PALMA

REFRESHING HAND TOWELS

Fig. 07

Product Specifications

The object, defined: format, material, ingredients, and care.

This document sets out the technical character of the PALMA Refreshing Hand Towel: the sachet and the towel inside it, the formula and the full ingredient list for each of the six scents, the directions and caution printed on every sachet, and the storage and ordering practices that keep the ritual consistent from the first service onward.

The Sachet

Each PALMA towel arrives in its own sealed foil sachet. The sachet is the first thing the guest sees, and it is treated as part of the composition: deep cypress, a single line of brass, the scent name in italic, proportioned to rest beside the plate without crowding it.

The sachet measures 14 cm by 8 cm (5.5 by 3.1 in). It tears open in one motion at the notch, so the guest can open it at the table without fumbling.

Attribute	Specification
Product	PALMA Refreshing Hand Towel
Format	One towel per sealed foil sachet
Sachet size	14 cm by 8 cm (5.5 by 3.1 in)
Towel	3 ply nonwoven, 12 cm by 7 cm (4.7 by 2.8 in) unfolded
Service temperature	Chilled or at room temperature. Never heated.
Origin	Made in Türkiye
Distributor	Pomank Ventures LLC, Hattiesburg, MS 39401

Core format specifications, matching the printed sachet and the PALMA product pages.

The Towel

Inside the sachet is a soft 3 ply nonwoven towel, folded to fit and 12 cm by 7 cm once unfolded. It is made for one guest and one gesture, and sized for the hands rather than the tray.

The towel is moistened with a light, kolonya inspired formula and a botanical fragrance composed to refresh the guest without competing with the meal, the wine, or the room. The scent opens as the sachet is torn and the towel is unfolded.

- Soft 3 ply nonwoven towel, 12 by 7 cm unfolded

- One towel per sachet, made for a single guest
- Botanical fragrance composed in three notes: top, heart, base
- Individually sealed for freshness and presentation

The Formula

All six scents share one base formula. Only the fragrance and the botanical extract change from scent to scent. Water comes first, followed by alcohol denat., glycerin, polysorbate 20 to carry the fragrance, the fragrance itself, the botanicals that match the scent name, and a gentle preservative system of citric acid, sodium benzoate, potassium sorbate, and tocopherol. There is no aloe and there are no colors.

Scent	Ingredients, as printed on the sachet
Lime Leaf & Garden Mint	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), CITRUS AURANTIFOLIA (LIME) FRUIT EXTRACT, MENTHA ARVENSIS LEAF EXTRACT, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.
Bergamot & Vetiver	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), CITRUS AURANTIUM BERGAMIA (BERGAMOT) FRUIT EXTRACT, VETIVERIA ZIZANOIDES (VETIVER) ROOT EXTRACT, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.
White Tea & Fig	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), CAMELLIA SINENSIS LEAF EXTRACT, FICUS CARICA (FIG) FRUIT EXTRACT, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.
Sandalwood & Moss	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), SANTALUM ALBUM (SANDALWOOD) OIL, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.
Eucalyptus & Rosemary	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), EUCALYPTUS GLOBULUS LEAF EXTRACT, ROSMARINUS OFFICINALIS (ROSEMARY) LEAF EXTRACT, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.
Olive Leaf & Cedar	AQUA (WATER), ALCOHOL DENAT., GLYCERIN, POLYSORBATE 20, PARFUM (FRAGRANCE), OLEA EUROPAEA (OLIVE) LEAF EXTRACT, CEDRUS ATLANTICA BARK OIL, CITRIC ACID, SODIUM BENZOATE, POTASSIUM SORBATE, TOCOPHEROL.

Full ingredient lists for the six scents, identical to the back of each sachet.

The Signature Fragrances

PALMA composes six signature fragrances, each drawn from botanicals and each tuned to a different register of hospitality. Every composition follows the same discipline: refresh first, never announce.

Fragrance	Top Notes	Heart Notes	Base Notes
Lime Leaf & Garden Mint	Lime leaf, bright citrus peel, bergamot	Garden mint, green herbs, botanical accord	Clean linen, white cedar, soft musk
Bergamot & Vetiver	Bergamot, grapefruit peel, dry citrus	Soft herbs, green tea, aromatic stem	Vetiver, cedarwood, warm mineral accord
White Tea & Fig	White tea, pear skin, fresh fig leaf	Soft floral tea accord, airy green notes, fig flesh	Pale amber, skin musk, light woods
Sandalwood & Moss	Green moss, dry herbs, bergamot leaf	Sandalwood, soft resin, suede accord	Moss accord, cedar smoke, warm amber
Eucalyptus & Rosemary	Eucalyptus, lemon peel, cool air accord	Rosemary, thyme stem, herbal leaf	Clean woods, mineral musk, soft sage
Olive Leaf & Cedar	Olive leaf, crushed herbs, green citrus	Fig leaf, dry botanicals, soft lavender stem	Cedarwood, olive wood, warm earth accord

The six compositions of the PALMA Signature Collection. Lime Leaf & Garden Mint is the signature green of the house.

One fragrance may carry an entire property, or a program may pair fragrances to dayparts, seasons, or rooms. A complete study of each composition, including pairing guidance by concept and season, is given in the Signature Fragrance Guide, Fig. 06 of this Evaluation Kit.

On the Sachet

Every sachet carries the same directions and caution, printed in English on the back. Staff should know them as well as the scent names.

Panel	Printed text
Directions	Tear open, unfold, and wipe hands. Discard in trash.
Caution	For external use only. Avoid contact with eyes. Stop use if irritation occurs. Keep out of reach of children.
Disposal	Do not flush.

Panel	Printed text
Net contents	1 towel, 3 ply, 12 x 7 cm (4.7 x 2.8 in)
Distributor	Distributed by Pomank Ventures LLC, Hattiesburg, MS 39401
Questions or comments	palmabotanical.com, hello@palmabotanical.com, 888-332-6861
Origin	Made in Türkiye

Printed sachet copy. Guest questions, including any skin reaction, go to the contacts above.

Packaging and Presentation

The standard program presents the towel in its sealed sachet, offered on a small tray or plate. Towels are served chilled or at room temperature; the presentation is the same either way. The server offers, the guest receives, and nothing more is required.

Presentation may be adapted to the setting. In the dining room, the towel follows the final course, before the bill and before the goodbye. In the hotel, it meets the guest at arrival and again at departure. In the cabin and the lounge, it restores a sense of care at altitude. For brands that wish to carry the gesture under their own name, PALMA Private Label adapts fragrance direction, packaging treatment, and presentation around your identity; see the Private Label Information document, Fig. 08.

> *“The strongest hospitality details are the least performative and the best timed.”*
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> PALMA Journal, Restaurant Excellence

Care and Handling

The gesture must be effortless for the guest and disciplined behind it. PALMA towels are individually sealed and made for a single guest, so every presentation is identical, from the first cover of the evening to the last.

For chilled service, hold sealed sachets on a dedicated tray in the refrigerator and bring out only what the next round of tables needs. For room temperature service, keep them in a covered tray at the station. Never heat the sachets, never place them in a towel warmer or microwave, and keep them away from open flame, including table candles. A sachet once offered is never offered again.

- Individually sealed, one guest, never offered twice

- Chilled or at room temperature, never heated
- Kept away from open flame and heat sources
- Presented on a dedicated tray or plate

Storage Guidance

Unopened sachets store flat, in a cool, dry place, away from direct light and heat, so that the fragrance rests undisturbed until the moment of service. Cases are sized to the volume of the venue, so that stock turns over within the natural rhythm of service and no sachet waits longer than it should.

- Store flat, cool, dry, and away from direct light and heat
- Keep sachets sealed until the moment of service
- Rotate stock so the oldest case is served first
- Hold back of house quantities proportioned to service volume

Storage counts and rotation guidance for each setting are provided in the Restaurant Manager Evaluation Workbook, Fig. 04.

Ordering and Reorders

Ordering is arranged as a program rather than a transaction. An initial order establishes the fragrance, the presentation standard, and the service rhythm of the venue; reorders then follow the natural cadence of that rhythm, with cases sized to volume.

Operational ease is part of luxury: the guest never sees it, but the partner feels it every time. To reorder, write to hello@palmabotanical.com or call 888-332-6861 with the scent and quantity, and we confirm the order and delivery date by reply. Pricing for each program is set out in the pricing overview included with the Evaluation Kit and confirmed during the Hospitality Consultation.

Inside the Evaluation Kit

The Evaluation Kit is the complete PALMA ritual, composed so that you can judge the object in real service before deciding anything. It contains eight pieces:

- Premium Refreshing Hand Towels (Fig. 01)
- Hospitality Presentation Guide (Fig. 02)
- Staff Training Guide (Fig. 03)

- Restaurant Manager Evaluation Workbook (Fig. 04)
- Hospitality Philosophy Book (Fig. 05)
- Signature Fragrance Guide (Fig. 06)
- Product Specifications (Fig. 07, this document)
- Private Label Information (Fig. 08)

Signature towels for live service are included with the kit, alongside a welcome letter, a founder note, a service guide, an evaluation worksheet, a pricing overview, and a private label introduction.

To request your complimentary Evaluation Kit or begin a program, visit palmabotanical.com or write to hello@palmabotanical.com. PALMA is a brand of Pomank Ventures LLC, Hattiesburg, MS 39401.