

## **FREQUENTLY ASKED QUESTIONS**

### **Q. What is the endermologie® training center?**

A. It is **the exclusive LPG® endermologie®** training facility in the United States. We offer a wide variety of training programs to ensure you get the best quality results with your LPG® equipment.

### **Q. Do I really need LPG® training?**

A. Yes, each equipment operator must be certified by LPG® to perform the endermologie® treatments. Proper training ensures the best possible results, which leads to client referrals and increased profits. All authorized LPG® trainers are certified by the top training directors from LPG® in France, and master the latest techniques and protocols. LPG® trainers have years of experience in the spa and healthcare industries, and are committed to your success.

### **Q. I am new to endermologie®. How do I market my endermologie® treatments and devices?**

A. In order to advertise endermologie® treatments and or use LPG® images, logos, videos, and any other works or property of LPG® in any way, one would need to obtain a Trademark Agreement. We offer Trademark Agreements at no charge provided you have successfully completed an authorized LPG® Training class. If you have attended a class in the past, please send us a copy of your certificate and we will send you a Trademark Agreement.

### **Q. I am new to endermologie®. How do I market my endermologie® treatments and devices?**

A. Call us to learn more about the Endo-Systems Marketing Plan! We have an expert team to help you roll out your new business, generate leads and increase brand awareness and dominate your local market! We also provide Media Kits and Training if you are undertaking your own Marketing/ Publicity campaigns. In order to advertise endermologie® treatments and or use LPG® images, logos, videos, and any other works or property of LPG® in any way, one would need to obtain a Trademark Agreement. We offer Trademark Agreements at no charge provided you have successfully completed an authorized LPG® Training class. If you have attended a class in the past, please send us a copy of your certificate and we will send you a Trademark Agreement.

### **Q. Where is the endermologie® training facility located?**

A. We are located within **Endo-Systems, LLC**, the official U.S. distributor for LPG® equipment. Our address is **2966 NW 60<sup>th</sup> St, Fort Lauderdale, FL 33309**.

### **Q. How long are the training courses?**

A. Trainings are between 1-3 days (depending on your machine model and type of training course), from 9:30 a.m. to 5:30 p.m. **Note:** Please do **NOT** book early flights out on the last day of training. We understand your need to return to your business, and therefore have designed intensive trainings to maximize your learning in the shortest time possible. We cannot certify you if you do not complete the full course.

### **Q. What are the costs involved in training?**

A. New machine purchases include free training for up to 3 people. In addition, Endo-Systems, LLC provides lunch, beverages, snacks, and all training supplies.

For all other trainings not involving a new machine purchase, please go to [www.endosystems.us/courses](http://www.endosystems.us/courses) or email [Ltrofa@endosystems.us](mailto:Ltrofa@endosystems.us) for course descriptions and pricing information.

### **Q. What are the registration, payment, and cancellation policies?**

A. Full payment must be received no less than 5 business days before the start of the course in order to be registered and confirmed in a course. Registration is not allowed without payment. No refunds are given on training. Training dates can be changed or rescheduled, space permitting, with notice of 5 or more business days. Notice of cancellation with less than 5 business days will result in forfeiture of payment. All training requests will receive an email response from the Training Department with training

information. Class size is limited to ensure optimal practice time, individualized training, Q&A, and feedback. Please do not book flights until your space in the course is confirmed. Trainings are conducted from 9:30 a.m. to 5:30 p.m. Please do not book early flights to return home. We cannot certify those who do not attend the entire course. On-site trainings (at the client's business) incur additional charges, and have limitations as to how many trainees are allowed per machine, per day. Payment must be received 3 weeks in advance of the training dates. Please contact the Training Department at 954-636-3000 ext. 2895 or email [Ltrofa@endosystems.us](mailto:Ltrofa@endosystems.us) with additional questions.

**Q. Can you recommend any hotels?**

A. The Courtyard by Marriott is located 0.5 miles away from our training facility, at 2440 W Cypress Creek Rd, Fort Lauderdale, FL 33309. Their number is 954-772-7770. They provide free shuttle service within a 5 mile radius. Please check with the hotel directly for details and availability. Please ask for Deron Haller at 954-315-9055, or email him at [FtLauderdaleDOS@ih-corp.com](mailto:FtLauderdaleDOS@ih-corp.com). **SEE MAP BELOW.**

**Q. Which airport do I fly into?**

A. **Fort Lauderdale-Hollywood International Airport** is approximately 16 miles away, about 25 minutes (more with traffic).

**Directions to Endo-Systems from Fort Lauderdale airport:** Exit the airport and follow the signs leading to I-595 West / I-95. Merge onto I-595 West toward I-95. Take I-95 North exit 10A toward West Palm Beach. Continue on I-95 N and take exit 33B toward West Cypress Creek Road. Turn left on NW 31<sup>st</sup> Ave. Take the first left onto NW 60<sup>th</sup> St. Endo-Systems is on the right.

**Miami International Airport** is approximately 37 miles away, about 55 minutes (more with traffic).

**Directions to Endo-Systems from Miami airport:** Exit the airport and take the ramp to FL-112 East. Merge onto FL-953 North/Le Jeune Rd. Merge onto FL-112 E toward I-95/Miami Beach/ Fort Lauderdale. Merge onto I-95 North toward Fort Lauderdale/Orlando. Continue on I-95 N and take exit 33B toward West Cypress Creek Road. Turn left on NW 31<sup>st</sup> Ave. Take the first left onto NW 60<sup>th</sup> St. Endo-Systems is on the right.

**Q. Are meals provided?**

A. Endo-Systems provides lunch, snacks, bottled water, coffee and tea. You may bring your own food items if you wish.

**Q. Is there a minimum requirement of trainees to attend a course?**

A. Hands-on practical time is an important component of the course and trainees will practice on each other. We recommend that at least 2 people from the same practice/office attend together, although we do realize that sometimes only one person from an office can attend. In this case, we will pair you up with another trainee. To protect the proprietary rights of those paying for the course, trainees may not bring in their own models to practice on, and no one is allowed to audit the courses.

**Q. What do I need to wear/bring?**

A. Please dress comfortably. You may want to bring a sweater in case you get cold from air-conditioning. We provide training manuals, Endermowear, and all other training materials. If you have any special requirements, please notify us in advance at (954) 636-3000 ext. 2895, or toll free (866) 374-9401.

**Q. Are cell phones allowed in training?**

A. Cell phone use is restricted during training as it is disruptive. Phones may be used during breaks, and in emergencies.

**Q. What is in the area of Endo-Systems?**

A. We are located in north Fort Lauderdale, next to the Fort Lauderdale Executive Airport. The beaches and attractions of Lauderdale-by-the-Sea are only 6.5 miles away, and Fort Lauderdale Beach is 10 miles away. We are a short distance to downtown Fort Lauderdale, restaurants, and the Port Everglades Cruise Port.

**Q. Do you provide on-site training?**

A. Yes, although we strongly recommend immersing yourself in the full LPG® experience at our national training headquarters, we do offer on-site courses at your business. For more information, please email [Ltrofa@endosystems.us](mailto:Ltrofa@endosystems.us) or call us at (954)636-3000 ext. 2895 for details. We do have requirements for on-site trainings. There are minimums of 2 and maximums of 3 people to be trained per machine. This is to ensure sufficient hands-on practice. All trainees **must** be present for the duration of the training. It is not acceptable for trainees to be in and out of class to answer phones, provide client services, or attend to other business. We cannot certify trainees who do not attend the entire course.

**Q. I bought my machine from somewhere other than an official LPG® distributor, and was not aware that certified training is available and required. What do I do?**

A. Contact Endo-Systems, LLC at 866-374-9401. We are happy to provide you with authorized training and a trademark agreement. Without it, you will not have the right to use LPG® logos, trademarks, copyrights, etc. in any way. The agreement provides valuable access to marketing support, technical support, and consumables. Most importantly, without certified training and a trademark agreement, you will not be referenced on our Center Locator Map, which is hosted on LPG’s website. Proper authorized training will ensure you are getting the best results with your clients, and will increase your profit margin. We are committed to your success.

**Q. What if I’ve already been trained?**

A. If you have been trained and certified by an authorized LPG® training facility in the past, then you are eligible to take updated and advanced courses on the latest aesthetic techniques. We will give you the knowledge and confidence to take your endermologie® practice to the next level, and increase your profits. We also have advanced trainings in endermotherapie™/ endermosport™ for qualified licensed healthcare professionals; and endermologie Expert Techniques for those certified and practicing at least 6 months. If you do not have authorized LPG® training and certification, you are not getting the best possible results.

**Please contact us at (954) 636-3000, or toll free (866) 374-9401 about learning the latest Endermologie® techniques available.**

## AREA MAP



**Endo-Systems, LLC:  
2966 Northwest 60th Street  
Fort Lauderdale, FL 33309  
(954) 636-3000  
(866) 374-9401**

**Directions to Endo-Systems from Fort Lauderdale International Airport:**

Exit the airport and follow the signs leading to I-595 West / I-95. Merge onto I-595 West toward I-95. Take I-95 North exit 10A toward West Palm Beach. Continue on I-95 N and take exit 33B toward West Cypress Creek Road. Turn left on NW 31st Ave. Take the first left onto NW 60th St. Endo-Systems is on the right.

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Exit the airport and take the ramp to FL-112 East. Merge onto FL-953 North/Le Jeune Rd. Merge onto FL-112 E toward I-95/Miami Beach/ Fort Lauderdale. Merge onto I-95 North toward Fort Lauderdale/Orlando. Continue on I-95 N and take exit 33B toward West Cypress Creek Road. Turn left on NW 31st Ave. Take the first left onto NW 60th St. Endo-Systems is on the right.

**Recommended Hotel:**



The Courtyard by Marriott is located 0.5 miles away from our training facility, at:  
 2440 W Cypress Creek Rd  
 Fort Lauderdale, FL 33309  
 Direct Phone: (954) 772-7770

This hotel offers Complimentary Parking, Wireless Internet, Shuttle Service, and Complimentary Coffee in –room.

**Restaurants - Entertainment:**

Cypress Creek Station (CENTER) - 6215 N Andrews Ave Fort Lauderdale, FL 33309

AT&T	Concentra Urgent Care	Hooters	Longhorn Steakhouse	Salon 100
Bread Shop	Five Guys Burgers & Fries	Jamba Juice	Moonlite Diner	Cypress Shue Mei Restaurant
Carlucci's Italian Ristorante	GNC	LA Fitness	Office Depot	Sweet Tomatoes
Champps Americana	Gyroville	Lenny's Sub Shop	Regal Cinemas Cypress Creek Station 16 Movie Theater	YUZU Frozen Yogurt

**Grocery Shopping:**



Store Hours:  
 Sun 7:00 AM - 10:00 PM  
 Mon - Sat 7:00 AM - 11:00 PM

1140 SW 36th Ave  
 Pompano Beach, FL 33069-4835  
 Main: (954) 975-0119

Pharmacy Hours:  
 Mon thru Fri 9:00 AM - 8:00 PM  
 Sat 9:00 AM - 6:00 PM  
 Sun 11:00 AM - 5:00 PM



1003 E Commercial Blvd  
Oakland Park, FL 33334-3957  
Main: (954) 491-9330

Store Hours:  
Mon - Sun 7:00 AM - 11:00 PM

Pharmacy Hours:  
Mon thru Fri 9:00 AM - 9:00 PM  
Sat 9:00 AM - 7:00 PM  
Sun 11:00 AM - 6:00 PM