveda and traditional Chinese medicine are the medical diagnoses provided at hotels. Wellness treatments do not require a doctor. Beauty is assessed based on an in-depth consultation with the guest before a massage or beauty procedure is offered to the guest. A professional should provide the advice not a salesperson.

Granderwasser is found in the swimming pools of the finest Austrian luxury hotels. Johann Grander was an Austrian naturalist from the distinguished village of Jochberg in the Kitzbühel Alps and pioneer of revitalised water. Revitalised water molecules contain information. The order of water molecules tends to be disrupted by external factors. Granderwasser restores water molecules to their highly ordered stable state by information transfer. It allows water to rejuvenate and regain its vitality. Granderwasser is used by many luxury hotels awarded Relax Lilien. Gasthof Post Lech, a five star luxury hotel located in the resort of Lech am Arlberg in the province of Vorarlberg uses Granderwasser in swimming pools. The property received 16/20 and two Relax Lilien in the *2015 Relax Guide*.

Der Steirerhof is an exquisite luxury hotel located in the Styrian thermal resort of Bad Waltersdorf. The five star luxury hotel is located on a hill above the resort. Werner and Gunda Unterweger own and manage the property. The spa consists of seven swimming pools encompassing 800 square metres of water. The temperature of the water ranges between 20 and 36 degrees Celsius. Thermal water with a temperature of 62 degrees Celsius travelling from a depth of 1,200 metres below the ground occupies part of the basin. Granderwasser is used in the swimming pools, sauna and drinking fountains. A large garden provides ample space to relax. The property offers traditional Chinese medicine. Yoga, pilates, tai chi and qi gong are available to guests. The luxurious property received 20/20 and four Relax Lilien in the *2015 Relax Guide*.

Reiters Supremehotel is an elegant and luxurious property providing guests a thermal paradise in southern Burgenland. The five star luxury hotel occupies 120 hectares in the resort of Bad Tatzmannsdorf. The Reiter family own and manage the property and another luxury hotel in Burgenland and the Posthotel Achenkirch, a five star luxury hotel in Tyrol. An exquisite golf course containing twenty-seven holes is part of the property. The property possesses the distinction of the largest hotel spa in Europe. The spa encompasses 8,000 square metres of impeccable facilities to relax and rejuvenate. The water world consists of nine swimming pools containing fresh water, salt water and thermal water. Guests can enjoy an Asian spa consisting of a yin-yang pool. A swimming pool is available to enjoy exercise and fitness. The temperature is 26 degrees Celsius. A Finnish sauna, steam bath and hamam offer

guests excellent sauna and steam facilities. The exceptional facilities and services received 20/20 and four Relax Lilien in the *2015 Relax Guide*.

Salzburgerhof is a magnificent property located in the luxurious resort of Zell am See in the province of Salzburg. Wilhelm and Gisela Holleis own and manage the five star superior luxury hotel. The Holleis family also own and manage the Grandhotel Zell am See, another exquisite luxury hotel in Zell am See. The property is near the lake. Guests enjoy the opulence of 68 suites and rooms. A castle encompassing 3,500 square metres provides sanctuary for guests to enjoy a swimming pond, sauna, indoor and outdoor swimming pools. The salt water dome is a floating pool containing salt from the Dead Sea. Guests can enjoy a variety of massages ranging from lomi lomi nui to hamam and huna-mana. The property received 19/20 and four Relax Lilien in the *2015 Relax Guide*.

Residenz Schalber is the finest address in Serfaus. The Schalber family own and manage the opulent five star superior luxury hotel in the beautiful Tyrolean resort. The property provides discerning guests with 100 elegant suites and rooms. Guests savour fine cuisine and noble wine with the cellar containing more than 1,200 wines from around the world. The luxurious spa and rejuvenation area incorporates approximately 4,000 square metres surrounded by the majestic Tyrolean Alps. An indoor pool, sauna, salt water pool, Tyrolean sweat room, herbal steam bath, rock sauna, Japanese steam bath and brine grotto can be found on the property. The five life elements of fire, wood, earth, metal and water govern the relaxation and rejuvenation facility. The property received 19/20 and four Relax Lilien in the *2015 Relax Guide*.

Relax Lilien acknowledge impeccable hotel spa facilities and service. The *Relax Guide* is the largest and most distinguished portal in the world for assessing hotel spas. A few hotel spas receive 20/20 and four Lilien. Der Steirerhof and Reiters Supremehotel achieved the highest accolade in 2015. 256 from 1067 Austrian hotel spas received a Lilie. It equates to approximately 24 percent. Although, luxury hotels dominate the accolades a fine hotel spa can be found in a four star property.