

Zen Space® for Shopping Centres

Turning visitor recovery into measurable retail value

A premium, compact relaxation solution
for modern shopping destinations



www.ZenSpaceWorld.com





Zen Space[®]
YOUR MOMENT

Shopping Stress Is a Retail Experience Problem



Noise, crowds, queues and decision fatigue reduce visitor comfort and satisfaction.



When shoppers feel overwhelmed, dwell quality, discretionary spending and likelihood to return can decline.



Shopping centres need premium, compact experience solutions that enhance wellbeing while supporting commercial performance.



The Opportunity: Transform Shopping Fatigue into Recovery Time



Visitors already pause between shopping, dining and entertainment.



Shopping centres can turn that passive dwell time into a premium recovery experience.



Recovery spaces can support satisfaction, extend visits and encourage spending across the centre.



Zen Space makes this measurable through a pilot model.



A Fully Automated Visitor Recovery Pod



Private-feeling, soundproof wellness pod



10–20 minute fully immersive relaxation sessions



Full body Shiatsu massage including reflexology as well as sound, visual and aroma therapy



Fully automated and operationally simple



Patented Zen Space technology



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This is Zen Space..Your moment - Video 1



Watch on  YouTube

Designed Around the Shopping Centre Environment



Compact — 2.9 m² footprint



Fast — 10–20 minute sessions fit naturally into shopping journeys



Simple — automated use, minimal staffing burden, suitable for public retail environments



Premium — enhances perception of care, innovation and destination quality



Measurable — usage, feedback and revenue can be reviewed



A Customer Experience Upgrade with Commercial Upside



Visitor satisfaction

Improves the overall experience and encourages return visits.



Extended dwell time

Visitors stay longer and enjoy more of what the centre offers.



New ancillary revenue

Creates an additional income stream with strong potential per location.



Retail and F&B ecosystem support

Supports cross-traffic, spend across tenants and overall ecosystem performance.



Brand differentiation

Positions the centre as innovative, forward-thinking and visitor-focused.

A premium recovery offer that strengthens both the visitor experience and the commercial performance of the centre.



Validated in a Live Shopping Centre Before Wider Rollout



3,000+ users



100% customer satisfaction



Live commercial environment



Real customer feedback



Strong transferability to other shopping destinations

The concept has already been tested successfully with real paying users in a live retail setting.



Customer Feedback Shows Strong Demand for Recovery Spaces

Based on a survey of **200 customers**



99%

rated the experience 5/5



100%

said they would use it again



80%

said it helped extend their visit



70%

said they would not return without the cabins

Watch our real customers feedback



Retail environment data, highly relevant to shopping-centre dwell-time behaviour and repeat visitation.

Recovery Spaces Can Influence Commercial Behaviour

Wellbeing experiences create measurable impact across the entire shopping journey.



Better visitor experience

can support stronger emotional connection to the centre.



Longer visits

create more opportunity for browsing, food & beverage use and impulse purchases.



Memorable experiences

help strengthen repeat visitation and long-term loyalty.



A new category of value

Zen Space creates a new category of experiential value that few centres currently offer.

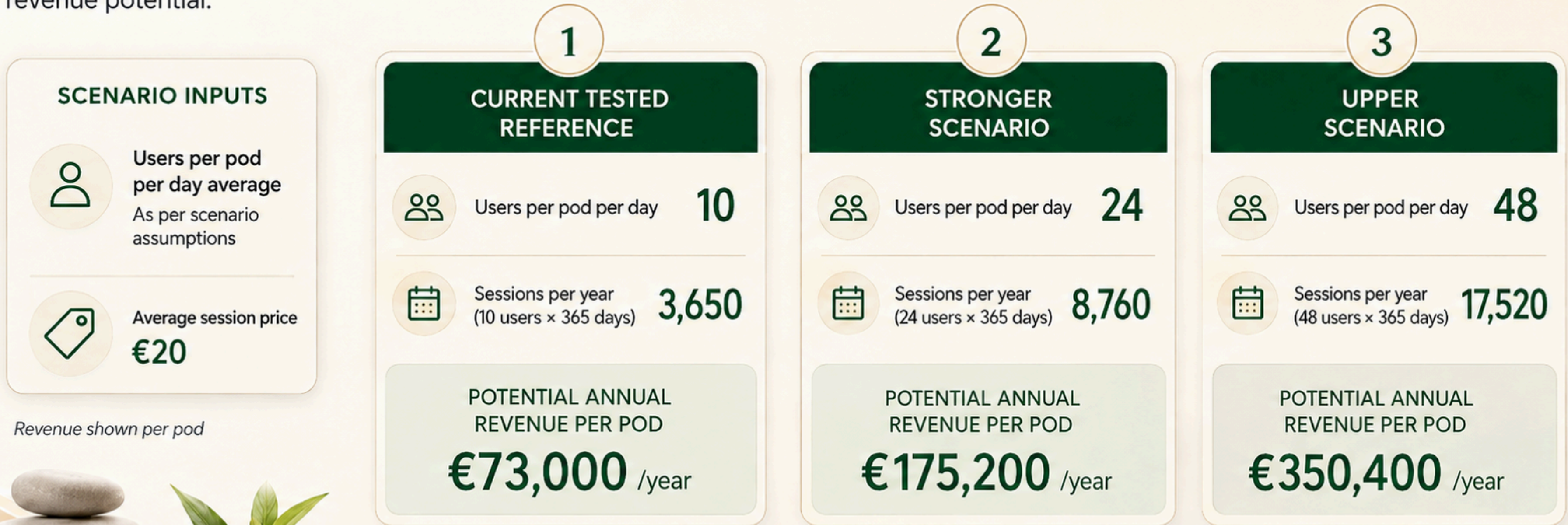


Wellbeing is no longer a luxury — it's a driver of commercial outcomes. Zen Space helps centres turn calm into measurable value.



Non-Rental Revenue Potential

Performance is validated through real usage, and high-footfall shopping-centre locations can generate meaningful additional revenue potential.



Figures are potential scenarios based on usage assumptions.
Actual results vary by centre, location, visibility, pricing and operating model.

Simple to Deploy. Easy to Operate.

Zen Space pods are designed for effortless integration and smooth day-to-day operation.



Compact 2.9 m² footprint

Minimal space required, maximum experience delivered.



Standard electrical supply

Connects to a standard power outlet.



Approx. 6-hour installation per pod

Quick and efficient installation with minimal disruption.



Plug-and-play setup

Delivered ready to use.



Maintenance provided by Zen Space

We take care of maintenance and servicing for you.



Easy to integrate

Can be placed in common areas, premium zones or strategic dwell areas.



Minimal effort. Maximum impact.



Zero hassle
for your team



Fully supported
every step of the way



Designed to enhance
visitor experience and value

Flexible Commercial Models — Partnership First, Tenancy Optional

★ PREFERRED
PARTNERSHIP FIRST



1. Zen Space-supported model



Zen Space installs, operates and supports the cabins



Shopping centre benefits from experience enhancement and revenue participation.



2. Shared-investment model



Shopping centre supports deployment



Zen Space provides technology, operation and support



Both sides align on performance and growth.



3. Conventional tenancy model



Available where preferred as a more traditional commercial structure.



Flexible structures designed to match each centre's strategy, objectives and commercial model.

Why This Is the Right Time for Shopping Centres



Experience is now a key competitive differentiator



Shopping centres need more reasons for people to stay longer and return



Visitors increasingly value wellbeing, comfort and premium experiences



Zen Space offers a measurable, low-footprint way to test a new visitor experience category



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A measurable way to introduce a premium new visitor experience category.

A 12-Month Shopping-Centre Recovery Pilot



Start with one or more pods, measure real visitor response, then decide whether to extend or scale.



Fully supported launch



Usage and visitor feedback tracking



Commercial and operational review



Clear decision point after 12 months



No need to commit long-term before results are proven



10 cabins ready available from September 2026



Let's Launch a 12-Month Shopping-Centre Recovery Pilot



Zen Space removes long-term risk by offering a **fully supported pilot** that validates visitor satisfaction, usage, operational fit and commercial value before any wider rollout.



Low risk, high insight

Test real visitor demand with zero long-term commitment.



Measure what matters

Track satisfaction, usage and commercial response.



Quick to deploy

Plug-and-play setup with minimal disruption to centre operations.



Enhance visitor experience

Give shoppers a moment to recover, relax and continue their visit.



Support non-rental revenue

Unlock a new experiential value and revenue stream.



Fully supported by Zen Space

We manage installation, operations, maintenance and reporting.



Let's schedule a short working session

to identify the ideal location and pilot setup for your centre.



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A 1-minute video from
our Founder & CEO



Bringing the Future of Shopping-Centre Wellness to Your Destination



Zen Space
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A practical. step toward longer dwell time,
stronger visitor experience and measurable commercial value.



THANK YOU!

Scientific Evidence Supporting Zen Space's Impact

Multiple independent studies across neuroscience, psychology, medicine and environmental health demonstrate that short recovery breaks, guided relaxation, nature imagery, aroma therapy and Shiatsu massage deliver meaningful benefits for body, mind and overall wellbeing.

	Neuroscience of Relaxation (2020)	Relaxation techniques enhance cognitive function and improve focus.
	Journal of Environmental Psychology (2018)	Sound-masked environments reduce stress and restore attention.
	Psychological Science (2020)	Brief relaxation breaks improve working memory and decision-making.
	Journal of Bodywork & Movement Therapies (2021)	Massage therapy reduces muscular tension and supports physical recovery.
	Environmental Health & Preventive Medicine (2015)	Exposure to nature-based environments reduces tension and stress.
	Journal of Consumer Experience / Service Research	Pleasant, restorative environments improve satisfaction and increase dwell time and revisit intent.
	Frontiers in Psychology (2017)	Multisensory calming interventions increase wellbeing and visitor engagement.
	Sleep Medicine Reviews (2016)	Aroma-related relaxation can reduce fatigue and support calm.
	Journal of Alternative & Complementary Medicine (2013)	Short massage sessions significantly reduce anxiety and perceived stress.
	Journal of Traditional Chinese Medicine (2016)	Shiatsu massage can support circulation and promote overall relaxation.

This annex is provided as reference information. Full citations available upon request.



**Backed by Science.
Built for Shopping Centres.**

Zen Space is designed to deliver measurable recovery, stronger visitor experience and commercial value in real retail environments.

