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*Where Time
Stands Still*



Where Time Stands Still

By: Suzanne Sharma



Everyone deserves an opportunity for relaxation and at Undine's Retreat, their honoured customers are guaranteed just that. With their outstanding personalized customer service, state-of-the-art products and serene atmosphere, this spa is like no other. In fact, Undine's Retreat provides their customers with the possibility to leave their hectic, stressful lives behind for a day, and enter a world 'where time stands still'.

A business that was established in 2002 has come a long way through the vision of one woman, Undine Miller. It is her continued perseverance,

dedication and passion for the industry that has allowed her business to reach the pinnacle of success.

"We commit to our clients our undivided attention as they experience the benefit of services and treatments that return them to their world feeling rebalanced, de-stressed and reconnected to their inner self," states Undine.

Undine has traveled a winding path that eventually brought her to where she is today. As a Business School graduate with a three year Apprenticeship in Hotel and Restaurant management,

Undine first embarked upon her life journey through various careers due to her husband's affiliation with the Canadian military. Undine has been a former licensed real estate professional, a clerk, a typist/translator, a receptionist, a waitress and even a radio DJ, making her a woman of many trades.

After receiving an aromatherapy treatment, Undine was hooked by the sheer 'feel good' aspect of the therapy, and it was this simple action that created her zeal for the industry. At the time she was employed by Pharmasave as a Beauty Advisor, and in 1998,

Undine took the steps required to become a licensed Aromatherapist and Reflexologist.

Through the kindness of her boss, Undine was able to secure herself a treatment room at the drugstore so that she could offer the customers a holistic alternative to their ailments. From there, many of Undine's customers became loyal clients and followed her when she opened her home-based spa. Soon after, Undine launched Undine's Retreat, and has continued to enjoy success beyond many of her wildest dreams.

The thriving business currently employs a staff of ten skilled individuals, including licensed aestheticians, aromatherapists and spa therapists, all whom strive to make the spa experience a peaceful and memorable one for their clients.

Complete with assorted packages to suit each of their customers' unique needs, Undine's Retreat is your one stop spot for a tantalizing spa event. Choose from a body treatment such as 'Paradise', a Thai herbal stem massage that incorporates soothing heat with natural herbs and oils, or a body special such as 'Rhapsody', which utilizes brown sugar body polish followed by a body wrap. They also provide various facials, hair removal treatments, manicures, pedicures, and refreshing herbal teas during your stay. In addition, Undine has recently introduced Spa Memberships to her clientele.

For ultimate pleasure, Undine's Retreat offers retreat packages, which have been custom made to indulge their clients. Try 'Escape', which includes a massage, manicure, pedicure and a complimentary lunch. For a wholly unique experience, try 'Cinderella',



every woman's fairytale come true. This brilliant package contains a massage, pedicure and during your stay at the Retreat your home is professionally cleaned, providing you a wonderful environment to enter upon your return.

All of the products used at Undine's Retreat have been carefully prepared and tested to ensure maximum results and a truly soothing experience. Laboratoire Dr Renaud offers Undine's Retreat products that are derived from organic ingredients and contain no perfume. Eminence provides them with European beauty essentials that include natural organic grown herbs, fruits, and vegetables, which are hand-mixed with water from a thermal hot spring lake. Juice Beauty is their latest addition, with freshly squeezed organic juice concentrates and essential nutrients and vitamins. Also, Gehwol products are a necessity in foot care.

In addition, this fabulous spa isn't just for women and also caters to the specific needs of men by offering them Y-Spa Skin Care products, which have been created for a man's skin type. Undine's Retreat provides men's

facials, pedicures, massages, and many other treatments that make the retreat the best choice for pure bliss.

Recently, Undine's Retreat has won the Chilliwack Times Reader's Choice Award for 'Favourite Aesthetician/Nails' in 2006, proving that this exceptional spa has truly earned their success. Also, Undine was nominated for 'Employer of the Year' through the Chilliwack Chamber of Commerce Business Excellence Awards in the Service Industry category, and in the Established Independent Business of the Year category.

Superior marketing tools attribute to the company's success. Through promotions in Star FM radio's 'listen at work' challenge, the station grants their winners gift certificates for Undine's Retreat. On top of that, the company possesses an attractive website [www.undinesretreat.com], complete with detailed information on the spa, treatments, packages, products, and virtual tours. Undine's Retreat also advertises through e-mail notification to select clientele, the Yellow Pages, a monthly ad in the local newspaper, a video clip that is aired during events at the Prospera Center,

and offers a discount for any referrals that are brought in.

“A business is successful when it has repeat clients that are repeatedly happy,” states Undine. “When clients phone or e-mail with feedback about how wonderful their treatment was, or how we helped them, it makes it all worth it!”

In truth, this extremely diverse woman most enjoys the personal contact and trust that she gains from her clients. Undine feels instant gratification when her stressed out clients are able to relax, unwind, and leave feeling much more at peace than when they arrived. “When our clients leave smiling, we know that we have done our job,” says Undine.

This ambitious woman is inspired daily to believe in herself and have a positive outlook through spiritual guidance. Undine notes that her marketing skills have vastly improved over the years, as well as her leadership skills. “I am

responsible for my own actions and have to answer directly to the client,” states Undine. “I have learned to say what I mean and mean what I say.”

Contributing much of her success at the spa towards the endless support of her husband and children, Undine notes that by staying close to her family and friends, she has been able to keep her life balanced. She actively participates in Rotary International, Valley Women’s Network, and the Chilliwack Chamber of Commerce. In her spare time she enjoys traveling, languages, books, music and collecting pens. As of late, Undine has become an avid supporter and sponsor of the Chilliwack Bruins, Fraser Valley’s Home Team of WHL hockey.

Undine’s Retreat donates gift certificates to local charities and schools, making them a generous company who delights in giving back to their community. Undine notes that her dedicated staff all share the same vision and it is through their continued perseverance that the company is able to offer their clients the utmost professional service.

2007 brings another positive year for this flourishing company. Through the upcoming year, Undine hopes to expand into a second location in Chilliwack, and participate in the Chilliwack Home & Leisure Show.

Undine’s Retreat has come a long way in their nearly five years in the business. The company has now become a household name for those wanting a quick getaway from their nerve-racking lives. The future certainly looks positive for Undine and her business, as they look forward to providing many more clients with the perfect, peaceful experience where time really does stand still!



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