



Practice Code, Policies & Procedures

1. Therapists must provide TravelChair Massage with a valid copy of the following requirements:
 - a. Proof of massage qualifications.
 - b. Proof of valid public liability insurance.
2. Therapists must at all times and at their expense maintain appropriate insurance cover, including public liability, professional and other indemnity insurance, fully protecting TravelChair Massage against all or any injuries/loss/damage which may arise during or after the massage sessions. It is the therapist's responsibility to ensure that all insurance(s) are maintained and kept up to date.
3. It is TravelChair's objective that representing therapists must maintain a professional appearance and dress code in the workplace. We pride ourselves on always projecting a professional image for our customers, potential therapists, and company visitors. This policy is provided for therapist guidance. All therapists must meet the following dress code standards:

Therapists must wear a white or sky blue short sleeve polo shirt, casual black pants, conservative athletic, walking shoes or flats, preferably black.

- a. Ripped, dirty, or frayed clothing is unacceptable. Any clothing that has words, terms, or pictures present and/or are offensive to other therapists and/or clients is unacceptable.
- b. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, leggings and any spandex or other form-fitting pants are not acceptable.

- c. Flashy athletic shoes, flip-flops, slippers, and any shoe with an open toe are not acceptable.
- d. Jewelry, makeup, perfume and cologne should all be in good taste, with limited visible body piercing including body tattoos.

Please note: No dress code can cover all possible contingencies, therefore therapists must exert a certain amount of judgment in their choice of clothing to wear as representatives of TravelChair Massage. If a therapist should experience uncertainty about acceptable, professional work attire, please don't hesitate to contact us.

- 4. Therapists must always arrive at a place of business a few minutes early in order to allow time for massage chair and equipment set up, and appropriately be on time for the first scheduled appointment.
- 5. Should the therapist expect a late arrival at the place of business due to: Weather/road detours/road construction/accidents/traffic/personal emergency, the therapist shall accordingly:
 - a. Call and kindly notify the place of business, specifying therapist first name, company the therapist is representing (TravelChair Massage), and time he/she was expected to be there.
 - b. If possible, an expected time of arrival should be mentioned in approximation. (Upon arrival, therapist is aware that he/she is responsible for rearranging the sign-up sheet as needed in order to provide massage sessions accordingly to as many clients/employees that have missed their scheduled appointments. This must be carried out reasonably, always protecting both therapist and client while using time management and consistently providing a high quality service.)

Please note: Should the therapist not be able to make it the job for any of the above circumstances, the therapist understands that it is his/her professional responsibility to communicate this information directly and only to TravelChair Massage. The therapist must never take the action of cancelling or rescheduling a job. Any such conduct is not permitted by TravelChair Massage.

- 6. Upon arrival, therapists must inform front desk personnel of:
 - a. Therapist first name.
 - b. Company the therapist is representing (TravelChair Massage).
 - c. If necessary and to avoid confusion, therapist must specify the contact name (identified to the therapist by TravelChair Massage) and hours they are scheduled to be there for (i.e. 12pm-4pm)

7. If client has lost/misplaced/not received TravelChair's sign-up sheet:
 - a. Therapist must encourage appropriate personnel to draw their own sign-up sheet with 20 min intervals in 1, 2, 3 or more columns depending on present number of therapists and initial agreement. (Please mention that a therapist lunch break must be included)
 - b. Therapist shall encourage appropriate personnel to make an announcement informing clients/employees of TravelChair's arrival, therefore reminding them to sign up/show up for their appointments.

8. In such an event that a misunderstanding or any form of miscommunication arises between therapist/client (i.e. the client has come late or at the wrong time for his/her appointment) the therapist must:
 - a. Manage the situation tactfully and pleasantly while maintaining a courteous, respectful and professional attitude.
 - b. Always remain positive and empathetic.
 - c. Ensure that the appropriate steps are taken in order that the client clearly understands how to proceed.
 - d. If the sign-up list is full and therefore the client cannot sign for a different time opening, the therapist shall politely encourage the client/recipient to check back. If someone else misses his/her appointment, he/she may take up that massage session, at that time.

9. Therapists must recognise that while in a massage session or if a massage session is taking place with a fellow therapist, as that being the client's (recipient) time to relax. Unless the client initiates conversation, the therapist must maintain silence while a massage is in session.

10. Therapists must not use manipulation or vigorous massage at any point during the massage session. Therapists must check in with client/recipient once or twice during the chair massage session in order to determine an adequate massage pressure. (i.e. Is the pressure ok for you?)

11. Therapists must not encourage, nor solicit private or personal negotiations directly or indirectly with TravelChair Massage's business contacts/companies (clients). Therapists must not discuss fees, re-negotiate or attempt to negotiate any existing contract, nor suggest, nor recognise any modifications to the existing contract through imposed conditions, nor accept any such conditions should they be implied by the client. Any such actions are not permitted by TravelChair Massage.

12. Therapists must be prepared to provide soothing music and create a calming environment during the chair massage sessions via a portable CD, I-pod docking station, or other. While on-site, therapists are required to have any such equipment, therefore providing a relaxing experience.

13. Therapists must have all necessary cleaning supplies. Such may include spray bottle, wet wipes, hand sanitizer, paper towels, and disposable face rest covers. (Therapists do not necessarily need to bring all of the above, but please be aware of the things that are essential and what type of situation you may deal with). Therapists are expected to abide by standards of good practice in relation to hygiene.
14. Upon request, therapists must use massage tools (head massager, electric back massager) if so required by TravelChair Massage during the chair massage sessions.
15. Therapists must refrain from using mobile phones unless on an official break.
16. Therapists must submit any and all invoices via the Internet (online).
To do so, please visit:
<http://www.travelchairmassage.com/united-kingdom-site/mt-invoice/>
17. Therapists must not at any time, directly or indirectly, accept payment in any form from any of TravelChair Massage's business contacts/companies (clients) for the services carried out on behalf of TravelChair Massage.

Please note: Upon receipt of online invoice, therapists will be paid by TraveChair Massage.

18. In such a case that a therapist has committed his/her self to a job and is unable to attend to that commitment, unless it involves a personal emergency, the therapist must give at least a 24 hour notice to TravelChair Massage before cancellation of that arrangement. This allows TravelChair Massage enough time to contact another therapist in place.
19. Therapists are expected to continuously update their knowledge and professional skills in accordance with current laws and regulations.
20. Therapists understand that TravelChair Massage does not directly or indirectly employ therapists. Therefore, all therapists remain self-employed as sub-contractors.
21. Therapists are expected to be honest and trustworthy.
22. Therapists must not represent or claim to represent any other massage organisation, nor advertise, nor promote themselves or any other massage organisation to any of TravelChair Massage's business contacts/companies (clients). Therapists must not hand out any business cards or business information promoting themselves or any other massage organisation.

While on-site at any of TravelChair's business contacts/companies either on a voluntary or sub-contracted basis with TravelChair Massage, therapists must only represent TravelChair Massage, and adhere to all company Policies, Procedures and Practice Code.

Please Note: Our Practice Code, Policies & Procedures are fine tuned to help identify, and clarify situations and guidelines.

TravelChair Massage reserves the right to make any changes in the specification of all current stipulations and/or add new applicable requirements as they see fit. Representing therapists will be notified of any amendments.

If there are any concerns you would like us to further address, we welcome all feedback from therapists and we look forward to hearing from you.