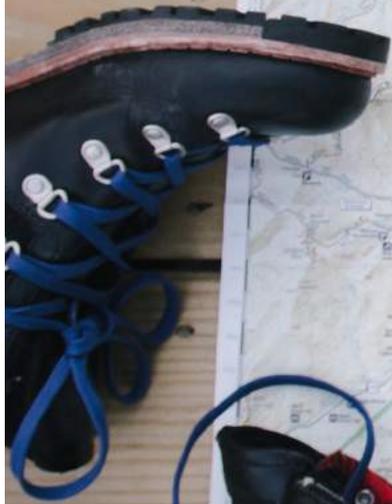


CLIENT HANDBOOK





We are SO excited to be working with you! Thank you for trusting us to help you achieve your health and fitness goals. We have pulled together this Client Handbook as a handy reference to orient you to the policies, procedures, and perks of being a client of Wilcox Wellness & Fitness.

Our mission at Wilcox Wellness & Fitness is to inspire you to enhance your life by forming healthful habits that are sustainable for a lifetime.

We are very excited and grateful to be a part of your journey to better health and fitness. We are here to help and answer any questions, no matter how big or small. We want you to have the BEST possible experience and get the BEST possible results, so please reach out if you have any questions or concerns.

Thanks again for joining us!

Sincerely,

[The Wilcox Wellness & Fitness Team](#)



Our promise to you is simple: If you follow the program as it is designed and intended it will deliver you the best possible results, we guarantee you'll look and feel better after 12 weeks of working with us or we'll refund your entire investment in our training program.

The relationship between you, our client, and us, your coaches, is a partnership. Only through working together can we achieve our mutual goal: your health, wellness, and fitness.

[As our commitment to you, we will...](#)

1. Assess and determine together realistic health and fitness goals and put them on a timeline for achievement
2. Design a comprehensive program to achieve your goals that includes:
 - a. Nutrition Guidelines - to fuel your body with the energy required to maintain a muscle-building fat-burning state.
 - b. Resistance Training - to increase your strength and build lean muscle
 - c. Cardiovascular Exercise - to optimize fat burning and heart health
 - d. Stretching, Mobility, and Stability - to accelerate your recovery from exercise and prevent injury
 - e. Coaching - to motivate, support, and encourage you throughout your program
3. Teach you all the components of your program and help you implement them into your daily habits and life
4. Meet with you halfway through your program to assess your progress, and update your program accordingly so you can continue to achieve the best possible results from your investment with us.

[Based on our commitment to you, we require you...](#)

- To work out a minimum of 2-3 days per week following the Wilcox Wellness & Fitness health and fitness program for a minimum of 12 weeks;
- To complete the initial assessment;
- To follow your nutritional guidelines provided by Wilcox Wellness & Fitness;
- To keep a positive mindset.

After the 12-week period, if you can honestly say you followed all four of the requirements and did not make progress to your goal, we will refund your entire package investment.

Vacation Time

We love vacations! They are a great way to reboot and re-energize, but we don't want you to fall off the wagon either. We will provide you with workouts you can do while you are traveling.

You will receive 2-week vacation with a 12-month commitment and 1-week vacation with the 6-month commitment. To put your account on hold for the time you are away, email us prior to your departure date with the dates you will be away.

Rollover Sessions

In addition to vacation time, we have set you up with a 'bank' for rollover sessions. Any unused weekly sessions will roll over into your 'bank' and will stay there until you use them. You can accumulate up to the number of sessions in your weekly program in your 'bank'. You can use rollover sessions at any time.

Staying on Point While on Vacation

We are pleased to provide all of our clients with a 50-page PDF of 50+ workouts that are primarily body weight based. Each movement has a complete description and photos to guide you. You may download your workout guide here: www.wilcoxwellnessfitness.com/workouts

Extra Sessions

Group Training: All committed clients have the option to purchase an extra group training session at \$15 per session.

Private Training: All committed clients also have the option to add on extra private training sessions (even if you are a group training client) on an ad hoc basis. Extra private training sessions (30 minutes) are charged as follows:

12 Month Commitment	\$40/Session
6 Month Commitment	\$45/Session
3 Month Commitment	\$50/Session

Guest Options

We would LOVE for you to bring a guest with you! With a 12-month commitment, you will receive 2 free guest passes. With a 6-month commitment you will receive 1 free guest pass. Just give your trainer a 24-hour notice by emailing our Trainer Team so we can prepare for you. Special Bonus: if your guest signs on to train with us, we will give you 2 more guest passes and a gift certificate to our apparel store. After using all of your guest passes, you may purchase additional guest passes for \$20 a piece.

Drop-Ins

We don't encourage drop-in sessions. Our commitment and focus is to you – our client. We offer drop ins as a way for out of town people to get a great workout while they are in town or to people who want to trial our services before they sign on. The fee for a drop in is \$25.

Nutrition

We want to get you the absolute best results possible and feel A-M-A-Z-I-N-G!!! That means following our well balanced, whole foods based, nutrition guidelines as outlined in the Healthful Living Guidebook.

Private Facebook Group

As a valued client of Wilcox Wellness & Fitness, you will have access to our private Facebook Group. In here we post daily on all things healthy living – recipes, tips, tricks, and life hacks. The purpose of the Facebook Group is to inspire discussion on balancing health, wellness, and fitness into our busy lifestyles! Please feel open to share your experiences, knowledge, successes, and failures in an effort to educate each other. Everyone in this group is here for the same reason - to become a healthier person. Also – anything that you post in our private group will only be seen by other clients of Wilcox Wellness & Fitness – not your entire Facebook friend list.

Healthful Living Guidebook

We provide all of our clients with our 90+ page Healthful Living Guidebook. This provides you will all of the information that you need in order to be successful in our program. The Guidebook also includes a complete 4-week whole foods based nutrition plan to set you up for healthful eating habits that you can sustain for a lifetime. If you have any questions at all about the concepts in the Guidebook, please feel free to post them in our private Facebook group Wilcox Wellness & Fitness – Inspire Healthy Living.

Additional 6-Week Meal Plan

People who have the 4-week meal plan that is included in our Healthful Living Guidebook LOVED it so much that they requested we come up with more weeks of meal planning to follow. As a response to this, we have created an extended/optional 6-week meal plan that is based on the same principals of the Healthful Living Guidebook with 6 more weeks of all NEW recipes. The price for hardcopy meal plan is \$60 (\$10/week).

Email us to order your copy.

Group Training Options

As a group training client, you have access to all of the group training sessions we have to offer. All workouts are coached by certified personal trainer and can be modified for your current ability level, so you can get the most out of each session. Below is a description of each session:

Group Personal Training (GPT)	30 Minutes	3 levels of intensity. 8 participants max. Lots of individualized coaching with strong focus on form. Warm up prior to GPT with Peak Performance System.
Boot Camp	50 Minutes	10-30 participants. High energy, super fun workout – great stress reliever. Foam roll prior to session – trainer will take you through dynamic warm up.
Strength Training Sessions (STS)	30 & 50 Minutes	No more than 24 people. Focus on full body strength with movements coached thoroughly. Foam roll prior to session – trainer will take you through dynamic warm up.
Feel Good	30 Minutes	8 participants max. This session is all about being kind to your body and feeling good! The focus is on breaking up tight tissue using tools and techniques for self-myofascial release. This is a great session to either “get back at it” or recover from a higher intensity session.
Early Bird Session	30 Minutes	16 participants max. Early Bird Sessions are a combination of GPT 1-3. This session will provide you with a lot of foundational coaching while incorporating many different pieces of fitness equipment.

Enrollment in Group Training Sessions

You can enroll in group training sessions up to one hour before the session starts. However, in this busy world, we recommend that our clients choose a day over the weekend to enroll in all of your training sessions for the upcoming week. When you enroll in all of your sessions before the week starts, you are setting yourself up for success by making a plan to prioritize your workouts and your health and fitness.

What If Something Comes Up?

Once you are enrolled in a group training session, you may take yourself off the schedule up to an hour before the session starts (8 hours for the early bird sessions) and not lose that session. If you cancel inside of an hour, you will be charged for that session.

Private Training Sessions

Private training sessions are scheduled directly with your trainer on a weekly basis. We require a 24-hour notice for cancellation of private training sessions.

Child Care

Unfortunately, we don't have the capacity to offer child care. We understand that as busy parents, things come up and in a pinch, you may bring your child to sit on the bench during your training sessions. Please email us prior to your session to give us the heads up. We ask that you use this option as an absolute last resort and do not over use this privilege.

Apparel Store

We offer some pretty awesome Wilcox Wellness & Fitness SWAG. You can order branded t-shirts, long sleeve shirts, sweatshirts, fleeces, and accessories with many designs to choose from.

Medical Leave

We sincerely hope that this doesn't come up for you but if you need to put your account on hold due to a medical issue, please email us with your doctor's note and we will put your account on hold.

Contract Early Termination

We also hope that this doesn't happen but if you ever wanted to terminate your training agreement with us, we have a \$200 early termination fee to cancel your training program with us. We require a 30-day notice for early termination. If you choose to continue within 12 months, we will apply the \$200 to your training plan.

Appendix: Pike 13 FAQ

Signing into your Pike 13 Account

Create a client profile and set a password as a first-time visitor or new client

1. In the top right corner of the Front Desk website, tap **Sign Up**.
2. Enter your email address, and then tap **Next**.
If you're redirected to the **Check your email** page, check your email inbox, open the email "Please confirm your email address," and then tap **Confirm your email address**.
3. Enter the required information, and then tap **Sign Up** or **Finish**.

Change your email address and password

1. In the top right corner of the Front Desk website, tap **Sign In**, enter your email address and password, and then tap **Sign In**.
2. Tap **Your Stuff**, and then in the right menu under your profile picture tap your name.
3. At the bottom of the screen, tap **Edit Profile**.
4. Under **Email address**, tap the **Your Front Desk Account** link.
5. Do any of the following:
 - To change your email address, under **Email address** enter an updated email address, and then under **Current password** enter your current password.
 - To change your password, under **Current password** enter your current password, and then under **Password** enter your new password.
6. Tap **Save**.

Forgot your password?

1. Before signing in to the Front Desk business, tap **Forgot your password?**
2. On the **Reset your password** page, enter your email address, and then tap **Send Instructions**.
3. Check your email inbox, open the Front Desk email "Reset password instructions," and then tap **Change my password**.
4. On the Front Desk **Change your password** page, enter a new password, and then tap **Change Password**.

Booking and Canceling Appointments

Book an appointment

1. Sign in to the Front Desk website where you want to enroll in the class or course.
2. Tap **Services**, and then under **Appointments** tap the appointment that you want to book.
3. If you have the option to book the appointment at more than one location, choose a location.
4. Tap a morning, afternoon, or evening box that shows times available, and then tap the timeslot you want.
5. If you manage another person, choose whom the appointment is for.
6. If you have more than one pass or plan to pay for your booking, choose which you want to use, and then tap **Finish**.

Cancel an appointment

1. Sign in to the Front Desk website.
2. Under **Upcoming**, tap the name of the appointment you want to cancel your registration for.
3. Tap **Cancel Registration**, and then tap **OK**.

Managing Your Schedule, Payments, and Personal Info on Your Dashboard

Important notices

At the top of your dashboard, all pressing information is listed under **Important notices**. Alerts that you need to complete a waiver or make an overdue payment appear here.

Tip Address any issue right then and there by tapping its alert.

Plans & Passes

Your dashboard also lists any passes or plans that are available for use.

Tips

- See details and stipulations of any pass or plan by tapping any of them.
- Get a full list of your passes and plans, including those that are inactive, by tapping **Manage Plans & Passes** in the right menu.

Upcoming

Any scheduled class or appointment is listed, as well as any scheduled payment.

Tip Can't make it to a class or appointment? Just tap the scheduled time under **Upcoming** and choose **Cancel Registration**.

Clay Andrews -- Learn to Lift • May 22 • 3:00pm

✓ Scheduled for Learn to Lift on May 22 at 3:00pm

Cancellation policy: if you won't be able to attend, please remember to cancel.

[✕ Cancel Registration](#) [📅 Your Schedule](#)

You can also check out what the business serving you has to offer by tapping any of the tabs at the top of the page. Review their schedule, list of services, and everything else to make sure you're taking advantage of everything they can do for you.

Right menu

The right menu is where you can manage your personal info, plans and passes, payment methods, and see your history.

Tips

- Update your profile information (like name, address, email address, telephone number) by tapping **Edit Profile** on your mobile device or by clicking your name on a computer.
- Add or change your photo by tapping your profile photo.
- Change the notifications that you receive and where they're sent by tapping **Notifications** and then tapping **Settings**.
- Make billing easy by adding or updating your credit card. Just tap **Payment Methods**.
- Check whether you have credit on your account and how much by tapping **Account Credit**.
- Want your schedule on your personal calendar app, too? Add the appointments, classes, and other events that you're scheduled for by tapping **Subscribe to Calendar**. [Learn more](#)
- Make signing in easy by saving your sign-in code to your phone. Just tap **Scan In**. On an iPhone you can add the sign-in code to Passbook by tapping the **Add to Passbook** button directly below it. For non-iPhone users, take a screenshot of the sign-in code for future use.
- Want to review what you've done? See your history at the business serving you, including **notes** posted by staff, the **visits** you've made, the **bills** you've paid, and the **documents** you've signed.



Managing Another Client's Account

Sign up another person

1. On the business's Front Desk site, tap **Sign In**, enter your email address and password, and then tap **Sign In**.
2. In the right menu under **People you manage**, tap **+ Manage New Client**.
3. On the **Manage new client** page, enter required information, and then tap **Create**.
Tip If you want your dependent to receive email reminders about their scheduled services, enter their email address under **Email addresses of dependents**.

Enroll a person that you manage

1. Tap the session on the calendar you want to enroll in.
2. When asked **Who is enrolling?**, tap the box to choose your dependent, tap **Next**, and then tap **Confirm**.

Buy a pass or plan for someone you manage

1. On the business's Front Desk site, find the pass that you want.
2. When asked **Who is this for?**, tap the box to choose your dependent, and then tap **Add to Cart**.
3. If you want to apply a coupon code, tap **Enter coupon code**, enter the code, and then tap **Apply**.
4. Tap **Secure Checkout**, and then do one of the following:
 - If you want to use account credit, tap **Choose a payment method**, tap **Account Credit for [your name]**, and then if your credit doesn't pay the full bill tap **+Add another payment**, tap **Choose a payment method**, tap the payment method you want to use for the remainder, and then tap **Finish**.
 - If you don't have a credit card stored or if you want to use a different card than what is stored, tap **New Payment Method**, enter the required information, tap **Save**, and then tap **Finish**.

Review the profile info, passes, plans, and schedule of someone you manage

On the business's Front Desk site, tap **Your Stuff**, and then in the right menu under **People You Manage** tap your dependent's name.

Tip Review payment information for your dependent in your (the Account manager's) profile, which you can see by tapping **Payment Methods** in the right menu of your profile.

Buying a Plan or Pass

Buy a plan or pass

1. Sign in to the business's Front Desk website, and then tap the **Plans & Passes** tab or other navigation tab that lists purchase options.
2. Tap the name of the plan or pass that you want to buy, and then tap **Add to Cart**.
If you're an account manager, you're asked **Who is this for?**. Choose the person you're buying the item for, and then tap **Add to Cart**.
3. If you want to buy more than one plan or pass, tap **+ Add More Items**, and then choose another item.
4. If you want to apply a coupon code, tap **Enter coupon code**, enter the code, and then tap **Apply**.
5. Tap **Secure Checkout**, and then do one of the following:
 - If you want to use account credit, tap **Choose a payment method**, tap **Account Credit for [your name]**, and then if your credit doesn't cover the bill tap **+ Add another payment**, tap **Choose a payment method**, tap the payment method you want to use, and then tap **Finish**.
 - If you don't have a credit card stored or if you want to use a different card than what is stored, tap **New Payment Method**, enter the required information, tap **Save**, and then tap **Finish**.

Note If you're prompted to accept terms and conditions, do one of the following:

- If checking a checkbox is required, tap to check the checkbox, and then tap **Accept**.
- If an electronic signature is required, tap **Sign Now**, tap **Continue**, tap **Sign** when prompted, and then tap **Finish**.

Adding Pike 13 to Your Mobile Screen

Android: Add a shortcut to your Pike13 dashboard on your mobile device

1. In Chrome, sign in to your Pike13 website.
2. At the right end of the address box, tap **Bookmark this page** .
3. In the **Bookmark added!** dialog box, edit the bookmark's name and change its folder as needed, and then tap **Done**.
4. In the upper right corner of the Chrome window, tap **Customize** , tap **Bookmarks**, and then press and hold your new shortcut to open the dialog box where you can name it.
5. Tap **Add to home screen**.

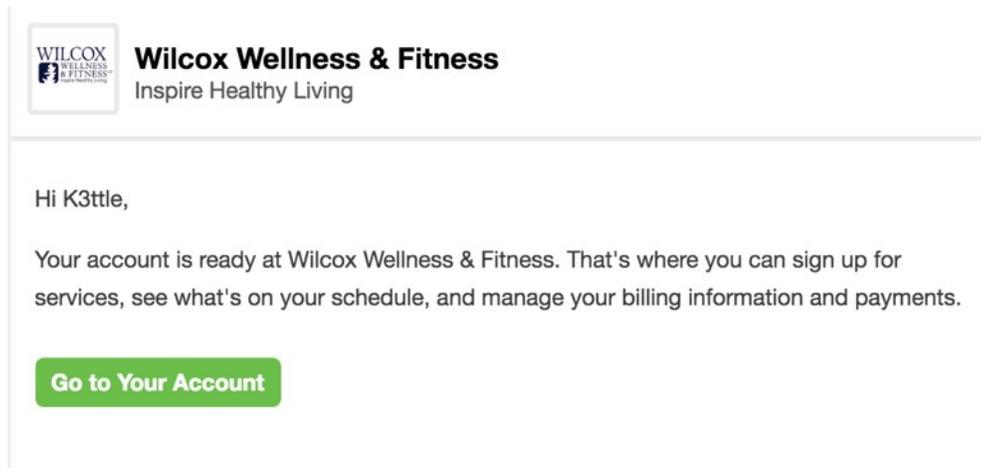
iOS: Add a shortcut to your Pike13 dashboard on your mobile device

1. In Safari, sign in to your Pike13 website.
2. At the bottom of the screen, tap **Share** , and then tap **Add to Home Screen**.
3. Enter a name for the Pike13 shortcut, and then tap **Add**.

Using Pike 13

You can either follow the step-by-step guide below or watch a video tutorial by clicking this link <https://www.youtube.com/watch?v=Q-h2ihgbPSA>

1. You will receive an email that looks like this. Click the “Go to Your Account” button



2. After clicking the button, you will be brought to this page. Fill in your information and then click the “Finish” button.

Welcome, K3ttle

Email address
k3ttle.b3i@gmail.com

• Password

• Your email address
k3ttle.b3i@gmail.com

• First name
K3ttle

• Middle name

• Last name
B3i

• Phone
12075551234

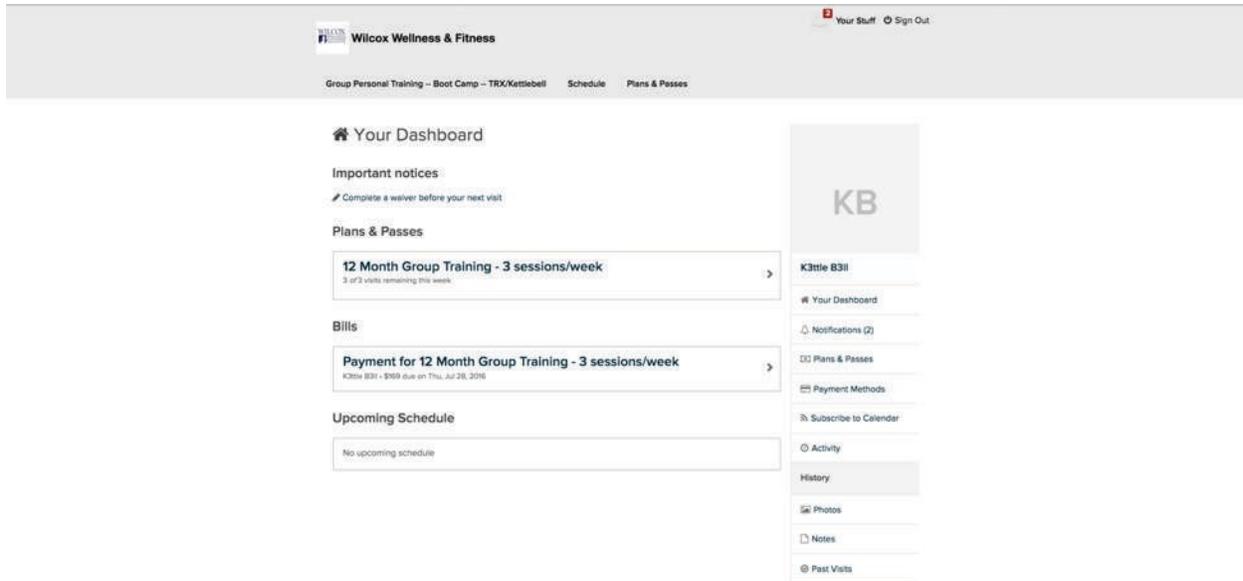
• Address (street, city, state/province, postal code)
224 Union St
Bangor, ME 04401

• Birthday
1946 June 14

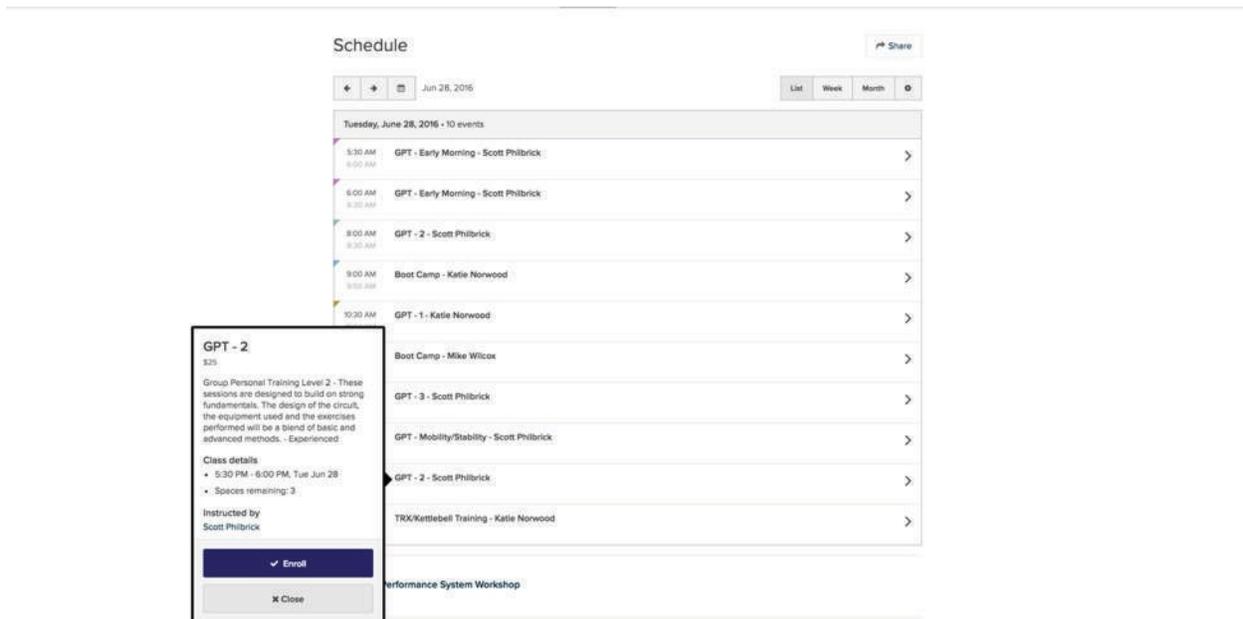
• In case of emergency, who should we contact. Include phone number
Dumb Bel, 12075554321

I accept the Terms of Service

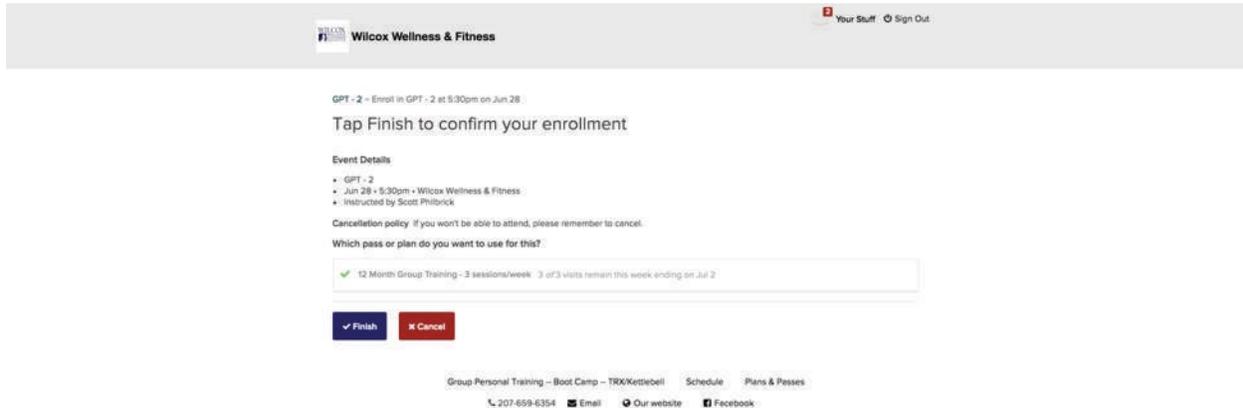
3. When you click the “Finish” button you will be brought to your Dashboard. To schedule a training session, click where it says “Schedule” at the top of the page.



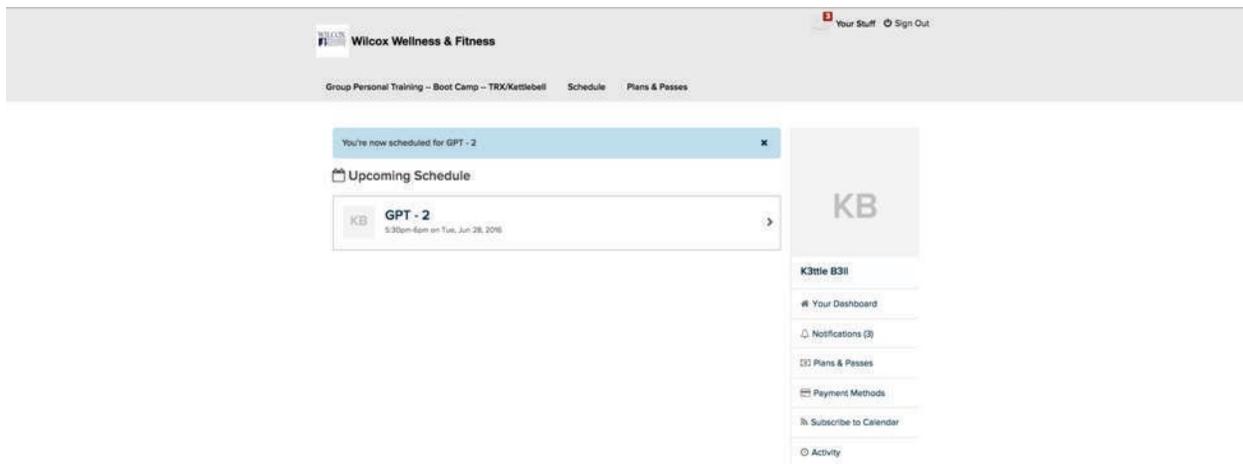
4. When you arrive on the schedule page, click on the session you want to enroll in. A pop-up window will appear as shown. Click the “Enroll” button to enroll in the class.



5. On the following page click the “Finish” button to confirm your enrollment in the session.



6. Your Dashboard will now look something like this. If you decide to cancel your enrollment in a session, simply click on the session.



7. Then click on the “Cancel Registration” button. A confirmation pop-up will then appear. Click the “OK” button to successfully cancel your registration.

