



VYBRANT LOUNGE

WELLNESS. BEAUTY. TRANSFORMATION.
WHERE SELF-CARE MEETS LUXURY..

Chair & Room Hire

HANDBOOK



Welcome to Vybrant Lounge

Welcome to **Vybrant Lounge**, a luxury wellness and self-care space created to provide exceptional experiences for clients while giving talented professionals a premium environment to grow their businesses.

This handbook outlines the policies, procedures, expectations, and operational standards for all self-employed professionals, chair renters, room renters, commission-based technicians, and wellness practitioners operating within Vybrant Lounge.

Our values:

- Excellence
 - Professionalism
 - Wellness
 - Integrity
 - Exceptional Client Care
 - Respect
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Section 1: Agreement Structure

Who this applies to

- Nail Technicians
- Brow Technicians
- Massage Therapists
- Beauty Therapists
- Wellness Practitioners
- Counsellors
- Independent Therapists
- Freelance Professionals

Rental Models

Chair Hire

Use of designated chair/station.



Private Room Hire

Use of designated treatment room.

Commission-Based Work

Professionals operating under Vybrant Lounge brand.

Event/Pop-Up Hire

Temporary bookings for events/classes/workshops.

Section 2: Onboarding Requirements

Before starting, all professionals must provide:

- Signed hire agreement
 - Valid photo ID
 - Proof of address
 - Relevant qualifications
 - Insurance certificates
 - Right to work documentation (if required)
 - Emergency contact details
 - Social media handles
 - Business registration details (if applicable)
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Section 3: Insurance Requirements

All professionals must maintain:

- Public Liability Insurance
- Professional Treatment Liability Insurance
- Product Liability Insurance (if selling products)

Copies must be submitted before working. Renewed certificates must be provided before expiry.



Section 4: Payments & Fees

Rental Fees

- Daily hire
- Weekly hire
- Monthly hire
- Commission arrangements

Payment Terms

- Payments due in advance
- Late payments may result in suspension
- Deposits may be required

Refund Policy

Rental fees are non-refundable unless agreed by management.

Section 5: Booking Policy

Professionals must clarify whether:

- They manage their own bookings OR
- Clients book through Vybrant Lounge

Client Ownership

Clients sourced through Vybrant Lounge marketing may be subject to commission arrangements.

No client poaching permitted.

Section 6: Professional Conduct

All professionals must:



- Arrive on time
- Dress professionally
- Maintain respectful communication
- Avoid gossip/drama
- Protect client confidentiality
- Maintain professionalism online and offline

Unacceptable behaviour may result in termination.

Section 7: Hygiene & Infection Control

Professionals must:

- Sanitise tools
- Clean workstations
- Dispose of waste correctly
- Maintain personal hygiene
- Follow infection control protocols

No dirty tools permitted.

Section 8: Health & Safety

All professionals must comply with:

- Fire evacuation procedures
- First aid procedures
- COSHH requirements
- Electrical safety
- Manual handling
- Accident reporting

Emergency contacts must be displayed.



Section 9: Risk Assessments

Risk assessments apply to:

- Nail services
- Massage treatments
- Therapy sessions
- Pedicure stations
- Chemical products
- Electrical equipment

Management reserves the right to inspect compliance.

Section 10: Client Consultation & Consent

Professionals must complete:

- Medical history forms
 - Allergy checks
 - Patch testing
 - Consent forms
 - Treatment notes
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Section 11: Safeguarding

This is especially important where vulnerable adults or young people may access services.

All concerns must be escalated immediately.

Where relevant, professionals may be expected to align with safeguarding principles.

Section 12: Confidentiality & GDPR

Professionals must:



- Protect client data
 - Secure records
 - Avoid sharing personal information
 - Follow UK GDPR regulations
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Section 13: Social Media Policy

Professionals must:

- Represent the brand positively
 - Seek permission before filming others
 - Tag Vybrant Lounge appropriately
 - Avoid misleading promotions
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Section 14: Opening & Closing Procedures

Opening:

- Prepare station
- Check cleanliness
- Prepare refreshments
- Ensure ambience standards

Closing:

- Clean area
 - Dispose waste
 - Lock equipment
 - Switch off appliances
 - Secure premises
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Section 15: Use of Facilities

Rules around:



- Laundry usage
 - Kitchen usage
 - Refreshments
 - Waiting areas
 - Parking
 - Security access
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Section 16: Complaints Procedure

Complaints may relate to:

- Service quality
- Professional conduct
- Refund disputes
- Hygiene issues

Complaints must be reported to management immediately.

Section 17: Incident Reporting

Report immediately:

- Injuries
- Allergic reactions
- Property damage
- Security breaches
- Client disputes

Incident forms must be completed.

Section 18: Termination Policy

Grounds for termination include:



- Non-payment
- Misconduct
- Reputational damage
- Poor hygiene
- Insurance lapse
- Breach of agreement

Standard notice periods apply unless serious misconduct occurs.

Section 19: Brand Standards

Vybrant Lounge delivers a premium experience.

We expect:

- Professional appearance
 - Exceptional customer service
 - Calm atmosphere
 - Respect for all clients
 - Luxury service delivery
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Section 20: Emergency Procedures

In case of emergency:

- Contact emergency services if required
 - Inform management immediately
 - Record incident
 - Follow evacuation procedures
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Section 21: Signature Acknowledgement

I confirm I have read and understood this handbook.



Contact Us:**Headquarters**

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