

— LOVE PAMPER COMPANY —

BOOKING SYSTEM GUIDE

Love Pamper Company operates a streamlined booking system designed to make your work simple, organised, and stress-free. Once you reach Stage 5 – Ready to Work, you will begin receiving booking opportunities directly from our team. This guide explains exactly how the system works and what is expected from you.

1. How You Receive Bookings

Once approved and moved into Stage 5, you will receive booking opportunities through:

WhatsApp Messages

This is our primary communication method for therapist bookings.

You will receive:

- A message offering a booking
- The date and time
- The location
- The treatments required
- Any special notes (pregnancy, allergies, access details)
- Whether it is a private booking or an accommodation partner booking

Your Responsibility

You must reply promptly. Fast responses help us allocate therapists efficiently and maintain excellent client service.

2. Accepting a Booking

When you receive a booking message:

1. Read all details carefully
2. Confirm your availability
3. Reply professionally and promptly
4. Wait for confirmation from Love Pamper Company

Example Acceptance Message

“Thank you, I can attend this booking. Please confirm the final details.”

Once confirmed, you are officially assigned to the booking.

3. Booking Details You Will Receive

After accepting a booking, you will receive:

- Full address

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- Contact name (if applicable)
- Treatment list
- Duration
- Parking or access instructions
- Any special requirements
- Accommodation partner rules (if relevant)

You must review all details before attending.

4. Your Responsibilities Before the Booking

Therapists must:

- Arrive 10–15 minutes early
- Bring all required equipment
- Ensure everything is clean and sanitised
- Prepare the space professionally
- Maintain a calm, luxury presence

Your preparation directly impacts the client experience.

5. During the Booking

Follow all Love Pamper Company standards:

- Deliver treatments exactly as trained
- Maintain professionalism
- Keep communication calm and minimal
- Respect client boundaries
- Follow timing and treatment protocols
- Create a spa-like environment

Consistency is key to our brand.

6. After the Booking

Once the booking is complete:

- Clean your space thoroughly
- Thank the client or host
- Pack equipment neatly

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- Leave the property quietly and respectfully
- Submit your invoice promptly
- Report any issues immediately

A professional finish ensures repeat bookings and strong partner relationships.

7. Cancellations & Changes

If a client cancels or changes their booking:

- You will be notified via WhatsApp
- Always respond promptly
- Never contact the client directly
- Never discuss pricing or refunds

All client communication must go through Love Pamper Company.

8. Reliability & Professionalism

Therapists who:

- Respond quickly
- Arrive on time
- Deliver consistent luxury treatments
- Communicate professionally
- Follow guidelines

...are prioritised for future bookings.

Reliability is one of the most important factors in our allocation process.

9. Why Our Booking System Matters

This system ensures:

- Clients receive a seamless luxury experience
- Accommodation partners trust our professionalism
- Therapists receive organised, consistent work
- The brand maintains high standards across the UK

Your role in this system is essential.