

Nairobi Freelance Masseurs Terms and Conditions of Service



By contacting Nairobi Freelance Masseurs and requesting our services, you agree to the following terms and conditions; please read them carefully.

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1.*DISCLAIMER:

- a. United Kingdom Clients: On 5th June 2018, due to some reasons we officially stopped booking in clients from the UK or rather clients whose tel/whatsapp number prefix is +44. We are sorry for the inconvenience caused.*
- b. We don't serve areas outside Nairobi for example better part of Thika Rd) Satellite, Ngara , Donholm, Ruiru and surroundings. We also don't attend clients with no clear location in the CBD. Sorry for anyone affected*
- c. For increased security measures, we may require additional verification methods first being clear inquiry details which must include name of hotel or apartment which will require location attachment followed closely by inclusion of photo on the contacting profile (whatsapp) or sent to us as well as other documents such as national ID card. We shall NOT respond to TELKOM and AIRTEL registered whatsapp accounts without photo on the profile and without attached location.*
- d. We may refuse to offer services to you if in any case we feel uncomfortable with you.*
- e. All night bookings must be accompanied by taxi booking by the client.

That's not optional.*
- f. Cancellations done by the client after confirmation and the masseur/se is on the way will be billed to the client as inconvenience fee.*
- g. Please send us serious inquiries only. Jokers and recurrent non-booking clients will be published on our blog plus their details to enlighten other masseuses from attending them in the future.*

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2. Our Identity

- a. Our official Name is **Nairobi Freelance Masseurs**. We go by that name on all our social media handles, channels and blogs; that is [Twitter](#), [Facebook](#), [Instagram](#), [Linkedin](#) etc. Any variation of the name(s) is not part of us. Contact them at your own risk and will.
- b. All our masseurs have identification documents i.e. a t-shirt with our logo or an Identification Card regarding the company (Nairobi Freelance), with official contacts and logo. If unsure if a masseur is from us, demand any of the above documents from him/her or call us on [+254714662533](tel:+254714662533) to confirm. Nairobi Freelance will be fully liable for actions by its official masseurs. It will not take responsibility for any other masseurs and masseuses not under it. We provide these official documents to our masseurs to avoid illegitimate and untrained masseurs that masquerade as our masseurs

3. Privacy

- a. Nairobi freelance **GUARANTEES** you (the client) of your **SECURITY** and **PRIVACY**. No information about the client will be disclosed to anyone else apart from the masseur involved. In case a client is willing to share his/her experience with or even review us via our social network handles, we very much welcome that but should be by the client's own consent. We also guarantee security of your property because our masseurs are highly disciplined and trustworthy and we are fully responsible for their actions.

4. Areas and method of Operation

Our services are mostly on **mobile basis**, that means our masseurs and masseuses come to your home or hotel. We can deliver anywhere in Nairobi, We serve the following areas but in case you don't have a place we have an incall location in Westlands, Pangani or Ngong Rd.

5. Experience And Professionalism

We have trained masseurs and masseuses with over 4 years experience who offer professional massage services that are published on our official [website](#) but a client can request a customized massage session after a normal massage. We don't share explicit photos. So don't call/text asking for nudes and such. [Click here](#) to view appetizing photos for free.

6. Payment

- a. Payment should be done after massage. But you can also pay upfront to make the masseur feel more free and comfortable with you. Sometimes we may require payment upfront.
- b. Payment by foreign currency is allowed but we only accept major currencies: i.e. US Dollars, Canadian Dollars, Swiss Franc, Euros and Sterling pounds and the rates given to you reflect the actual amount in Kshs (but can sometimes be higher to cover forex exchange truncations).

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7. Night Outcall Massage

- a. Any client asking for night outcall massage services has to order a cab for the masseuse. Booking the cab is mandatory. Night means any time between 9:00 pm onwards to dawn.
- b. Kindly note that risk allowance may cause night charges may be a bit higher as compared to day charges on same packages. Kindly note that risk allowance may be charged depending with where the client is). This is included for contingencies. Incall night massage rates remain constant.

8. Booking

- a. For you to get the best and enjoy your session, kindly book your massage AT LEAST a day before. If that is not possible, the least time span that you can book your session is TWO HOURS BEFORE, otherwise, our masseurs/we MAY NOT be able to attend to you, or your session will be delayed grossly. Both parties will be inconvenienced in such a case.
- b. When giving instructions to a masseur, PLEASE give the shortest, clear and most precise route (if possible, just send a text message, or attach a map location with clear description of where you are) Avoid being ambiguous. This is for your convenience and to save both parties time and repetitive confirmation.
- c. We DO NOT really take one month+ prior bookings especially by THOSE CLIENTS OUTSIDE KENYA. We strongly encourage you to visit Kenya first then to book a massage when you are here.
- d. For clients who may need a photo, please message us or the particular [masseuse of your choice](#) from our site and **provide clear and concise information about yourself, your name, where you found the contact either facebook, twitter or the website, then say where you are staying and which massage you need.** We will NOT respond to similar new message popups “send photos for confirmation” from strange numbers. **Photos will only be sent if the above statements (in bold) are met.** You will actually get blocked and deep sixed at Nairobi Freelance if you pop out of nowhere requesting for photos.
- e. This is NOT A DATING SITE. Please don't request love engagements here. But if you get to click with any masseuse you book, all the best.

9. Cancellation

- a. By requesting a masseur/se to come to your hotel/residence/apartment or whichever place of your choice, when the masseur/se arrives at your place and you change mind or something comes up, whether or not the massage will take place, you agree to COMPENSATE FULLY for all the expenses incurred by the masseur i.e. transport costs .e.t.c failure to which Nairobi Freelance may take a serious action against you.

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10. Timing

- a. A masseur/se will be at your place within an hour or so but this is NOT GUARANTEED. The time can be longer or shorter depending on a number of factors, for example traffic and weather conditions, the client's geographical location as well as the clarity of instructions given. The client and the masseur/se should be active in communication all through until you two meet. The masseuse/ masseur should update the client of his/her move regularly. His/her phone should be well charged, in good condition, and have sufficient airtime for communication and internet connectivity.
- b. **Maximum travel time is 2 hrs after which the client is free to cancel the appointment.**

12. Cover Charge

- a. Some hotels require cover charge for extra guests either anytime or at specific times-evenings from 6pm. The client should review the hotel policies and terms and conditions covering admission of guests then decide if he/she will hire a massage therapist or not. This means that in case of a cover charge, the client will pay for the cover charge on behalf of the masseur/se that he/she hired unless if the masseur/se delayed beyond the allowed travel time.
- b. *HINT* As a client please confirm with the hotel if they allow guests-don't say massage therapists as most hotels don't allow massage therapists as they have spas within.*

For more information, comments or complains, [email](#) us, or log onto nairobi.freelance.com you can also [call us](#) to learn more.

I have read, understood and accepted the Terms and conditions, please allow me to [book a massage here](#)

We are social



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