

# THE UTS FAM Handbook



EVERY POSSIBLE THING YOU COULD  
KNOW ABOUT SUCCEEDING IN OUR  
WORLD OF BOOM.

#UTSFAM

Boom. Hello there.

**We are pretty pumped. Not only for you joining our UTSFam, but for jumping on board filling your life with awesome time in the gym. We want you to be able to get the most out of your experience here, as well as crush as many of your goals as possible. By giving this handbook a read, they will be in your clutches sooner than you think.**

Attaining lofty fitness goals, and making changes to our life for the better is more than just having world domination type workouts from time to time. Reading on in our UTS Handbook can lay out the steps you can climb to make the most out of your membership.



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Guess what? You're in!

Welcome to the most ridiculously awesome gym around.

So, we encourage you to read through the entire Handbook for how things go down here, what to expect, how to get the most out of your experience in the UTSTeam.

This is just the nuts and bolts of your UTS employment and does not include all the extra fun that makes UTS awesome. So read carefully, and keep doing your boom thing.

# Part One: Becoming a #UTSFam Staple



## Unlimited Essentials Class

- **Safety and Technique:** We hear a lot of stories about clients having prior experiences of just being thrown into class, following along with a workout, and pushing themselves to the limit, before even truly knowing the best positions for the movements prescribed. Let's be real., this is a recipe for feeling not so wonderful at some point, especially as your strength improves and you find the ability to push more weight, faster, and more often We spend this class going over all of our foundational movements and ensuring you not only now how to do our main exercises, but that you find the best ones for you, and/or the best ways to improve upon the ones you see as a struggle.
- **Nutrition:** We all still try to do it, you know, out train a bad diet. but the amount of exercise and effort necessary to do so makes it nearly impossible to sustain. To help not only build some positive food habits, but give you the ability to dial in what you are putting in your body on a day to day basis, we have put together an e-course as part of your first 90 days here at UTS. Also, its one of the foundational tenants of our yearly BIG BOOM CHALLENGE, where we go over 16 habits throughout the year.
- **THE FAM:** We are here because of our growing member family that makes it such an amazing community of support, hard work, and lots of goofy shit. Be on the look out for our team of trainers and fellow members offering a hello and coaxing of joining them in the weekly challenge.



## The First Week of Classes

Do you have classes as part of your membership? Expect to really feel out life inside the 202 as you try out Essentials classes (take up to three!) and experience your first bouts of muscle soreness, a pinging desire to push more sleds, and genuine excitement at new adventures. The First Week is all about hammering down the essentials and getting a feel for your own movements and our programs.



## First Week of Personal Programming

During your very first hour, you will learn how we use our tablets and TrueCoach programming app to deliver your program (which you can also see from home!) and go over the movements dominating your first few weeks.



# Part One: Becoming a #UTSFam Staple

## What it means to be #UTSFam

### Guided by Our Values

At the very core of all that we do from our programs, to our coaching, to how we view life in general, are our values.

They serve as the foundation upon which we operate and we hope to speak and act them in to our daily life inside the UTSFam.

We would love for you to hop on board and put some of the values we mention into action, or let us know your favorite.

**We exist to serve as stimulating influence to our members, and ourselves, through constant physical and mental evolution.**

- **Integrity:** Walk the Walk.
- **Tenacity:** 1% better everyday.
- **Connection:** Make moments stick.
- **Sympathy:** We all struggle.
- **Details:** Where the magic happens.
- **Respect:** For the process, for our bodies, for fellow humans
- **The Power of Boom:** Mobility, strength, health, and confidence. The ability to harness these above image may bring everything together.

### Musings from Blake:

I am a passionate, curious, ever seeking soul that prides myself on learning new things, meeting new people, and traveling to unique places, whether that is 5 miles away or 5,000.

I operate out of a belief that we have an opportunity to truly connect with others and explore adventure, whether that be through physical stress, novel concepts, or simply stimulating conversation.

I welcome people into my world and experience from all walks of life, cultures, and personal experiences and truly get excited to learn. I ask the same of my fellow #UTSFam, showing kindness, respect, and openness to fellow humans while taking advantage of this wonderful opportunity push into the a place of physical discomfort and change with others looking to do the same...while forming friendships along the way.

-Blake



# Part One: Becoming a #UTSFam Staple

## Frequently Asked Questions from New Members

### "What do I wear?"

Comfort matters. Especially when working out. Although Coach Blake has been known to rock some squats and deadlifts in jeans, boots, and a hoody, we don't recommend it, especially if you are trying to drop it low on some squats.

You know what else matters? Shoes. Ideally ones with a solid stability and not that you just walked in with and on to our exciting turf warmup area. So many options, that ultimately depend on your preference and body, ask a UTS Coach for some suggestions for you.



### "What do I need to bring?"

We got you covered! From FREE WATER AND TOWELS, to toiletries for dry showers on the go, and even a quick workout bar mini if you're in need.

In addition, we have dad jokes, loud yells, and most likely a parting ridiculous high five.

### "What are all these different names of classes?"

Every new member is greatly benefited from giving at least one (ideally 2-3!) of our **Unlimited Essentials** essentials classes a try. But, in addition, we also have weekly **Lift and Learn** classes that involve 10-15 minutes of awesome education and focused lifting on a variety of topics. Our **Specialty Classes** are designed with the team aspect in mind, and the opportunity to dive in on a specific type of training: glutes, fat loss, strength, solidarity. These are some member favorites and our "Solidarity Saturday" is a training staple within the UTSFam.

### "Can I start at anytime in the month"

Although most of our programs are on 3-4 week blocks, are coaches got dem skills and you can join in at ANY POINT, and still crush it.



# Part One: Becoming a #UTSFam Staple

## Frequently Asked Questions from New Members (Cont...)

### "Do I really have to do these "foundational programs"?"

Short answer, yes.

What's missing in most fitness programs is the ability to do all the basics, savagely well. And we teach that here. The ability to channel your inner spirit animal and crush every aspect of training, to build the ultimate foundation.

But, the crazy part is, we have **THREE LEVELS** of foundational programs that you can graduate to the longer you are training at UTS. Each one presents tougher and tougher aspects of training from exercise selections, to conditioning protocol, to soul searching workouts aimed to prepare you for our toughest programs.

We ask that every member completes the Foundational Gray programs before choosing any of our specialty programs to ensure your safety and opportunity to crush your future goals.



### "Do you have a lost and found?"

Yes, we keep it in our office, but to ensure we don't pile up endless amounts of clothes, we donate these to charity at the end of every month. So, ask a coach to show you! Or feel free to keep leaving your stuff for us to give away.

### "Can I pick up every weight at once and become an amazing badass?"

PLEASE DO.





# Part Dos: Finding your Way Around the 202



As you can have probably already noticed in the small amount of time you have been around us, you may be able to tell that we are pretty dang passionate about this world, our #UTSFam, and speaking to our values.

Every time you step in to the 202 (our main training room at UTS), we want to ensure you have a damn good time, from hearing the first yells as you walk in, to the awkward high five combination coach Blake will inevitably attempt.

This section is all about expectations. What you can expect from us and your membership, along with how we do things around here. It also lays out some expectations we have for our #UTSFam. Simple, fair, to the point is what we are going for, but questions are always welcome.

If you need clarification or maybe just extra practice on high fives or deadlifts, call us at 865-686-6146 or email [membership@unlimitedtrainingsystems.com](mailto:membership@unlimitedtrainingsystems.com)

## How does membership work?

With your monthly or 12-Month UTS Membership, you are given a specified number of class and/or personal programming training session to attend each month. During the term of your agreement, a new allocation of sessions is available for your use monthly, starting with your auto-payment and expiring on the same day of the following month. Your unused sessions will not carry over, so plan ahead, and make use of the Booms! If you purchase a Flex membership (paid in full), you will receive your entire amount of sessions at once.

## Booking classes or personal programming sessions

To book a class or personal programming session, go to your Members Resource page on [UnlimitedTrainingSystems.com](http://UnlimitedTrainingSystems.com)

Alternatively, you could download our member scheduling app:

iPhone  
App Store

Google Play  
Store





# Part Dos: Finding your Way Around the 202

## Canceling Your Reservations

**Early Cancellations:** Class reservations may be canceled with no penalty 4 hours before the scheduled start time-12 hours before the start time for Personal Programming Sessions.

**No Show:** If you are a no show for a class or personal programming session, you will be charged a No Show Fee of \$5.

## Waitlisting a Full Class

If your preferred class is full, you may opt to add yourself to a digital waitlist via Zenplanner. Some important guidelines are as follows:

- If you are added to a class from a digital waitlist, you are considered confirmed for that class and normal cancellation policies apply.
- If you already have a reserved class on the same day, you should cancel your current reservation before adding yourself to a waitlist for a different class.

## Switching Classes and Training Sessions for the Same Day

You may move to another class on the day of your currently scheduled class if there is space available and the confirmed class has not occurred.

If you are moving into an earlier class or session than the originally confirmed time, only one credit will be used. If you are moving into a later class or session and are past the 4 hour window, you will receive a courtesy transfer to a later time, if space is available.



# Part Dos: Finding your Way Around the 202

## Arriving for Classes and Personal Programming Sessions

**Classes:** We recommend you arrive at least 10 minutes prior to your class. Upon arrival, feel free to use the bathrooms to change clothes. If those are full, you can utilize the additional changing room located to the right of the main entrance. After changing, please grab your folder, clipboard, and pen and make your way to the main warmup area. Take note of anything you need for the class (posted on the big board!) and set up your mat. Try and be on your mat by the official start of class, as any open spaces may be made available to members who were on standby. **Are you running late?** You may join a class in progress if you are in the warm-up area within a 10-minute period following the scheduled class start time. Once the clock hits 10 minutes past the start time, UTSFam will not be able to join the class.

**Personal Programming Sessions:** When you arrive for your personal programming session, check in with your trainer and grab a tablet at your scheduled time. You are welcome to enter the warm-up area up to 10 minutes early to relax and rock some breathing drills before your session begins. Punctuality is still one of our most burning desires, but if you are running late, you may still utilize the remaining portion of your session.

## Tracking Your Class and Training Credits

To make it easy for all UTSFam to book classes and sessions far in advance, Zenplanner will allow you to reserve classes and personal programming sessions that occur after your current pay period, even though you have yet to pay for them. For those that ambitiously schedule their classes weeks in advance (as we strongly suggest for those looking to dominate their fitness habits), you can keep track of your credits by regularly reviewing your reserved classes or sessions on the Zenplanner member mobile app.

## Getting Additional Training Credits

If you burn through your class or session credits before your next billing cycle, you can always additional "Members Only" credits at the Front Desk, via the Zenplanner Member Mobile App or through the Zenplanner Member Website. Add-Ons are active for 180 days from the date of purchase and cannot be frozen, except during our Short Term Programs. Note: you must have an active membership to get add-on credits.



# Part Dos: Finding your Way Around the 202

## Our Favorite Ways to Not Tick Off Your Fellow #UTSFam

1

**Be Respectful of Everyone's Time:** We mention punctuality and consistency quite a bit here in the UTSFam. For many reasons, but a main one being that being when one is chronically late to a class or session, it not only affects the ability of a coach to deliver you your best session, but it can affect the flow of the sessions and classes for others involved, and even cause you to miss out on valuable warmup time or coaching that can help you dominate life inside UTS.

2

**Be Respectful of Other Fam's Equipment:** It's easy when the gym is hustling and bustling, fam crushing weights everywhere, to accidentally grab a dumbbell that is being used, or snag a bench that was being used. No harm, no foul, but make some extra effort to ask your fellow Fam around you if they are using the equipment. And, if it just happens to be the only one available in the gym, ask if you can share!

3

**Thou Shalt Pickup All Equipment:** Nothing, and I mean nothing will rile your fellow Fam up then walking up after an absolutely awesome warm-up to start crushing weights, only to realize that barbells are all over the place, or dumbbells are not where they should be. So, be a kind soul, and pick up whatever you use. If you are feeling extra frisky, grab a spray bottle or wipe on your way out, and give it a spit shine before heading home.

4

**Be Prepared to Be Welcome to All:** One of our favorite aspects of UTS is the inclusivity, camaraderie, and overall push from all to truly be more than just fitness. We cherish opening our arms to people of various shape, size, hair, color, sex, gender, identity, physical ability, IQ, and affinity for travel.



# Part Three: Managing Your Membership

## Did You Know? We desperately seek your approval, but, if not, that's ok

And because of that, we have a no-risk 30 day money-back guarantee. As a first time #UTSFam, you may terminate your membership and receive a full refund if you let us know within 30 days of your first group class or personal programming session.

We always want to find ways to help all the people in our community looking to crush their fitness goals, but if you find yourself simply not enjoying yourself in the first month, we will be glad to help you find a better fit.

## The Big Time Booms and All Around Goodness of Your Membership

**Your complimentary freezes, hassle-free:** Have to travel for work, or you are taking your family on long awaited adventures around the globe, then don't let us hold you back. We make freezing your membership super simple. All you have to do is head to [unlimitedtrainingsystems.com/memberfreeze](https://unlimitedtrainingsystems.com/memberfreeze) and fill out the Freeze Form. Please allow up to 3 business days to process your request. We can sometimes manage last minute request, but even we have limitations.

Your billing will be suspended for the duration of the freeze. The billing will automatically resume once the freeze period has ended. Any suspended payments will be added onto the initial term of your agreement, extending the membership term by the length of the freeze. Here are the freeze details for your membership type:

- **12 Month Membership:** You may take advantage of three complimentary freezes during the term of your agreement, anywhere from 2 weeks to 12 weeks in duration. Additional weeks will be \$10 per week, paid in full at the start of your freeze period.
- **Month to Month Membership:** You may take advantage of one complimentary freeze during the term of our agreement, anywhere from 2 weeks to 12 weeks in duration. Additional weeks will be \$10 per week, paid in full at the start of your freeze period.
- **"Free" Freeze Membership:** Medical freezes are always complimentary if you provide a note from your doctor detailing the medical necessity of the freeze. You may also elect to use one of your complimentary freezes (see above), which don't require a doctor's note. Additionally, you can freeze your membership for no fee while participating in any of our promotional programs.



# Part Three: Managing Your Membership

## The Big Time Booms and All Around Goodness of Your Membership...(Cont.)

**Making Changes to Your Membership is Simple:** Want to come more frequently or add more classes or personal programming into the mix? Looking to scale back your attendance a bit when life gets crazy. Don't you worry. Because, if you simply head to [unlimitedtrainingsystems.com/membershipchange](http://unlimitedtrainingsystems.com/membershipchange) and fill out the form. Please allow up to three business days for us to process your request.

Here are the details for your membership type:

- **12 Month Membership:** You may choose to upgrade or downgrade your monthly allocation of classes and/or semi-private sessions included in your contract at any time, subject to current rates. You will begin your new 12-month agreement on your next auto-pay date.
- **Month to Month Membership:** You may upgrade your agreement to an increased monthly fee at any time, subject to current rates. You will begin your new agreement on your next auto-pay date.
- **Flex Membership:** May not make changes during their 3 month or 12 month agreement

**Guilt Free Membership Termination:** We never want to see any UTSFam go, we want to make it as painless as possible, so give us a call at 865-686-6146.

Please allow up to three business days to process your request. Here are some common termination scenarios:

- **Terminating at the End of Agreement:** Your contract is set to automatically renew at the end of your 3-month or 12-month term so that you will have continual access to your classes and/or sessions. If you do not wish for your agreement to auto-renew, you must fill out a termination request.
- **Terminating Your Membership Early:** Early termination of a 12-month contract is a flat fee of \$250, except for the "no-fee" reasons listed below. Fam with a Flex membership may not terminate early for any reason.
- **No Fee Termination:** Any medical issue that prevents you utilizing your membership will allow for termination with note from Doctor. If you move more than 15 miles from UTS, you may terminate your membership early, provided you lived within 15 miles prior.



# Part Cuatro: Taking Part in Our Community

## Join Our Facebook Inner Circle!

**The UTS Inner Circle:** is the official home for the UTSFam on Facebook. Membership to the group is open to any current member of Unlimited Training Systems. Through this group, your UTS trainers and fellow Fam bring everything from your fitness and nutrition outside the 202 to important schedule changes and announcements. We plan to send plenty of weekly challenges, home workout tips, ways to bust through nagging injuries, and even just some good ol' support.

## BUT THATS NOT ALL!

From Summer trips to local breweries and quarterly get togethers for all things Knoxville and beyond, to hiking clubs, and powerlifting meets. We have all kinds of opportunities to interact with your fellow UTSFam.

So dive in and get connected!

## Unlimited Training Systems Location and Contact Info

202 Sherlake Lane, Knoxville, TN 37922

[www.unlimitedtrainingsystems.com](http://www.unlimitedtrainingsystems.com)

(865)804-1784

**UTS Hours:** Please check the schedule on your Zenplanner App!

## Got any pressing questions??

**For questions about Membership:** Contact our team at [membership@unlimitedtrainingsystems.com](mailto:membership@unlimitedtrainingsystems.com)

**Or call us anytime at 865-686-6146 and we would be pumped to help you out.**

