



Welcome to Revival Strength

We are honored to be a part of your pursuit towards fitness and health, and we look forward to getting to know you better. Below is some information for both remote and onsite clients; if you are a remote client but would like to drop by our facility in San Rafael, CA, save the onsite information for your visit.

Working With Your Coach

Your coach will be regularly updating your TrueCoach account with your programming, so take a look on Sunday at the week ahead and post any questions you might have about upcoming workouts in the message area of TrueCoach to make sure you get an answer in time. If you have any questions about how to use TrueCoach your coach will be happy to help.

Make sure to post your results so your coach can keep an eye on your progress, and provide any notes that might help your coach refine your program such as how any movements felt, anything unusual you noticed, any areas of pain or discomfort, or any other information that might be relevant. The more detail you provide, the better your coach will be able to understand how you're feeling in your training.

Every month, you'll be invited to schedule a consultation with your coach, either at Revival Strength or remotely via Zoom. Please be prompt for your meetings and be prepared with any issues you would like to discuss about your training, nutrition, or lifestyle habits. Your coach is here to support your goals even as they change over time, so be proactive about your communication to get the most out of your working relationship. Your coach will always respect your privacy and support your goals, whatever they might be. Try to stay open minded to what your coach suggests, even if it seems surprising at first. Revival Strength coaches welcome open and honest discussion and will answer any questions you have about why or how they approach your programming or nutrition recommendations.

Nutrition

As part of your assessment process and as you work with your coach, you may be asked to provide a 3-day (or more) nutrition log so your coach can get a sense of what your day to day habits are like. During this time, try to eat the way you normally would so your coach can give you the best possible recommendations to support your training, even if it's a little uncomfortable to share this information - this is part of the relationship of trust with your coach.

We recommend MyFitnessPal (myfitnesspal.com) for tracking, or you can keep a spreadsheet that provides as much detail as you can. In MyFitnessPal, under the "Food" tab at the bottom of the page you can create a report for the three days you tracked and print or save as a pdf to send to your coach.

Billing

Invoices are billed to the card on file automatically on the 1st of the month. If you need to update your card you can do so in your Pike13 account at <https://revivalstrength.pike13.com>. While you're in there please make sure you've signed your waiver at the top of your dashboard. For billing questions please email support@revival-strength.com.

Training Onsite

If you're coming from out of town, let your coach know when you'll be visiting the gym ahead of time. You might also wish to book your coach for a personal training session or two if you want some one on one time to focus on a particular skill or technique, or get some more eyes on your movement patterns. Your coach can assist you with this. Otherwise, the floor coach will help you with any questions during your time at the gym.

Remote clients can drop in onsite at no charge once per month, and additional drop-in passes can be purchased for \$25 each. These will be billed to your card on file. Remote clients who drop in more than four times per month will be switched to Onsite plans.

Floor coaching hours are available at <http://opexrevival.com/hours-and-location/>

When You Arrive

Please sign in to the kiosk at the front desk. You can log into Pike13 from your phone to download a QR code for scanning, or enter your phone number or email to sign in. Signing in helps us track attendance so the coaches can support their clients by seeing when they train, as well as provide adequate staffing for busy hours.

Store your belongings in the cubbies by the bathrooms, and if you'd like to shower you can bring toiletries and a towel.

Bring your phone or mobile device with your TrueCoach program loaded (either from <https://truecoach.co>, or by downloading the TrueCoach app), and write your program up on the white board or a small magnetic before you start your training. This will give the floor coach a sense of what you're doing so they can provide coaching cues or answer any questions.

Wifi network: Revive.rx **password:** Revive415

The Floor Coach

Check the website or the whiteboard above the water fountain for the name of the floor coach on duty when you arrive. They will be checking in with you as you train to see if you need anything and keeping an eye on your movement. Keep in mind that your own coach may be training or involved with other clients during your training time, so please ask questions of the floor coach even if they are not your personal coach. All the Revival Strength coaches are well versed in movement standards and programming principles, and they are happy to help.

During the hours of 11am - 3pm on Monday, Wednesday, and Friday, there is no floor coach on duty, as the coaches have staff meetings or an opportunity to do their own training during this time. If you plan to train during this window it's a good idea to ask any questions you might have through your TrueCoach account ahead of time. We are closed on Tuesdays and Thursdays from 11am - 3pm as of 2/1/19.

Gym Etiquette and Rules

At Revival Strength we strive to create a community where everyone is welcome, no matter what their level of fitness or goals may be. Every client is on a unique path, and we are here to encourage one another on equal footing. We encourage you to get to know the other onsite clients and support one another.

As you train, be mindful of equipment usage and space, especially considering many programs involve sets where multiple areas and pieces of equipment are being used on a rotating basis. Have a look around before you hop on a rower or bike to make sure someone isn't in the middle of their set. If equipment is needed by more than one person at a time please communicate and be flexible about switching your sets around or working in to come up with a solution. The floor coach can always help with logistical needs for space and equipment.



Be sure to put away all equipment after use and wipe down sweat or dirt if needed - cleaning supplies are on the shelves outside the bathroom and a wipe dispenser is outside the kitchen.

If you are training near closing hours, please try to start your session early enough so that the floor coach can close up and leave on time.

We love kids, but for safety concerns they are not allowed at the gym unless they are a minor client with Revival Strength.

Revive Rx and Revival Strength Merchandise

Revival Strength is also the home of Revive Rx, delivering the latest in fitness nutrition science in uncompromisingly clean formulations to support athletic performance. Ask a floor coach for samples if you'd like to try the product, or your coach for questions on when supplementation is appropriate for you. Revive Rx is stocked at the gym at a discounted rate for onsite clients and visitors, and remote clients can purchase from <https://revive-rx.com>. We also stock a number of supplements from Thorne, a trusted brand, as well as other merchandise at the gym. (Remote clients, t-shirts are available from <https://revival-strength.com/shop/>).

Questions, Suggestions, and Feedback

We love to hear from our clients and welcome your questions, suggestions, and feedback on your experience at Revival Strength. You can address these with your coach through the message section of TrueCoach or by emailing them directly, or feel free to email support@revival-strength.com at any time. We will also reach out to collect your feedback from time to time through the Revival Strength email list. If there's anything we can do to improve please let us know!

Warmly,

The Revival Strength Team