



Free massages  
Training for Therapists  
on [Massage.co.za](http://Massage.co.za)

## **Please explain the “free massage” portion of the monthly subscription?**

Massage therapists on [massage.co.za](http://massage.co.za) pay a monthly subscription for their listing on SA's leading massage portal which is made up of:

- A payment in cash of R150 per individual therapist or R300 per Salon with a maximum of 5 therapists plus
- A payment in kind of one massage per therapist per month.

This article will clarify how the one massage per therapist per month works.

Massage.co.za is the business of marketing massage services. In this regard we have various promotions to ensure more and more clients use our therapists' services. Among other offerings we provide the following:

1. Massage addict loyalty card holders will receive one free massage for every six months for which he/she has joined as part of the massage addict loyalty scheme.
2. Free Members of our website will qualify for a free massage once they have supported and evaluated our [massage.co.za](http://massage.co.za) therapists 15 times. (Massage addict loyalty cardholders only need 10 massage evaluations)
3. We have a regular lucky draw where users of our website can win an entire year of free massages (One massage every month, for 12 months!)
4. We are currently market researching massage treatments which will create a driving force to increase our current database of newsletter recipients. As we have major expectations from this email marketing campaign we have invested 100 free massages in the research project. (See [massage.co.za/research](http://massage.co.za/research))

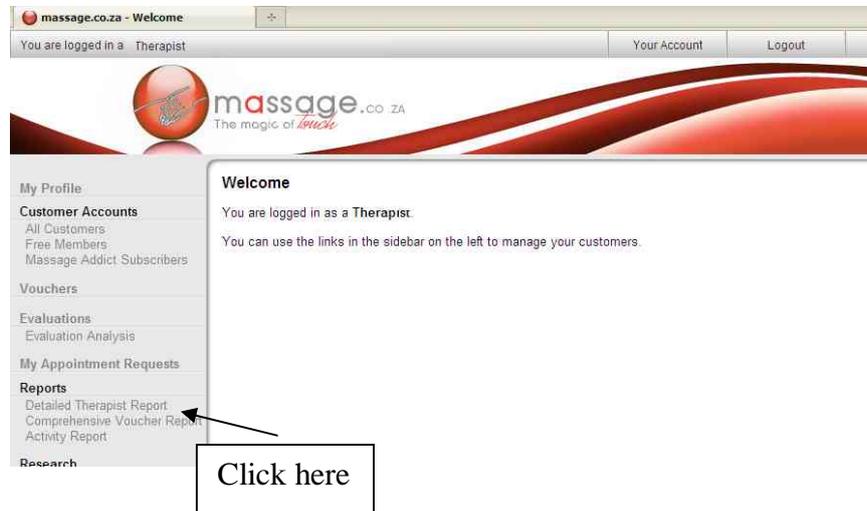
In order for us to increase the support of our therapists, we require a regular source of massage treatments to reward people. This is the reason that one free massage per therapist is a non negotiable element of the therapists' subscription.

The one massage per month is due even if it is not claimed during a particular month, and should the free massage not be claimed during a particular month, the massage will accumulate to the following month. The therapist will be able to see the status of his/her free massages due, by clicking on "Detailed Therapist Report" when he/she is logged in as a therapist on the [massage.co.za](http://massage.co.za) portal. (See the next section for details.)

We recommend that you read the section "How are free massages claimed on [massage.co.za](http://massage.co.za)?" later on to understand the mechanism of claiming.

## How do I as a therapist know how many free massages are due by me

1. Once logged onto the massage website, select the "Detailed Therapist Report" under the heading "Reports".



2. The report will indicate how many massages are due by you and how many have been claimed:

The screenshot shows the 'Detailed Therapist Report' page. It contains two tables: 'Messages Owed' and 'Messages Claimed'. The 'Messages Owed' table shows 13 total messages owed (1 initial, 12 monthly, 0 evaluation). The 'Messages Claimed' table shows 2 total messages claimed (1 initial evaluation, 1 claimed subscription voucher, 0 claimed evaluation vouchers, 0 claimed free vouchers, 0 claimed competition vouchers). The final balance is 11.

Messages Owed		
Initial massages		1
Monthly massages		12
Evaluation massages		0
		<b>Total 13</b>

Messages Claimed		
Initial evaluations		1
Claimed subscription vouchers		1
Customer	Claim Date	
Eu G	2009-10-08	
Claimed evaluation vouchers		0
Claimed free vouchers		0
Claimed competition vouchers		0
		<b>Total 2</b>

**Balance 11**

3. "Messages Owed" is made up of the initial message (the evaluation message to be carried out by Massage.co.za) as well as the monthly massages due by you for the period you have been listed.
4. "Messages Claimed" are those massages that have been claimed against you during the same period.

## How are the free massages claimed on message.co.za?

Free massages can only be redeemed if the member is logged onto Message.co.za

1. Use the browsing mechanisms to select which therapist you want to receive a free massage from. Jot down his/her contact details so that you can contact them once you have confirmed that they are available for a free massage.

2. Note under which city the therapist is listed.

3. On the home page\* the following sentence will appear in the middle of the page:

öYou have 1 unclaimed free voucher. [Click here](#) to claim your free voucher.ö

(\* Home page = the 1<sup>st</sup> page that the massage addict member is lead to once logged in.)

4. To claim you voucher select [Click here](#) to go through to the next screen. You will find a list of available free massage vouchers.

Valid From	Therapist	Salon	Service Date	Voucher Code	Type	Actions
2009-04-16	Imogen van der Linde			MSV299899510	Subscription	<a href="#">Print Voucher</a>
2009-04-20				MGV730144847	Gift	<a href="#">more</a>
2009-09-22	Cecelia Engelbrecht			MSV121001478	Subscription	<a href="#">Print Voucher</a>
2009-10-24				MFV723258801	Free	<a href="#">Claim Voucher</a>

5. Select the voucher which you would like to redeem and click on [Claim Voucher](#).

**Claim Free Voucher**

\* required field

Voucher Details	
Code	MFV723258801
Customer	Abe Strauss
Valid From Date	2009-10-24
Expiration Date	2010-03-31

[Click here to select a therapist](#)

6. A screen appears that requires you to enter the Town/City that you/the therapist that you would like to visit is situated:

Select a Therapist close or Esc Key

\* Province

\* City / Town

7. Once you have clicked on "Find Therapist" a list of therapists that have available free massages appear:

Select a Therapist close or Esc Key

\* Province

\* City / Town

**Available Therapists**

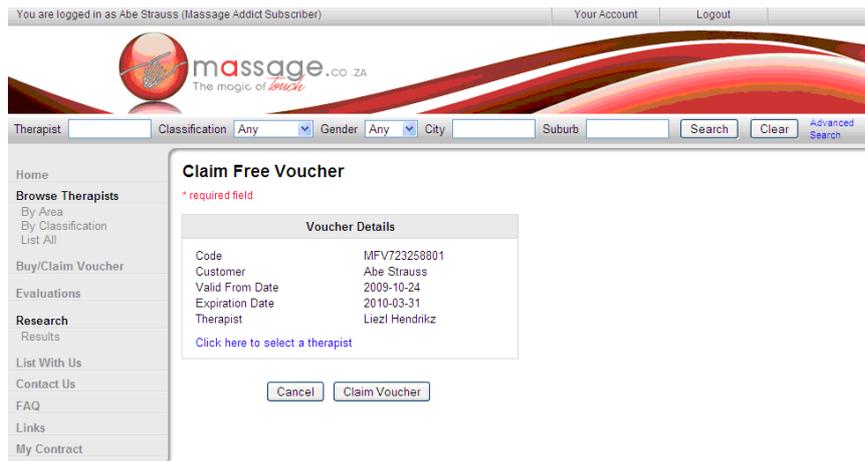
Therapist	Suburb	Rating	Action
<a href="#">Cecelia Engelbrecht</a>	Bedfordview	★★★★★	<a href="#">Select</a>
<a href="#">Chinese Massage</a>	Lonehill	★★★★★	<a href="#">Select</a>
<a href="#">George-Gabriel Berkovits</a>	Fourways		<a href="#">Select</a>
<a href="#">Gunther Dippenaar</a>	Houghton		<a href="#">Select</a>
<a href="#">Liezl Hendrikz</a>	Sandton and surrounds	★★★★★	<a href="#">Select</a>
<a href="#">Mike Cohen</a>	Glenhazel	★★★★★	<a href="#">Select</a>
<a href="#">Shakti Gardens</a>	Roosevelt Park	★★★★★	<a href="#">Select</a>

8. If the therapist you have set your heart on is not available on the voucher therapist list, it could be due to one of two reasons:

- The voucher allocated to him/her for that particular month has already been redeemed, or
- The Therapist has recently registered on [massage.co.za](http://massage.co.za) and is not yet due a free massage. (Massages only accrue on the first of every month.)

In both instances, wait a month to be able to claim the free massage voucher, or alternatively, select another available therapist from the list. To avoid missing out select your preferred therapist, select your massage early in the month.

- Once selected, you will see the voucher number, expiry date, and your chosen therapists name on a confirmation screen. We recommend that you phone the therapist at this junction to confirm that the therapist is available for your free massage at a time that is convenient to you, and book the appointment. Please note that once you have selected the "Claim voucher" button at this point, you cannot go back and change the therapist that you would like to use. It is also only fair to the therapist that you indicate that you will be using a massage.co.za free voucher.



- Below is an example of your voucher which includes your name as the recipient and the massage therapist who will carry out your treatment.



- The massage therapist does one free massage per month to be listed with massage.co.za; your free voucher is her way of keeping that commitment.
- Please remember that if you do not arrive for your appointment then the therapist would in all probability has declined other appointments (therefore lost an opportunity to earn money) to accommodate you.

If you do not arrive for your agreed appointment you can expect that the therapist assumes that she has fulfilled her obligation in your absence. ☹️. You just were not there to enjoy the experience.

- Please remember to print the voucher and take it along with you for you to be able to redeem your free massage with compliments from massage.co.za.