



## Tier One Subscription Agreement

**Student Name:** \_\_\_\_\_

Must be filled out individually for each student

Please initial each header section to indicate that you understand and agree to the terms.

### **Registration, Fees, and Payment** (initial)\_\_\_\_\_

#### **1. Pricing (Check One):**

- ☐ \$189 Monthly payments, weekly 30-minute lessons
- ☐ \$368 Monthly payments, weekly 60-minute\* lessons (saves \$10)
- ☐ \$467 Quarterly payments, weekly 30-minute lessons (saves \$100)
- ☐ \$1004 Quarterly payments, weekly 60-minute\* lessons (saves \$130)
- i. \*60-minute weekly lessons may be scheduled as two (2) 30-minute weekly lessons.

#### **2. Fees:**

- o All lesson fees are prepaid for the following billing period (month or quarter) and are non-refundable
- o Cancelled lessons cannot be applied as credits toward subscription fees, and scheduled payments will proceed as planned, regardless of missed lessons. Clients are encouraged to reschedule cancelled lessons promptly to stay on track with their learning progress. For more information on cancelled lessons, see Scheduling and Cancellation Policy below.
- o **Monthly Subscription Payment Schedule:** Fees are charged automatically on the 1st of each month to the payment method on file. The 1st of the month payment charge covers all of the regularly scheduled lessons within that month.
- o **Quarterly Subscription Payment Schedule:** Fees are charged automatically on the 1st of each quarter (dates listed below) to the payment method on file. The 1st of the quarter payment charge covers all of the regularly scheduled lessons within that quarter. Payment due dates:
  - i. January 1st    ii. April 1st    iii. July 1st    iv. October 1st
- o Payments must be made using a major credit card.
- o **Registration Fee:** A one-time registration fee of \$50 is applied at the time of signing.
- o **First Payment:** Payment for the starting month (or quarter) of lessons will be prorated to reflect the number of lessons within the billing period, and is due at sign up.
  - i. *Example: Student A is signing up for a monthly subscription for weekly 30-minute lessons starting on the second Tuesday of the month. Since there will be three Tuesday lessons in the month, the student will owe \$150 (\$50x3 lessons) at signup, plus registration fee.*
  - ii. *Example: Student B is signing up for a quarterly subscription for weekly 30-minute lessons beginning the first Wednesday of February. There are eight Wednesday lessons (four Wednesdays in February, four Wednesdays in March) before the April 1st payment, so the student will owe \$320 (\$40x8 lessons) at signup, plus registration fee.*

#### **3. Subscription Changes:**

- o **Package Upgrades:** Students wishing to upgrade their subscription by changing from 30 minutes/week to 60 minutes/week, or by changing from monthly to quarterly payments, or by changing from Tier One to Tier Two or higher, can do so at any time by notifying the desk and completing a Change of Subscription Form, along with the applicable Subscription Agreement. Payment will be due at signing.
- o **Package Downgrades:** Students wishing to downgrade their subscription by changing from 60 minutes/week to 30 minutes/week, or by changing from quarterly to monthly payments, or by changing from Tier One to Starter Tier, must notify a Real Brave desk agent, complete a Change of Subscription Form and applicable Subscription Agreement, **and fulfill the terms of their current billing period** before the change can take effect. Payments made toward existing subscriptions cannot be applied toward a downgraded subscription fees, nor are previous subscription payments refundable.

#### **4. Limitations**

- o Free add-ons, such as group lessons or location events, **are not** included in Tier One Subscriptions.
- o Tier One Subscribers are **only** eligible to take online lessons through our platform PracticePad™
- o If you are interested in access to our additional programming, or in attending In-person lessons, consider enrolling in our Tier Two Subscription.

### **Scheduling and Cancellation Policy** (initial)\_\_\_\_\_

#### **1. Lesson Scheduling:**

- o **Recurring Slots:** Tier One subscription holders are scheduled for weekly recurring appointments. Appointments are scheduled in perpetuity or until the student/subscriber changes or discontinues their subscription.
- o **Limited Availability:** Real Brave cannot guarantee specific availability based on instructor, day, or time preferences, outside of the subscriber's regularly scheduled lessons.

#### **2. Cancelled Lessons:**

- o **Early Cancels:** Lessons may be canceled at any time before the appointment day or on the day of the appointment, provided the cancellation is made before 1 PM (Monday–Friday) or 9 AM (Saturday–Sunday). Canceled lessons meeting these criteria may be rescheduled as a makeup lesson.
- o **Studio Cancellations:** If Real Brave cancels a lesson for any reason (e.g., instructor illness, studio closure), the lesson will be rescheduled as a makeup lesson.
- o **Late Cancels:** Lessons canceled after the above cutoff times are forfeited.
- o **No-Shows:** Missed lessons without prior notice are forfeited.
- o **Holiday Cancellations:** If a lesson is scheduled on a holiday *for which the studio is closed\**, it will be cancelled and rescheduled as a makeup lesson.

i. \*Holiday closures include but are not limited to:

- |                   |                  |                   |
|-------------------|------------------|-------------------|
| 1. New Year's Day | 4. Labor Day     | 7. Christmas Day  |
| 2. Memorial Day   | 5. Thanksgiving  | 8. New Year's Eve |
| 3. Fourth of July | 6. Christmas Eve |                   |

# REAL BRAVE

### 3. Makeup Lessons:

- **Eligibility:** A makeup lesson is added to your account for lessons canceled before the cutoff time, or if the lesson is cancelled by the studio.
- **Availability:** Makeup lessons are subject to instructor and schedule availability and cannot be guaranteed for specific times or instructors.
- **Rescheduling Deadline:** All cancelled lessons must be rescheduled within the **calendar month** that the lesson was cancelled.
- **Client Responsibility:** It is the client's responsibility to schedule makeup lessons upon cancellation. Students are encouraged to schedule makeup lessons promptly to stay on track with their learning progress. While we encourage you to schedule promptly, we understand that unforeseen circumstances may arise. Please contact us if you need assistance rescheduling.
- **No Monetary Value:** Makeup lessons cannot be used to credit monthly fees and have no cash value.

### Subscription Hold and Pause of Autopay (initial)\_\_\_\_\_

#### 1. Subscription Hold:

- A Subscription Hold reserves your lesson spot in the schedule during a period of extended absence. If you are taking a vacation for a set period of time, or are interested in "taking a break" from but returning to lessons in the near future, you will be entitled to the same lesson day, time and instructor when you return by placing your subscription on hold.
- **In order to place your subscription on hold**, you must notify the desk to receive a Reservation Form. The form must be filled out in full, along with the date of notice, fourteen days prior to the start of the billing period you wish to suspend. Subscription Hold requests falling within the fourteen day window are ineligible for a reservation, and the following billing period must be paid in full.
- Once you submit the Reservation Form, you will pay a fee for any lessons scheduled before the next billing period after you return. Payment is due at signing. No additional charges will be made until your subscription resumes.
  - i. *Example: Student A, who is on a 30-minute weekly lesson subscription (paid monthly), has a summer vacation planned. Their trip begins July 1, and ends August 15. When they return, there will be two lessons left in August. The student notifies the desk and submits a Reservation Form on June 10th, at which point the student is charged \$100 to reserve the two lesson slots in August (\$50x2). Their payment for July is suspended, and they are removed from the schedule for the dates indicated on the Reservation Form. Normal billing resumes September 1st.*
- Subscription Holds may not exceed three consecutive months (90 days) at any time.

#### 2. Pause of Autopay:

- A Pause of Autopay discontinues lessons and payments indefinitely.
- In order to pause your automatic payments, you must notify the desk to receive an Autopay Pause Form.
- The Autopay Pause Form must be filled out in full, along with the date of notice, and be returned to a Real Brave desk agent.
- Any payments due within 31 days of the notice date must still be paid on its due date. All paid lessons are redeemable and non-refundable.
  - i. *Example: If Student A returns an Autopay Pause Form on January 22nd, the student will still be billed on February 1st, and will remain on the schedule for their regular lessons throughout the end of February.*
  - ii. *Example: If Student B knows they will not be able to attend lessons after October, it is in their best interest to notify a Real Brave desk agent in September to avoid incurring a November charge.*
- **Commitment Period:** All Tier One Subscriptions require a three-month commitment period from the date of enrollment before a Pause of Autopay is permitted.
- You may resume your subscription at any time, no registration fee required.

### Media Release (initial)\_\_\_\_\_

1. By signing below, you consent to Real Brave using photos, videos, and recordings of students for promotional purposes.

### General Terms (initial)\_\_\_\_\_

1. **Instructor Changes:** While we strive to maintain consistency, substitute instructors may be assigned at our discretion when necessary.
2. **Policy Updates:** Real Brave reserves the right to update policies with written notice to students.
3. Clients may not alter or amend this agreement without approval and written consent from a Real Brave representative.

### Acknowledgment

I, (Please print signer name)\_\_\_\_\_, have read, understood, and agree to follow this policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Real Brave Queens: (718) 454-0100 - agent@realbraveaudio.com  
Real Brave Manhattan: (212) 230-1168 - rb91@realbraveaudio.com  
Real Brave New Jersey: (201) 644-5800 - desk@realbraveaudio.com

Receiving Agent:  
Date Received:

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