

POLICIES & PROCEDURES MANUAL (EXAMPLE ONLY)

MOBILE BUSINESS

1. Introduction

1.1 Purpose

This manual provides essential policies and procedures for operating a mobile beauty and skin therapy business. It ensures consistency, compliance with industry standards, and high-quality service delivery in various locations.

1.2 Scope

These policies apply to all employees, contractors, and service providers operating under the mobile beauty business.

2. Mobile Business Operations

2.1 Service Locations & Travel Policy

- Services are provided at clients' homes, workplaces, or designated venues.
- Travel fees may apply depending on location.
- A safe, clean, and appropriate workspace must be available at the client's location.

2.2 Appointment Booking & Cancellation Policy

- Appointments must be booked in advance via phone, online, or social media.
- A deposit may be required for high-value treatments.
- Cancellations require at least 24 hours' notice to avoid a cancellation fee.

2.3 Client Confidentiality & Privacy

- All client records and consultation forms must be stored securely.
- No client details will be shared without explicit consent.

2.4 Payment & Refund Policy

- Payments must be made before or immediately after service. Accepted methods include cash, card, and digital payments.
 - No refunds for completed services. Retail products may be refunded within 14 days if unopened and in original condition.
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3. Health & Safety

3.1 Hygiene & Sanitation

- All tools and equipment must be disinfected before and after each use.
- Therapists must wash hands before and after treatments.
- Disposable items (e.g., gloves, applicators) must be used where necessary.

3.2 Workplace Safety at Client Locations

- Therapists must assess each location for safety before setting up.
- Avoid setting up near pets or high-traffic areas.
- Ensure a clean and comfortable space is available for treatment.

3.3 Contraindications & Patch Testing

- Clients with medical conditions may need medical clearance before treatments.
 - Patch testing is mandatory for treatments involving chemical products (e.g., peels, microneedling, BB Glow).
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4. Employee Policies

4.1 Code of Conduct

- Maintain professionalism and respect towards clients at all times.
- No discrimination, harassment, or inappropriate behavior will be tolerated.

4.2 Dress Code & Presentation

- Therapists must wear clean, professional attire suitable for mobile work.
- Hair should be tied back, and nails should be clean and short.

4.3 Training & Continuous Education

- Employees must stay updated on industry standards and complete necessary training.
- Certifications must be renewed and kept up to date.

4.4 Performance & Disciplinary Action

- Regular performance evaluations will be conducted.
 - Non-compliance with policies may result in warnings or termination.
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5. Treatment Guidelines

5.1 Consultation & Consent Forms

- All new clients must complete a consultation form before their first treatment.
- Consent forms must be signed for advanced procedures.

5.2 Mobile Treatment Setup & Clean-Up

- Equipment must be sanitised and properly stored after each appointment.
- Therapists must leave the client's space clean and tidy after treatment.

5.3 Aftercare Guidelines

- Clients must receive written aftercare instructions.
 - Follow-ups may be necessary for treatments like Microneedling, BB Glow, Plasma Fibroblast.
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6. Customer Service & Client Experience

6.1 Client Satisfaction & Complaints

- Feedback from clients is encouraged and should be documented.
- Complaints must be addressed professionally within 48 hours.

6.2 Loyalty & Referral Programs

- Clients can earn rewards or discounts through loyalty and referral programs.

6.3 Social Media & Marketing

- Client consent must be obtained before sharing photos or testimonials.
 - Marketing materials must reflect professionalism and brand integrity.
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7. Insurance & Liability

7.1 Professional Indemnity Insurance

Covers claims related to negligence, errors, or client dissatisfaction with treatments.

7.2 Public Liability Insurance

Protects against claims for injury or property damage occurring during a mobile service.

7.3 Product Liability Insurance

Covers claims related to allergic reactions or adverse effects from products used or sold.

8. Emergency Procedures

8.1 First Aid & Medical Emergencies

- A first aid kit must be carried to all appointments.
- In case of an emergency, seek immediate medical assistance and document the incident.

8.2 Personal Safety

- Avoid unsafe areas or clients exhibiting aggressive behaviour.
- Always inform a colleague or family member of your appointment schedule.

8.3 Incident Reporting

- Any injuries, allergic reactions, or complaints must be documented and reported.
 - Incident reports must be submitted within 24 hours.
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9. Review & Updates

9.1 Policy Review

- This manual will be reviewed annually to ensure compliance with industry regulations.
 - Employees will be informed of any updates or changes.
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Acknowledgment

I have read and understand the policies and procedures outlined in this manual. I agree to comply with the guidelines to ensure a professional and safe work environment.

Employee Name: _____ **Signature:** _____

Date: _____