

# U.S. HOT SPRINGS CONFERENCE

NOVEMBER  
7 – 9, 2018

.....  
GLENWOOD  
SPRINGS,  
COLORADO

## PROGRAM

WELCOME • AGENDA • SPONSORS

[HOTSPRINGSCONNECTION.COM](http://HOTSPRINGSCONNECTION.COM)



# WELCOME

## WELCOME TO THE HOT SPRINGS CONNECTION!

Thank you for being part of the inaugural U.S. hot springs conference. This marks the beginning of taking our thermal waters to an entirely new level.

During my 20+ years of managing marketing and public relations projects for Colorado hot springs, I often wondered why there was no national effort to promote these geothermal attractions. After many hours of research, my firm compiled a list of over 200 commercial facilities across the country. Earlier this year we conducted a survey to gauge interest from owners and operators in developing collaborative opportunities. The response was overwhelmingly positive! Thus, planning began for the first-ever Hot Springs Connection.

Based upon the survey results, here are your top objectives:

- idea sharing with peers
- networking opportunities
- a comprehensive list and map of commercial hot springs facilities
- a central resource for information exchange
- marketing & public relations campaigns
- encourage sustainability & regeneration mentality

This conference is the first step in creating a unified approach to collaboration with hot springs industry partners throughout the United States. Working together is sure to produce beneficial results across the entire spectrum, from health & wellness practices to technical operations.

We are so pleased to have you here in beautiful Glenwood Springs, Colorado. You will gain valuable knowledge and many new friends. And we've only just begun!

Warmest wishes,

*Vicky*

Vicky Nash  
Resort Trends, Inc. - tourism industry communications  
e: [vicky@resorttrends.com](mailto:vicky@resorttrends.com), c: 970-948-4923





# SCHEDULE

## WEDNESDAY, NOVEMBER 7

1:00 – 4:00 PM, *at your leisure*

### CHECK-IN AT HOTELS

2:00 – 3:00 PM

### COLORADO DELEGATES MEETING

**All hot springs representatives from Colorado gather for a special session.**

*at Glenwood Hot Springs Lodge in the Iron Mountain conference room (415 East 6th Street)*

4:00 – 6:00 PM

### MEET & GREET AT THE WORLD'S LARGEST MINERAL HOT SPRINGS POOL

**Exclusive VIP Visit to Glenwood Hot Springs Pool**

*This is a very rare opportunity with private access to the pools when they are completely drained for routine maintenance.*

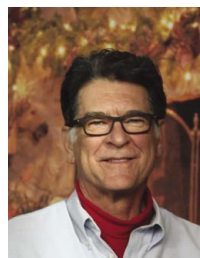
**Check-in at registration table in the Glenwood Hot Springs Pool admissions lobby**

**Reception at The Grill at Glenwood Hot Springs Resort**  
*appetizers, beer, wine, beverages (401 North River Street)*

6:10 – approximately 8:30 PM

### WELCOME DINNER

**Welcome Dinner at the historic Hotel Colorado with a historical perspective**



**BILL KIGHT, EXECUTIVE DIRECTOR**  
Glenwood Springs Historical Society

Bill Kight has over 30 years of experience as a cultural resource manager, archaeologist, ranger, community liaison and public affairs officer for the BLM and U.S. Forest Service. Bill served on the Tribal Implementation and Sacred Site Policy Development teams and is currently the Executive Director of the Glenwood Springs Historical Society.



# SCHEDULE

## THURSDAY, NOVEMBER 8

### PRESENTATIONS AND DISCUSSIONS

at Morgridge Commons conference facility, 815 Cooper Avenue – 2nd floor  
*breakfast, snacks and lunch provided*

---

**8:00 – 8:30 AM**

**Breakfast**

---

**8:30 – 8:50 AM**

**Welcome and Introductions** *Get to know our hot springs representatives!*

---

**9:00 – 9:20 AM**

---

**Guide to Hydrothermal  
Spa & Wellness  
Development Standards**

---



**DON GENDERS, CEO**  
*Design for Leisure*

Don is a globally respected expert in the design and implementation of hydrothermal spas and wellness facilities. Spanning 27 years, Design for Leisure has worked with top-rated spas on five continents. Don is Chair of the Global Wellness Institute Hydrothermal Initiative which publishes the [Guide to Hydrothermal Spa and Wellness Development Standards](#).

---

*Notes:*

---

9:30 – 9:50 AM

---

**Building a New Hot Springs**

---

**MOGLI COOPER & STEVE BECKLEY, CO-OWNERS**  
Iron Mountain Hot Springs, Glenwood Springs, CO



Steve has been in the tourism business in Glenwood Springs since 1999, when he and his wife Jeanne reopened Glenwood Caverns. It has grown into a dynamic destination known for its world-class attractions. In 2015, they brought another historic destination back to life as the internationally acclaimed Iron Mountain Hot Springs.



Resident wellness expert Mogli Cooper grew up in Lucerne, Switzerland, where week-long visits to kurorts, curative destinations centered around hot springs, are considered as essential to maintaining health as regular checkups. Her focus on creating a rejuvenating, European-spa-inspired soaking experience is a driving force in Iron Mountain Hot Springs' success.

---

*Notes:*

---

10:00 – 10:20 AM

---

**Balneology Association of North America (BANA)**

---



**JANET ABBOTT**

Janet's personal research and work with the US Geological Survey as well as her background in the health and wellness field make her the ideal person to set the course for BANA'S goals; to inform, educate and raise general awareness to the benefits found in mineral water bathing.

---

*Notes:*

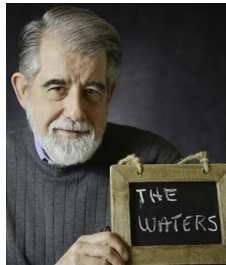
---

**10:30 – 10:50 AM**

---

**The Waters: Spa Cultures,  
Dream Times and  
Conscious Cosmos**

---



**PROF. JONATHAN PAUL DE VIERVILLE**  
PhD, MSSW, LCSW, LPC

Professor De Vierville studied in Europe as a Bath Master and wrote, “A History of American Spas and Healing Waters.” As a Professor Emeritus of The Humanities, History and Interdisciplinary Studies at The Alamo Colleges: St. Philip’s College, he is an Analytical Jungian Psychotherapist, Licensed Clinical Social Worker and Professional Counselor, and owns The Alamo Plaza Spa at the historic Menger Hotel in San Antonio, Texas.

---

*Notes:*

---

**11:00 – 11:20 AM**

---

**The Wellness Aspects of  
Bathing with Liquid Sound**

---



**CAROLIN GEY, DIRECTOR**  
Liquid Sound North America

Carolin has over 24 years of experience building upon her early work in the European health care and wellness communities. Her involvement in the wellness and hot springs spa industry comes from a long time association with the German company Liquid Sound. Currently Carolin is Liquid Sound’s North American partner and development representative.

---

*Notes:*

---

11:30 – 11:50 AM

---

**Transforming Resorts Into  
Vibrant Destinations**

---



**JEFF BIRKBY**

a Montana geothermal energy consultant & hot springs book author

Utilizing his experience as a geothermal energy specialist with the Montana Department of Environmental Quality, Jeff has consulted on a variety of geothermal direct use and power generation projects for 30+ years. He is the author of Geothermal Energy in Montana –A Consumers’ Guide and numerous hot springs guidebooks.

---

*Notes:*

---

12:00 – 12:50

**Lunch provided** – *Gourmet Italian selections*

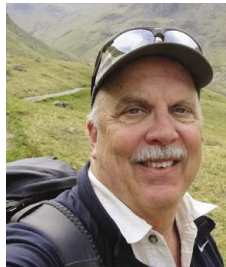
---

1:00 - 1:20 PM

---

**Geothermal Resort Issues  
and Chlorination Legal  
Challenges in Montana**

---



**JEFF BIRKBY**

a Montana geothermal energy consultant & hot springs book author

Utilizing his experience as a geothermal energy specialist with the Montana Department of Environmental Quality, Jeff has consulted on a variety of geothermal direct use and power generation projects for 30+ years. He is the author of Geothermal Energy in Montana –A Consumers’ Guide and numerous hot springs guidebooks.

---

*Notes:*

---

---

1:30 – 1:50 PM

---

**The \$10-million Renovation  
of the 90-year-old Ouray Hot  
Springs Pool**

---



**TOM KAVANAUGH, MANAGER**  
Ouray Hot Springs Pool and Fitness Center

With over 8 years of experience managing and operating the historic Ouray Hot Springs Pool, Tom Kavanaugh oversaw its recent multi-million-dollar transformation. Tom will speak to the successes and challenges of this project, in addition to the nuances of the operational management of a new facility in a dynamic environment.

---

*Notes:*

---

2:00 - 2:20 PM

---

**Hot Springs Design  
and Community**

---



**WALKER CHRISTENSEN**  
DHM Design

Walker is a Landscape Architect and Principal with DHM Design in Durango, Colorado. His professional experience specializes in public parks, hot springs, stream and wetland restoration, adaptive reuse and sustainable design. Walker has worked on projects throughout Colorado and the West including Ouray and Astoria Hot Springs and the Twin Peaks Lodge.

---

*Notes:*



---

2:30 - 2:50 PM

---

**Water Quality – Clarity  
and Sanitation**

---



**ALLEN CLAWSON, PRINCIPAL/MANAGING PARTNER**  
Cloward H2O

With 24 years of experience as an aquatic engineer, Allen has successfully implemented water quality technologies in recreational facilities throughout the US and beyond. He was Director of Engineering for DEL Ozone, has his name on several patents and has authored numerous papers. He is responsible for strategies now considered standard practices in the industry.

---

*Notes:*

---

3:00 – 3:20 PM

---

**Hot Springs Water  
Rights: What They Are  
and What They Aren't**

---



**MARK DETSKY**  
Dietze and Davis, P.C.

Mark's practice involves matters related to water, energy and electricity, transactions, corporations and real property. His experience in Colorado Water Courts includes adjudication of applications for tributary and non-tributary water rights, plans for augmentation, changes of water rights and exchanges. He also addresses transmission matters and hydropower development with the Federal Energy Regulatory Commission. For additional information you can read his article, "Getting Into Hot Water: The Law of Geothermal Resources in Colorado" published in *The Colorado Lawyer*, Sept. 2010.

---

*Notes:*

---

3:30 – 3:50 PM

---

**Hot Springs Water  
Quality and Discharge  
Permitting Challenges**

---



**ANGIE FOWLER, PE, WATER SERVICES SECTOR LEADER**  
SGM engineering

Angie Fowler is a Senior Water Resources Engineer for SGM, with over 20 years of experience focused on watershed management, water quality modeling and permitting. Angie has been supporting local hot springs facilities with the implementation of their water quality discharge permitting requirements, often acting as a liaison, offering specific technical experience and knowledge in understanding the influence of water quality related to treatment and permitting.

---

*Notes:*

---

4:00 – 4:20 PM

---

**Global Wellness Institute's  
Hot Springs Initiative**

---



**CHARLES DAVIDSON,**  
Co-founder & CEO of Peninsula Hot Springs, Victoria, Australia  
Chairman for the Global Wellness Institute's Hot Springs Initiative

Charles has traveled to 42 countries on hot springs research missions to discover how different cultures share the gift of thermal waters for health, wellbeing and community creation. This knowledge influenced the creation of transformative experiences at Peninsula Hot Springs in Victoria, Australia which helps visitors relax together in a natural setting.

---

*Notes:*

---

4:30 – 5:00 PM

---

**The Success of the Colorado  
Historic Hot Springs Loop**

---



**VICKY NASH, CEO**  
Resort Trends, Inc.

With vast travel industry experience spanning 36 years, Vicky operates the tourism marketing firm Resort Trends, Inc. which specializes in project management, public relations, communications, content creation and graphic design for destination marketing organizations, tourism associations, attractions, resorts, hotels, hot springs, spas and the award-winning Colorado Historic Hot Springs Loop.

---

**Developing a Hot Springs  
Industry Network**

---

*Discuss next steps to keep this positive momentum going!*

---

*Notes:*

---

**DINNER ON YOUR OWN**

**Recommendations:**

- CO Ranch House
- The Pullman
- Riviera Supper Club & Piano Bar

---

**EVENING:** Leisure time to enjoy the hot springs. Resorts are open until 10:00 PM



# SCHEDULE

## FRIDAY, NOVEMBER 9

### BEHIND-THE-SCENES SITE TOURS

---

**8:30 – 8:55 AM**

**Breakfast-** *at Glenwood Hot Springs Lodge in the conference rooms, lower level*

---

**9:00 AM – 12:00 PM**

### SITE TOURS

*- 50-minute tours at three facilities*

- Iron Mountain Hot Springs (IMHS)
- Yampah Spa and Vapor Caves (Vapor Caves)
- Glenwood Hot Springs (GHS)

Break into 3 groups based on the colored sticker on your name badge.

Shuttles to and from Iron Mountain Hot Springs

*- pickup and drop off in front of Glenwood Hot Springs Lodge*

GROUP	TOUR LEADER	9:00 - 9:50 AM	10:00 - 10:50 AM	11:00 - 11:50 AM
<b>ORANGE</b>	Lisa Langer	GHS	IMHS	Vapor Caves
<b>GREEN</b>	Karin Gamba	IMHS	Vapor Caves	GHS
<b>YELLOW</b>	Barb Bowman	Vapor Caves	GHS	IMHS





# **THANK YOU TO OUR SPONSORS**