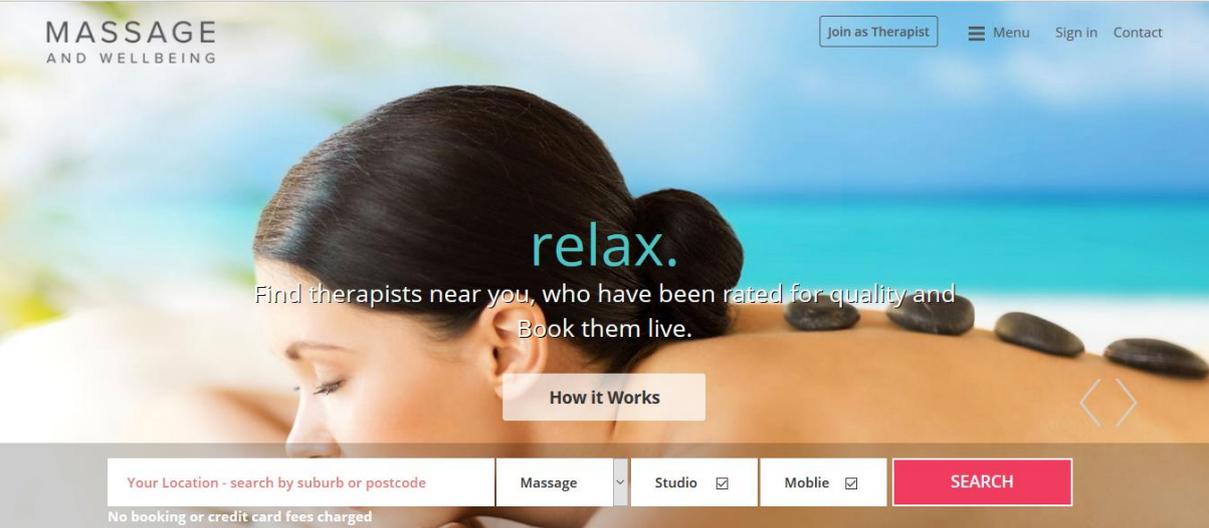


MASSAGE  
AND WELLBEING

# HOW IT WORKS



MASSAGE AND WELLBEING

Join as Therapist Menu Sign In Contact

relax.  
Find therapists near you, who have been rated for quality and  
Book them live.

How it Works

Your Location - search by suburb or postcode

Message

Studio

Mobile

SEARCH

No booking or credit card fees charged

# HOW IT WORKS

## Contents

OVERVIEW .....	3
BOOKING FLOW .....	4
Customer search .....	5
Therapist options .....	6
Therapist availability .....	6
THERAPIST ADMINISTRATION AREA .....	7
Join as therapist .....	8
Sign in .....	9
Add profile .....	10
Add location.....	11
Add treatment details.....	12
Add availability .....	13
INVESTMENT, SUPPORT AND CONTACTS .....	14
Investment .....	14
Booking confirmation .....	14
Free support.....	14
Contacts.....	14

## OVERVIEW

The first service of its kind in the country, the [WWW.MASSAGEANDWELLBEING.COM](http://WWW.MASSAGEANDWELLBEING.COM) site allows visitors to access booking availability in real time, for massage therapists who have been rated by real customers who have booked on the site. Designed to promote the local wellbeing industry, massage therapists and others in the industry, therapists are rewarded with ratings by real customers.

One of the site's most innovative features allows customers to choose between mobile or studio options, so customers can visit the spa or have the spa come to them. Visitors looking for the best therapists in the Noosa area will find the website not only saves time by providing access to the top servicers in the industry, but it is also saves time by streamlining the booking process. No calls are needed to check availability, and only 10% of the price is paid at booking. The site also backs each booking with a best price guarantee, much like the sites used to reserve hotels and airline packages, and a 100% money back guarantee. Aiming for unsurpassed reliability, customers receive a confirmation email and SMS at the time of booking.

For therapists, time is often saved by having less phone calls to answer, and money is often saved on advertising, as their reputation speaks for itself. Sole operators are able to compete on the same level as large businesses, all based on their own quality. In fact, therapists can join with no upfront fees, simply paying a commission on bookings received. The user friendly platform allows them to update availability, while customers are able to book 24/7, instead of just when the salon is open.

Apartments and resorts who do not have a spa onsite will now be able to accommodate their customers by directing them to the new website, which will allow them to best of massage therapists in simply minutes, no matter the time of day.

The site, which charges no booking or credit card fees, is owned by Amanda Obara which is the culmination of her experiences as a massage therapist and in tourism marketing. In an effort to help clients in Noosa find therapists that met busy schedules, while helping therapists who thrive on flexibility as well. The result was a model in which customers and therapists alike can benefit. The website was built around a model that genuinely aims to help everybody; customers, therapists and industry.

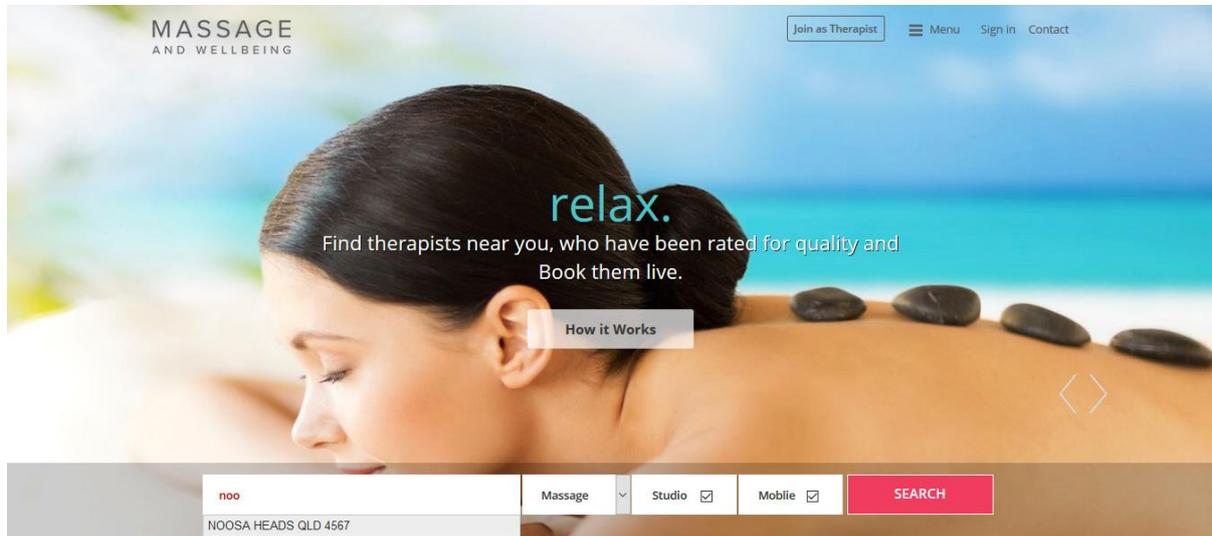
# BOOKING FLOW

Below is the booking process that customers follow to make a booking on the [WWW.MASSAGEANDWELLBEING.COM](http://WWW.MASSAGEANDWELLBEING.COM) website.

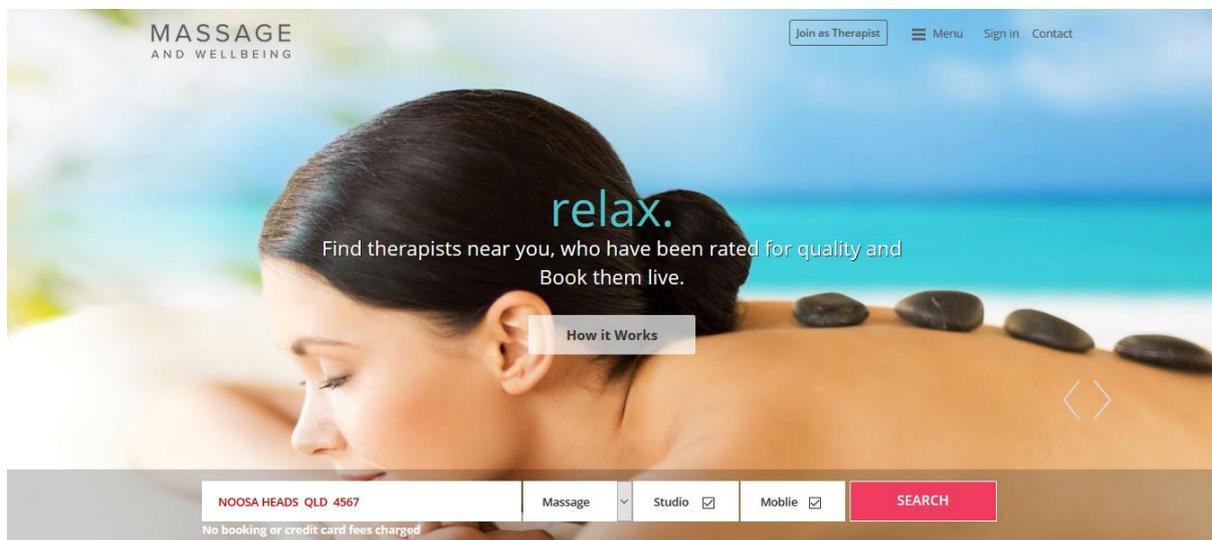


## Customer search

Customers search for therapists on the homepage of the website based on their **Location**.



Customers can select **Mobile** (therapist comes to them) and/or **Studio** (customer goes to the therapist) options based on what they are after.



## Therapist options

Based on the search criteria entered, different therapist options appear. The customer selects a therapist that suits them.

[Search](#) > Therapist options

Search Results		Thu 07 Apr	Fri 08 Apr	Sat 09 Apr	Sun 10 Apr	Mon 11 Apr	Tue 12 Apr	Wed 13 Apr	Thu 14 Apr	Fri 15 Apr	Sat 16 Apr	Sun 17 Apr	Mon 18 Apr	Tue 19 Apr	Wed 20 Apr
 <p>Rahul Sharma Studio - 1234,1111,1233 ... Service Category - Massage ★★★★☆</p> <p><a href="#">NEXT</a></p>	Available	Sold													
	Other results near you														
 <p>Rahul Sharma Studio - 1234,1111,1233 ... Service Category - Massage ★★★★☆</p> <p><a href="#">NEXT</a></p>	Available	Sold													

## Therapist availability

After they click **Next** button a therapist details with calendar page appears, showing full details and availability for a therapist. The customer can select a date and time from the calendar, selects their treatment options and clicks **Book**.

	Thu 07 Apr	Fri 08 Apr	Sat 09 Apr	Sun 10 Apr	Mon 11 Apr	Tue 12 Apr	Wed 13 Apr
08:00 am							
08:30 am	<input checked="" type="checkbox"/>						
09:00 am	<input type="checkbox"/>						
09:30 am	<input type="checkbox"/>						
10:00 am	<input type="checkbox"/>						
10:30 am	<input type="checkbox"/>						
11:00 am							
11:30 am							
12:00 pm							
12:30 pm							
01:00 pm							
01:30 pm							
02:00 pm							
02:30 pm							
03:00 pm							
03:30 pm							
04:00 pm							
04:30 pm							
05:00 pm							
05:30 pm							

BOOK ONLINE NOW

**1. Select date and time**

Date:  Time:

**2. Select Treatment**

Message 000000000 (1:1m) \$100.00

BOOK

🔒 Secure booking (it only takes 2 minutes)

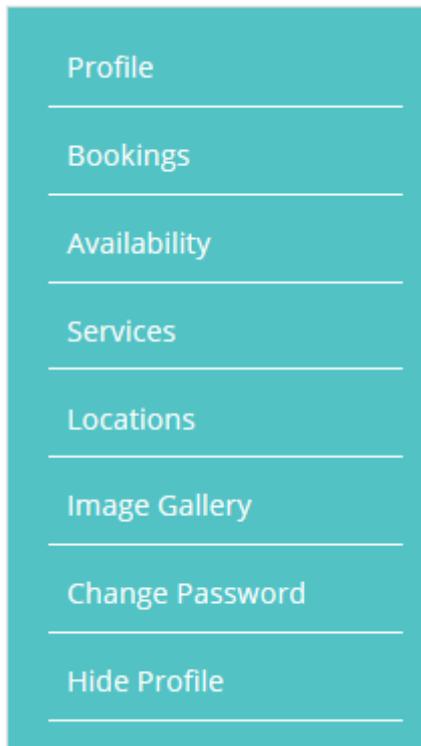
The customer is then taken to a booking summary and payment screen, where they can enter their contact details and pay a 10% deposit to confirm their booking. Booking confirmations are then sent to all parties.

The website uses the CommWeb payment gateway by the Commonwealth Bank of Australia. The site is SSL certified which means all data on the site is encrypted. It also has a professional backup system so all data is secure.



## THERAPIST ADMINISTRATION AREA

Therapists who are on the site have full control over their profile details, visibility, services, prices and availability at all times. This information is accessible and editable once signed in as a therapist.



## Join as therapist

Therapists can join the site by clicking **Join as Therapist** in the top menu.

First name*	<input type="text"/>
Last name*	<input type="text"/>
Phone*	<input type="text"/>
Mobile phone*	<input type="text"/>
Email*	<input type="text"/>
Password*	<input type="password"/>
Country*	<input type="text" value="Select Country"/> 

I agree to the [Terms and conditions](#)

SUBMIT

## Sign in

Once you have joined, you can log in at any time to update your details at any time by clicking **Sign in** in the top menu.

Email Address	<input type="text"/>
Password	<input type="password"/>

SIGN IN

## Add profile

Promotional details on your business as you would like customers to see them are added in the **Profile** screen.

**Overview\*** (Maximum length 200 characters)

|

**Profile\*** (Maximum length 2000 characters)

**Profile Image\***(please upload a square image to avoid image distortion)

No file selected.

\* This field is required

\* This field is required

SUBMIT

## Add location

The **Location** area allows therapists to add location details. If you are mobile therapist, select **Mobile** and add the suburb areas that you service. If you are a spa or clinic, select **Studio** and add the address details where customers will go for their appointment. You can add more than one location if you work in different places.

ADD LOCATION

Location type	Building Name	Suburb	Postcode	Street number	Street name	State	Skype ID	Phone	Other	Color Code	Action
---------------	---------------	--------	----------	---------------	-------------	-------	----------	-------	-------	------------	--------

Building name\*

Street number \*

Street name\*

Suburb\*

State \*

Postcode \*

## Add treatment details

In the **Services** area you can add details on the treatment options you offer including descriptions, duration and prices. Each location will need services added.

ADD SERVICE

Service Name	Service Location	Duration	Description	Price	Service Category	Action
--------------	------------------	----------	-------------	-------	------------------	--------

### Service Details

Service Location*	<input type="text" value="-- Location --"/>	
Service Name*	<input type="text"/>	
Duration*	<input type="text" value="Hours"/>	<input type="text" value="Minutes"/>
Description*	<input type="text"/>	
Price*	<input type="text" value="Dollars"/>	<input type="text" value="Cents"/>
Service Category*	<input type="text" value="Massage"/>	

SUBMIT

## Add availability

Add the timeframes that you are available each day by clicking **Add availability**. If you click **Calendar Views – Day**, you can click and drag across multiple times to quickly select a group of timeslots.

### Therapist Availability calendar

[Add Availability](#)

Calendar Views: [Year](#) | [Month](#) | [Week](#) | [Day](#)      Show Availability From:  [Go](#)

**< April 2016 >**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						9:30 AM - 11:30 AM <sup>2</sup> <a href="#">[Edit]</a> <a href="#">[Delete]</a>
week						
3	4	5	6	7	8	9
10	11	12	13	14	15	16
week						
17	18	19	20	21	22	23
week						
24	25	26	27	28	29	30
week						

If you offer group activities, or have more than one therapist available for a particular timeslot, you can include the number of spaces available to book in **Capacity**, otherwise leave this as one (1).

[Close Window](#)

---

**Location\***

**Capacity\***

Delete?	Date	Start Time	End Time
	<input type="text"/>	<input type="text" value="12:00"/>	<input type="text" value="12:00"/>

[Add More/Delete Dates](#)   [Add Availability](#)

# INVESTMENT, SUPPORT AND CONTACTS

## Investment

It is **free to join** WWW.MASSAGEANDWELLBEING.COM as a therapist or spa supplier. The only cost to suppliers is a 10% commission, which we process at the time we confirm a booking. The balance of 90% of the treatment cost belongs to the therapist, and payment for this is managed directly between the therapist and customer.

## Booking confirmation

When a customer makes a booking through the site, you will receive an email and a text message notification including the customer's contact details. Initially when you first join you will also receive a phone call to ensure that you are receiving all booking communications.

## Free support

We offer **free training and technical support** over the phone and email to help you set up your profile and details, and beyond as it is very important to us that therapists feel comfortable using the site. From now until the first month after our launch we are offering a free onsite consultation to train and assist Noosa businesses to set up on the site and completely understand how it works. This is an obligation-free consultation, and keep in mind that you can hide your profile at any time.

**To find out more information, or to book your consultation, contact us on the details below.**

## Contacts

Book Massage and Wellbeing Live

Amanda Obara

0431 181 740

[amanda@obara.com.au](mailto:amanda@obara.com.au)

[WWW.MASSAGEANDWELLBEING.COM](http://WWW.MASSAGEANDWELLBEING.COM)