



Circle Wellness

INTRODUCTION

Circle Wellness is the next evolution in wellness, offering guests a completely self-guided experience for services ranging from hot-stone therapy to cold-water plunges. Located on Granville Island in Vancouver, Canada, guests can book sessions at their convenience, seven days a week. This spa is the first of its kind and the company has plans for expansion to other key markets across North America.

"THE CUSTOM PROGRAMMING AND CRESTRON TECHNOLOGY WE USE ALLOWS US TO OPERATE THE SPA WITH LESS TURNOVER TIME AND STAFFING RESOURCES. THIS CONCEPT WOULD NOT BE COMMERCIALY VIABLE WITHOUT THE USE OF AUTOMATION BECAUSE OUR COSTS TO OPERATE WOULD BE FAR TOO HIGH."

Paul Hennessey
Founder,
Circle Wellness

THE CHALLENGE

At Circle Wellness, guests drive their own visit and can enjoy one of six "circuits" with multiple therapeutic elements, including wet, dry, hot, cold, and different natural textures in isolated pods. Upon arrival, guests are briefly greeted by a receptionist to check in before being directed to their circuit for their scheduled session. This limited interaction with staff meant a strong technology backbone would be essential to automating these services at the start of each session.

THE SOLUTION

Intersystem Controls was selected as the AV integrator to program and design an immersive and fully automated central control system for this project due to its extensive programming expertise. Crestron control was the solution of choice due to the limitless possibilities that the technology could offer while providing the flexibility and reliability required for the spa to run smoothly.

"IF THE CONTROL SYSTEM FAILS, CIRCLE WELLNESS COMES TO A HALT. RELIABILITY WAS NON-NEGOTIABLE AND WE KNEW WE COULD ONLY TRUST CRESTRON CONTROL TO MEET THE EXPECTATIONS TO PROPERLY SUPPORT THIS SPACE."

Chris Carmichael
Principal,
Intersystem Controls





THE TECHNOLOGY

Circle Wellness is unlike any other spa. Guests can truly unwind and relax with a private experience at their fingertips with three unique experience offerings which include the hot and cold tubs, the stone bed, and the "WellPod." The WellPod is a reinvention of the sauna: a multi-sensory wellness room featuring Himalayan salt walls, thermally modified wood finishes, multi-channel lighting, a radiant infrared heating system, fresh-air ventilation, and encompassing surround sound. Technology plays a critical role in driving the experience for guests as they take part in the circuits.

The seamless integration with the online booking software was key to ensuring a user-friendly experience for potential clients, allowing them to effortlessly check availability and schedule appointments. The Crestron app communicates all confirmed appointments to the designated circuits, initiating the pre-check-in events, which include filling the tubs and setting the room ambiance. Once guests arrive, beyond a quick hello from the staff, the Crestron touch screens serve as the primary automation interface that enhances the overall efficiency of spa management.

"TECHNOLOGY EXISTS FROM THE BEGINNING TO THE END OF THE GUEST EXPERIENCE; FROM OUR BOOKING SOFTWARE INTEGRATION AND OUR GUEST COMMUNICATIONS TO ISSUING OUR GUESTS' SITE ACCESS CODES AND TRIGGERING SESSIONS WHICH CUES TO THE FULL EXPERIENCE, INCLUDING AV DESIGN AND HVAC CONTROLS."

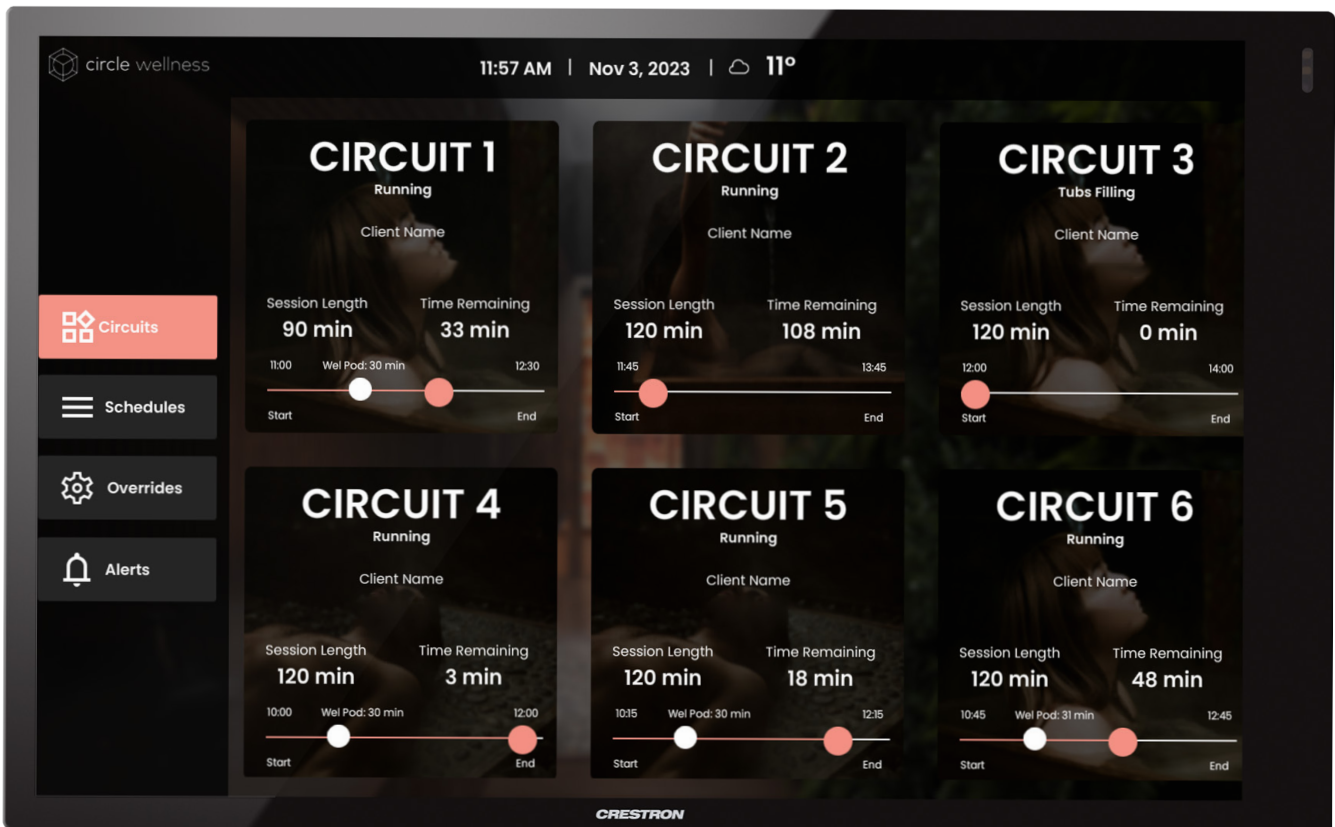
Paul Hennessey
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When a guest's WellPod session begins, the sound and the lighting sequences adjust as needed. To indicate that the guest's experience has come to an end, the lights gradually come back on, and the music fades to a stop. Once the guest has left their circuit, the touch screen indicates the room is ready to be cleaned so that the space can be prepped for the next session.

The Crestron control system provides the flexibility and reliability required to achieve a luxurious experience for guests. While the space is outfitted with an advanced system, guests do not need to interact with the technology other than pressing a button to begin the WellPod session, as everything is automated throughout their session.

"CRESTRON WAS THE ONLY SOLUTION WE TRUSTED TO SUPPORT THE NATURE AND DEMANDS OF THIS APPLICATION. WITH CRESTRON CONTROL, WE WERE ABLE TO BRING OUR PROGRAMMING EXPERTISE TO THE TABLE TO CREATE A STANDOUT EXPERIENCE FOR GUESTS THAT TRULY SETS CIRCLE WELLNESS APART FROM THEIR COMPETITION."

Chris Carmichael
Principal,
Intersystem Controls





RESULTS

With automation at its heart, Circle Wellness has created a unique oasis that allows guests to take some time to disconnect from the world as they reconnect with themselves. Using Crestron technology, Intersystem Controls designed a dependable and seamless system that serves as the backbone for business operations.

"OUR CIRCUIT CONCEPT WAS CAREFULLY DEVELOPED OVER 10+ YEARS AND WE KNEW WE NEEDED TECHNOLOGY THAT WOULD ALLOW US TO AUTOMATE THE EXPERIENCE TO REDUCE THE TURNOVER TIME AND STAFFING RESOURCES. INTERSYSTEM CONTROLS AND CRESTRON DELIVERED A SOLUTION THAT MADE OUR VISION COME TO LIFE."

Paul Hennessey
*Founder,
Circle Wellness*

Featured Products

4-Series® Control System
CP4

10.1 in. Wall Mount Touch Screen
TSW-1070