

(Please read through these notes and disclaimer before receiving the massage service.)

A. NOTES

1. **Proof of ID:** All Smart Living masseurs serve in the capacity of self-employed. Each of them is issued with a “Smart Helper Card” of valid date by the Employees Retraining Board for identification.
2. **Facilities and Equipment Required for the Service:**

		Furniture	Towel required (per customer)	Others
Foot reflexology	<ul style="list-style-type: none"> • Suitable room or place • Moisturising cream • Disinfectant 	<ul style="list-style-type: none"> • Suitable footstool or low stool 	<ul style="list-style-type: none"> • big x 1 • medium x 3 	<ul style="list-style-type: none"> • Supply of hot and cold water and drainage facilities • Basin, bucket (to collect waste water and towels) and rubbish bin
Head to shoulders massage		<ul style="list-style-type: none"> • Suitable sofa or chair 	<ul style="list-style-type: none"> • medium x 1 	
Full-body massage*		<ul style="list-style-type: none"> • Suitable bed 	<ul style="list-style-type: none"> • big x 2 • medium x 2 	

* Masseurs of same gender as the customers will be referred. Should more than 1 customer be served and they are of different genders, customers can choose the gender of the masseurs. For full-body massage, masseurs of same gender as the customers must be referred.

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.
 - 5.5 For home-based customers with pets, please restrain your pets to avoid any disturbance to the service or

accidents.

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. The ERB and the RSCs will not get involved in the transaction between the masseurs and customers, therefore, the ERB, the RSCs and their staff shall refute any liability to the service arrangements and money transaction made between the masseurs and customers.
2. As the occupier of the service address, any others in the service address and I myself are responsible for ensuring the masseur/masseuse's personal safety whilst providing the service, including but not limited to: (1) safety of the masseur's person and property; (2) safety and suitability of the premises to carry out massage services, so as to avoid accidents.
3. I will respect the masseur's professional conduct, and will not make any unreasonable demands.

C. Statement of Purposes

1. Purpose of Collection

The personal data provided by you or by means of the Registration Form will be used by the ERB and/or the Smart Living - Regional Service Centres only for job referral service, statistical or survey purposes. The provision of your personal data is voluntary. However, if you do not provide sufficient information, we may not be able to introduce masseurs to you.

2. Classes of Transferees

For the above purposes, the personal data provided by you or by means of the Registration Form may be disclosed to masseurs, other Smart Living – Regional Service Centres, and the research company appointed by ERB.

3. Access to Personal Data

You have a right of access and correction in respect of your personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right access includes the right to obtain a copy of record of your personal data. Enquiries concerning your personal data collected by means of Registration Form including the making of access and corrections should be made to the relevant Smart Living - Regional Service Centre(s).