

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: If you live in Canada, 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 caters to individuals at any fitness level. It is a walking or running program

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

A: You should be able to walk for at least 20 minutes without discomfort in order to do the program. If you have biggemobility issues, we recommend downloading Louise's DVD in her store that has a chair fitness option. 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 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: There are 3 walks or runs per week. We also provide optional cross-training videos as well as speed and hill workouts.

Q: How long are the walks/runs?

A: The shortest walk or run is 20 minutes and the longest is at least 55 minutes or up to the 5K distance. This does not include warm up and cool down.

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 12 weeks. However, we require individuals to do the entire program and send in proof of their efforts to get through the program. At that 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.

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

A: We recommend a good pair of walking or running shoes. .

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

A: You can download and print the 5k program to take it with you.

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

A: You have access to the program for 100 days from the day of purchase. You are able to download and keep the 5k plan.

Q: Do I have to do the cross-training, speed and hill workouts?

A: These are all optional but the benefits are explained in the program.