LUMINATE
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Luminate On-Site Chair Massage Guidelines & Health and Safety Policy

We want everyone to have a safe, comfortable, and positive experience during their on-site massage session. To help you make an informed decision about whether massage is right for you, please take a moment to read the following guidelines and safety information.

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1. Suitability & Health Considerations
Chair massage is suitable for most people, but there are circumstances where we may need to adapt the treatment or, in some cases, avoid massage altogether. Please inform your therapist of any health conditions before your session.
Massage may not be appropriate if you have:

- Recent injuries (including whiplash, strains, or sprains)
- Recent surgeries
- Pregnancy (particularly in the first trimester, or if the massage has not been adapted for pregnancy)
- Fever, infectious illness, or contagious skin conditions
- Blood clots, thrombosis or history of clotting issues
- Severe osteoporosis
- Certain heart conditions or unmanaged high blood pressure
- Any condition your doctor has advised may be affected by massage

If you're unsure whether massage is suitable for you, please consult your healthcare provider before booking.

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2. Health Screening
Before your session, you'll be asked to complete a short, confidential health questionnaire. This allows the therapist to:

- Assess whether it is safe for you to receive treatment
- Adapt the massage to meet your needs
- Provide an appropriate and comfortable experience

Your therapist may decline or adjust a massage if they believe it is unsafe to proceed.

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3. Cleanliness & Hygiene
To maintain a safe and hygienic environment:

- Massage chairs and face cradles are cleaned or covered with a fresh disposable cover between each attendee.
- Therapists wash or sanitise their hands between every session.
- Hand sanitiser is available for all participants.

If you notice any hygiene or safety issue, please let us know immediately.

4. What to Expect During the Session
To help you feel prepared and at ease:

- Chair massage is fully clothed — you do *not* need to undress.
- No oils or lotions are used.
- The massage takes place on a specially designed ergonomic chair.
- Sessions typically last 10–20 minutes and focus on the back, neck, shoulders, arms, and scalp.
- The therapist will explain what to expect and check your comfort throughout.

If at any time you experience discomfort, pain, dizziness, or feel unwell, please tell the therapist immediately. You can stop the session at any point.

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5. Consent, Boundaries & Personal Comfort
Your wellbeing and comfort are central to the session:

- The therapist will only proceed with your consent.
- You may decline any part of the massage.
- You are encouraged to communicate preferences about pressure, focus areas, or any discomfort.
- You remain in control of the session at all times.

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6. Safety, Therapist Qualifications & Emergency Procedures
Your safety is our priority:

- All therapists are qualified, insured, and trained in first aid and emergency procedures.
- In the unlikely event of an emergency, the therapist will stop the session immediately and follow venue safety protocols.
- If you feel unwell before your massage, please cancel or speak to a member of the team — we are happy to rearrange.

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7. Booking & Acknowledgement
By booking a massage, you confirm that:

- You have read and understood these guidelines
- You will disclose any relevant health conditions to the therapist
- You understand that the therapist may adapt or decline the session for safety reasons

If you’re unsure whether massage is suitable for you, please contact us at hello@weareluminate.co.