

— LOVE PAMPER COMPANY —

ACCOMMODATION PARTNER GUIDELINES

Love Pamper Company works closely with a growing network of luxury accommodation partners across the UK. These partnerships are built on trust, professionalism, and consistency. When you attend a booking at one of our partner properties, you are not only representing yourself — you are representing our brand and maintaining relationships that are vital to our business.

These guidelines ensure every therapist delivers a seamless, luxury experience that aligns with the expectations of our accommodation partners.

1. Arrival & First Impressions

Accommodation partners expect therapists to arrive:

- 10–15 minutes early
- Calm, prepared, and professionally presented
- With all equipment clean and organised

Upon arrival:

- Introduce yourself politely
- Confirm the booking details
- Ask if there are any property rules you should be aware of
- Move quietly and respectfully through the property

Your arrival sets the tone for the entire experience.

2. Respecting Property Rules

Every accommodation partner may have unique rules. Therapists must:

- Follow all instructions given by the host
- Keep noise to a minimum
- Avoid entering private or restricted areas
- Protect flooring and furniture when setting up equipment
- Use towels or mats under oils or products
- Leave no trace of your setup when finished

Respecting the property is essential for maintaining long-term partnerships.

3. Creating a Luxury Spa Environment

Accommodation partners choose Love Pamper Company because we bring a spa-quality experience directly to their guests.

Therapists must:

— LOVE PAMPER COMPANY —

- Set up a calm, tidy treatment area
- Use clean, neatly folded towels
- Keep products organised and professional
- Maintain a quiet, peaceful atmosphere
- Ensure guests feel relaxed and cared for

Your environment should feel luxurious, calm, and beautifully presented.

4. Guest Care & Professionalism

Guests staying at partner properties expect a premium experience.

Therapists must:

- Greet guests warmly
- Maintain a calm, reassuring tone
- Deliver treatments exactly as trained
- Respect guest privacy and comfort
- Provide clear aftercare advice
- Thank guests politely after the treatment

Your professionalism directly reflects on the accommodation partner.

5. Handling Issues or Concerns

If anything unexpected happens:

- Stay calm and professional
- Inform the host discreetly if needed
- Contact Love Pamper Company immediately
- Never attempt to resolve property-related issues alone
- Never blame the guest or the accommodation

We will always support you — communication is key.

6. Leaving the Property

Before leaving:

- Clean your treatment area thoroughly
- Remove all waste and equipment
- Ensure the space looks exactly as it did when you arrived

— LOVE PAMPER COMPANY —

- Thank the host or guest warmly
- Exit quietly and respectfully

A perfect departure leaves a lasting positive impression.

7. Why These Standards Matter

Accommodation partners:

- Recommend us to their guests
- Promote us in their welcome packs
- Provide regular bookings
- Trust us to deliver luxury experiences

Your professionalism helps maintain these relationships and ensures continued work for all therapists.