

Leisure Industry Week 2005: 20-22 September
Stand 1150



Sense & Simplicity

- ✓ Membership Management
- ✓ Prospect Management
- ✓ CRM Tools
- ✓ EPOS
- ✓ Bookings
- ✓ Stock Control
- ✓ Reporting & Business Intelligence

All integrated within one complete system,
no complexity, no spin,
it simply does what it says...

www.clubrunner.co.uk

0870 752 5827

Spa **Runner**TM management **software**

Complete Spa Facility Management System - from Top to Toe

- **Bookings** - individual, package and group bookings
- **Client Management** - history, contra-indications, profiles and billing
- **EPOS** - payment processing, voucher redemption
- **Stock Control** - stock management and ordering becomes easy
- **Reporting** - track usage, commission, trends
- **CRM-Tools** - alerts, e-mail, mail-merge, SMS
- **Appointment diary** - staff rotas, scheduling, and much more

SpaRunnerTM - it simply runs your Spa

SpaRunnerTM delivers complete control of any destination or day spa facility, using one seamless software system for bookings, EPoS, stock control, sales, customer, guest and spa management; based on the award winning ClubRunner system, there are additional benefits in terms of membership management, loyalty cards, voucher control, Direct Debit, billing and contact management. Reports are available at the click of a mouse to understand all your sales and business trends."

ClubRunner Europe Limited

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Complete Spa Facility Management System - From Top to Toe

Functionality:

- **Maximise Therapist Time**
- **Packages & Group Bookings**
- **Appointment Diary & Staff Rota**
- **Quick & Simple to Use**
- **Maximise Secondary Spending**
- **Complete Client History**
- **CRM - Alerts, Email, Mail Merge, SMS**
- **Fast & Personal Service**
- **Voucher & Promotions Control**
- **Contra-indication Notifier**
- **Stress Free Customer Handling**
- **Supplier & Stock Management**
- **Reports & Utilisation Statistics**
- **Flexible, Simple & Easy to Configure**

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SpaRunner Management Software

SpaRunner, the latest release from ClubRunner, delivers enhanced benefits to any Resort, Day or Destination Spa.

Managing Director, Stefan Drummond comments: "SpaRunner is the culmination of 20 years proven Leisure experience. SpaRunner delivers significant advantages in speed, customer service, business focus and cost all within a stress free, simple to use system." SpaRunner's latest installations seem to agree.

The Perfect Combination at Laguna Spa

Alastair Watson, project director for the new Laguna Health and Spa facility at the Park Plaza Hotel in Cardiff appreciates the benefit of a total facility management solution: "SpaRunner gives us the best of both worlds" Alastair continues; "With SpaRunner we have a proven customer and club management system with all of its bookings, EPOS and stock control functions. Moreover, with the Spa specific developments that have been made in SpaRunner, our Spa Director has all of the tools she needs to be able to run the Spa effectively as well. The practical upshot of all of this is that we have one system that runs the entire facility, which has saved us money and time and means that we all work from a single, common and seamless operating base."

The Complete Solution for Cadbury House

Richard Dakin, Club Manager at the 5.5 million pound Health Club at Cadbury House in Congresbury, near Bristol is another new SpaRunner client: "We were looking for a solution that would give us complete control over our entire leisure business. Our spa manager was very clear about the need for a system that would enable her to manage her clients, stock, tills and staff. It would also need to be easy and simple to use allowing her team to quickly process client bookings. In SpaRunner we have all of that and more with a powerful club and spa management system in one. It means that both the spa and the club team can easily make single and group bookings across the entire facility with infinite control and confidence that any possible contradictions are instantly highlighted."

A Package to Manage your business from Top to Toe!

SpaRunner's integrated modular format means that you are only paying for the elements that your business needs, making SpaRunner the system of choice whether you are a Resort, Day or Destination Spa. With SpaRunner taking care of your therapist schedules, bookings diary, contra-indicators, stock and secondary sales, promotions, vouchers, packages, finance and billing etc. etc. you and your staff are then free to give your clients the personal service they want. Important reports and utilisation statistics, together with full client contact management are easily available at the click of a button, enabling you to understand all your sales and business trends and to keep you in touch with your customers.

SpaRunner – it simply runs your Spa.