



## **In-Person Sessions: Retainer Style Policies and Procedures**

The WHY behind this setup is:

**CONSISTENCY provides YOU with better results.  
CONSISTENCY provides ME the ability to take care of my family.**

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1. **All scheduling of sessions must go through me (Brian Wolverton).** If you need to make changes or cancel an existing session you must communicate this to me so that I can make the necessary changes to our schedule.
    - 1.1. For further clarification, I do not offer a legitimate way to cancel the session automatically without talking with me or messaging me directly.
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2. **Scheduling is set up in Retainer Style.** This means that the time slot we agree on is included in the monthly investment - regardless of how many sessions you are able to attend that month.
    - 2.1. We will set up a weekly schedule that works well for both of our schedules. If you need to change the schedule we have set up, please let me know as much time in advance as you can. I will accommodate as best I can within my schedule.
    - 2.2. **If you are unable to attend a session** for any reason you have a few options:
      - 2.2.1. **Option #1: I offer rescheduling within 6 days of the session** (ex. Tue. to the following Mon.) as long as I have an available time slot in my training schedule within that time frame. If I don't have an available time slot, you will have to chose either *Option #2* or *Option #3* below.
      - 2.2.2. **Option #2: I offer the ability to jump on a video call together** where we can work through a session, discuss any questions you have, strategize, or problem solve for you to still complete your training based on the environment and resources you have available to you. **This timeframe is ONLY during your scheduled session time.**
      - 2.2.3. **Option #3: You can complete the session on your own and message me with any questions or send me a video for technique review.** This is the same as the other online sessions you do without me throughout the week. Understand if you choose this option I may fill your time slot with another person trying to reschedule, in which case, I would respond to your messages/videos as soon as I'm able to.



2.3. **If I'm unable to hold our session time:**

2.3.1. In cases where our sessions fall on major holidays, if I become ill, if I'm traveling, or if I have a situation that causes me to be unavailable, we will proceed with the following steps:

2.3.1.1. **We will first see if we can reschedule the session(s) within the 6 day period that works with both of our schedules.**

2.3.1.2. **If we cannot reschedule, I will change the date of your next invoice to ensure I offer at least 4 sessions of availability within each pay period.**

To clarify, I will only change the invoice if I am unable to offer 4 sessions of availability (some pay periods may include 5 weeks already). If I do change the invoice, I will schedule it for the day after our 4th session together. Your monthly invoice will be on that day moving forward.

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3. **If you don't communicate with me ahead of time and you don't show up for your session, it will result in a missed session.**

3.1. I know things happen and sometimes schedules get mixed up...I'm not going to be mad at you. I very much still want to support you; hoping that you will still complete the session on your own either that day or within that week. If you have any questions about how to work through the session just let me know!

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**IMPORTANTLY**, if we miss a session together for any reason you can still complete the training on your own within that day or week. By using the app for our training, you always have access to all your sessions, all my helpful guiding resources for you, and the ability to message me with questions or send video techniques for my feedback. The training app allows us to both live full lives while sticking to the actions that will move you toward your goals. We can truly work together and be flexible to get you on track, and keep you on track, with great training and lifestyle tweaks that make a difference!



**THE MOST IMPORTANT IDEA TO KEEP IN MIND**

Your mind/body development doesn't care if I'm working with you in person or not. While I know I can provide valuable coaching and training resources in-person, you can still greatly benefit from committing to putting in the work (to whatever ability you are able to on that given day) with or without me in-person. When I'm unavailable, it's very tempting to take an "off-day" but I strongly urge you to try and "always do something" - even if it's not much - rather than doing nothing. Over the long haul these decisions compound to make a real difference. **Consistency is crucial if you want to make real progress.**

**We have the ability to be consistent with your program by training in-person together or remotely.**