

THE ALOHA MANA’O - NEVER ALONE ELEVATED STANDARD OF CARE POLICY

ALOHA MANA’O is elevating the standard for professional in-home massage therapy.

Our Commitment: Safety, Comfort, and Unparalleled Professionalism

We are dedicated to providing exceptional, therapeutic massage services within the familiar comfort and convenience of your own home. Our core mission extends beyond delivering skilled, restorative bodywork; it is fundamentally rooted in creating an environment characterized by utmost safety, transparency, professional integrity, and mutual respect for both our valued clients and our dedicated therapists.

Introducing the Enhanced Safety Standard

To embody this commitment fully and to set a new benchmark for excellence and ethical practice in the mobile massage industry, we have implemented a unique standard for all our in-home sessions:

A trusted adult, chosen by you, must be present within your residence for the entire duration of the massage therapy appointment.

Why This Standard Sets Us Apart – The Benefits:

We understand this may differ from other providers, but we firmly believe this practice represents a *higher ethical standard* and offers significant advantages:

- 1. Enhanced Client Comfort & Security:** Your peace of mind is paramount. Knowing a trusted friend or family member is present elsewhere in the home can significantly deepen your sense of security, allowing you to relax more fully and gain the maximum therapeutic benefit from your session.
- 2. Professional Accountability & Transparency:** The presence of a third party naturally fosters an environment of transparency and reinforces the professional boundaries inherent in a therapeutic relationship. It ensures accountability for all individuals present.
- 3. Therapist Safety & Focus:** Just as we prioritize your comfort, we also ensure our professional therapists feel secure. This standard allows them to focus entirely on delivering high-quality, therapeutic care in a setting that respects their professional role.
- 4. Establishing a New Industry Benchmark:** We are proud to pioneer this approach as a forward-thinking measure. It proactively addresses potential concerns and establishes clear expectations, elevating the perception and practice of professional in-home massage therapy. This isn't just a policy; it's our proactive investment in a service model built on integrity and trust.

(Continued on next page)

THE ALOHA MANA’O - NEVER ALONE ELEVATED STANDARD OF CARE POLICY

Chaperone Requirements:

To ensure this standard is met effectively and consistently, we require the following:

- The individual present (chaperone) must be chosen by you, the client.
- This individual must be a family member or friend.
- They must be at least **18 years of age**.
- They must remain **present within the residence** (though not required to be in the same room as the massage) for the entire duration of the therapist's visit.
- Upon the therapist's arrival, the chaperone must present a **valid, government-issued photo ID** (such as a driver's license or passport) to verify their age. The client will also need to present their ID for age verification.

Your Role:

We kindly request that you arrange for your chosen chaperone to be present *before* the therapist's scheduled arrival time.

Acknowledgement and Agreement - Our Service Guarantee

NATHAN WERKING is committed to upholding this enhanced safety standard for every in-home appointment. Therefore, please understand the following:

- **Service Commencement Policy:** Our therapist will verify the presence of the agreed-upon chaperone (who meets the age and ID requirements) upon arrival. **The in-home massage service cannot and will not begin if the designated chaperone is not present in the residence at the time of the therapist's arrival.** Late arrivals of the chaperone may result in a shortened session time, and failure for the chaperone to be present will result in cancellation of the appointment (cancellation fees may apply as per our standard booking policy).
- **Acceptance of Standard:** By signing below, you acknowledge that you have read, understood, and agree to the NEVER ALONE Enhanced Safety Standard, including the requirement to have a qualifying adult chaperone present throughout the entire duration of the in-home massage therapy session as a condition of service. You accept this as a measure designed to enhance safety, comfort, and professionalism for all parties involved.

An Appreciation Offer for Your Chaperone

We value the support your chosen friend or family member provides by being present during your session. As a token of appreciation and an introduction to the benefits of therapeutic massage, special offers *may be available* for your chaperone, subject to therapist availability and scheduling.

THE ALOHA MANA’O - NEVER ALONE ELEVATED STANDARD OF CARE POLICY

These may include opportunities such as:

- A complimentary 15-minute introductory massage session if time allows on that same day, and OR a discounted rate on their first full introductory massage session scheduled in advance before the therapists arrival that they are the chaperone and OR scheduled at an agreed upon date and time WITH their own chaperon also present for their discounted service. The same chaperone policy applies here as well.

Conditions for Chaperone Services:

- Any service provided to the chaperone, whether complimentary or discounted, requires them to complete our standard client intake and consent forms prior to the service.
- In alignment with our core safety standard, **the original client must remain present in the residence** for the duration of any introductory or discounted service provided to the chaperone during that same appointment window.
- These offers are typically introductory (one-time) and must be arranged in advance or confirmed based on the therapist's available time during the appointment. Please inquire about current chaperone appreciation offers when booking.

Our Promise:

The **NEVER ALONE - ELEVATED STANDARD OF CARE POLICY** is implemented with the sole intention of creating the most secure, comfortable, and professionally respected environment possible for receiving therapeutic massage in your home. We are confident that this higher standard contributes significantly to the quality and integrity of the service we provide, setting us apart in our commitment to your well-being.

We look forward to providing you with an exceptional and reassuring massage experience.

Should you have any questions regarding this policy, please do not hesitate to contact:

NATHAN WERKING at AlohaManaoMassage@gmail.com

(Continued on next page)

THE ALOHA MANA’O - NEVER ALONE ELEVATED STANDARD OF CARE POLICY

Professional Boundaries & In-Home Service Policy

1. Zero-Tolerance for Sexual Misconduct

Massage therapy is strictly non-sexual and provided for therapeutic purposes only. **Any form of sexual misconduct will result in the immediate termination of the session.** This includes, but is not limited to:

- **Verbal Solicitation:** Any suggestive remarks, sexual jokes, requests for sexual favors, or inquiries into the therapist's personal life.
- **Intentional Exposure:** Any deliberate undraping of the body or exposure of private areas (genitalia, breasts, or gluteal cleft).
- **Inappropriate Touching:** Any attempt by the client to touch the therapist in a suggestive, sexual or aggressive manner.

2. Professional Draping

Professional clinical draping is **mandatory**. The client will remain covered by a sheet all times. Any attempt to remove or adjust the drape to expose oneself will be considered a violation of this policy.

3. Home Environment & Equipment

- **Pets:** All pets must be secured in a separate room or crate for the duration of the therapist's time in the home to ensure safety and hygiene.
- **Space Requirements:** The client is responsible for providing a clear, clean space (approx. 10ft x 6ft).
- **Furniture:** The therapist is **not required or permitted** to move client furniture. The workspace must be cleared and ready prior to the therapist's arrival.

(Continued on next page)

THE ALOHA MANA’O - NEVER ALONE ELEVATED STANDARD OF CARE POLICY

4. Payment Policy

Payment is due in full immediately upon completion of the service and **before the therapist leaves the premises.**

- **Digital Payments:** Accepted via **Apple Pay, Venmo or Zelle** at the time of service.
- **Cash Payments:** Cash is accepted; however, **no change can be provided** by the therapist. Any overage will be applied and received as an assumed gratuity.
- **Termination Fee:** If a session is ended early due to a policy violation, the full service fee is still required and will be collected immediately.

5. Therapist Safety

The therapist reserves the right to terminate the session and leave the premises immediately if they feel unsafe or if the environment is unsanitary.

PLEASE ELECTRONICALLY SIGN BELOW

Thank you for your time and consideration!

**** Please note that this agreement may be updated at any time and may be
RE-REQUESTED prior to your next service.*