



CALIFORNIA ENDERMOLOGIE® TRAINING FAQ

Endo-Systems, LLC is the exclusive U.S. distributor for LPG® endermologie® products. Endo-Systems is proud to announce the opening of its endermologie® Satellite Training Center located within **HEALTH LA** in Los Angeles, CA.

Address: 6221 Wilshire Blvd, #101, Los Angeles, CA 90048.

Phone: (424) 320-3212 *For questions about driving directions only.

*For all training related questions, please contact Endo-Systems directly at 954-636-3000 ext. 2895; or visit www.endosystems.us/courses

Parking: Please bring cash for parking. Valet parking is available behind HEALTH LA, or in several nearby parking facilities. Please use the valet if parking behind HEALTH LA, and not the limited tandem spaces assigned to their business. Those require frequent moving of your vehicle, which is disruptive to the training process.

Lunch: There are several restaurants located across the street from HEALTH LA. These include Caffe Latte, Pita Kitchen, Trimana, Wahoo's Fish Taco, Tawanna Thai Restaurant, and others. We ask that you please stay within the one hour allotted lunch break.

Hotels: The **Kimpton Hotel Wilshire** is 0.1 miles, and walking distance to HEALTH LA. It is located at 6317 Wilshire Blvd, Los Angeles, CA 90048. Phone number is (323) 852-6000. The **Sofitel LA at Beverly Hills** is 1.7 miles from HEALTH LA. The address is 8555 Beverly Blvd, Los Angeles, CA 90048; phone number (310) 278-5444. You may also explore **Airbnb** options if you wish.

Airport: **Los Angeles International Airport** is approximately 14 miles away, about 45 minutes or more with traffic.

Directions to Health LA from Los Angeles airport: Go east on W. Century Blvd. Merge onto S. Sepulveda Blvd. toward Parking Lot C. Turn right on La Tijera Blvd. Turn slight left on La Cienega Blvd. Turn slight right onto S. Fairfax Ave. Turn left onto Wilshire Blvd. Health LA is on the right at 6221 Wilshire Blvd, #101, Los Angeles, CA 90048.

FREQUENTLY ASKED QUESTIONS [FAQ]

Q. What is the California endermologie® Satellite Training Center?

A. It is one of the exclusive LPG® endermologie® Satellite Training Centers 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. If you need Marketing assistance, we can help! 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.

Q. Where is the California endermologie® Satellite Training Center located?

A.. Our satellite training space is located within HEALTH LA, located at 6221 Wilshire Blvd, #101, Los Angeles, CA 90048.

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 when attending at either the Florida or California training sites. In addition, we provide beverages, snacks, and all training supplies. Lunch is not included. Please bring cash for parking. Valet parking is available behind HEALTH LA, or in several nearby parking facilities. Please use the valet if parking behind HEALTH LA, and not the few spaces assigned to their business. Those require frequent moving of your vehicle, which is disruptive to the training process. For all other trainings not involving a new machine purchase, please go to www.endosystems.us/courses or email 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 with additional questions.

Q. Can you recommend any hotels?

A. The **Kimpton Hotel Wilshire** is 0.1 miles, and walking distance to HEALTH LA. It is located at 6317 Wilshire Blvd, Los Angeles, CA 90048. Phone number is (323) 852-6000. The **Sofitel LA at Beverly Hills** is 1.7 miles from HEALTH LA. The address is 8555 Beverly Blvd, Los Angeles, CA 90048; phone number (310) 278-5444.

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Q. Are meals provided?

A. At our Satellite Training Center in Los Angeles, Health LA provides snacks, water, coffee and tea. There are several restaurants located across the street from Health LA for lunch. These include Caffe Latte, Pita Kitchen, Trimana, Wahoo's Fish Taco, Tawanna Thai Restaurant, and others. You may bring your own food items if you wish. Please do not exceed the one hour lunch break.

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. We will allot time for you to check in on Social Media, share photos and participate in our Social Media Contest.

Q. What is in the area of the Satellite Training Center at HEALTH LA?

A. HEALTH LA is close to Beverly Hills, Hollywood and West Hollywood, CA. There are many shops, restaurants, and tourist attractions in the area.

Q. Do you provide Onsite Training?

A. Yes, although we strongly recommend immersing yourself in the full LPG[®] experience at one of our Training Centers, we do offer Onsite Training Courses at your place of business for your convenience. For more information, please email Ltrofa@endosystems.us or call us at (954) 636-3000 ext. 2895 for details. We do have requirements for Onsite Training Courses. A minimum of 2 and maximum of 3 people may 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. 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 providing the best results to 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 provide you with the knowledge and confidence to take your endermologie[®] practice to the next level, and increase your clientele, client success, and business 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 providing the best possible results.



Questions?

Please contact us at (954) 636-3000, or toll free (866) 374-9401 about learning the latest endermologie[®] techniques available. We look forward to meeting you!