

# Dealing With Difficult Clients



**Most clients are easygoing and easily led by a sex worker when they feel that they are getting the services that they paid for. However, no matter how much effort you put into some bookings nothing is going to satisfy some clients.**

This fact sheet provides some tips on how to deal with difficult clients and difficult situations that may arise.

## **What are you going to be reading about?...**

- Redirecting clients
- Clients who don't want to wear condoms
- Client constantly touching the condom
- Intoxicated clients
- Rough or annoying clients
- Clients who fall in love
- Clients who want to 'save' a worker
- Clients who insult workers
- Clients with hygiene issues
- Indiscreet clients
- Your safety

## **Redirecting clients**

Being able to redirect a client is one of the most important skills a sex worker can develop. If you can redirect a client so it doesn't offend them and you can do it without breaking the scene or mood, it shouldn't have too much of an impact on the booking or the relationship you have worked hard to establish. For example:

- If a client is trying to touch your crotch, you could say, "Darling the part of my body that really gets me in the mood is my boobs. Let me show you how I love my boobs to be touched".

By doing this you are redirecting them away from your genitals to a part of your body you don't mind being touched. By telling him you'll show him how you like it done, you can ensure he does it in a way you find least aggravating and you're putting on a bit of a show for him, which he'll like.

While he is touching your boobs, move your body into a position to avoid him being able to reach the part you don't want touched.

Whilst redirecting a client, it's useful to be in a position of control, i.e. on top of him, so he knows you're controlling the session and it's best to do what you suggest.

The key is to be charming while being assertive, give him an alternative and sweeten the deal in his mind, don't forget to act the part! There's no point in telling him what allegedly turns you on, then lying there like a 'stunned mullet'!

## **Clients who don't want to wear condoms**

Most of the time it's easy to get clients to wear condoms and keep them on; however, sometimes clients don't understand or care about the physical or legal risks enough to want to wear one.

Things you may see or hear to make you aware condom use may be an issue and suggestions to deal with the situation include:

- "I'm allergic to condoms" – it is a good idea to carry nonlatex condoms, such as Avanti condoms.
- "I can't cum with a condom on" – your response, "But darling, cumming is only a quarter of the fun and we can work out another horny way you can do that. Let's get you to the point of cumming."
- "I'll pay you extra not to wear a condom" – your response, "If I get pregnant because you don't wear a condom, it will cost you more than the \$50 you just offered me".
- Or, "Oh you're so naughty and I tie naughty boys down to my bed and don't let them touch me for the entire time! Best you don't say that again or even think about touching the condom or I'll have to treat you like a naughty boy!"

In this situation it can also pay to have some novelty condoms like ribbed condoms so that you can tell him you would love him to wear a condom because a ribbed condom on his dick makes you extra horny.

### **Client constantly touching the condom**

This could indicate he is just as wary of the condom falling off or breaking as you are, or it could indicate that he is trying to break or remove it. Tell your client all he has to do is relax and enjoy himself and that you're aware of the condom and are making sure it's okay, so he doesn't have to touch it.

- Try and make it so he is unable to touch the condom—get on top of him and hold his arms down on the bed with your hands, brush your boobs or chest (if you're a man) across his lips so it sweetens the deal.
- Make sure you can see the condom—tell him you find it hornier if you can watch him bonking you and move in front of a mirror so you can watch the condom. Remember to keep your eyes open so you can see what he's doing with his hands and you can watch the condom.
- If he removes the condom or breaks it, ensure you can get away from him immediately—if in doggie position, this means leaving enough room between you and the headboard or wall to scoot away from him. If you're sitting on top of him, try and make sure only one hand is ever holding onto your waist by encouraging him to touch another part of your body with one of his hands.
- Whatever position you're in, tell him you find it horny to feel how hard his balls are getting, so you want to slip your hand down and touch them. While you're down there, make sure the condom is still in position.
- Be very careful in doggie position because it can be harder to feel if the condom is still on and it's easier for him to slip it off. Clients in this position can also bonk in a way (shovelling) that can make it easier for a condom to slip off.

When dealing with a client about condom use, remember the golden rule of redirecting a client: “Be charming while being assertive, give him an alternative and sweeten the deal in his mind”.

### **“Be aware of the client and the condom at all times”**

#### **Intoxicated clients**

Clients may turn up intoxicated or may become intoxicated during a booking. Many sex workers report that clients actually become intoxicated during the booking from drinking too much. Drugs and alcohol will have an impact on your client and can make them behave in undesirable ways.

They may become aggressive, more touchy-feely (‘gropy’), may not be able to get or keep an erection, may want to touch the condom more, may not be able to come, may have reduced sensation so they want to bonk harder and faster, may lose track of time and accuse you of ripping them off or not realise how long they have been bonking you for, etc. Some clients will become belligerent and insulting.

Managing a client who is intoxicated from drinking too much or doing drugs is generally done in the same way. Things to remember are:

- Some clients may become unsteady on their feet so you have to be careful they don't slip over in the shower, fall off your bed, etc.
- Some clients may ask you to do something like shave off all their pubic hair. If a client asks you to mark his body in anyway, it's a good idea not to do it while he's intoxicated, because once he sobers up the chances are that he will regret it and he may come looking for you to tell you how unhappy he is.
- Intoxicated clients can be mentally and emotionally abusive, so put your thick skin on and keep reminding yourself they are just intoxicated and may be saying stuff to get a rise out of you. Remind yourself it's not a personal thing, it's a drug and/or alcohol thing.

- Intoxicated clients may be physically abusive, so ensure the front door is not dead-bolted and leave a window open you can jump through or scream out of for help.
- Hide everything that can be used as a weapon or mistaken as a sex toy to be used on you. Don't allow yourself to be put into a submissive position, e.g. tied down, underneath him or in doggie position. Leave a clear path to the front door by moving any obstacles.
- Intoxicated clients will often try and renegotiate the service and rates during the booking. If you feel physically threatened and cannot get out of the booking or cannot get him out of your home, you may want to consider taking the reduced rate to get him out sooner. It's better to be \$100 poorer than raped or assaulted.
- Intoxicated clients have a tendency to want to not use condoms or to remove the condom. Remember your re-directing skills to minimize the harms associated with this.
- Some sex workers may negotiate tying a client down if he's too intoxicated to ensure he doesn't go anywhere and they are always in control.
- It's important to stay as sober as you can if your client is indulging in any drugs or alcohol. You need to be able to manage him, manage yourself and keep your temper in check and your surroundings safe.

When speaking to an intoxicated client, remember not to lose your temper and remember the re-directing clients golden rule.

For example:

- "Baby, why not call me before you go out next time and we can have an amazing bonk so you can go out with a smile on your dial".
- "I am so sorry but I just got out of the shower and realise I have my period. I wouldn't want to get you all messy, so can we re-book and I'll make it up to you in a HUGE way?"

**“Redirect your client, being careful not to lose your temper”**

Most clients get intoxicated in bookings from the bottle of wine they bought to share with you. It's a good idea to always monitor how much they are drinking, and once they have finished the first glass direct them to the shower.

They may say they can drink an entire bottle before they are drunk, but do you really want to take that chance? Similarly, if you're out on a dinner booking, don't let him buy more than 1-2 bottles of wine, depending on how long dinner will take. You will end up with the monster you allowed him to create.

If a client gets intoxicated in a booking, you may want to think about whether you want to see him again.

Getting drunk can be an accident, but if he does it purposefully or acts maliciously then consider any future bookings with him carefully and put extra security protocols in place in case it happens next time as well.

### **Rough or annoying clients**

Every worker and every service that is negotiated is different, and what may be acceptable to some may be painful or uncomfortable for others.

Some clients don't know what is and isn't acceptable and won't know unless you let them know, so it's important to keep an open dialogue with your client.

Some clients will push boundaries to see what you will put up with and some will do it unknowingly, so it's important to be able to bring them back to what you're comfortable with without causing too many issues, such as losing momentum, breaking the scene or atmosphere, and losing his hard-on.

The limits you set for yourself and your service are your choice, but common ones include no biting, no marking the skin, condom use, no refusing to leave on time or when asked to, whether or not you allow kissing or head jobs, whether you allow yourself to be tied down, whether you allow them to lick your skin or suck your ears.

It is up to you to decide what is too rough or what is going to annoy you and to then re-direct your client from doing these things. If he won't stop, you are completely within your rights to call an end to the booking.

### **Clients who fall in love**

It's rare that a sex worker actively tries to make a client fall in love with them, and it's important to remember it's not your fault if some clients do.

We can manage bookings by putting boundaries in place, but sometimes no matter how you manage a situation and a client they will still believe they have fallen in love with you.

We can only do so much to protect ourselves and our client's feelings, but ultimately it is up to them whether they respect these boundaries or not.

It's not always a bad thing if a client falls in love with you, because many clients who do are still able to respect the business relationship and the boundaries you put in place to keep yourself sane and safe.

This client is aware that you hold him in high esteem, but you're a professional so you are not in love and deserve to be treated as a professional.

A problematic client is a client who has no respect for your professionalism, pushes the boundaries and engages in stalker-like activities.

For example, he may call you every day on the way home from work to tell you how his day has been, ask you to see him for free because you mean so much to each other, send unsolicited gifts to your work place, tell you constantly he's in love with you, not leave on time, etc.

If a client declares he is in love with you, you could:

- Explain your need to remain professional and need to continue working to achieve your goals so can't afford to fall in love now or in the next few years because you cannot afford to give up work.

- Tell him you're married with five kids at home so you have no time or headspace left to be in love.
- Tell him you're moving overseas or interstate soon.
- Explain you don't do love with a married man because it's not fair on you and not fair on his wife.
- Refer them to a brothel or another worker if you don't want to see him again.
- Don't see them again if it's too uncomfortable or he is engaging in stalking, by telling him you're booked every time he wants to see you.
- If you're in a brothel or work for an escort agency, talk to management about not allowing them to choose you (if the management does not understand your concerns and refuses to assist you, look for somewhere else to work).

Ultimately, it's up to you to decide how you handle the situation, but be careful, be gentle but firm, and understand you don't need to explain yourself; you just need to give him an explanation he'll understand.

### **Clients who want to 'save' a worker**

Some clients may want to 'save' you from the industry or assist you in some aspect of your personal life. When a client goes into saviour mode, no matter what the motivation, it does involve crossing the professional boundaries you have put in place.

Examples of this may include:

- "You're too good to be a sex worker and can do so much more with your life. You should come and work for me, or study and I'll come around and help you with your assessments."
- "You could do much better as a sex worker, so I'll build you a website."
- "You could be making your money work for you. I'll give you financial advice and help you invest your money."
- "You shouldn't have to see so many men because you're better than that. Just see me and I'll pay you \$400 a week to be mine exclusively."

It's your choice whether or not to accept an offer, but be aware people offer assistance for a reason, so if you accept help from a client it will mean you become reliant on him. More often than not, it will also mean he begins to have access to, and control over, both your professional and personal life. Never say yes to anything you cannot afford to lose.

## **“Never say yes to anything you cannot afford to lose”**

### **Clients who insult workers**

Clients can be insulting when they are in your company, on the phone, in an email and on forums.

No matter when or where a client insults you, it's important not to react because that's what they're looking for. If you react, chances are it will just escalate the situation and make it harder for you to redirect your client.

Clients don't always realise they have insulted you, so it's important to let them know in a calm manner that what they said was not okay and you'd like them to behave better or you'll have to put an end to the booking. No one is paying you to be insulted in a booking and you deserve better.

If a client posts a nasty review or insults you on a forum or in a chat room, it's especially important to be careful about how you handle it. The best course of action is to politely let a moderator on the forum know you find the post/review/member offensive and you'd like them to deal with it and let you know what is going to be done.

If you're in a brothel it's a good idea to let management know what has happened, and if you're a private worker let other private workers know what has happened.

The key to dealing with clients who insult you is to be polite, be professional but do not react and lower yourself to speak to them like they have to you. Also remember that they may not realise that what they have done is offensive.

## **“Stay calm if a client insults you, it's important not to react”**

### **Clients with hygiene issues**

This is a difficult issue to deal with because it involves talking to your client about an issue that can make you both feel uncomfortable. To try and ensure your client comes out of the shower as clean as possible you could supply liquid soap.

To let him know he needs to be extra clean you could say to him before he goes into the shower:

- “You need to sparkle when you get out because I want to kiss you all over, you look so delicious today”.

It can be very awkward to have to address this issue with your client, but if you don't there are serious health risks including things like Hepatitis A, urinary tract infections, diarrhoea, vomiting and shigella. Sometimes, no matter how much your client washes he may still smell.

If this is the case and you want to do the booking, you could grab some baby wipes or a wet face cloth and wipe the smelly bits down and try and get them as clean as possible.

Hygiene is also a matter of respect. You would never dream of not showering properly before you saw a client, and if you smelt your client would leave, demand his money back or tell you he won't have sex with you unless you clean yourself properly.

You deserve the same level of respect he demands from you, so never feel awkward about asking him to clean himself or to remove his clothes, or even incontinence pad, from the room.

If he makes you sick because he is dirty, he isn't going to pay you for your time off and sex workers aren't entitled to sick leave like people in other professions.

Never forget that you have the right to refuse to see a client just as they have the right to refuse to see you!

## Indiscreet clients

The cost of an indiscreet client can be high and can include being caught working from an apartment and being thrown out (sole operator), getting charged by the police, being outed in front of your friends or family if a client sees you in public and talks to you, or being set up for difficult bookings if a client writes a review online saying you do services you don't do.

Discretion is very important for all sex workers so many sex workers will do things like ask:

- that no graphic reviews to be posted online
- that the client be quiet when coming or going from an apartment or brothel and to call the establishment or worker if they need directions not ask the concierge or neighbour
- that if a client sees you in public they not approach you, and that if they do approach you that you will tell them you don't know them, that they must be mistaken and then you will ask them to go away.

It always pays to ask a client to be discreet and model the behaviour yourself so he is fully aware of the standards you expect.

If a client is indiscreet before the booking, during the booking or after a booking, you are completely within your rights to discuss his behaviour with him.

## Your safety

If you have a difficult client whom you're unable to redirect, won't take no for an answer or escalates in their behaviour, it's important to consider your safety while you're in the booking and after the booking.

This could include things like ensuring there is a clear path to the door, pushing a panic button if you're in a brothel or calling a friend or the police if you're a sole operator.

Always trust your gut instinct and remember you have the right to put an end to a booking if you do not feel safe.

---

## Disclaimer:

All material in this fact sheet is provided for your information only and may not be construed as legal, medical or health advice or instruction.

---

## Respect Inc contacts:

### Brisbane Office

28 Mein Street  
Spring Hill QLD 4000  
07 3835 1111 (phone)  
07 3835 1122 (fax)

### Gold Coast

4 Bay Street  
Southport QLD 4215  
07 5657 0857 (phone)  
07 5564 0929 (fax)

### Cairns Office

7/24 Florence Street  
Cairns City QLD 4870  
07 4051 5009 (phone)  
07 4051 0009 (fax)

### Townsville Office

118a Charters Towers Road  
Hermit Park Townsville QLD 4812  
07 4724 4853 (phone)  
07 4724 1122 (fax)

[www.respectqld.org.au](http://www.respectqld.org.au)  
[info@respectqld.org.au](mailto:info@respectqld.org.au)