

Inner Circle

COACH/CLIENT RELATIONSHIP AND RESPONSIBILITIES OF THE PARTIES

Christa Gurka and her team are 100% committed to delivering the best possible experience for you to achieve your business and personal goals while you are enrolled in our mentorship. In order for that to happen we need for you to be equally committed to your own progress and success. Below we have outlined what you can expect from us and what we expect from you in return.

a. Christa's Responsibilities:

- Christa and her team are trained to use their communication skills and coaching tools to support you throughout the Program. We will assist you in uncovering your true passion and vision and support you in achieving your goals over the next 12+ months.
- Christa and her team will assist you with any questions during regular business hours between 9-5 EST Monday-Friday
- Christa will provide all assets as advertised (and generally more than expected)
- Christa and her team will provide a supporting, safe and uplifting community to network, learn and exchange information
- Christa and her team will listen openly and honestly to you and will always keep the information confidential and provide fair and real feedback
- Christa and her team will answer questions through the Facebook group and live group coaching calls on Zoom; email access when needed; replays will be made available in the client portal if you are not available to attend live.

THE TEAM:

- Christa Gurka: Lead Coach: christa@pilatesinthegrove.com
- Darcy Smith: Executive Assistant/Community Manager/Admin VA darcy@pilatesinthegrove.com
- Courtney Moody: VA and Tech Support
- Danielle Hayden: CEO Kickstart Accounting Inc: Our Finance Expert
- Latasha Doyle: CEO Uncanny Content: Copywriter and Content Expert

Your Responsibilities for Best Results:

- Watch and/or listen to all video content provided on the client portal and complete all worksheets and assignments assigned in a timely manner. 1:1 onboarding Calls will take place as follows:

First Call within 14 days of registration (link to schedule in welcome email)

- Attend live group coaching calls. As many as possible.
- Coaching Calls will be conducted 3-4 times per month. The schedule is posted on the website portal and the FB group. Please add them to your calendar and be sure to block time on your schedule to attend as many as possible. Dates are subject to change under certain circumstances. Any changes will be communicated via the Members Only Facebook Group and the shared Google Calendar and will also be reflected on the calendar and inside of the client portal.
- You are expected to show up on **no less than 50% of the** scheduled coaching calls. In the event that you have missed a scheduled call, you can find a recording inside the client portal. However, this does not count towards your attendance. Why do we feel this is important? Because if you want different things to happen you must start making different choices. Carving out time to work ON your business is the only way to do that.

- Participate, engage, and ask for coaching and help in our private Facebook group and on the live Zoom group coaching calls.
- You agree to implement everything that is taught within the program to your unique business. My promise to you is that if you are committed to the process by showing up to the coaching calls, watching and learning from the resources, asking questions, sharing insights, implementing strategies and initiatives in a timely manner, and asking for help when needed then I am fully committed to your success.

b. Method of Communication

- If you have an account issue related to login access or your payment, this will take place via email at darcy@pilatesinthegrove.com. Please reach out to us via email and we will reply to you within 24 business hours.
- For questions related to coaching and/or the program in general, please pose all questions inside of our Members Only Facebook Group. All communication related to coaching or program support, questions or feedback will take place inside of the Members Only Facebook group or on a Zoom group coaching call.
- You can also access Christa through Voxer or christa@pilatesinthegrove.com