

CHI, The Spa at Shangri-La Bengaluru, is a Sanctuary of Serenity

Ancient Asian healing philosophies meet modern wellness at this spa in Shangri-La

Words | Bindu Gopal Rao



Shangri-La Bengaluru's luxurious Chi, The Spa, is housed on the wellness floor. Houses the in-house Inspired by Shangri-La's Asian heritage and built on the philosophy of healing, the spa draws from time-honoured traditions and contemporary therapies to create deeply restorative experiences.

The Concept

For over a decade, CHI, The Spa at Shangri-La Bengaluru, has been a sanctuary in the heart of the city, blending timeless traditions with modern therapies. "Though ten years old, it continues to embody a spirit of freshness and renewal, offering guests restorative treatments, mindful rituals, and an escape into serenity that feels as invigorating today as when its doors first opened," says **Dr Jazzy Eldieta Nepram, Director of Spa**. The menu offers a mix of Asian-inspired therapies and signature rituals unique to Bengaluru.

The Design

CHI, The Spa Bengaluru, was conceived to engage all five

senses – sight, sound, touch, smell, and even taste – in subtle rituals. Designed by Wilson Associates. The nine treatment rooms are crafted to feel private yet flowing, with warm woods, soft textures, and ambient lighting that mimics natural rhythms.

"The highlight of the rooms is the heated treatment beds by **Gharieni**, a premium spa-equipment maker known for their heated massage beds, smart-thermo heating, and ergonomic design. The foot soak basins are of hammered copper, chosen not just for their luminous look but for copper's antimicrobial properties, its ability to retain warmth," explains Nepram.

Bathrooms are finished in marble; there is a whirlpool with mild warm water, and steam, and a sauna completes the wet zone offering.

The Products

CHI, The Spa works with globally trusted wellness brands,



ensuring that every treatment is both safe and indulgent. The menu features products from **Shankara**, a natural, sustainably sourced range supporting an all-women initiative in India. They also use products from Deesiya Ayurveda, rooted in traditional Indian healing practices, delivering authentic Ayurvedic wellness experiences, and **Comfort Zone**, which has high-performance professional skincare products that combine science and nature for visible results.

The People

What makes the spa different is its staff, and the team of skilled therapists here undergo intensive onboarding that includes anatomy and physiology training, traditional Asian massage techniques, customer care rituals, and mindfulness practices. "Continuous learning is built into their journey with refresher workshops, international trainer sessions, and cross-learning with sister Shangri-La properties across the globe. This ensures consistency and a world-class experience while retaining the warmth of genuine Indian hospitality," says Nepram.

Foundational knowledge covers anatomy and physiology, treatment protocols, product knowledge, sequence of service, and handling guest complaints with empathy. Team members also receive training on sexual harassment awareness, ensuring a safe and respectful environment for both staff and guests. Continuous development includes sessions by visiting doctors, orthopaedics, and physiotherapists and workshops from sister Shangri-La hotels.

The Experience

Before my spa treatment, I am given a form to fill out with basic health details as well as the kind of pressure I prefer.

Once done, my therapist, Talu from Nagalan, leads me to my room, which has a separate changing area.

My session starts with a foot massage where Talu scrubs my feet with aromatherapy oil-infused Himalayan pink salt. After that, I lie face down on the spa bed, where she first does a dry massage on the towel and starts with the feet. The aroma of the sandalwood oil is soothing, and her strokes are firm as she uses pressure from the tip of her fingers and cups her palm as she carefully releases the pressure from the muscles. The back massage is invigorating with elongated strokes that feel deeply relaxing.

Once I turn over, a gentle face massage and head massage are done using Ayurvedic oil. The session ends with her using a warm towel to wipe my hands and feet. A sauna and steam are also available. If you would like to keep the oil on (it's light and fragrant), that works too. This is a great midweek relaxation that I much needed and recommend too! **SS**



Fact File

Name of The Spa: Chi, The Spa at Shangri-La Bengaluru

Established: 2016

Founders: Shangri-La Hotels and Resorts

Architect: Wilson Associates

Treatment rooms: 9

Number of estheticians: 12

Signature Treatment: Shirodhara, Sandalwood and Immune Booster

Timings: 10.00 am 1.00 am

Contact: chi.sibl@shangri-la.com

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