



# SUPERCALMING & HOLISTIC

## Office Massage Welcome Pack



### Hi There!

My name is Sarah McHarg and I am an award-winning Scottish/Welsh (which I call 'Scwelsh') business owner and massage therapist at Super Calming and Holistic. I am the only full-time, corporate masseuse, Solopreneur in all of Cardiff.

Thank you for taking the time to consider my services. My references are available upon request. If you need to know anymore information, please do not hesitate to contact me.

I look forward to hearing from you.

Many thanks, sincerely,

### The Pitch

Super calming and holistic, treatments make you feel good, stress and strains and aches and pains, can put you in a bad mood. Spend an hour or two with me, and you will feel like you should, out of pain and so chilled out, much more than you thought you could!

Um-dittle-ittl-um-dittle-l (4x) massaged back and neck and thigh!

I can also treat your head or ears or neck or face, take some chill out time with me, away from the rat race, get in touch and book yourself a really well earned treat, oh and I forgot to say, I also massage feet!

Um-dittle-ittl-um-dittle-l, (4x) massaged arms and other thigh!

**If you cannot visit me, then I can visit you, tell your boss well-beings days boost staff morale it's true, an office full of happiness with sharp ideas and vision, not to mention rosy cheeks with a cheery disposition!**

### The Top 5 Benefits are:

- 1) An excellent alternative comfort break
- 2) A great way to destress physically and mentally
- 3) Staff feel more relaxed and are more productive in work
- 4) Employees feel appreciated for the work that they do and boosts staff morale
- 5) When you look after your crew, they look after your ship

### The Chair:

This is a drawing of what my massage chair looks like:



### Scheduling Treatments



- 10 minutes
- 15 minutes
- 20 minutes
- 30 minutes
- More?

All treatments have a 5 minute break inbetween so that the chair can be cleaned for the next customer. I allow myself a lunch breaks lasting 40 minutes.

### Holistic Menu:

- Swedish Massage
- Indian Head Massage
- Warm Bamboo Massage
- More options coming soon...

### Health & Safety

All electrical appliances that I bring to the office are PAT tested.

### Insurance

Insurance provided by Zurich Insurance plc includes:

- Professional Liability Insurance**
- Pubic Liability Insurance**
- Product Liability Insurance**
- Medical Malpractice / Treatment Risk Insurance**



### Please read restrictions before treatment/s:

- Any contagious skin disease/disorder
- Deep Vein Thrombosis
- 1st trimester of pregnancy
- Diabetes: Warm Bamboo
- Undergoing cancer or chemotherapy treatments

### Payment Plan

I invoice the company for my time at £30 per hour. This payment method must be paid within 7 working days.

- Staff pay cash in hand: £5 = 10 minutes or £10 for 20 minutes
- Subsidise 50/50 Company pays half | Staff pays half

If there is a cancellation, I must be notified within 72 hours. If it passes this timeframe, the company is liable for 25% of the cost of the day/s. The cancellation payment must be paid within 7 working days.

If there are any late payments, there will be a 5% fee for every week that is past the deadline.

### Consultation Forms

All staff members must complete a consultation form and have signed approval prior to treatment.

### Digital Security

All consultation forms are kept in a super duper encrypted filing system that is in keeping with the GDPR Laws.

### Slot Gaps & No Shows

If there are slot gaps on the timetable or customers do not show up for their appointment, full payment is required to cover the costs of my visit.

### Complaints Procedure

If a complaint needs to be made, here is what I need to know:

*Time and Date?*

*Location of treatment*

*What happened?*

*How would you like this to be resolved?*

*Send complaints to email address provided*

### Etiquette

If a staff member presents any unacceptable behaviour during the appointment, the seated massage will be terminated. Whoever is covering the cost will be liable for the full payment of the treatment.

### CONTACT

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