

FREQUENTLY ASKED QUESTIONS

What is the Paying Client Guarantee?

We're so confident in the life-changing impact of our training that we guarantee you'll secure a paying client after fulfilling the guarantee program or your money back.

How do I qualify for the guarantee?

This guarantee is offered to all of our students enrolled in the following programs:

- Health and Life Coach
- Functional Nutrition Professional

You qualify once you complete these steps:

- **ENROLL** - Enroll in the Health and Life Coach or Functional Nutrition Professional program.
- **COMPLETE** - Complete the certification and all your tuition payments
- **ENGAGE** - Engage in our HCI Community, which is included with your program.

What is HCI Community?

HCI Community is HCI's free community for all HCI students and alumni. It's your space to stay connected, keep growing, and build confidence as a coach and wellness professional, no matter where you are in your journey.

We know the path can feel overwhelming at times, especially when you're navigating it alone. When you don't have a community, it's easy to stay complacent, feel isolated, and lose momentum. Without support, accountability, and shared inspiration, it can feel hard to stretch into your next level, whether that's stepping fully into being a coach or prioritizing your growth as one.

Within HCI Community, we break it all down for you and provide opportunities for you to take action and hold yourself accountable. Inside, there's a mix of live and pre-recorded resources, as well as a community of fellow coaches and wellness professionals on the same journey as you, building their business.

Resource examples include:

- **An on-demand Video Library** with past workshops, such as “Harnessing Social Media to Support Your Business,” and “Session Prep Secrets to Avoid Burnout”, mindset tools, and skill-building sessions.
- **Community:** A private space where you can ask questions, connect with fellow coaches and wellness professionals, and share your wins.
- **Opportunities to learn from experienced coaches** in our weekly Coaching Zone sessions, “Behind the Business” interviews and Coaching Demos • Open Jam Sessions: Opportunities to take action in a supported environment and get results!

How do you define a “Paying Client”?

We define a paying client as any individual or organization who enters into a professional coaching or wellness services relationship with you at any agreed-upon rate.

We'll show you exactly how to price your services, including a special pricing system for your first 1-5 clients so it's easy to get started with getting paid. Plus we'll show you exactly how to talk with potential clients about your prices in a way that feels authentic and natural.

How long does it take to get a Paying Client?

This will vary for each student. Some students choose to begin working with clients right away and start earning while they learn, while others prefer to take more time to build confidence before working with paying clients.

Whichever path feels right for you, know that you'll have everything you need to confidently begin working with clients and getting paid for your work early in the program. You'll also have ongoing support through the HCI Community to help you attract clients, grow your business, and continue developing as a coach or wellness professional.

What happens if I don't get a Paying Client?

If you still don't have a paying client after completing all the requirements, we'll process your refund.