



# SPA LUMINA

ENHANCED LASER & SKIN CARE

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I first heard about Spa Lumina from my neighbour last summer. She had gone in to have some facial veins “zapped” as she called it. She said she was tired of looking at spider woman in the mirror. She will show anyone who wants to see where the veins were zapped, of course they aren’t there anymore but that doesn’t stop her from telling people about it. I listened politely as she went on about the great service and how nice and helpful the staff were. She peaked my curiosity when she said that Spa Lumina had a treatment for “turkey neck” and jowls on the face. I was staring 50 in the face and becoming more conscious of my appearance, especially with doing professional sales with a large company and being on the road so often.

I had seen many of their ads but had never been on the website. I spent a good hour going through their comprehensive website and finally decided to call for a free consultation. It was done, my consultation was in a week, enough time for me to steel my nerves. I couldn’t believe how jittery my nerves were as I headed over to the clinic for my appointment. I chided myself, I’ve spoken in front of hundreds of people, run my own business, there was no need for nervousness. Was I being vain? Wasn’t I always telling my daughters that beauty was within? Oh well, they didn’t need to know their old mother was exploring such options. I muttered through the traffic, winter in Barrie was not my favourite time.

I was caught off guard as I entered the clinic. I expected a typical medical clinic with sterile walls but instead found a lovely, relaxing and comfortable atmosphere. I was a few minutes early so I settled in the waiting room. My eyes rested on the tea cart in the corner. The biscotti laid out were just too hard to resist. I poured myself a coffee and grabbed a biscotti. I couldn’t believe the photos in the before and after portfolio. It was incredible how far technology had come.

Dr. Gandhi introduced himself to me and asked me to join him in the consultation room. I found myself tongue tied for some reason and as I sat looking at all of his credentials on the wall, I became even more tongue tied. What was I going to say—would he know that I was in for my turkey neck, would he point it out to me? His calming and professional manner put me at ease immediately. I had already done extensive research prior to my appointment so that I was prepared. I had read up on the laser, the clinical studies, the actual treatment (3D treatment) benefits and expectations. Dr. Gandhi was pleased that I had done so much research. “Education and providing clear information is a huge priority for us at Spa Lumina” he explained. We always explain to clients that we consider this to be a partnership/relationship with them. We work together to achieve their goals. It is our responsibility to make sure that the treatments they are interested in are safe and suitable for them. It is the client’s responsibility to make the commitment to have the treatments done and follow through on any other treatment protocol that we have laid out for them to achieve the results they want. The 30 minute consultation just flew by and I had been convinced that I would only need 10 minutes. Dr. Gandhi explained the cost of the procedure, the treatment protocol, what results to expect and any other pertinent information that he felt I needed. I was waiting for the “big sales pitch” but it never came. He ended the consultation by thanking me for coming in and asked me to think about all the options he had presented and that if I had any more questions, to feel free to call them. I must say I was so impressed with the service and experience and I hadn’t even had a treatment done yet! The receptionist greeted me and asked if I had any other questions I needed answered. I told her I would think about it to which she replied, “absolutely, take all the time you need, if you need any other information or have questions, just give us a call.”

A month had passed since my consultation and spring was around the corner. I was getting the urge to “do something”. Since my consultation with Dr. Gandhi, I had been exploring other technologies, treatments and providers. Actually it was something that Dr. Gandhi and the Spa Lumina staff had encouraged me to do. Dr. Gandhi had explained that it was important that I look at all the options and do proper research before making my final decision. I was startled to find out that lasers are not regulated by the government. I had

always thought that only doctors and nurses could operate lasers but that is not the case. I called Spa Lumina back to see what they had to say about it. Nicky answered my call. I was pleasantly surprised that she remembered me coming in. She asked how my car was doing (I had mentioned to her that my anti brake system didn’t seem to be working). I told her that I had had it fixed. I asked her who did the treatments at Spa Lumina. She explained the treatments were all done either by Dr. Gandhi or one of the nurses at Spa Lumina. I asked her about the regulation of lasers. She was very well informed and explained that there are different types of lasers and classified them as “spa-grade” lasers and “medical grade” lasers and that currently the laser industry is not regulated by the government. I asked her if I could come by to pick up some more information as I was visiting my sister on the weekend and wanted to give her some information as well. She told me she would prepare a package for me to pick up.

As I pulled up to the clinic, I was struck by the beautiful poster in the window. Wow, the image was positively breath-taking. It looked like a new skin care line—I’m sure I would have noticed that last time. I asked Nicky about it when I went in. I joked with her “can you make me look like that?” She laughed and replied, “you will have to get in line as I am first!” There was a new skin care display that hadn’t been there last time as well. Nicky showed it to me and told me that they had partnered up with a company to offer a complete cosmeceutical line of skin care products. Nicky explained that cosmeceuticals are cosmetics with prescription grade ingredients to yield greater, quicker results with the skin. I asked about the ingredients and she explained that Dr. Gandhi personally selected and approved the ingredients. I looked at her face and asked “do you use them?” She replied “absolutely, we all do—we love how it makes our skin look and feel.” I couldn’t argue with that, everyone at the clinic had great skin. Well, that was done deal, I asked Nicky to package up a kit for me.

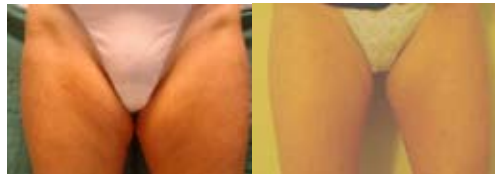
Nicky passed over the information packet and I mentioned that my sister was trying to quit smoking and I was going to have her come in to speak with Dr. Gandhi about the same

3D treatment. Nicky explained that they would love to see her but cautioned that Dr. Gandhi would not do the treatment unless she had quit smoking for minimum of 3-6 months. I was surprised to hear this and asked why? Nicky asked if I would like to speak to Dr. Gandhi about it as he has 10 minutes before his next appointment. I hesitated, as I did not want to take up any more of his time but I also wanted to know why smoking would affect the treatment.

Dr. Gandhi came out and greeted me again. I was surprised that he remembered so much of our previous conversation. I explained my sister’s situation to him. He listened and then explained, that she would get results with the treatment but not to the satisfaction of Spa Lumina standards. Smoking suppresses the immune function in the body and healing and recovery are delayed. He also explained that the purpose of the treatment was to stimulate and strengthen the production of collagen, and that smoking can very well slow the process down. I asked if he would make exceptions and he told me “No, the hazards of smoking are well documented in our society. The reality is that we cannot in good consciousness agree to doing something that we know may have sub par results. Besides, this would be a great incentive for her to quit smoking.” He smiled. I had to admit, I totally agreed with him. This is what I would tell my sister. “Laser treatments are but one aspect of achieving skin care results. They are powerful and effective but as with anything else in life, you have to closely examine your lifestyle and your choices. Our clients are very happy with their results and we spend a good deal of time explaining to them how to maintain them. Aging is inevitable, everyone faces it but we can take proactive measures to slow the processes down and that’s what we offer here. We offer treatments and products (he pointed to the skincare products in my hand) that coupled with smart lifestyle choices will go a long way in slowing the hands of time.”

Well said Dr. Gandhi, I thought to myself. I thanked him for his time and went out to book my treatment—Fabulous 50’s here I come!!

Body Contouring/Mesotherapy



Botox



Titan

