

**A. NOTES**

1. **Proof of ID:** All Smart Living masseurs serve in the capacity of self-employed person. Each of them is issued with a “Smart Helper Card” of valid date by the Employees Retraining Board (ERB) for identification.

2. **Facilities and Equipment Required for the Service:**

Massage Services	Consumables	Furniture	Towel(s)/ customer	Others
Foot reflexology	<ul style="list-style-type: none"> <li>• Massage oil</li> <li>• Disinfectant</li> </ul>	<ul style="list-style-type: none"> <li>• Suitable footstool / low stool</li> </ul>	<ul style="list-style-type: none"> <li>• big x 1</li> <li>• medium x 3</li> </ul>	<ul style="list-style-type: none"> <li>• Supply of hot and cold water and drainage facilities</li> <li>• Basin, bucket (to collect waste water and towels) and rubbish bin</li> </ul>
Head to shoulders		<ul style="list-style-type: none"> <li>• Suitable sofa /chair</li> </ul>	<ul style="list-style-type: none"> <li>• medium x 1</li> </ul>	
Full-body *		<ul style="list-style-type: none"> <li>• Massage bed</li> </ul>	<ul style="list-style-type: none"> <li>• big x 2</li> <li>• medium x 2</li> </ul>	

\* Customers will be served by masseurs of same gender.

3. **Service Charges:** You are only required to pay the established fee; no tips nor surcharges are required.
4. **Before Massage:** Check whether you are suited for the service.
  - 4.1 Massage is not recommended for the following people: Children aged 12 or below, pregnant women, people who suffer from extreme fatigue or extreme weakness, extreme distress or agitation, heart disease, malignant tumours, fractured bones, internal bleeding, bleeding wounds, skin disease (such as eczema, psoriasis, herpes, abscesses etc.), damaged skin, scalds or fire burns, bone tuberculosis, pyogenic arthritis, thrombocytopenic purpura, haemophilia, etc.
  - 4.2 Massage is also not recommended if you are too full, too hungry, after drunk or after strenuous activity.
  - 4.3 Foot reflexology should not be carried out within 30 minutes before eating, or within 1 hour after eating, otherwise it could give rise to feelings of nausea, vomiting, indigestion etc.
5. **During Massage:**
  - 5.1 Inform the masseur instantly to stop the service should you feel unwell during the massage.
  - 5.2 The right massage pressure depends on individuals. Please communicate with the masseur so that massage pressure can be adjusted to your acceptable level.
  - 5.3 Please do not smoke or drink alcohol whilst receiving massage.
  - 5.4 Unless otherwise authorised by Smart Living - Regional Service Centres (the RSCs), video recording of the massage services is not permitted.
6. **After Massage:** Natural reactions that may occur:
  - 6.1 Head to Shoulders Massage and Full-body Massage

If, after head to shoulders massage, a slight ache is felt, this is generally a normal reaction. The reasons may be (i) some muscles could be strained or fatigued; or (ii) for first-time customers, the muscles are

not accustomed to receiving massage; or (iii) stiffness of certain muscles which require the masseur to apply more pressure at specific acupuncture points to aid muscle relaxation etc. Degree of achiness after massage varies with individuals, generally it lasts for 1 or 2 days. When you keep on receiving massage on a regular base, your muscles will relax and get used to it, the aching sensation will be gone.

## 6.2 Foot Reflexology

After undergoing foot reflexology, you may feel tired and/or your urine colour may become darker in colour; these are normal reactions as foot reflexology, helps discharge toxins from the body. Therefore, within 30 minutes after receiving massage you are recommended to drink 1 to 2 cups of warm water to facilitate the removal of toxins. You are also recommended to keep your feet warm after massage, and do not get them in contact with cold water. It is a normal reaction for customers who have undergone foot reflexology to feel a slight ache in the soles of their feet, and usually it will not cause aches in other parts of the body.

Remarks: If the body continues to feel unwell or has other unusual reactions, you should seek medical advice as soon as possible.

### **B. Disclaimer:**

#### **I confirm and agree the following:**

1. I understand that all Smart Living masseurs serve in the capacity of self-employed.
2. Should my personal property be damaged or lost, or should myself receive personal injury (accident) as a result of having the massage services, providing it is not a result of negligence on the part of the masseur during delivery of the service or a situation that the ERB and the RSCs could have foreseen, the ERB and the RSCs do not bear any responsibility.
3. Should any criminal liability be caused by the masseur's individual actions whilst carrying out the massage services, it is without exception the individual's criminal responsibility. The ERB and the RSCs refute any liability.
4. The ERB and the RSCs will not bear any responsibility for any arrangement I made with the masseur other than the massage referral services provided by the ERB and the RSCs.
5. I understand that each Smart Living masseur is issued with a Smart Helper Card of a valid date. I deserve the rights to ask masseur to show this Card before service for validation. If I agree to accept the massage service even though masseur could not show the valid Smart Helper Card, it will affect the liability of claims for ERB.
6. I will respect the masseur's professional conduct, and will not make any unreasonable demands.