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# Case Study: Refurbishment of The Spa at Coworth Park

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## Outline

In 2008 CGA Integration began working with Dorchester Collection to design and install AV throughout Coworth Park; their newly created country house hotel estate and spa.

The luxurious award-winning eco-spa has recently been refurbished to further enhance facilities and now offers an elevated treatment menu which invites guests to pause, reflect, and reconnect with the landscape that defines it.

CGA has upgraded the sound and control systems throughout the treatment rooms in the Spa as part of this refurbishment. CGA understands the importance of sound in creating the ultimate spa experience. During treatments when lights are dimmed and eyes are closed, other senses including hearing, become heightened, so audio replaces colour and becomes a key factor in immersing guests in a haven of peace and relaxation.



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## Challenges

Although closed to day guests during the refurbishment, the Spa facilities remained open to guests staying at Coworth Park. As such, CGA had to be mindful to deliver quality workmanship in this tranquil environment during the system installation, working with the other contractors to ensure minimal disruption.

## Technical

CGA has increased the number of speakers in the treatment rooms, to create a fully immersive audio experience. Sound is now emitted from multiple locations in each of the rooms, surrounding and enveloping guests as soon as treatments commence.

The sound is stored digitally within the CGA installed control system and is transmitted via Dante to the amplifiers, to reduce losses and maintain the highest quality at all times.

The audio for each treatment is fully customisable with a separate soundtrack. This allows the music to be carefully curated by Coworth Park Spa and their supply partners, ensuring that the sound experienced by guests fully complements each treatment and enhances their overall experience.

CGA has designed the AV system to be easy and intuitive for staff to use. Every treatment is saved as a 'show' in the control system, creating a seamless experience through coordinating both levels and content for sound & lighting at the beginning, during and at the end of each treatment.

Control is enabled through a dedicated app on the iPad that therapists use in pre-treatment consultations, reducing the number of devices. There are also lighting wall controls within each of the treatment rooms, enabling quick access if required.

Other areas in the Spa; the lobby, underwater speakers in the pool and the changing rooms, are also linked to the Master iPad control, allowing management to move through the spa and ensure that the sound balance is correct throughout. The Master iPad also features an 'Engineering Access' page, which allows the Engineering Team to view key system indicators for both the AV and other linked systems such as the fire alarm, for rapid troubleshooting.

By creating an AV system based around a control platform rather than fixed format hardware, therapists can devote more time to guests. Coworth Park Spa also has the flexibility to build on the AV features and functionality, to complement future plans to develop the guest Spa experience.

The AV system is fully visible and remotely supported by CGA who can access the system to; update 'shows', check music players and monitor hardware status. This reduces the need for site visits which improves sustainability and increases up-time.



## Response

**Teresa O'Farrell Global Head of Wellness & Spa and Spa Director commented;** "We have worked with Chris and the team at CGA since Coworth Park opened in 2008. It is vital that we can trust our suppliers to deliver reliable, quality workmanship, to ensure a truly relaxing Spa experience for our discerning guests."

Have a Project? Get in Touch



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