

LEARN ABOUT  
MOVEMENT AND JOINT  
HEALTH WITH US!



**CLIENT GUIDELINES**  
[WWW.FLOWMOTIONFITNESS.CO.UK](http://WWW.FLOWMOTIONFITNESS.CO.UK)



# CLIENT GUIDELINES

**Nutrition Advice** is given up to a point, if further investigation is needed we may refer you to a nutritionist who can further analyse your symptoms. We are not professionals that can help in this area.

The **program instructions** must be adhered to for results, we ask that you are careful with instructions and listen to your own body as we cannot be there with you in person. This means if you feel any pain or sharpness we request that you do not push through this but rather stop and tell us what you experienced. We trust that you will listen to your body and stop any movement that causes you unusual discomfort or pain. **First & foremost this is not physical therapy but rather 'Mobility Coaching'**. Pain may reduce with improved mobility but ultimately pain reduction is not our focus. Pain is multi-faceted & can take years to improve gradually.

**Lifestyle Advice** may also be given that could be vital to assisting your movement progress.

**Accountability:** Instructions must be read and videos need to be watched before performing an exercise that you have not done before. If you do not participate in the program we do not expect your condition to change. Participation must come from your own will & connection with your own body. We want you to have a healthy relationship with movement for a lifetime, so if you need accountability you can purchase extra '**CHECK IN CALLS**'.



# CLIENT GUIDELINES

**Truecoach messages** are usually responded to within 24-96 hours on average, please allow for time differences in your region.

**Timeframe:** we expect your joint mobility to begin to improve by the end of 3 months when you are consistent, if there is reason to believe you may be experiencing an unusual symptom then we may refer you for further scans or analysis.

## **Whatsapp:**

Normal working hours for Whatsapp messages (usually 24-48 hours)

10:00 - 19:00 Monday - Friday CET

It is appreciated if you keep messages brief in order to allow us to help you more precisely and swiftly, since we receive many messages a day. Use this for emergencies & allow up to 72 hours during busy periods. .



# DISCLAIMER

## **1-1 Calls:**

These must be booked in advance and are subject to a 24 hour cancellation policy - by this we mean that if you wish to cancel the call, please do so at least 24 hours before the call, so as not to lose the fee for the booking.

\*We always try to answer messages ASAP but we do experience busy periods hence allowing up to 4 working days for responses

## **Mobility & Adaptation:**

Mobility training uses a lot of connective tissue (white tissue) that has a lower blood supply than muscle. Neurological adaptations & connective tissue adaptations take longer than most programs and this is why 3 months is a minimum amount of time we recommend to begin seeing adaptation. Some areas may require longer depending on the severity & length of time you have had limitations.





# DISCLAIMER

## **Troubleshooting:**

Truecoach videos can glitch on new accounts so please let us know via WhatsApp or Truecoach messages if any videos are not connected or faulty. We report this to the platform as we cannot control when this happens.

We will do our best to support you, answer your questions & teach you the science behind why we program the way we do. We do recommend combining online coaching with live 1-1 calls for best results as we can go over movements in real time & explain why & how these methods work.

Every person is different & results vary. It is up to you to communicate your situation & difficulties so we can do our best to address them.



## DISCLAIMER

\*Before using online coaching, make sure that you are cleared to exercise by a physician. By using this coaching you are agreeing that you understand the risks associated with exercise and hold harmless Flow Motion Fitness and its Employees and Managers from the risks associated with exercise that include, but are not limited to, sprains, muscle pulls, heart attack and death. Refunds are not available, if you do not adhere to the program, we cannot force you to get results. Results vary due to the vast variables that exist around a training program, we cannot control what you do out of the time of your session with Flow Motion Fitness. When communicating with us, please try to keep the messages brief and relevant. The longer messages are, the harder it will be for us to respond in time, this is why we recommend check-in calls and live sessions so we can fully discuss any issues at length. Long paragraphs are not ideal for text responses. We have a very busy schedule trying to provide the most value we can via creating videos for us to teach you in your online coaching, as well as programming & assessing movement, therefore we cannot always answer messages promptly. We work hard to bring you video explainers and tutorials so you don't have to pay 1-1 for this advise. We are always working to increase value & efficiency. We do not tolerate aggression or bullying, if you are not calm & respectful to our coaches or if you do not turn up for several months, we have a right to pause your training. Others are waiting for a spot so please be respectful of everyone else waiting to get help. If you want to pause for any reason it can be discussed ahead of time.