

FAQ Wellness Coaches

1. How does Wellie work

Wellie allows consumers to connect directly to you. On the consumer version of Wellie, there are 3 categories (diet & nutrition, stress relief, fitness & mobility) of wellness to select from. Calls are random and the first person to pick up will be connected to the consumer

2. How do I sign up with Wellie?

Download the App [here](#). Follow the registration steps. Wellie is an App that introduces you to new clients ready to be coached by you. For each category you sign up for, you will need to submit the appropriate documentation to include licenses, certificates. You will also need to complete a background check (mandatory per our legal team) and have liability insurance coverage

3. What do I need to join Wellie?

You need to be a wellness coach with certificates or qualifications to show this. The App will guide you on what is needed for your specific specialty. On the App, you may use the tab “other” to forward certificates not listed. Contact us at support@getwellie.com if you are unsure of what is needed. A background check and liability insurance will also be required.

4. Do I need a certification?

1. Yes, you will need a validated certification that has a date and possibly a renewal date. You can use a degree or a higher education if you have one; i.e. Registered Dietician, M.S Exercise Physiology
2. Categories you select from are: diet & nutrition, stress relief, fitness & mobility

5. What if I don't see my certification listed

1. Not all the categories for Wellness are listed on the registration. Most other categories will fall under “Stress relief” for now
2. No worries, just select “other” and upload any certification you may have
3. Take note this is beta and we are working on adding more certifications selections to the app in the future
4. If you are unsure, contact us at support@getwellie.com

6. What type of experience is needed to sign up

You have to have experience in the following categories with a certification that is accredited:

Trainers, Nutritionists, Energy, Sleep, Meditation, Sound, Conditioning, Reiki, Breathwork

7. My certifications/insurance aren't loading

1. The strength of your wifi or cell signal is important
2. Most optimum uploads are with wifi
3. If you are having problems uploading, email your certifications / insurance to support@getwellie.com

8. Background check?

All Wellie coaches must be fully qualified and vetted. A background check was mandated by the Wellie legal team for any professional wanting to be part of the Wellie crew. The cost of the background check is required to be paid by the wellness coach. [Click here](#)

9. Liability insurance required?

All coaches working with the public should have legal protection. This only makes sense for your own individual protection against lawsuits. Liability Insurance was mandated by the Wellie legal team for any professional wanting to be part of the Wellie crew. The cost of the liability insurance is required to be paid by the wellness coach. [Click here](#)

10. Where can I find liability insurance?

There are plenty of options out there if not you can use one that we recommend. [Click here](#)

11. How do I know I am certified to be on Wellie?

1. Follow the registration process on the App. Send in your certifications. Once reviewed by the Wellie team, you will be notified.
2. If there are any concerns, or questions, contact us at support@getwellie.com

12. How much does it cost to be on Wellie?

There is no upfront cost to be on Wellie. Wellie will allow you to meet potential new clients face to face with every call you answer. Your goal is to provide enough value to the consumer and to encourage them to schedule with you for a 60 minutes paid

session. You determine your hourly rate. Wellie will receive 10% to cover processing and overhead fees. Wellie does the marketing for you.

13. Do I get paid to be on Wellie?

Wellie does not pay coaches directly. Coaches are paid by the consumers for scheduled sessions at an hourly rate set by the professional (minus 10% processing fee). You are not paid for 30 minutes intro calls.

14. How does payment work

1. To collect payments from clients, you must connect your stripe account on the Wellie App
2. If you don't have a stripe account make sure to create one: [click here](#)
3. Make sure you set your hourly rate. Your hourly rate will be in USD.
4. You will receive payment converted to the currency of your bank account connected to Stripe.

15. How long are intro calls

1. An intro call is 30 minutes
2. You will be alerted when there is only 5 minutes left on the call

16. What if I don't get calls

1. Hang in there, we are constantly running ads and signing up businesses to bring new potential clients to you daily. Expect more people to be calling soon.
2. Calls are answered by the first coach that responds
3. On your App you will find a toggle switch. Red is on and Gray is off. To receive calls, ensure yours is on Red

17. How do I stop calls

There is a toggle switch on your App. It indicates if you are active to receive calls. Red is Active. Grey is inactive. This is a convenient way to control incoming calls. Turn on when you are ready on to Red when you are ready to receive calls.

18. What are the best time calls are coming in

1. Wellie is designed to be operational 24 /7 considering all time zones. Calls may come through at any time.
2. In the beginning, we are suggesting to get on after work hours, between 5pm - 9pm EST on weekdays, and 10am - 2 pm EST on the weekends as an advertised optimum time.

19. What does the availability mean?

1. Upon completion of a 30 minutes intro call, a potential client will be directed to a screen allowing them to schedule with you for a 1 hour session
2. You should have your calendar of choice synced with Wellie. This calendar will show potential clients your selected times available for them to schedule with you

20. How long are the scheduled calls?

The scheduled calls are 60 minutes

21. Can people schedule for more than one session at a time

1. Right now, a potential client can only schedule one session at a time
2. Clients are given the opportunity to schedule a session after either an intro call, or a completed scheduled call with you.

22. What if people aren't scheduling after a call

1. Make sure to tell the potential client that they have to schedule with you right after
2. They will not have a chance to connect with you again once they leave the schedule screen and return to the home screen
3. It is important to provide as much value to what you have to offer them as well as to remind them to schedule with you when prompted

23. Scheduled session was disconnected

If for any reason a scheduled session was disrupted, or disconnected, return to the schedule (calendar) and reconnect from there

24. Can I reschedule a session?

You can deny or cancel a session. The consumer will be alerted to reschedule.

Sometimes it is inconvenient to consumers to go through extra steps as in rescheduling, especially at the beginning. If at all possible. It would be preferable to keep a scheduled session until they get to know and trust you.

25. What is Wellie's cancellation policy

1. A consumer has up to 24 hours or greater to cancel with you
2. If they cancel with less than a 24-hour window, they will not be refunded
3. See more on our refund / cancellation policies below

26. How can I see who I am talking to?

1. You won't be able to see the name of the person you're talking on a 30 minute intro call. Everything remains anonymous until you have a scheduled call
2. It would be important to exchange names during the call
3. Names will be seen during a scheduled 1 hour call

27. What is the randomness of connections

Every call is random. The first coach to pick up on a call will have the opportunity to speak to the [potential client

28.. Can we connect with these potential customers if they don't schedule?

If a potential client does not schedule, you will not be able to reconnect with this client. The only other possibility is if they connect with you on another 30 minute intro call

29. How do I unsubscribe to Wellie?

Contact support @ support@getwellie.com to have your account deleted

30. How do I call my scheduled client?

Go to your calendar. Go to the selected time. Hit on the tab and you will be connected.

31. Am I committed to be on Wellie?

1. You are not obligated to stay on the App. You can turn off calls with the toggle switch when you are busy and turn it back on again when you are ready to receive calls.
2. By signing up with Wellie you are now a part of the Wellie crew. You can expect to receive calls from new potential new clients. Request these potential clients to schedule with you for future calls. Wellie aims to fill your schedule. Keep you busy and paid.

32. Refund policies

Refundable

1. A client will be refunded if they cancel a session up to 24 hours before a scheduled session
2. A client will be refunded if a coach does not show up for a scheduled session
3. If a coach declines or cancels a session. The client has up to 24 hours of the original scheduled time to reschedule with you. If the client does not reschedule, they will receive a refund

Not refundable:

1. A client cancels less than 24 hours before a scheduled session
2. A client does not show up for a scheduled session