



COMPANY PROCEDURE

THERAPIST & CLIENT
PERSONAL BOUNDARIES PROTOCOL

Procedure No.	VW-CP-003	Version	1.0
Department	Studio Operations & Client Care	Status	Controlled Procedure
Effective Date	21 August 2026	Review	Annual / incident or procedural change
Owner	Vantage Wax	Classification	Internal - Professional Conduct

PURPOSE

To establish clear professional, personal and physical boundaries between Vantage Wax therapists and clients. This procedure protects client and therapist dignity, privacy, comfort and safety; defines appropriate treatment-related contact; reinforces ongoing consent; and provides a clear response to inappropriate conduct.

SCOPE

Applies to all Vantage Wax therapists and clients, studio and mobile treatments, waxing, shaving, trimming, massage, Full Body Scrub & Exfoliation, intimate treatments, consultations, digital/telephone communication and post-treatment communication.

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02. CORE PROFESSIONAL STANDARD

The relationship between therapist and client is a professional service relationship.

- Client dignity and therapist dignity must be respected.
- Physical contact must relate to the legitimate treatment being performed.
- Consent must be maintained throughout treatment.
- Neither party is entitled to inappropriate physical contact.
- Sexual services are not provided by Vantage Wax.
- Intimate waxing or grooming remains a professional treatment.
- Nudity required for a legitimate treatment does not change the professional nature of the appointment.
- A therapist may establish and enforce reasonable boundaries at any time.
- A client may request that treatment be paused or stopped at any time.

03. PROFESSIONAL COMMUNICATION

- Communicate clearly and respectfully.
- Explain treatment procedures, positioning and physical contact where appropriate.
- Avoid comments that unnecessarily sexualise the client or comments about the client's body unrelated to treatment.
- Avoid unnecessarily intrusive personal questions.
- Redirect inappropriate conversation where necessary.
- Maintain the same professional standards during WhatsApp, telephone and other electronic communication.
- Friendly conversation is acceptable, but professional boundaries must remain clear.

04. PHYSICAL CONTACT

- Physical contact must have a legitimate treatment-related purpose.
- A therapist may position or support a body area where reasonably necessary.
- The therapist may manipulate skin where required for safe and effective waxing.
- The therapist may ask the client to assist with positioning or holding skin where appropriate.
- Touch the treatment area only as reasonably required to perform the booked service.
- Apply approved treatment products and perform techniques appropriate to the booked treatment.
- Physical contact must not extend beyond what is reasonably required for the treatment.

05. CLIENT CONSENT

- Consent is an ongoing process and does not give unrestricted permission to touch the client.
- Confirm the treatment requested and areas to be treated.
- Explain unexpected or particularly sensitive treatment steps where appropriate.
- Respect areas the client has excluded.
- Stop or modify treatment when requested.
- Obtain additional clarification where the treatment scope changes.
- A client may withdraw consent to any part of a treatment at any time. If consent is withdrawn, treatment of that area must stop.

06. CLIENT UNDRESSING & PRIVACY

- Clients should undress only to the extent reasonably required for the treatment.
- Explain what clothing needs to be removed.
- Allow appropriate privacy to undress and dress.
- Use towels, linen or appropriate draping to preserve dignity.
- Expose only the area reasonably necessary for treatment.
- Re-cover areas once treatment is complete where practical.
- A client's nudity is never permission for unrelated physical contact.

07. INTIMATE WAXING & GROOMING

- Confirm the exact intimate service requested and which areas are included.
- Confirm any areas the client does not want treated.
- Explain positioning and the need for skin manipulation where necessary.
- Give the client an opportunity to ask questions.
- During treatment, touch only areas reasonably necessary for the service.
- Keep physical contact deliberate and treatment-related.
- Explain significant changes in positioning where appropriate.
- Use gloves in accordance with the Vantage Wax hygiene protocol.
- Maintain professional conversation and conduct.
- Respect any request to stop or exclude an area.

08. CLIENT ASSISTANCE DURING INTIMATE TREATMENTS

- Where appropriate, ask the client to assist by holding skin taut, adjusting their own body position, moving or supporting an intimate area, or repositioning a leg or other body area.
- Client assistance may be preferable where it reduces unnecessary therapist contact while allowing treatment to be performed effectively.
- Instructions must be clear, respectful and treatment-related.

09. NORMAL PHYSIOLOGICAL RESPONSES

During intimate waxing, grooming, massage or other body treatments, a client may experience an involuntary physiological response. **An involuntary response by itself must not automatically be interpreted as sexual behaviour or consent.**

- Remain calm and professional.
- Avoid embarrassing or humiliating the client.
- Continue treatment if it remains appropriate and both parties are comfortable.
- Adjust positioning or allow a short pause where necessary.
- Maintain the same professional boundaries.
- Distinguish an involuntary physical response from deliberate inappropriate behaviour.

10. SEXUAL SERVICES

NO TREATMENT OFFERED BY VANTAGE WAX INCLUDES SEXUAL SERVICES.

- This applies to waxing, grooming, shaving, trimming, massage, Full Body Scrub & Exfoliation, intimate treatments and mobile services.

- A client requesting a legitimate intimate treatment does not constitute inappropriate behaviour.
- A request for sexual activity or sexual contact outside the legitimate treatment is unacceptable.

11. INAPPROPRIATE CLIENT BEHAVIOUR

- Requesting sexual services or asking the therapist to perform sexual acts.
- Deliberately touching the therapist inappropriately.
- Repeated sexual comments directed at the therapist after being asked to stop.
- Deliberately exposing areas unrelated to treatment without a legitimate treatment reason.
- Attempting to turn professional treatment contact into sexual contact.
- Ignoring a therapist's instruction regarding appropriate behaviour.
- Photographing or recording the therapist without permission.
- Threatening, intimidating or aggressive conduct.
- Persistently attempting to establish inappropriate personal contact during treatment.
- Context must be considered: a legitimate treatment question or involuntary physiological response is not automatically inappropriate behaviour.

12. THERAPIST RESPONSE TO A MINOR BOUNDARY ISSUE

Where conduct is inappropriate but does not require immediate termination, the therapist should clearly state that **the treatment is professional and appropriate boundaries need to be maintained for the appointment to continue.**

- Clearly identify that the behaviour must stop.
- Re-establish the professional boundary.
- Continue only if the therapist is comfortable doing so.
- Document the incident where appropriate.
- A therapist is not required to repeatedly warn a client.

13. TERMINATING A TREATMENT

- A therapist may immediately terminate treatment where inappropriate touching occurs, sexual services are repeatedly requested, a client deliberately violates boundaries, the therapist feels unsafe, the client becomes threatening/aggressive, reasonable instructions are refused, or continuing would be inappropriate.
- Where safe: stop treatment, step away, inform the client that treatment has been terminated, allow the client to dress, maintain a professional manner, avoid unnecessary argument, require the client to leave when appropriate, and document the incident.
- A therapist does not require a client's agreement to terminate a treatment.

14. IMMEDIATE SAFETY

PERSONAL SAFETY TAKES PRIORITY OVER COMPLETING THE TREATMENT.

- Stop treatment immediately where there is an immediate safety risk.
- Create physical distance and leave the treatment area if necessary.
- Seek assistance where available.
- Contact appropriate emergency/security services where circumstances require it.
- Do not physically confront a client unless reasonably necessary for immediate personal safety.
- Document the incident as soon as reasonably possible.

15. THERAPIST CONDUCT

- Never initiate sexual contact with a client or offer sexual services.
- Never deliberately sexualise legitimate treatment contact or touch a client unnecessarily.
- Never pressure a client into exposing or treating an area they have declined.
- Never photograph or record a client without appropriate permission.
- Never use confidential client information for an inappropriate personal purpose.
- Never exploit the therapist-client relationship.
- Never make discriminatory, degrading or humiliating comments about a client's body.

16. PERSONAL RELATIONSHIPS & SOCIAL CONTACT

- Use client contact details obtained through Vantage Wax for legitimate business purposes unless the client has independently consented to another appropriate form of contact.
- Do not use confidential information to pursue a client personally.
- Do not repeatedly contact a client for non-business reasons without invitation.
- Do not pressure clients to connect on personal social-media accounts.
- Do not use treatment information as personal conversation outside the professional context.
- Where a pre-existing personal relationship exists, the same treatment, consent, hygiene and professional-boundary standards apply.

17. DIGITAL COMMUNICATION

- WhatsApp, SMS and other client communication must remain professional.
- Appropriate topics include appointments, treatment information, pricing, preparation, intake documentation, aftercare, follow-up and legitimate client questions.
- If a client sends inappropriate sexual messages, do not encourage the conversation.
- Clarify the professional nature of Vantage Wax services where appropriate.
- End the conversation if the conduct continues and retain relevant records where necessary.
- Consider declining future appointments where professional boundaries cannot reasonably be maintained.

18. MOBILE SERVICES

- The same boundaries apply during mobile appointments.
- Maintain the same professional treatment standards and ensure the environment is reasonably suitable.
- Keep business and personal boundaries clear.
- Leave the premises if the environment becomes unsafe or inappropriate.
- Terminate treatment if professional boundaries cannot be maintained.
- A client's home does not alter the professional nature of the appointment.

19. CONFIDENTIALITY

- Handle boundary-related incidents discreetly.
- Share information only where reasonably necessary for business management, client-record management, safety, incident investigation, or applicable legal/regulatory requirements.
- Do not gossip about a client's body, intimate treatment, physiological response or behaviour.

20. INCIDENT DOCUMENTATION

- Document significant boundary incidents as soon as reasonably possible.
- Record client name, date/time, treatment booked, treatment stage, objective description of what happened, relevant words/requests where necessary, therapist response, whether a warning was given, whether treatment continued or was terminated, safety action taken, and follow-up decision regarding future bookings.
- Incident notes must be factual and avoid unnecessary emotional or insulting descriptions.

21. FUTURE BOOKINGS FOLLOWING AN INCIDENT

- Vantage Wax may determine that future appointments are inappropriate after a serious boundary violation.
- Consider the nature and severity of the conduct, whether it was deliberate, whether a warning was ignored, therapist safety and risk of recurrence.
- Vantage Wax reserves the right to refuse or discontinue service where professional boundaries, safety or appropriate conduct cannot reasonably be maintained.

22. CLIENT COMPLAINTS REGARDING BOUNDARIES

- Take any client complaint alleging inappropriate therapist conduct seriously.
- Document and handle the complaint confidentially.
- Consider it objectively and compare it with relevant treatment/client records.
- Investigate appropriately and escalate where necessary.
- A therapist must not retrospectively alter treatment records to conceal or change information following a complaint.

23. PROFESSIONAL BOUNDARY CHECK

- Is this contact necessary or reasonably related to the treatment?
- Does the client understand what treatment is being performed?
- Has the client consented to this treatment area?
- Am I maintaining the client's dignity?
- Am I comfortable continuing the treatment?
- Are professional boundaries currently being respected?
- Would I be comfortable documenting and explaining this treatment action professionally?

If the answer to an important boundary question is **NO**, the therapist should stop, clarify or modify the treatment before continuing.

24. NON-NEGOTIABLE BOUNDARY RULES

1	EVERY TREATMENT IS A PROFESSIONAL SERVICE.
2	CONSENT IS ONGOING.
3	CONSENT TO ONE AREA IS NOT CONSENT TO ANOTHER.
4	TOUCH MUST HAVE A LEGITIMATE TREATMENT PURPOSE.
5	CLIENT DIGNITY AND THERAPIST DIGNITY ARE EQUALLY IMPORTANT.
6	INTIMATE TREATMENT DOES NOT MEAN SEXUAL TREATMENT.
7	VANTAGE WAX DOES NOT PROVIDE SEXUAL SERVICES.

8	AN INVOLUNTARY PHYSIOLOGICAL RESPONSE IS NOT AUTOMATICALLY MISCONDUCT.
9	DELIBERATE INAPPROPRIATE CONTACT IS NOT ACCEPTABLE.
10	EITHER PARTY MAY REQUIRE THE TREATMENT TO STOP.
11	THE THERAPIST MAY TERMINATE AN APPOINTMENT WHEN PROFESSIONAL BOUNDARIES CANNOT BE MAINTAINED.
12	SAFETY TAKES PRIORITY OVER COMPLETING A TREATMENT.
13	SIGNIFICANT BOUNDARY INCIDENTS MUST BE DOCUMENTED.
14	CONFIDENTIALITY CONTINUES AFTER THE APPOINTMENT.

25. RECORDS & MONITORING

- Relevant records may include the Client Intake Form, Client File Master, Treatment Card, Therapist Notes, Consent/Acknowledgement, booking record, client communication, incident report and post-treatment correspondence.
- Review boundary incidents periodically where appropriate to identify whether procedures, client communication or therapist practices require improvement.

26. REVISION & REVIEW

- Review at least annually.
- Review following a significant therapist-client boundary incident.
- Review following a client complaint involving professional conduct.
- Review when a new treatment is introduced.
- Review when consent procedures change.
- Review when mobile-service procedures change.
- Review when relevant business policies or legal requirements change.

Revision	Date	Change	Approved by
1.0	21 Aug 2026	Initial controlled issue - Therapist & Client Personal Boundaries Protocol	_____

Controlled-document note: Printed copies are uncontrolled unless specifically authorised. Verify that this procedure and all associated Vantage Wax policies and client forms are the latest approved versions.



APPROVAL & SIGN-OFF

THERAPIST & CLIENT PERSONAL BOUNDARIES PROTOCOL

I confirm that I have read and understood this controlled Vantage Wax procedure, that I accept responsibility for applying it in practice, and that I will ensure the current approved version is followed.

PROCEDURE APPROVAL

NAME

DATE

SIGNATURE

Signature confirms acknowledgement and approval of this procedure version.