

CLIENT WELCOME GUIDE

Start strong at Northstar Fitness

Your practical guide to appointments, coaching, progress reviews, communication, and studio policies.



Prepared for	Program	Effective date
New Northstar members	Beginner coaching services	September 2026

Your first month: Use this guide to prepare for the starter assessment, understand each coaching session, track progress, and manage bookings with confidence.

How to use this guide

Welcome to Northstar Fitness Studio. This guide gathers the information most new members need during their first month. Keep it nearby, add your appointment dates, and bring questions to your coach.

Your guide map

Section	What you will find	Best time to read
1. Before you begin	Forms, first-week actions, what to bring	Before your assessment
2. Coaching sessions	Arrival, structure, effort, and exercise changes	Before session one
3. Progress and communication	Tracking, reviews, questions, and feedback	During weeks one to four
4. Membership policies	Booking, cancellation, pauses, and privacy	Before booking recurring sessions
5. Safety and support	Pain, illness, urgent concerns, and scope	Before training
6. Quick reference	Contacts, checklist, and frequently asked questions	Whenever needed

Best first action: Complete the readiness form and book your starter assessment. Your coach uses both to recommend the safest useful starting point.

What good onboarding looks like

- You understand where to go, what to bring, and how long the appointment takes.
- Your coach understands your goals, schedule, experience, and relevant limitations.
- You leave with a realistic weekly plan and know how progress will be reviewed.
- You know how to ask questions, request an exercise change, and manage bookings.

A simple first-week plan

First-week checklist

- Complete the readiness and health-history form honestly and fully.
- Book a 45-minute starter assessment at a time you can attend without rushing.
- Download the Northstar member app and enable appointment reminders.
- Bring clean indoor shoes, water, comfortable clothing, and relevant instructions from a regulated health professional.
- Write down two goals: one outcome you care about and one weekly action you can control.

Your starter assessment

The assessment is a conversation and a low-pressure movement screen. It is not a test you can pass or fail. Your coach will ask about goals, available days, previous exercise experience, work demands, preferred activities, and any movement concerns.

Part	Approx. time	Purpose
Conversation	10 minutes	Understand goals, schedule, experience, and preferences
Movement review	15 minutes	Observe comfortable ranges and select useful starting options
Program walkthrough	15 minutes	Practice key exercises and explain sets, repetitions, and effort
Next steps	5 minutes	Confirm the first week, communication channel, and review date

What to bring

- Photo identification for account setup
- Clean indoor athletic shoes
- Water bottle
- Comfortable clothing
- Questions or relevant professional instructions

What to expect each time you train

Session flow

1. Arrive five minutes early, check in, and tell your coach about any change in how you feel.
2. Complete the planned warm-up and practice the key movement for the day.
3. Perform the main exercises at the agreed effort while your coach adjusts technique, load, or range.
4. Finish with optional conditioning, mobility, or a short cooldown based on the session goal.
5. Record the completed work and confirm the next appointment or independent session.

Understanding effort

Most working sets should feel challenging without requiring you to sacrifice control. A simple way to describe effort is to estimate how many good repetitions you could still complete.

Repetitions left	How it should feel	Typical use
4 or more	Comfortable and technical	Warm-ups, practice, recovery sessions
2-3	Challenging but controlled	Most beginner working sets
1	Very challenging	Occasional later-stage work with coach approval
0	Maximum effort	Generally unnecessary for new members

Ask for a change: If an exercise causes sharp, worsening, or unfamiliar pain, stop and tell your coach. The goal can often be preserved by changing the movement, range, resistance, or speed.

If you arrive late

Your session still ends at the original time so the next member is not delayed. The coach will shorten the warm-up or reduce the number of planned exercises while keeping the most useful work.

Make useful information easy to share

What to track

Item	What to record	Why it helps
Attendance	Sessions completed each week	Shows whether the plan fits your real schedule
Training work	Exercises, load, sets, repetitions	Makes gradual progression visible
Effort	Estimated repetitions left or session rating	Helps the coach choose an appropriate challenge
Recovery	Sleep, soreness, energy, unusual discomfort	Provides context for adjustments
Questions	Anything unclear before the next session	Keeps coaching specific and efficient

Four-week review

At the end of week four, your coach reviews attendance, exercise confidence, completed work, and your experience of the plan. The purpose is to improve the next month—not to judge a perfect or imperfect result.

- Keep: exercises and schedule choices that worked well.
- Change: movements, timing, or volume that created avoidable friction.
- Progress: one or two measurable training variables.
- Plan: the minimum week you can complete during a busy period.

How to contact the studio

Need	Best channel	Expected response
Routine booking question	Member app or email	Within one business day
Program clarification	Message your coach	Before the next scheduled session
Billing or membership question	Studio email	Within two business days
Urgent medical concern	Local emergency services or a regulated professional	Do not wait for a studio reply

PART TWO

MEMBERSHIP, SAFETY & QUICK REFERENCE

Policies, practical safety guidance, contacts, and member action tools.

Clear expectations for bookings and changes

Booking and cancellation

Appointments may be booked through the member app or by email. Cancel or reschedule at least 12 hours before the start time. A late cancellation may be counted as used unless the studio confirms an exception.

Membership pause

Submit a pause request at least seven days before the next billing date. Memberships may be paused for up to 30 days, twice per calendar year. Longer medical pauses may require separate review.

Respectful studio standard

- Return shared equipment to its marked location.
- Wipe down benches and handles after use.
- Use headphones for personal audio.
- Ask before recording anyone in the studio.
- Treat members and staff respectfully; harassment is not accepted.

Privacy and photographs

Training notes are used to deliver coaching services. Marketing photographs require a separate, voluntary release. Declining a photo request does not affect membership or coaching access.

Policy summary: Membership changes are confirmed in writing. Members receive the current terms at enrollment and are notified before a policy update takes effect.

Know when to pause, ask, or seek professional help

Before each session

- Tell your coach about illness, dizziness, unusual shortness of breath, new pain, or a recent injury.
- Follow medication and activity guidance provided by your prescriber or regulated health professional.
- Begin hydrated and bring water for the session.
- Use the exercise option and effort agreed with your coach rather than copying another member.

Pain and exercise changes

Muscle effort and temporary fatigue can be normal; sharp, sudden, worsening, or unfamiliar pain should not be ignored. Stop the activity and explain what you felt, where you felt it, and when it began.

Scope of service

Fitness coaching does not diagnose injuries, prescribe medication, provide emergency care, or replace medical treatment. When a concern falls outside coaching scope, the appropriate next step may be assessment by a regulated professional.

Urgent concerns

Emergency: For chest pain, severe breathing difficulty, loss of consciousness, symptoms of stroke, or another urgent concern, contact local emergency services immediately. Do not rely on email or app messaging.

Incident information

Record	Useful details
What happened	Activity, movement, equipment, and sequence
When and where	Date, time, and studio area
What was felt	Location, type, onset, and whether it changed
Immediate action	Exercise stopped, assistance provided, referral or follow-up

Contacts, reminders, and common questions

Studio details

Item	Contact information
Address	5010 Northstar Way, Edmonton, Alberta
Phone	(780) 555-0188
Email	hello@northstar-fitness.example
Hours	Monday-Friday 6:00 AM-8:00 PM; weekends 8:00 AM-2:00 PM
Booking	Member app or studio email

Before you leave home

- Appointment confirmed
- Indoor shoes packed
- Water bottle filled
- Coach updated about important changes
- Questions noted

Frequently asked questions

Do I need previous gym experience?

No. Foundation Coaching begins with equipment setup, basic movements, and comfortable effort selection.

Can an exercise be changed?

Yes. Your coach can adjust the movement, range, resistance, equipment, pace, or position while preserving the training goal.

What happens if I miss a session?

The cancellation policy applies. Contact the studio as soon as possible to ask about rescheduling options.

How quickly should I progress?

Progress depends on attendance, recovery, technique, and individual response. The plan changes gradually when completed work is controlled and repeatable.

Can I train independently?

Your coach can identify suitable independent sessions and explain which exercises, effort, and progression rules to use.

Your next step: Book the starter assessment, complete the readiness form, and bring this guide or your questions to the first appointment.

Personal action plan

Action	My plan	Review date
Book the starter assessment	Add date, time, and coach	Confirm 24 hours before
Choose a minimum training week	Add days and session type	Review after week two
Prepare one coaching question	Add the question you want answered	Bring to next session

Notes for my coach

Topic	Notes
Goal or priority	Add the outcome or habit that matters most right now.
Exercise preference	Add movements you enjoy, avoid, or want to understand.
Schedule constraint	Add travel, work, care, or recovery limits that affect the plan.