



## **DISTANCE CLIENT INFO PACKET**

*Thank you for expressing an interest in being an IFAST distance client. IFAST is honored to have almost 1/3 of our clients fall into this category; below are the most common questions we get from them:*

### **What level of service can I expect as a distance client at IFAST? Daily emails? Weekly emails? Daily phone calls?**

- Up to ONE weekly email with updates and questions
- Up to FIVE monthly video reviews
- One program update every month
- One free 30-minute re-assessment every 3 months

Please understand that a distance membership at IFAST is not a full-service membership. We are excited to work with you, and honored that you would choose to work with us over some impressive distances (some of our clients have come to us from as far away as London and Tokyo).

While we would love to give you the same level of individualized attention that we offer to our local clients, doing so is impossible with our business model. For example, we cannot provide minute-by-minute video coaching, or phone consultations, or even frequent email correspondence. For this reason, our best-fit distance clients are experienced athletes and coaches who work hard and are very self-reliant. We hate turning distance clients away, especially when you've gone to the trouble of looking into training at IFAST, but we also don't want to waste your valuable time and money. If you are an inexperienced fitness client, or if you have injury or pain issues that require extensive coaching, you will probably be better off looking for a good coach closer to home.

### **Make sure you're ready to commit to a minimum of 4 months of training with IFAST**

All distance clients need to come in to IFAST for an initial assessment and coaching session. After that, we ask that you commit to a 3-month or a 12-month distance membership at IFAST. This is because it takes a minimum of 3-4 months to make lasting changes in tissue quality, movement quality, and motor control.

**Contact Tony or Kirsten to schedule your assessment at 317-578-0998 or at [indyfast@gmail.com](mailto:indyfast@gmail.com).**

Our assessment times book fast, so we highly recommend scheduling these 3-4 weeks in advance. This is especially true if you are flying into Indianapolis!

To speed up your scheduling, we highly recommend that you include all the following information in your initial email to us:

- Full name
- Phone number
- Best time to call
- Any pertinent injury history
- Whether you're interested in a 3-month or a 12-month Distance Client membership
- Your IFAST distance client goals: competing, injury prevention, etc.

### **Pay for your initial starter package (includes assessment, program design, and coaching) in full.**

You can give us your credit card information over the phone or online via our secure billing software. We will then charge your card for the full amount of the initial visit. Pre-payment ensures that you will show up and that you're serious about the opportunity.

## Come visit us at IFAST for your initial assessment and coaching session.

Bill is available for assessments on Tuesdays, Wednesdays, and Thursdays. Mike's schedule varies from week to week. If you have the time, we highly recommend that you stick around for a few days and get in some extra coaching sessions.

### Distance Client Pricing

#### STANDARD PACKAGE

##### **MONTH 1: \$647**

- \$249 assessment with Bill Hartman or Mike Robertson
- \$199 initial program fee
- \$199 1:1 coaching session with one of our strength coaches
- No Charge: 2 emails and 5 video reviews

##### **FUTURE MONTHS (\$199 - \$249 per month\*)**

- Up to ONE weekly email with Lance, Jae, Ty, Tony, or Brandon for updates and questions
- Up to FIVE monthly video reviews by one of our strength coaches.
- ONE 1-hour semi-private coaching session per month with one of our strength coaches.
- Monthly program updates
- 60-minute reassessment every 3 months with Bill Hartman or Mike Robertson

*\* 3 Month Contracts: \$249/month for month 1 – 3  
12-Month Contract: \$199/month for months 1 - 12*

##### **ADDITIONAL COACHING SESSIONS**

- \$99/hour

#### ELITE PACKAGE

##### **MONTH 1: \$846**

- \$249 assessment with Bill Hartman or Mike Robertson
- \$199 initial program fee
- \$398 1:1 coaching session with Bill Hartman or Mike Robertson
- No Charge: 2 emails and 5 video reviews

##### **FUTURE MONTHS (\$349 - \$399 per month\*\*)**

- Up to ONE weekly email with Bill Hartman or Mike Robertson for updates and questions
- Up to FIVE monthly video reviews by Bill Hartman or Mike Robertson.
- ONE 1-hour 1:1 coaching session per month with Bill Hartman or Mike Robertson
- Monthly program updates
- 60-minute reassessment every 3 months with Bill Hartman or Mike Robertson

*\*\* 3 Month Contracts: \$399/month for months 1 - 3  
12-Month Contract: \$349/month for months 1 - 12*

##### **ADDITIONAL COACHING SESSIONS**

- \$299/hour

### FAQ

#### **How do I get from the airport to IFAST?**

Here are [directions from the airport to IFAST](#). Your GPS may tell you to go another route by default, but it will probably be easier to take the route we linked to.

#### **What hotels can you recommend near IFAST?**

In case you need it, here is a [map of the hotels near IFAST](#). We typically recommend people stay at the Springhill Suites (with the green marker on the map) as it is close, people have had good experiences there in the past, and you can take advantage of our \$109 IFAST discount rate. They are located at 9698 Hague Road and their phone number is 866/614-8312.

#### **Will I need a car in Indianapolis, or can I get by with taxis and public transportation?**

Unfortunately, there is no real public transportation to use. Most of our distance clients choose to rent a car during their stay, but you may be able to get by on taxis alone. The Springhill Suites are within walking distance of IFAST, if you choose not to rent a car.

#### **I'm concerned I won't be able to remember all the exercises. Can I take videos while we're at IFAST so I can look at them later?**

Absolutely, yes! In fact, we encourage it. Unfortunately, because we need to keep the energy level of the gym high for other members who are training, we can't guarantee that we'll be able to turn down the stereo while you're filming. So while the video will serve as a very useful visual reminder, you may not be able to hear the instructions very well. Therefore, we also ask that you take extensive written notes while you are here.

### **Can I call you if I have questions?**

Kirsten is happy to answer general questions about scheduling assessments and our MindBodyOnline software. However, anything regarding your specific program should be saved for your weekly email. Due to the large number of distance clients at IFAST, we unfortunately cannot offer phone support at this time.

### **What info should I include in my weekly update emails?**

- Exercises that are going well
- Challenges or frustrations you're experiencing
- Weights you're using on your lifts
- Modifications you're made to your exercises for any reason
- Anything else that may be useful

### **What kinds of videos can I send you and how should I send them?**

Please send us short videos (no longer than one set), from the most pertinent camera angle. For example, if you're concerned about your knees on the squat, send us a front view. If you're concerned about your back, send us a side view. The easiest way to submit videos is to upload them to a YouTube channel with the setting adjusted so that only people with the link are able to view them.

### **What weights should I use on my program?**

With every exercise, you want to use as high of a weight/resistance as possible without sacrificing form. In general, you should feel like you're able to perform two or three more reps when you're finished. If not, your weight should probably decrease. Also, if you feel like you could probably complete an additional set, your weights likely need to be increased. Much of this process requires a certain level of self-awareness. For people inexperienced with this type of self-monitoring, being an IFAST distance client program will probably not be a good fit.

### **How do follow-up training sessions, re-assessments, and new programs work?**

We understand that some of our distance clients come to us from extreme distances; most aren't able to make monthly visits for program updates and coaching (included in 3 and 12 memberships). Whether or not you're able to visit, however, it's critical to get new programs regularly. New programs keep your body guessing and growing, keep you from getting bored, as well as maximize your progress and success. Whenever you're ready for a new program (typically every 4-6 weeks), simply email [Tony](#) and request a link to our distance survey. When completed, Tony will typically get an automated notification. However, we ask that you email to confirm just in case. Tony will send a request to trainers asking them to write your program. The majority of our programs are written over the weekend and emailed directly from the trainer. Please reach out to Tony if you need a copy or need to schedule a coaching session.

### **What happens after my initial 3-month or 12-month membership is up? Can I continue to be a distance client on a month-to-month basis?**

All membership levels automatically renew. If at any time you wish to cancel after you've completed your original commitment, we simply require a 30-day cancellation notice. Once you have terminated your membership, you are still eligible to purchase program updates for \$249. Each update includes a 1-hour coaching session with one of our strength coaches. Utilize our program update option as often as you like. Please note that program updates do not include any reassessments; once a membership is terminated, reassessment costs will be identical to our Month 1 fees.