

NEW CLIENT WELCOME MATERIALS

Welcome, Thank You and Congratulations!

Thank you for your decision to start your coaching program with me. I so appreciate your business and I would like you to read this letter before our first session so that you can get the absolute best out of your nutritional life coaching experience. In this letter, I take you through what you can expect of yourself, of me, and of the coaching process in general.

Also, congratulations! I am proud to say that clients who have followed my guidance have been getting great results and great resolve towards ever increasing levels of energy, well being, happiness and success in their lives. You should expect the same, so I congratulate you on taking a big step toward investing in the most valuable assist you will ever have---YOU!

What You May Expect Before Our First Session

The coaching experience begins the moment you make a commitment to your first session, many clients report one or more of the following experiences prior to this session: Curiosity, doubts, excitement, unexpected negative and or high emotions, or uncertainty about the whole idea of nutritional life coaching. Should similar feelings arise in you, please understand that all of these symptoms are completely normal and expected. In fact, they are often a sign that you are ready to make major positive shifts, and that your surroundings and your body are preparing for these shifts to take place.

If you wish to take notes of feelings and events as they surface and have them ready for our first session. IF you are having doubts about the process, remember that you get a risk free trial period to find out for yourself if the process is going to make the kind of difference in your life that I promised. If you have specific questions to ask about any part of the process, please call me before we get together to make sure you get your questions answered during our first session

What You Can Expect From Me during Our Coaching Relationship

- **Confidentiality** All of our interactions (conversations, e-mail, faxes, ect) will remain strictly confidential. Meaning that I will not share any information provided by you with anyone without your express consent. The exception to this will be that, from time to time, I may use a situation from your coaching experience as an analogy in another client's session, or in a public speaking setting such as a newsletter or a seminar/workshop. In this case, I will not use your name and will refer to the situation in such a way that you will not be identifiable to others
- **Availability** You may contact me outside of our scheduled sessions if you would prefer not to wait until our next session. You are encouraged to stay in touch via email and fax as this provides an accessible way for me to monitor your progress, and to add extra insights during your Nutritional Life Coaching journey.
- **Commitment and Integrity** If I make a promise to you, the promise will be kept in the way promised and in the time frame promised. If, in exceptional circumstances only, I am unable to keep a commitment, I will notify you of this as soon as I know of the need for change. I will coach you at the highest standards of integrity, honesty, professionalism, and respect. As I am adamant about delivering high value to my clients, I will let you know if I feel that

my involvement is not likely to make a positive change and difference in your life and/or health.

- **Communication** I will always reply to your communication within 48 hours (except when out of town or on holidays, and I do my best to notify my clients of such dates). Even if no specific feedback is required or necessary. I will (at the very least) acknowledge the receipt of your communications.
- **Nonjudgmental Attitude** I am not here to judge right or wrong, my position is to coach you to get the nutritional and lifestyle you want. As there may be times when you will share information that may make you vulnerable, I assure you that I will treat your choices and actions (past, present and future) with respect.
- **Tenacity About Your Progress** As you have hired me to help you grow and change, I believe that some of the most valuable coaching I can deliver to you comes through the tough places you may be unwilling to visit on your own: honest feedback, challenging questions, assignments designed to challenge your comfort zones, accountability to your commitments, and an occasional, usually gentle and always caring “kick in the behind.”
- **30 Day Risk Free Guarantee** If within the first 30 days of our coaching relationship, you feel that the process is unlikely to make a difference in your health and nutritional life, please let me know and I will cheerfully refund your fees to you minus an incurred expenses for materials and questionnaires.

WHAT YOU CAN EXPECT FROM YOURSELF AND THE COACHING PROCESS

Just as if you were to read an exciting book, it is sometimes best not to know what exactly is ahead of you. It is up to you to let me know the results that you want from our nutritional life coaching sessions. It is up to me to plan the steps to take you to those results, and it is up to us together, to make sure the steps are taken and all necessary adjustments are made as we go along. Our sessions are used to debrief on past assignments and fieldwork, ask and answer questions, strategize, and set up steps.

In my experience, almost every client will pass through periods of feeling completely invincible and will generally fly through assignments and fieldwork, and other periods of feeling a little fearful, doubtful, tired, or even resentful of the process. I personally get excited to see all of these times because they all form a part of the necessary growth cycle. To you, some periods of coaching may feel great and others you would rather do without. Overall however the growth curve will be positive. Many clients report some or all of the following: increased energy and wellbeing, weight loss, better physical shape, more patience, increased earnings because of more energy, better eyesight, sleep quality is much higher, wake up more refreshed, better digestive health and an overall increase in their sense of control and peace of mind.

The Wellness CSI

- **What I Would Like To Ask Of You.** Timeliness It is important for us to keep our appointments for your benefit, as well as the benefit of my other clients. Twenty four hour notice is required to cancel an appointment; I reserve the right to charge for a session cancelled with less than this. If you are delayed for an appointment, please call me to let me know. I do my best to schedule clients with enough buffer time on either side of an appointment, but in some situations a delayed appointment will mean that our session will have to be cut short.
- **Completion of Assignments and Fieldwork** It is up to you to complete assignment sand fieldwork as given. Whenever possible, I would appreciate getting your assignment at least a day before our session so that I can go over it before we meet and talk. The bottom line is that clients who diligently complete their assignments outside of our session get far more out of the nutritional life coaching program. It is much easier to build a house on top of a solid foundation, so each assignment affects the next one; I also have more fun watching my clients **get great results** than average ones!
- **Feedback** Give and ask for feedback as much as possible, let me know when something is working for you, as well as when something is not; the earlier the better. When you want specific or more in depth feedback on something you are working on, please ask. Although telepathy is a somewhat necessary part of my work, direct feedback is the easiest way to ensure you get the results you want
- **Referrals** We love them! **A referral coming from you feels like an acknowledgement that we are doing a great job and is much more rewarding than a client from the internet or yellow page ad!** If you know someone who could use a nutritional and holistic lifestyle coach or an expert personal trainer, simply refer him or her to us with the e upmost confidence. For a referral who becomes a client, we offer a free week of additional coaching/training to you as a big **thank you very much gift!**
- Many of my clients chose to refer my services to others; I like to ask for referrals outside of our coaching sessions so that the focus of our work is exclusively on you and the results you want. Whether you choose to refer people to me or not, I would like you to know how the referral process works. As you have experienced, I will first have a conversation with anyone who is interested in my services so that we can both determine if there is a good fit between their needs and my expertise. If there is a fit they will become clients. If there isn't a good fit, I will do my best to offer your referral to a coach who will better fit their needs and goals. In all cases, I do my best to place your referral, so feel free to refer anyone who is looking to improve their health, fitness, or over all wellbeing and I will make sure they get the right coach for their needs. Referrals form a substantial part of my practice and they come from clients whose trust I have worked hard to build, so you can be assured that t I will go out of my way to take good care of anyone you choose to refer.

Again, congratulations on choosing to take part in the nutritional life coaching program, and I sincerely look forward to working with you and watching you get the life you want.

The Wellness CSI

Hello

Welcome to Nutritional Life Coaching! I want to commend you for making a commitment to move forward with nutritional life coaching at this time in your life. I am delighted that you have chosen me as your coach.

This Welcome Pack Includes The Following Forms:

- Reflection questions
- What am I Tolerating? Where Am I Procrastinating?
- Basic Coaching Guidelines & Agreement
- Basic Tele-Coaching Guidelines & Agreement

Previous clients have found that the reflection questions take some time, so you may want to spread out your reflection, doing a little each day over the period of several days. Bullets or phrases re a good way to respond. Take as much or as little space as you wish. By doing this work prior to our initial session, you will begin to focus on the current reality and your future vision of yourself and your life.

I have a few requests to make:

Please fill out these forms and email or fax them back to me so that I will have them the day before our initial session.

Please have these forms along with your calendar, so that we can set appointments for the month or months.

Please bring, or send a check ready for the initial paper work review or _____ and your nutritional boot camp program investment of _____ payable to Ingo Loge. If payment terms have been arranged your first initial payment will be due and then future payments will be billed as we agree sending a check or automatic debit? _____

Enjoy this time of preparation!

I am looking forward to meeting or talking with you on

Day/Date/Time _____/_____/_____ from _____. In the interim, should you have any questions or concerns, please let me know, because I am here for you!

Enjoy,

Client info if you have internet access you can fill in all your personal information for us at this link the page will look like this hopefully, if not you can go to our home page and click the web scheduler icon located at the bottom left of the home page it will take you to a page like the one below.

After getting a user name and password please proceed to the profile page and update ALL your info okay. <https://clients.mindbodyonline.com/home.asp> if you do not have access to the internet, I have the form here for you be sure fax or email it so I can put in your contact info.

Welcome to Online Store & Scheduler.

If you have already done this then skip this part

Once you log in:

- View our schedule
- Use the Online Store
- Review your visit history
- Check your upcoming schedule
- Update your personal information

Been here before?

If you have already created your personal login, please enter your username and password below to continue.

Forgot your username or password? No problem. [Click here for a reminder.](#)

Is this your first time?

Using the Online Store and Scheduler is easy. Just follow our step by step process.

Step 1: Please enter your first and last names or your ID from

First Name:

Last Name:

Basic Tele-Coaching Guidelines & Agreement

Session Day and Time Day and time of sessions will be agreed upon and scheduled, to be repeated weekly or bi monthly if decided. Any changes must be made via telephone and confirmed either by fax or e-mail at least 24 hours in advance.

Session Options Note: A onetime "intake" charge of \$_____ **Paid initially by** _____ will be assessed at the onset of the nutritional life coaching program. Includes, guaranteeing that you will have a spot in my schedule since I have a waiting list most of the time, includes one-on-one debriefing, review and preparation of all questionnaires, sleep food and exercise diaries, online MT exam setup, e-mails of welcome packs and various other important documents, lab work, reading your labs when returned, and phone calls for all your specific needs and goals. An additional charge is relevant for a friend, family member or significant other of \$_____ and will be assessed initially as well for intake fees. Please include name: _____

Call Procedure The Client will call the coach at the prearranged number on the day and time scheduled. The client will be responsible for all telephone related charges. The allotted time will begin when the call is places. Should the coach be placed on hold, this time will be counted as part of the allotted time.

Confidentiality The Nutritional Life Coach recognizes that certain information of a confidential manner maybe relayed during either regular or coach-on-call sessions. The coach will not at any time, either directly or indirectly, use this information for the coaches benefit or disclose said information to anyone else without specific, client approval (excludes disclosure of illegal or unethical activities)

Nature Or Relationship The Nutritional Life Coach has a background and expertise in holistic and clinical nutrition, exercise science and lifestyle health and wellbeing. The client has been made aware that the coaching relationship in no way to be considered or construed as psychological counseling or any type of therapy. The client also has been made aware that coaching results cannot be guaranteed. The client agrees that he/she is entering into the coaching with the understanding that they are responsible for their own results. The client also agrees to hold the coach free from liability and responsibility for any adverse situations created as a direct or indirect result of a specific referral or advice given by the nutritional life coach.

Termination of Agreement and Non Refundability

You may terminate the agreement at the end of any series and or billing cycle. Coaching/training goes for as long as you getting great value for your money. If you are not, we need to change something, or we stop!

Please note your investment in yourself and coaching from us represents a commitment to training/coaching and to your goals. As such, your initial investment or if you are on continuing monthly coaching is non-refundable. This is particularly true where the refund request is based on priorities changing or a lack of available time for your goals.

In addition, you agree that I/we (Fitness Forever) have the right to terminate the relationship at any time if on more than one occasion you fail to be on time for your coaching and training sessions, fail to complete your promised actions and fieldwork, or are late in keeping your account current.

1. I understand that Ingo Loge and The Wellness CSI bill's its clients on a pre-pay basis. Once my trainer/coach and I have decide the program I will purchase, payment must be made before the coaching sessions are conducted, unless prior arrangements have been made and documented. Payment plans are made available. **I have read and understand this term:** _____(initial) .
2. I understand that the Wellness CSI nutritional life coaching programs work on a scheduled appointment basis. And thus requires that I provide **24 hours notice when canceling an appointment**. No charge will be levied should I cancel with MORE than 24 hours notice given. Emergencies, which would be life/death is the exception. We deeply regret having to do this but we have lost too much money in cancellations and not being able to fill those time slots with new assessments or perhaps another training session. **I have read and understand this term:** _____(initial)
3. I understand that all personal training if applicable, nutritional. Boot camps and lifestyle coaching sessions are **non-transferable and non-refundable**. I also understand that all coaching sessions must be redeemed within the time allotted. **I have read and understand this term:** _____(initial)

I have read this Release and I understand all of its terms. I sign it voluntarily and with full knowledge of its significance.

CLIENTS SIGNATURE _____ DATE _____

TRAINER/COACH SIGNATURE _____ DATE _____

The Wellness CSI (Nutritional Life Coach) and Purchasers (Client)

Hold Harmless and Indemnification Agreement

I, _____, the undersigned (“the Purchasers”) hereby warrant that I will indemnify and hold harmless Ingo Logé owner of The Wellness CSI, and Lifestyles Technologies, Inc., known hereafter as (“the Sellers”), and its officers, directors, agents and employees. This indemnification and hold harmless warranty extends to Sellers, individually and separately, and, the corporation’s successors, and subsidiaries, as against any and all claims, demands, actions, and causes of action, including personal injury, and all other liability whatsoever, including, but not limited to, costs, attorney’s fees and/or judgments which arise out of the use of the Diet Master Pro weight management program and CHEK holistic lifestyle coaching and nutrition program

The undersigned, as Purchaser(s) further warrant the program is to be utilized within the State(s) of California and it will hold harmless and indemnify the Sellers corporation, its agents, directors, officers, employees and individuals named in paragraph one of this Hold Harmless and Indemnification Agreement, against any and all claims for liability and/or damages, arising from any and all violation(s) of Codes, Statutes, Licensing Procedures, Licensure Examinations and/or Registration Requirements, of such state(s), which govern the practice of dietetics and/or weight management and/or nutritional counseling and/or advise, whether known or unknown to the Purchaser(s) at the time of purchase and subsequent use with the public of the Diet Master Pro , Food Pharmacy, and Metabolic Typing weight management software program(s). Such indemnification includes, but is not limited to costs, attorney’s fees, and damages, whether or not reduced to judgment and judgments which might arise from such claims, law suits, and/or administrative filings. The indemnification includes all costs and attorney fees incurred by the Sellers in the investigation and defense of any claim enumerated in paragraphs preceding prior to a determination of an exact date of an occurrence and/or incident and/or violation upon which such alleged claims may be based. It is further understood and agreed by the Purchaser(s), that the consideration for this Indemnification and Hold Harmless Agreement, benefiting the Seller, its agents, directors, officers, employees and the individuals named in the paragraphs preceding is the “weight management software content of the program”. Signature of Purchaser(s), confirms that Purchaser(s) have agreed to be bound by the terms of the Indemnification and Hold Harmless Agreement and are contractually bound to indemnify the Sellers and its agents, directors, officers, employees and the individuals named in paragraphs preceding, and such obligation includes the responsibility to pay any and all costs and attorney’s fees which may be incurred by the Buyer in defending its agents, directors, officers, employees and individuals named in the paragraphs preceding.

Signature _____ **Date** _____