

# Frequently Asked Questions



Q: Do I have to live in Canada to do this program?

A: No, everything is online and accessible worldwide!

Q: Why is my invoice showing a price that is more than quoted?

A: Under British Columbia law, we are required to charge 5% GST (Goods & Services Tax)

Q: What does my fitness level have to be prior to starting this program?

A: This program can cater to fitness at any level. Exercises that require getting down on the ground offer modifications, there's also tips for progression and regression to suit your fitness needs.

Q: Can I do this program if I have mobility issues?

A: We recommend that individuals can stand up for at least 20 minutes for this program to be successful. Louise does have a DVD in her store that shows chair fitness. This is a good place to start.

Q: Do you offer a free trial?

A: We do not. This is not a typical subscription program, it's a comprehensive coaching program and we feel we have been extremely transparent in what the program is and what is involved.

Q: How many days a week does the program suggest I exercise?

A: In the beginning we recommend twice a week but our ultimate goal is to get individuals exercising 3- 4 times per week.

Q: How long are the workouts?

A: The workouts are progressive and in the beginning are 25 min but range to 40 min as time goes on. For days when time is tight we have also included 11 min bonus mini workouts.

Q: How do I pay for the program?

A: Online through PayPal with a credit card. You do not need to have a Paypal account by using your credit.

# Frequently Asked Questions



**Q: Do you accept cheques or cash payments?**

A: No, credit card online only at this time.

**Q: Are there payment plan options?**

A: Due to the nature of our product, we do not offer a payment plans.

**Q: Are there refunds available if I don't like the program?**

A: We believe so strongly in our program that we do grant refunds if you remain unsatisfied at the end of the six weeks. However, we require individuals to do the entire program and send in their work. At this time, we will review your request for a refund.

**Q: What technology do I need in order to use this program?**

A: Internet with a stable connection, computer or table and ability to open PDF documents and stream videos. There are options to print specific documents. Conference calling is done via Zoom and clear instructions are sent to each member on how to set it up.

**Q: Do I need to buy any workout equipment for the program?**

A: You will need to make a small investement and buy some weights (\$5 - \$15 depending on the weight). Everything else is optional.

**Q: I am going away and won't have internet. How can I do the workouts?**

A: They are all downloadable and can be saved to your desktop

**Q: How long do I have access to the program for?**

A: This program can be downloaded and is yours for life. The private Facebook group membership and weekly conference chats will only be available to you for the six week period but an offer to become a Big Fit Girl Alumni will be presented at the end for a nominal fee should you wish to stay connected to the community, participate in the conference calls and receive program updates and information.