

2023-24

**BESPOKE**  
DANCE & FUNCTIONS



# PAMPER PARTY

**HANDBOOK**

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# | INTRODUCTION

Bespoke Dance and Functions operate pamper parties for groups across England, Scotland, Wales and Ireland and we are always looking for enthusiastic and reliable individuals to join the Bespoke Dance and Functions team to pamper our groups. We are glad that you have chosen to join the Bespoke Dance and Functions team!

All our bookings are at least 2.5 hours long or the equivalent pay and are held on Saturdays . Sometimes we have clients that request other days and times but we will always contact you first to see if you are available to cover the class.

We generally cater for Hen/Birthday groups, although we sometimes do run sessions for other special events and occasions such as corporate team building, divorce parties, graduation parties etc.

Remember that all groups are out to have a fun time to celebrate their event with their friends so along with a professional touch you must also have a cheery disposition and be a great communicator.

We pride ourselves on being the number 1 hen party specialists in the country so we need you to carry this in your home city, you are the face of the company whilst working so please bear this in mind at all times.

# AREAS COVERED

## WE CURRENTLY HAVE MODELS IN THE FOLLOWING AREAS & MORE...



Aberdeen	Edinburgh	Merseyside	Southampton
Bath	Essex	Middlesbrough	Suffolk
Belfast	Glasgow	Milton Keynes	Staffordshire
Birmingham	Gloucester	Newcastle	Surrey
Blackpool	Gosport	Newquay	Torquay
Bournemouth	Hampshire	Norfolk	Tunbridge Wells
Brighton	Hertfordshire	Northampton	Warwickshire
Bristol	Kent	Norwich	Wiltshire
Cambridge	Leeds	Nottingham	Wrexham
Cardiff	Leicester	Oxford	York & Yorkshire
Cheltenham	Lincoln	Portsmouth	Ireland
Chester	Liverpool	Reading	
Cornwall	London	Sheffield	
Devon	Manchester	Somerset	
Dublin			
Dundee			

# | WORKING FOR US

In order to work for us you need to be available on Saturday's and early evenings. Occasionally we get bookings requests for other days but we will always check with you that you are available to cover.

Once you are added to our books, all shifts will be booked in via group email, so please make sure you monitor your emails on a regular basis.

Therapists are booked in on a first come first served basis, so when a booking comes in, please reply to confirm your availability ASAP otherwise the shift will go to the next person.

Once we've confirmed you've been allocated a booking, please record the shift in your diary (start time, date, location etc).

Upon accepting work, you must carry out that work personally. Reliability and punctuality are essential. If you are not able to carry out the work personally, you may recommend a substitute who is equally capable and suitably qualified to carry out the requirements of a therapist.

Please do not simply not show up for a group as this will seriously damage Bespoke Dance and Functions reputation and needless to say, you will not be booked again.

# | TRAINING & EQUIPMENT

You will be given a training call around 10 days prior to your first booking, this will be for your first pamper booking.

## UNIFORM

For any pamper booking we ask you to attend in your tunic and sensible foot wear.

If you're doing massages and facials, you'll need a portable massage bed that you can take for bookings.

You must supply all equipment and products for all treatments you're doing



## CONDUCTING YOURSELF IN A PROFESSIONAL MANNER

Although our events are about having fun and ensuring the groups have an unforgettable time to remember, please always conduct yourself in a professional manner when representing Bespoke Dance and Functions.

It is not acceptable to drink or accept a drink from the group as you need to remain professional and alert. If a client offers you a drink, please politely decline.

On the day of your booking/s please remember to make a “fuss” of the Hen from start to finish. Ensure to find out their name if we haven’t advised you of this already.

If you are having any problems during the event we are always available on the office mobile which will be given to you as part of a weekly reminder of your booking as well as on your text reminder for the day. If ever you cannot get straight through to us on the office mobile, please send a quick text and we will call you straight back.

# VENUES

We use a range of Hotels, Country Homes, Town houses, Studios, Community Centres, Gyms and more for our classes and often these are the groups own venue. These are all booked in advance.

Please ensure you treat each venue and its staff with decency and respect when representing Bespoke Dance and Functions, our venue relationships are also very important to us and play an important role in the running of our business as do you.

Do try and introduce yourself to the venue staff when arriving if applicable as in some cases, you will be working with the same venues quite regularly (in your home city) so it would be good for you to build a good rapport with the staff.

Making a good impression counts so please aim for this at all venues!





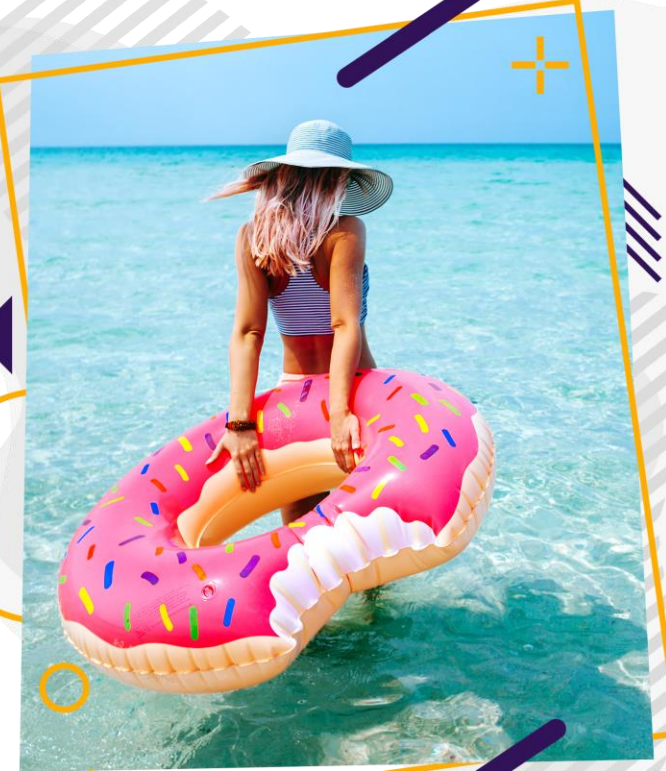
# HOLIDAYS & DAYS OFF

If there are dates you know you aren't available, simply let us know and we will book it in the diary. Any non-available dates are referred to as "Holiday Dates" (even if you aren't technically on holiday). Along with any "holiday dates" you might have, if there are any days where you are time restricted (i.e. not available before 7pm), please follow the same procedure as above in terms of letting us know – this helps us with forward planning.

To book a day off as holiday, simply email us at **[info@bespokedanceandfunctions.com](mailto:info@bespokedanceandfunctions.com)** and we'll book you off in the diary.

We will then reply to confirm we have received your email and booked off your chosen dates.

If you are unable to work a pre booked shift due to illness or injury, please inform us as soon as possible on the number you've received your reminder text from if it's the day of a booking or via email if any days prior to your booking, so we can arrange cover for you. Persistent failure to be available when agreed may lead to termination of your services.



# | RATES OF PAY & TRAVEL

The rate of pay for each pamper is £30/hr. You are booked in treatment slots of 25 minutes each, with a maximum number of treatments typically being 8 in one session. 8x25 minutes ~3.5 hrs.

Travel— 0.00p within your own area, the 40p per mile after a 15 mile radius each way (we will use google maps to determine the travel rate and put this on your booking contract. If you disagree with what's on your booking contract you must contact us to discuss prior to accepting the booking).

If traveling via train please purchase your tickets approximately 2 weeks prior to your class and send them in along with your invoice, if using other public transport please provide receipts with your invoice.

# | RUNNING OF A SESSION

## WHAT TO TAKE WITH YOU

- Massage Bed if applicable
- Full supplies and products required
- Towels if needed
- Tunic



# | RUNNING OF A SESSION

## ARRIVING AT YOUR VENUE

Please do not arrive more than 15 minutes early for a session, always stick to their start and finish times. Pamper parties are always at a client's own venue, so they will be waiting in their location waiting for you. Do not feel like you have to rush if you are early, but bear in mind the travel from your car, and set up.

If your group have not arrived at their scheduled time, please call the office mobile and we will contact the group for you. If your group is late, do not make up their time at the end, you must finish at your scheduled time unless you have discussed this with management at the office first.

When you greet your group please say:

**“Good afternoon ladies, my name is xxx and I work for Bespoke Dance and Functions and I am going to be one of the therapists taking your session today. Would you like to get any drinks before we start?”**

Do not allow the girls to bring in their own alcohol to the venue unless it's their own venue. They must purchase drinks from the venue if in a bar/licensed premises or hotel with a bar. If they are in a studio or community centre where they cannot purchase drinks they are permitted to bring soft drinks only. If you see them with alcoholic drinks brought in from outside please ask them to put it away or we could risk being barred from the venue permanently and all future bookings cancelled.

If this is your first time doing a pamper party on our behalf, please do not divulge this to your group as they will not think you are not capable of taking the session.



# | RUNNING OF A SESSION

## WELCOMING YOUR GROUP

Please arrive at the venue at least 15 minutes prior to your session start time in order to get changed and check the room and changing areas are clean and tidy. If the room or changing areas/toilets are not clean, please ask a member of staff to clean it.

When you arrive at the venue they will already have us booked in and will be expecting you. On your booking contract it will show who we booked the room hire with and the date we booked it so if there are any problems when you arrive, please ask to speak with this person.

If you have not used the venue before, please ask a member of staff to show you where to go. Alternatively, you can ring the on call number and we will help you find your way.

The room which we hire should be a private area for your group only. Do not allow members of the public to spectate or enter the room during your session time.

# | RUNNING OF A SESSION

## 01 INTRODUCTION

🕒 APPROX. 5 MINS

**“Good afternoon ladies, my name is xxx and I work for Bespoke Dance and Functions. I am going to be taking your session today. Now this session is going to be lots of fun/ nice and relaxing. I want everyone to enjoy themselves, relax and most of all have fun!”**

For the sequence of treatments you’re doing please refer to the schedule. This will be emailed over in advance and text to you as part of your reminder on the morning of the booking.

## 02 PHOTOS

🕒 APPROX. 5 MINS

**“OK ladies, you were SO great today and I hope you’ loved your time with me. Would you like a group photo with me to take away as a souvenir, if you don’t want to be in the group photo that is okay but please still take one for them without you.”**

## 03 GROUP LEAVING

🕒 APPROX. 5 MINS

Ensure you manage your time properly by subtly checking (don’t make it obvious). This way you will always know the start / finish time of your sessions and will never run over or under. We often have groups complaining that they started late or finished early, if you know for definite that they had their full session we can refute their claims.

All sessions are booked back to back so put any glasses that have been used on the bar, or ask the girls to do so. Leave the room as you found it & do not leave the room until everyone has vacated otherwise they will mess around e.g. go behind the bar.

# SHIFT INVOICES

Payment runs are made every Tuesday after your booking via BACS so please ensure your bank details are correct and up to date on your portal and the New Contract Bank Details form is completed and returned prior to your first booking. If you change your bank details you need to notify us via email so this change can be reflected in your existing invoices.

If you are required to travel to another city for work, your travel expenses will be covered. We operate the Life Drawing Classes and Butler service all over England, Scotland and Wales so please let us know if you do not want to travel and just want to work in your home area ( within a 30 minute travel radius)

To view your invoices, you need to log into your portal using the link below, input your email address into the login name and then click on "forgotten password" so you can set your own. Once logged in, you'll see a list of your invoices on the right-hand side of the portal. You can click view to check the amounts and which one relates to the booking just gone.

<https://agents.bespokedanceandfunctions.com/>

Expense invoices and booking invoices are paid every tuesday once received. Please note that if you go above £8 or do not provide a receipt then this may not be reimbursed along with other expenses that require a receipt.

Travel – 0.00p within your own area, the 40p per mile after a 15 mile radius each way (we will use google maps to determine the travel rate and put this on your booking contract. If you disagree with what's on your booking contract you must contact us to discuss prior to accepting the booking).

If traveling via train please purchase your tickets approximately 2 weeks prior to your class and send them in along with your invoice, if using other public transport please provide receipts with your invoice.

**Please note: All payments are made gross and you are entirely responsible for your own tax and National Insurance contributions. As you are self-employed you cannot claim any sick pay, benefits or holiday pay. Invoices must be emailed to [info@bespokedanceandfunctions.com](mailto:info@bespokedanceandfunctions.com).**

# | IMPORTANT RULES

If you cannot make a pre booked shift, please notify us ASAP so we can arrange cover for you. If you cancel on the day of your shift, you will not be booked again.

Please arrive in enough time to get ready and greet your group

**REMEMBER YOU MUST ALWAYS ASK FOR THE LEAD NAME IN THE BOOKING TO CONFIRM YOU HAVE THE CORRECT GROUP.**

Please remain professional at all times, no swearing, no drinking, no telling clients your life story and how terrible your day was. Remember you are there to host a very important event for a group of friends.

Please ensure that your mobile is kept in your pocket or with your belongings at all times and either off or on silent. You are not permitted to use it for personal calls or messages whilst working. If you need to reach us in emergency then this is of course permitted.

All property provided by the company remains the companies property. If you are no longer working for Bespoke Dance and Functions, all property must be sent back to the company.

Clients must remain respectful with tutors at all times. No inappropriate behaviour is permitted. Please contact us immediately on **the out of office mobile which you'd have received the text reminder form** if any members of the group are not behaving respectful and Bespoke Dance and Functions will terminate immediately.



# | EQUAL OPPORTUNITIES

Bespoke Dance and Functions recognise that discrimination is unacceptable and equality of opportunity is a feature of our practices and procedures and Bespoke Dance and Functions operate a formal equal opportunities policy.

Breaches of the policy will lead to investigation and action may be taken resulting in the termination of services with no further requests to undertake further assignments.

The aim of the policy is to ensure no contractor is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability and it is the contractors responsibility that they do not discriminate as described above against any employee or client of Bespoke Dance and Functions.

Bespoke Dance and Functions maintain a neutral working environment in which no contractor, client or employee feels threatened or intimidated and any action taken to contravene these rules will result in the termination of the service agreement.



# HEALTH & SAFETY

You should take all reasonable measures to safeguard their own health and safety and that of any other person who may be affected by their actions.





# FINDER'S FEE

We offer everyone a **£20 finder's fee** for any successful new staff members they bring on board (successful means they must work at least 3 shifts). So please tell your friends about us and ask them to get in touch.

Don't forget they need to tell us where they heard about the job so we can get your reward over to you.



# | CONTACT DETAILS

Opening times : **9am – 5pm** Monday to Friday offering on call out of these hours.

Email Address: **info@bespokedanceandfunctions.com**

Please send all bookings, invoices, amendments and inquiries to this email address.



07454109813



07711825908



www.bespokedanceandfunctions.com

