**User Story for Therapists in the At-Home Massage and Spa Booking App:**

**As a therapist,** I want to easily receive bookings, manage my schedule, and provide treatments at various locations, so that I can efficiently grow my client base and offer high-quality services.

**Note:**

Therapists can sign up and set up their profiles, but they will not be immediately active for receiving bookings. Their account must first be confirmed by customer service.

During the sign-up process, therapists can complete their profile setup, including adding their service offerings, availability, and preferences. However, they can only begin accepting bookings after their account has been approved.

The confirmation process by customer service may be completed online or could involve a phone or video call, depending on the platform’s verification requirements.

Verification Requirements: We need to brainstorm and finalize the details of the verification process, as it may vary by country. For example, in Thailand, therapists can start working without needing special certifications or business licenses. In contrast, in Germany and most other countries, therapists are required to have at least a business license ("Gewerbeschein") or similar qualifications before they can legally offer services. This discrepancy needs to be accounted for during the onboarding process to ensure compliance with local regulations.

**Sign-up & Profile Setup**

1. **Account Creation:**
   * Therapists download the app, sign up using their email, Google, or Facebook, and verify their phone number.
2. **Profile Setup:**
   * They create a professional profile with:
     + Name, qualifications, years of experience, specialties (e.g., deep tissue, Thai massage).
     + Select preferred service areas, limited to three cities based on the therapist’s current GPS country/location (useful for small towns/villages).
     + Upload certifications, if available.
     + Decide whether to accept single, couple, or group bookings.
3. **Service Offering:**
   * Choose which services to offer (massage types, spa treatments, session lengths).
   * Indicate preferences for equipment (e.g., bringing massage tables, oils, towels, etc.).

**Receiving Booking Requests**

1. **Set availability:**
   * Therapists open app and set their status to “available”
2. **Booking Notifications:**
   * Therapists get notified via push notification (or SMS) when a suitable booking is available within their chosen service area.
   * Notifications are sent only to therapists who match the client's requirements (gender, location, service).
   * If a previous client is requesting them specifically, the request will appear with a priority flag. They have 5 minutes to confirm the booking before it is opened up to other matching therapists.
   * **Nice-to-have Features:**
     + Prioritize therapists based on proximity to the client, similar to Uber's process, giving nearby therapists 5 minutes to accept before opening to others. (so keeping the 10 minutes like before)
     + Prioritize therapists with better customer reviews for higher-ranked service. This is also something that UBER has and it motivates the service supplier to always give their best.
3. **Accepting a Booking:**
   * Once a booking is received, therapists can view the session details:
     + Client's location (home, hotel, villa, yacht) – without exact address yet, if possible the area could be included, so therapists can check distance
     + Type of service booked (e.g., Thai massage, 90-minutes).
     + Date, time, Client’s gender
     + Gender preference of the client (female, male, no preference).
     + Any special notes (client requests for certain products, setup needs, etc.)
   * Therapists can accept or decline the booking.
   * If the therapist accepts, they receive a confirmation and that the system is waiting for payment (and client gets a notification to proceed to the payment section).
4. **Final Confirmation**
   * Once the payment has been confirmed by the payment provider, the therapist receives a confirmation with full the full booking details

**Pre-Session**

1. **Reminders:**
   * Therapists receive a reminder 2h before the session and again 1h before the session, including a prompt to start traveling to the client's location.
   * The app provides the client’s exact address and directions (with GPS integration) and a link to Google Maps.
2. **Departure, Arrival and Check-in:**
   * Therapist checks a slider in the app when they start traveling to client’s location
   * Therapists should arrive 10-15 minutes early to set up.
   * Upon arrival, therapists check the "Arrived" slider.
3. **Late Notification:**
   * If the therapist expects to arrive late due to traffic or other unforeseen circumstances, they can notify the client through the app.
   * If the therapist is running more than 10 minutes late, the system prompts the therapist to provide an updated ETA to the client.
4. **Preparation and Start of Treatment:**
   * Therapists set up the massage table, oils, towels, and any additional equipment needed for the treatment.
   * They verify the client’s preferences (if any) through the notes on the app.
   * Therapist checks a slider in the app when they start the treatment.
   * **IMPORTANT NOTE:** If therapists are late, they must add the lost time to the end of the session. If clients are late or not ready, the session ends as originally planned.

**During the session**

1. **Conducting the Treatment:**
   * The therapist performs the booked treatment according to the client’s preferences and needs.
2. **Extending the Treatment During the Session:**
   * Users can extend the session by pressing the "Extend Session" button.
   * The app checks the therapist’s availability (based on pre-booked sessions) and offers 30 or 60-minute extensions if the therapist is free.
   * The therapist receives a request and can confirm or decline. If confirmed, the user proceeds with payment in the app, and the session time is automatically updated.

**Post-Treatment**

1. **Session Completion:**
   * Therapists check the “Session Completed” slider in the app once the treatment is finished.
2. **Tipping:**
   * Clients can tip therapists through the app, and the therapist is notified immediately.

**Payment & Earnings**

1. **Payment Process:**
   * After the session is completed, the therapist’s payment is processed automatically through the app.
   * Therapists can view their total earnings per session, including any tips received.
2. **Earnings Summary:**
   * The app provides a weekly/monthly/yearly summary of completed bookings, earnings, and tips, helping therapists track their income.
   * Therapists can choose to receive payouts either monthly or after reaching a threshold (e.g. €100).

**Therapist Profile Management**

1. **Booking History:**
   * Therapists can view their past sessions, see client ratings, and check if clients have requested them again.
2. **Client Preferences:**
   * If a therapist notices certain clients rebook regularly, they can mark these clients as “preferred,” allowing for prioritized bookings.

**Ratings & Reviews**

* **Receiving Feedback:**
  + Therapists receive ratings and reviews from clients after each session.
  + Positive reviews can qualify them for Incentives and Rewards.
* **Dispute Resolution:**
  + If a therapist receives negative feedback, they have the option to respond to the review or contact support if they feel the review is unjustified.

**Support & Communication**

* **In-App Support:**
  + Therapists can contact (message or call) support through the app for any issues (e.g., payment problems, client disputes, or location issues).
  + For every country there will be specific support agents that shall be possible to check details of bookings and help the therapist or client if needed.
* **Messaging System:**
  + Therapists have access to a messaging system to communicate with clients before and after sessions for clarifications or any special requests.

**Retention & Incentives**

* **Loyalty and Rewards:**
  + Therapists can earn badges or rewards for reaching specific milestones (e.g., 10, 50, 100, 1000 sessions completed, 5-star ratings for consecutive bookings, Punctuality, etc.).
  + Gamification elements such as levels or rankings help motivate therapists to provide high-quality service. The names oft he levels still have to be thought out.
* **Referral Program:**
  + Therapists can refer other professionals to the platform and earn referral bonuses once the referred therapist completes a certain number of sessions.