



Our sector solutions

Acoustic Comfort for Leisure, Hospitality and Retail

An introduction to our ceiling and wall solutions for Leisure, Hospitality and Retail environments, with expert specification support at every project stage.



Addressing the challenges

Elevating spaces with smarter walls & ceilings

In leisure, hospitality, and retail environments, every detail shapes how customers feel about, interact with, and remember a space - and ceilings are no exception. They influence acoustics, lighting, and atmosphere while meeting the demands of design flexibility, maintenance, and performance.

At Zentia, we understand the unique challenges of these public-facing environments. We create ceiling solutions that elevate comfort, style, and operational efficiency. Our expertise helps address the following key challenges:

Acoustic comfort

Managing sound levels in lively restaurants, bustling retail spaces, or open hotel lobbies is essential for comfort and ambience.

Aesthetic integration

Ceilings must enhance brand identity and interior design, supporting lighting, texture, and visual flow.

Durability & maintenance

High-traffic spaces need durable surfaces that stay attractive with minimal maintenance and easy service access.

Sustainability and efficiency

Operators face growing demands for energy-efficient materials, faster fit-outs, and compliance with sustainability targets.



What is Acoustic Comfort?

Achieving Acoustic Comfort

Acoustic Comfort is an approach that creates the optimum acoustic experience by considering the purpose, materials, and size of a designated space. From an acoustic viewpoint this simply breaks down into three factors for consideration:



Clarity

"I want to be understood"



Concentration

"I would like to focus"



Confidentiality

"I would like some privacy"

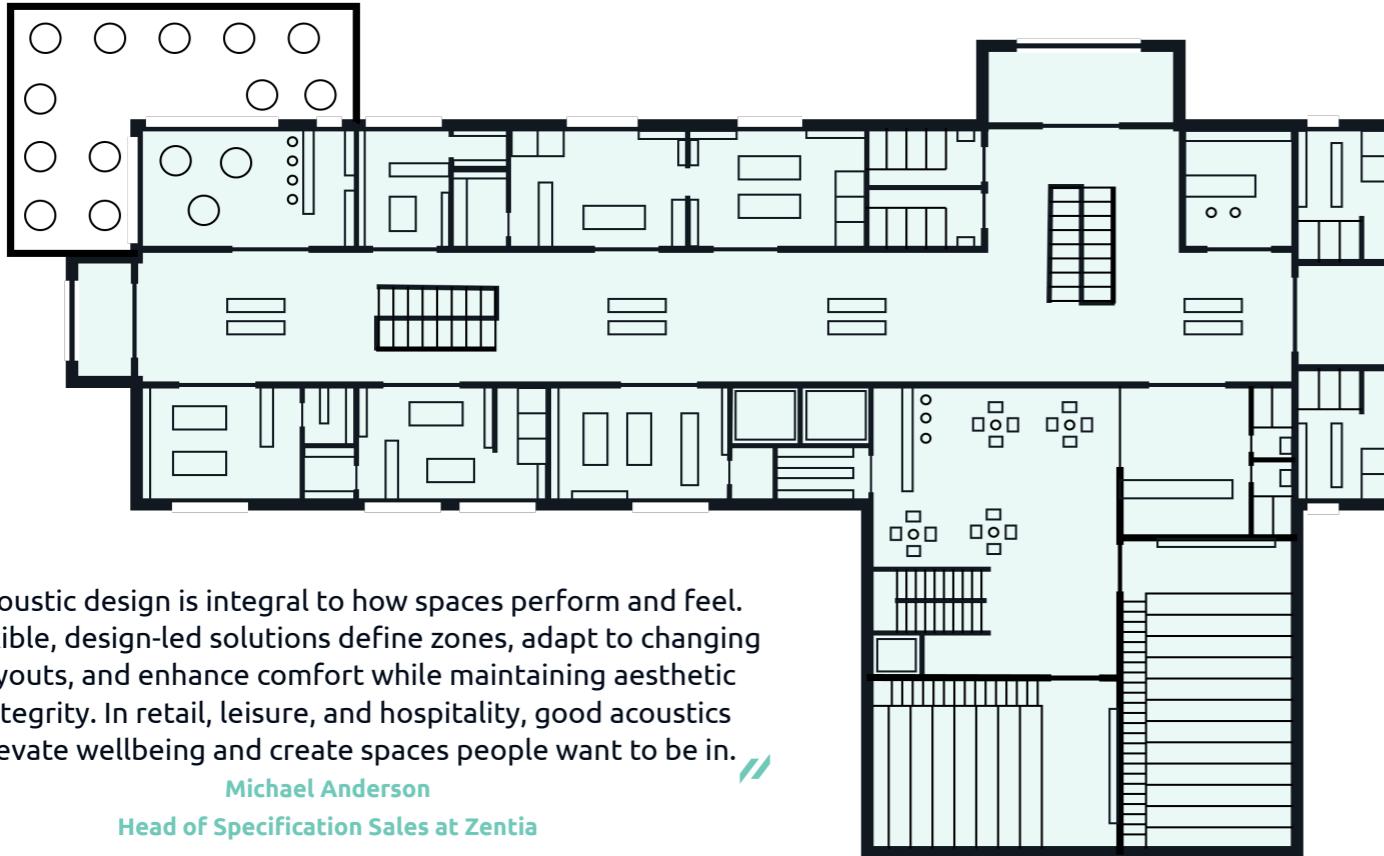
These three factors help you create **"Intentional Acoustic Design"** resulting in **"Acoustic Comfort"** for the end user.

Noise in shopping centers and restaurants can reduce intelligibility and affect the comfort of the employees working for long periods in such environments.

Alnuman, N. & Altawee, M. Z.

86% of buyers will spend more for a better experience - but one bad moment can lose a third of them.

PwC



Acoustic design is integral to how spaces perform and feel. Flexible, design-led solutions define zones, adapt to changing layouts, and enhance comfort while maintaining aesthetic integrity. In retail, leisure, and hospitality, good acoustics elevate wellbeing and create spaces people want to be in.

Michael Anderson
Head of Specification Sales at Zentia

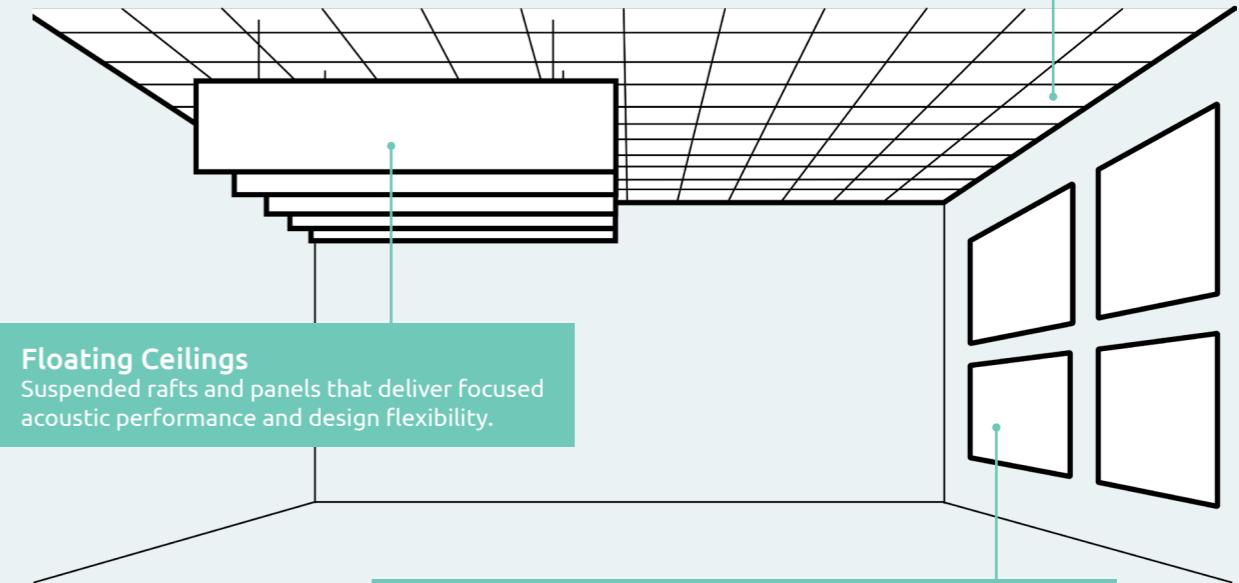
Our expertise

Whether it's a retail, leisure or hospitality environment, we understand your requirements

Acoustic design shapes how people experience spaces. Thoughtfully designed ceiling and wall solutions create calm, comfortable, and engaging environments that support both customer enjoyment and employee wellbeing. By controlling sound, designers define a space's character, from restorative in wellness settings to dynamic in active ones. Good acoustics enhance communication, reduce fatigue, and elevate the overall sensory quality of an interior.

Continuous Ceilings

Fully integrated ceiling systems that cover entire areas, combining seamless acoustics with service access.



Floating Ceilings

Suspended rafts and panels that deliver focused acoustic performance and design flexibility.

Wall Absorbers

Vertical acoustic panels that reduce sound reverberation, complementing ceiling products for balanced room acoustics.

Our portfolio

Multiple options for fitting out a room

Zentia offers a range of ceiling systems designed for modern leisure, hospitality & retail spaces. Continuous suspended ceilings provide full coverage, easy maintenance, and seamless integration with lighting and HVAC. For tailored acoustic or design needs, our portfolio also includes floating ceilings, canopies, baffles, and wall absorbers, ideal for flexible, high-performance workspaces.



Where performance meets experience

Creating comfortable & engaging leisure spaces

Leisure venues, from gyms and cinemas to sports centres and entertainment complexes must create spaces where customers feel **comfortable, engaged, and eager to return**. Ceilings in these environments must deliver excellent **acoustic control**, and support **technical integrations** such as lighting, sound systems, and ventilation.

At the same time, durability and ease of maintenance are essential, while finishes must enhance the overall atmosphere and reinforce the **brand identity** of the venue. Importantly, well-designed ceilings contribute to **staff wellbeing**, creating safer, quieter, and healthier environments for teams working in busy, high-energy spaces.

Room types

Sport halls & Gyms

Active, high-energy environments such as gyms and sports halls demand ceiling systems that can handle noise and provide access to services, while also creating bright, motivating spaces for users.

The focus is on:

Effective acoustic control to manage noise and reverberation

Durable, long lasting materials, ease of access

Bright, even lighting to support activity and safety.

Our recommended solutions

- [DecoMesh](#)
- [Obsidian](#)
- [Sonify Canopies, Baffles and Wall Absorbers](#)
- [Prestige Family](#)



Room types

Cinemas & Theatres

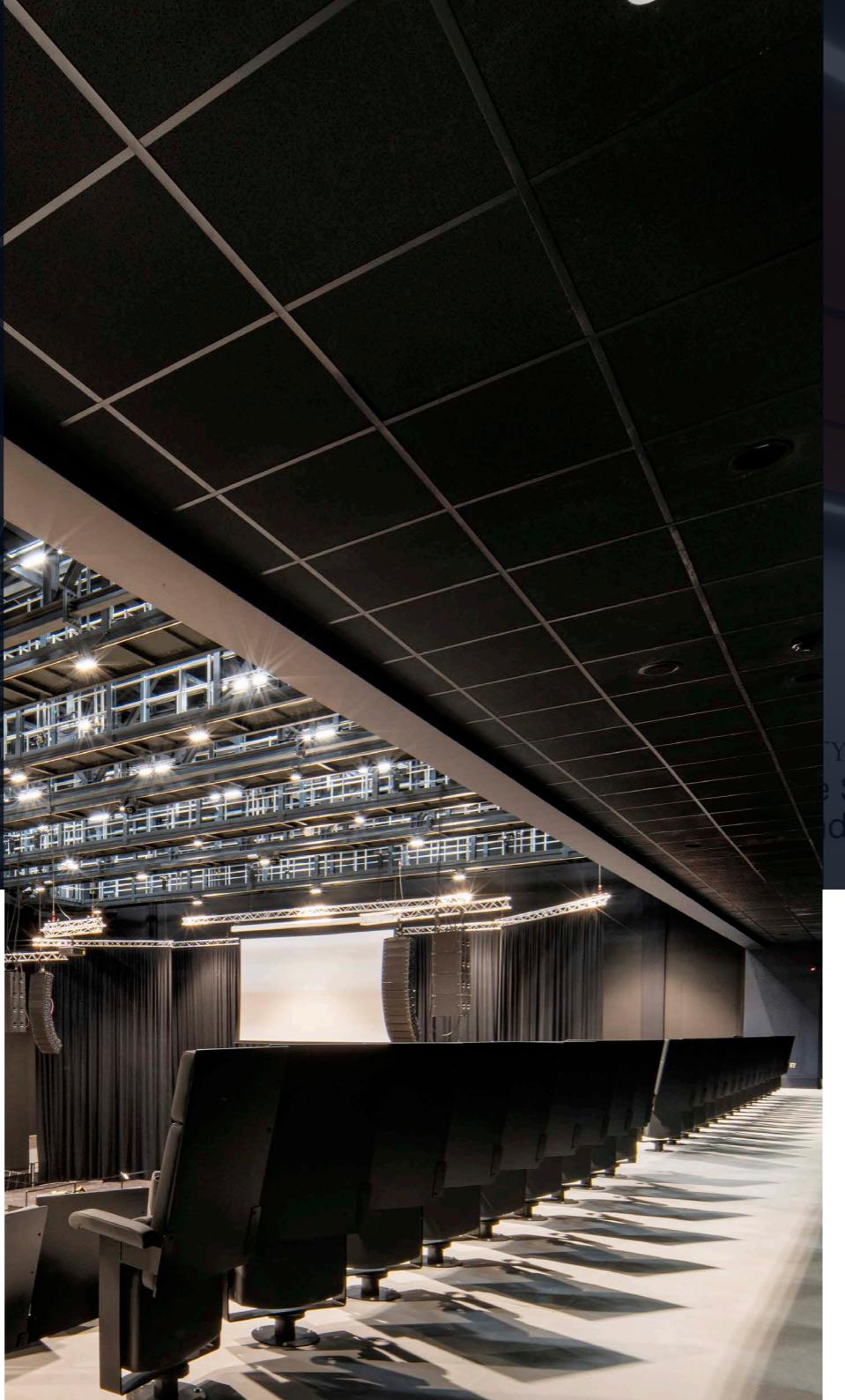
In cinemas and theatres, sound and atmosphere define the experience. Ceilings here must combine exceptional acoustic performance with a design that enhances immersion and comfort.

The focus is on:

Excellent acoustic control for clear sound and minimal noise transfer

Premium, distraction-free atmosphere that enhances the overall experience

Low-maintenance, durable ceilings suitable for high daily usage



Our recommended solutions

- [Prestige Colour](#)
- [Prestige Family](#)
- [Obsidian](#)
- [Fission FT \(black\)](#)
- [Gridline \(black\)](#)

Room types

Leisure centres

Leisure centres require ceilings that resist moisture and humidity while maintaining hygiene and safety. At the same time, they need to feel light, clean, and inviting for visitors. The challenges are:

Resistance to humidity and moisture for long-term performance

Compliance with fire, safety, and hygiene requirements

Clean, bright aesthetics that enhance comfort and atmosphere

Our recommended solutions

- [Aquabloc](#)
- [Titan](#)
- [Aruba hH \(High Humidity\)](#)
- [Hydrabloc](#)
- [Gridline Corrosive Resistant](#)
- [Sonify Baffles and Canopies](#)



Room types

Entertainment venues

Bowling alleys, arcades, and family attractions bring together multiple activities under one roof. Ceilings must help manage noise, integrate with lighting and effects, and create flexible spaces for entertainment. The focus is on:

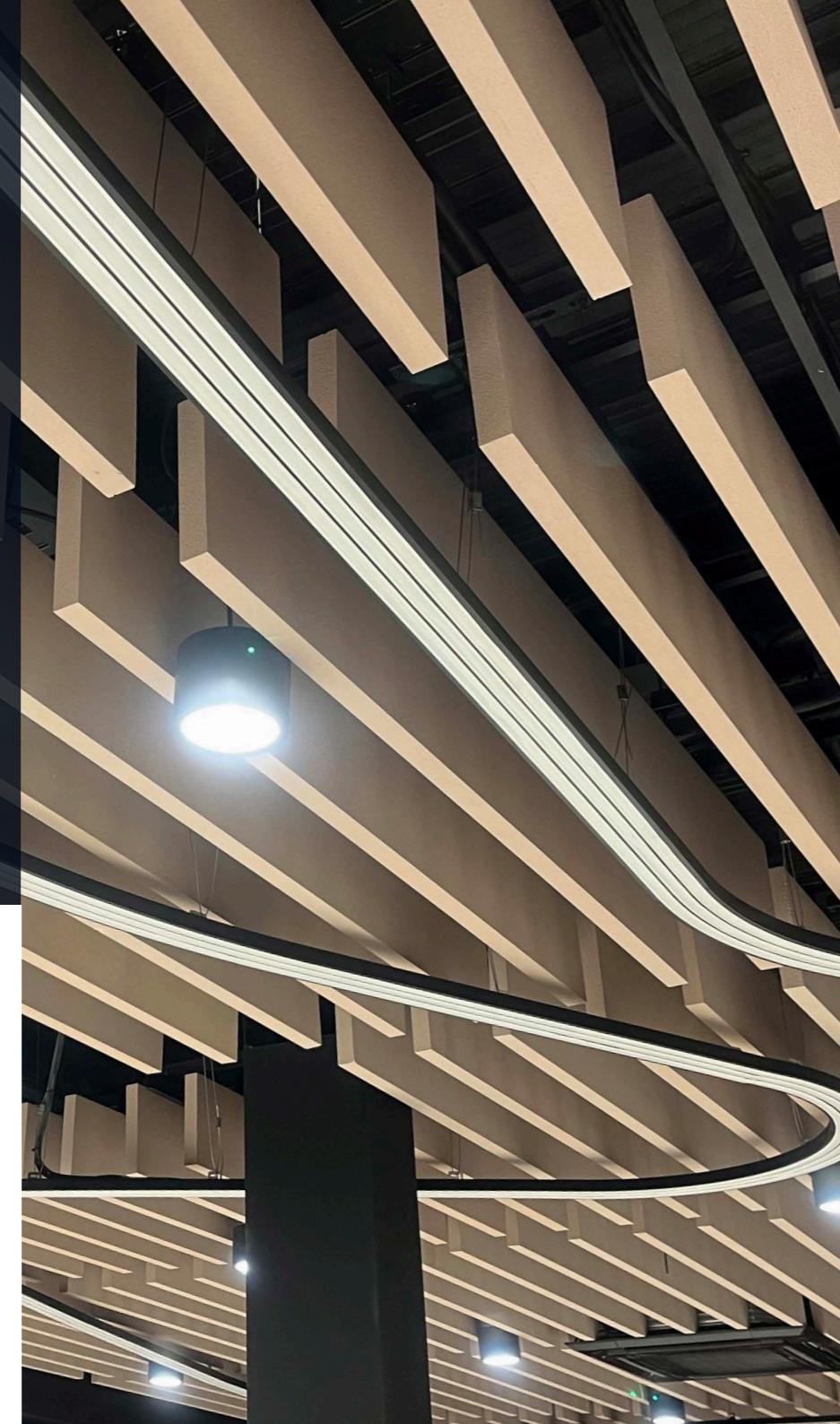
Effective noise control for multi-activity and shared environments

Seamless integration of lighting and visual design features

Flexible ceiling systems adaptable to branding and decorative themes

Our recommended solutions

- [Sonify Baffles and Canopies](#)
- [Prestige Family](#)
- [Oplia Family](#)
- [Aruba Family](#)
- [DecoFrame](#)
- [DecoMesh](#)



Ceilings that define the guest experience

Creating elegant & functional hospitality spaces

In hospitality venues such as hotels, restaurants, and bars, ceilings are more than a backdrop, they are an integral part of the **guest experience**. They must combine elegance and style with acoustic comfort, particularly in busy dining, lounge, and reception areas where **ambience** is key. Behind the scenes, kitchens and back-of-house spaces demand

solutions that prioritise **hygiene** and **functionality**, while guest-facing areas require premium finishes that reflect a sense of quality and luxury without compromising performance. For staff, the right ceiling design reduces noise, improves lighting, and creates more **comfortable working conditions**, helping to deliver excellent service.

Room types

Hotel lobbies & Reception areas

The lobby is a hotel's first impression, a space where guests expect comfort, elegance, and clarity. Ceilings must contribute to ambience while managing the bustle of arrivals and departures.

The challenges are:

Bright, welcoming atmosphere with a premium feel and efficient lighting

Effective acoustic control for clear communication in busy lobbies

Easy access to main services for maintenance



Our recommended solutions

- [Prestige Family](#)
- [Oplia Family](#)
- [Aruba Family](#)
- [Sonify Canopies, Baffles and Wall Absorbers](#)
- [DecoFrame](#)
- [DecoMesh](#)
- [Plank Systems](#)

Room types

Restaurants & Dining areas

Dining areas set the tone for guest experience. Ceilings here influence sound, lighting, and atmosphere, creating an environment that encourages comfort, relaxation, and repeat visits.

The focus is on:

Controlled noise levels for a calm, enjoyable dining atmosphere

Balanced design that supports ambience, elegance, and functionality

Comfortable acoustic and lighting conditions for staff wellbeing



Our recommended solutions

- [DecoFrame](#)
- [DecoMesh](#)
- [Obsidian](#)
- [Prestige Family](#)
- [Oplia Family](#)
- [Aruba Family](#)
- [Sonify Canopies, Baffles and Wall Absorbers](#)

Room types

MXG

Kitchen & Back-of-house spaces

In the fast-paced heart of hospitality, ceilings must stand up to heat, humidity, and hygiene demands, while also helping staff work comfortably and efficiently.

The challenges are:

Hygienic, moisture and grease-resistant surfaces for safe compliance

Durable materials manufactured to withstand heat and frequent cleaning

Easy-to-clean, durable surfaces for lasting hygiene and freshness

Our recommended solutions

- VynaBoard
- Hygiene



Room types

Bars, Lounges & Event spaces

Bars and event spaces thrive on atmosphere. Ceilings must support music and conversation with balanced acoustics while allowing for flexible design and integration with lighting and AV systems. The focus is on:

Controlled acoustics for clear sound and comfortable conversation

Flexible ceiling design compatible with lighting and AV systems

Stylish, immersive ambience that enhances the overall experience

Our recommended solutions

- Prestige Family
- Oplia Family
- Aruba Family
- Sonify Canopies, Baffles and Wall Absorbers
- DecoFrame
- DecoMesh
- Obsidian





Flexible design for fast-moving retail spaces

Creating flexible & stylish retail environments

Retail venues are fast-paced, design-led, and constantly evolving to meet **changing consumer expectations**. Ceilings in these environments must be flexible enough to support new layouts, seasonal displays, and shifting lighting schemes. Beyond functionality, they play a vital role in **brand storytelling**, enhancing the look and feel of a store to shape

how customers experience the space. Well-designed ceiling solutions combine **visual appeal** with **performance** benefits such as noise control, energy efficiency, and fast installation. At the same time, thoughtful ceiling design improves **staff wellbeing** by managing acoustics, enhancing air quality, and creating a more comfortable working environment.

Room types

Sales floor / Shop floor

The sales floor is the heart of any retail venue, the space where customers form their first impressions and make buying decisions. Ceilings here must do more than cover a space: they influence atmosphere, guide lighting, control acoustics, and reinforce brand identity. The focus is on:

- Effective noise control for calmer, clearer retail environments**
- High light reflectance to enhance brightness and energy efficiency**
- Flexible ceiling design to support frequent layout & branding changes**

Our recommended solutions

- [Vynaboard](#)
- [Fission](#)
- [Sonify Canopies, Baffles and Wall Absorbers](#)
- [Prestige Family](#)
- [Oplia Family](#)
- [Aruba Family](#)



Room types

Changing rooms, Fitting areas

Changing rooms are where customers decide whether a purchase feels right. The ceiling plays a vital role in creating a calm, private, and confidence-boosting environment, helping to turn consideration into sales. The focus is on:

- Effective noise control for calmer, clearer retail environments
- High light reflectance to enhance brightness and energy efficiency
- Flexible ceiling design to support frequent layout and branding changes

Our recommended solutions

- Sonify Canopies, Baffles and Wall absorbers
- Aruba hH (High Humidity)
- Hydrabloc
- Prestige dB



Room types

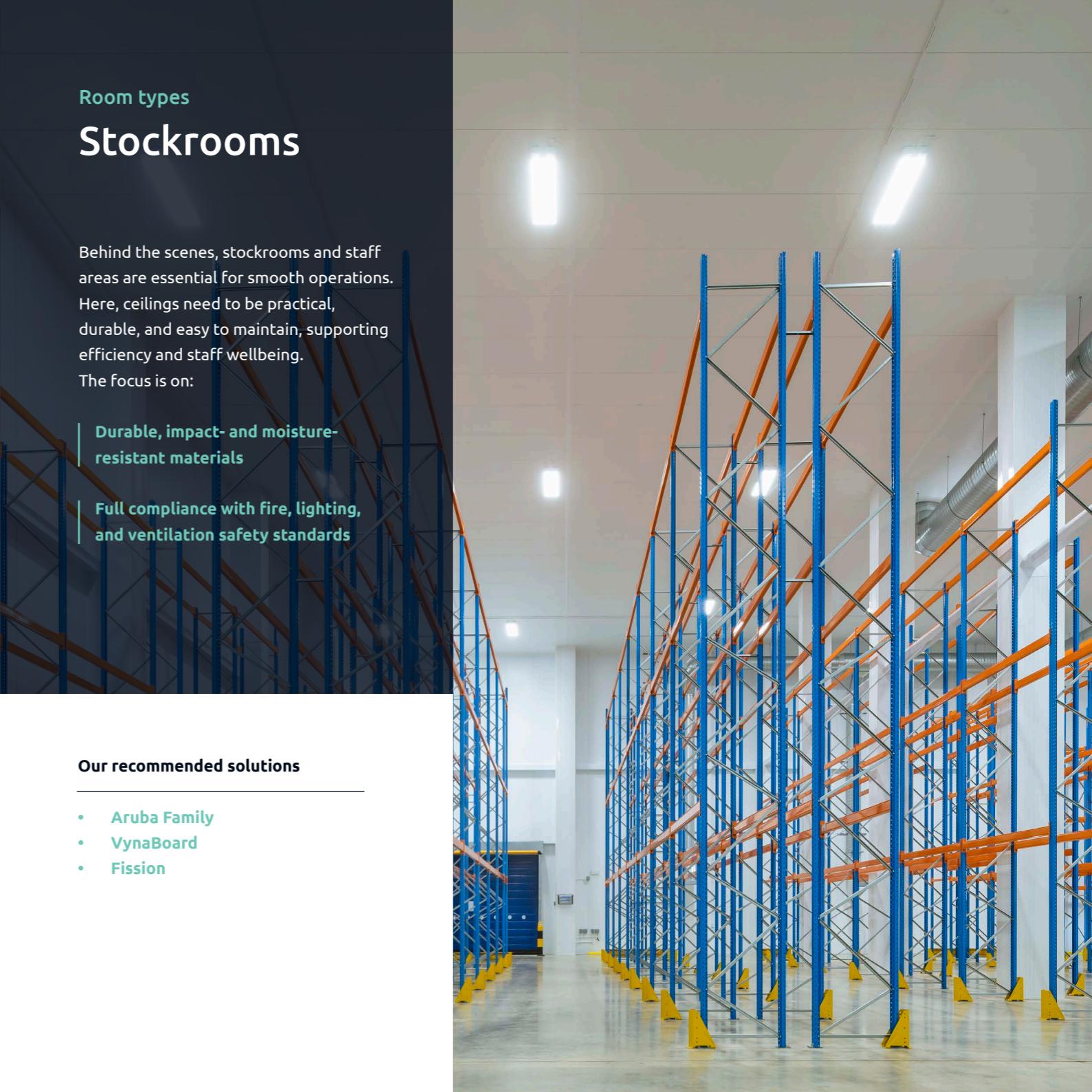
Stockrooms

Behind the scenes, stockrooms and staff areas are essential for smooth operations. Here, ceilings need to be practical, durable, and easy to maintain, supporting efficiency and staff wellbeing. The focus is on:

- Durable, impact- and moisture-resistant materials
- Full compliance with fire, lighting, and ventilation safety standards

Our recommended solutions

- Aruba Family
- VynaBoard
- Fission



Room types

Mezzanine floors

Mezzanine floors are increasingly used to maximise retail space, but they introduce acoustic and spatial challenges. Ceilings around these levels must maintain comfort and safety for customers below while creating workable, welcoming areas above. The focus is on:

- Effective acoustic separation between mezzanine and sales areas
- Bright, open-feeling spaces despite height restrictions
- Safe, flexible ceiling systems integrated with structure and services

Our recommended solutions

- Mezzguard



Overview

Our solutions for Leisure, Hospitality and Retail

	Prestige Family*	Oplia Family	Aruba Family	Aruba HH (High Humidity)	Mezzguard	Fission	Fission FT (black)	Obsidian	Titan	Aquabloc	Hygiene	Hydrabloc	VynaBoard	Gridline 24	Corrosive Resistant	DecoMesh	DecoFrame	Sonify**
Sport halls & Gyms	•						•								•		•	
Cinemas & Theatres	•						•	•										
Leisure centres				•			•	•	•		•			•			•	
Entertainment venues	•	•	•												•	•	•	
Lobbies & Receptions	•	•	•												•	•	•	
Restaurants & Dining areas	•	•	•					•							•	•	•	
Kitchen/Back-of-house									•	•								
Bars & Lounges	•	•	•					•							•	•	•	
Sales floors	•	•	•														•	
Changing rooms	•			•													•	
Mezzanine floors					•													
Stockrooms			•						•									

*including planks and colour

**Baffles, Canopies & Wall Absorbers

Our service process

Personalised design support in a few easy steps

We know acoustics, we know ceilings, we know you are busy, we are here when you need us. Our UK-wide team of Architectural and Design (A&D) Consultants provide expert support at every stage of your project. With our own qualified acoustician and CAD technicians, we can provide you with seamless design-to-installation support.

**01**

Tell us about your project

From a simple sketch to detailed drawings, simply get in touch to begin discussing your project.

**02**

Send us your project drawings

We'll discuss your current project plans and we'll help you understand how Zentia solutions can integrate into your project.

**03**

Zentia provides drawings

Our team will create a series of CAD-generated layouts in PDF and CAD format that show Zentia solutions in your designs.

**04**

Specification support

Once the design is approved, we'll supply detailed specs including NBS K40s, plus Revit and CAD models to outline in detail the products used.

**05**

Installation support

Our network of Zentia trained Pinnacle installers ensures quality installation, with expert on-site support available when needed.

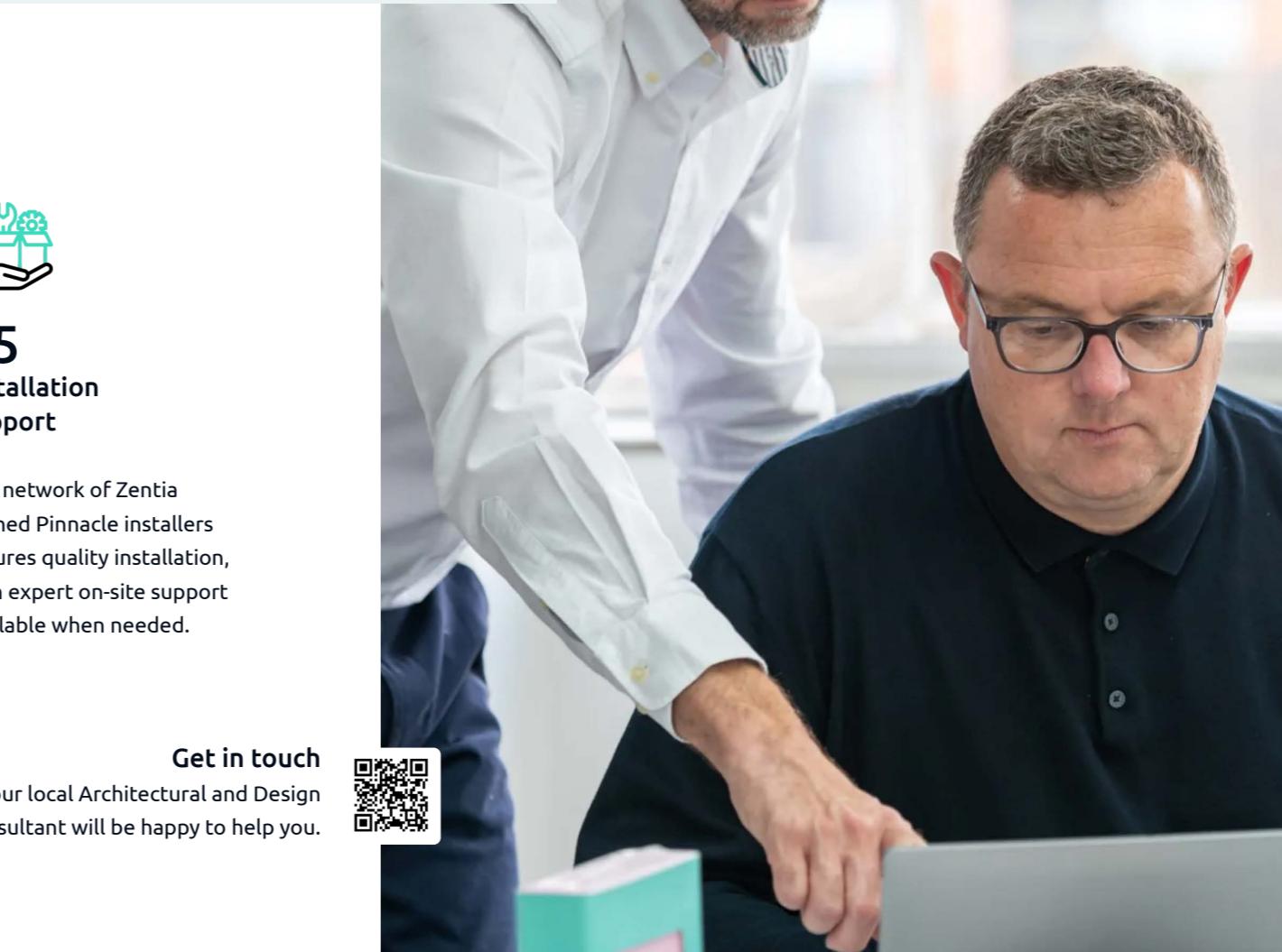
Get in touch

Your local Architectural and Design Consultant will be happy to help you.



At Zentia, we support our clients from concept to installation, making sure every ceiling solution performs acoustically and fits the design vision.

Michael Anderson
Head of Specification Sales



Our specification services

Digital-first product accessibility

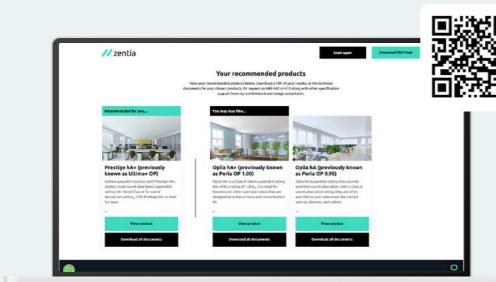
Zentia supplies a wide range of digital documents that integrate seamlessly into your project and allow you to design, configure, and simulate ceiling systems within your preferred software.

We can offer:

- BIM models
- Revit files
- CAD assistance
- NBS Chorus-compliant specifications
- Product EPDs
- Installation guides

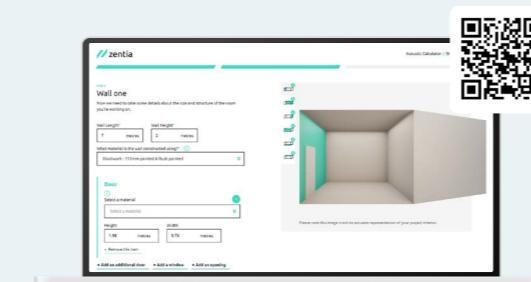
Our digital tools

Guiding your product decisions



Product Selector

Find the ideal ceiling solution with guided options. Get tailored product recommendations instantly.



Acoustic Calculator

Test acoustic performance in minutes. Download results for easy reference and decision-making.



Training by Zentia

Designed for you, delivered by experts

Formal Learning

Stay ahead with RIBA and RIAI-approved CPD sessions led by our expert Architectural and Design Consultants. Join us online or book an interactive in-practice session.

Lunchtime Learning

Enjoy good food and great ideas with our lunch and learn sessions. A relaxed way to gain a deeper understanding of our products and services.

Creative Workshops

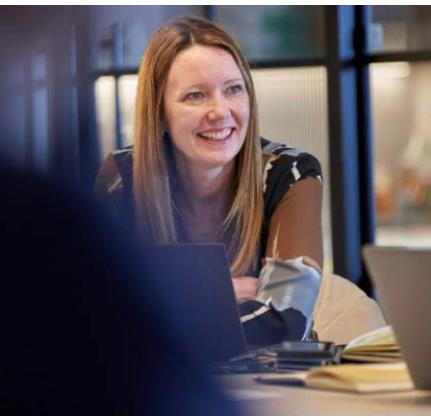
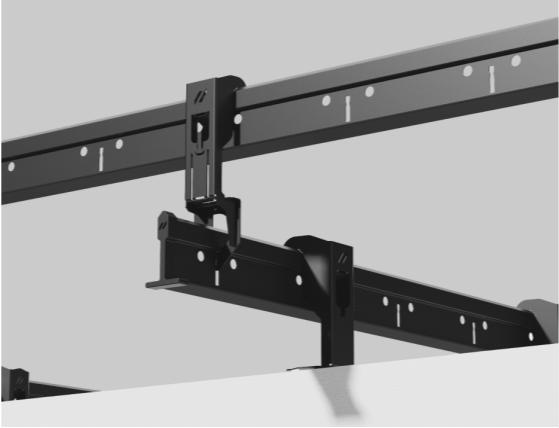
Grab a brush and reimagine the space above as you transform ceiling tiles into works of art. Zentia's Painting on a Ceiling workshop shows that great design doesn't stop at eye level. Sometimes, you have to look up for inspiration.

Leisure, Hospitality & Retail CPD

Deepen your understanding of acoustic and design requirements in leisure, hospitality and retail environments. Learn how to combine sound control with aesthetics, flexibility, and durability. **Contact your local architectural and design consultant or scan the QR-code.**

Other available CPD offerings

- Fire Suspended Ceiling Systems – the basics (RIBA Approved)
- Health, Wellbeing and Productivity (RIBA Approved)
- Sound Advice: Limiting noise annoyance in buildings (RIBA and RIAI Approved)
- Education Lunch & Learn Session
- Healthcare Lunch & Learn Session
- Commercial Office Lunch & Learn Session



Who we are

Zentia delivers high-performance acoustic ceiling and wall solutions

Here at Zentia, we manufacture high-performance mineral ceiling tiles, suspended ceiling grids, floating ceilings and wall absorbers for the construction market. With balanced acoustics, striking visual impact, and technical performance to suit any interior.

At Zentia, we put our customers at the heart of everything we do, guided by our core company pillars:

 Reliability  UK Focus  Innovation  Partnership

Why Zentia

Reasons to choose Zentia for your next leisure, hospitality and retail project



Perfect fit

Zentia has a comprehensive ceiling solution portfolio that meets the requirements for every environment including leisure, hospitality and retail spaces.



Design flexibility

Zentia's portfolio offers full design flexibility with mix-and-match products, sizes, and colours to bring any vision to life.



30-year warranty

Most products come with a 30-year warranty if combined with Gridline for lasting performance and peace of mind.



Excellent service

Our UK-wide team of Architectural and Design Consultants provide expert support at every stage of your project.

**Zentia is a market-leading
UK manufacturer delivering
high-performance acoustic
ceiling and wall solutions.**



Zentia website

The UK's market leader in
complete ceiling solutions.



NBS Source

Specification should be
seamless. Find all our products
and BIM files.



Book a CPD

Earn RIBA CPD points and learn
more about the sectors we
work with.



Book a design visit

Speak to a dedicated member
of the Architectural & Design
Consultancy Team.

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Gateshead NE11 0SP

Zentia Innovation Centre
Unit 401 Princesway Central
Team Valley
Gateshead NE11 0TU

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