



Starter Tier Subscription Agreement

Online Lessons | In-Person Lessons (check one)

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. **Fees:** The monthly fee for the Starter Tier is \$57 for one 30-minute lesson per month.
 - **Registration Fee:** A one-time registration fee of \$50 is applied at the time of signing.
 - **First Payment:** Payment for the first month of lessons is due at sign up.
 - Fees are charged automatically on the 1st of each month to the payment method on file.
 - Payments must be made using a major credit card.
2. **Prepaid Lessons:**
 - Lessons are prepaid for the upcoming month.
 - Used or unused lessons may not be refunded, or used to credit toward future months.
 - Unused lessons do not roll over to the following month.
 - For information about our cancellation policy, see below.
3. **Subscription Changes:**
 - Students wishing to upgrade their subscription from the Starter Tier to Tier One or higher may do so at any time by notifying the desk and completing a Change of Subscription Form, along with the applicable Subscription Agreement.
4. **Limitations:**
 - Free add-ons, such as Ambassador Band, group lessons, or location events, **are not** included in the Starter Tier.
 - **Limit one subscription per student** - Starter Tier subscribers may only purchase one subscription per student.
 - If you are interested in more lessons and/or access to our additional programming, consider enrolling in our Tier 2 Subscription.

Scheduling and Cancellations (initial)_____

1. **Lesson Scheduling:**
 - **No Recurring Slots:** Real Brave does not hold recurring lesson slots for Starter Tier subscription holders.
 - **Client Responsibility:** It is the client's responsibility to call or email the studio to schedule their lesson each month.
 - **No Rollovers:** Lessons must be scheduled within the month of purchase. Unscheduled lessons are forfeited and cannot roll over to the next month.
 - **Limited Availability:** Real Brave cannot guarantee specific availability based on instructor, day, or time preferences.
2. **Cancelled Lessons:**
 - **Early Cancels:** Lessons canceled on the day of the appointment before 1 PM (Monday–Friday) or 9 AM (Saturday–Sunday) may be rescheduled as a makeup lesson.
 - **Studio Cancellations:** If Real Brave cancels a lesson for any reason (e.g., instructor illness), the lesson will be rescheduled as a makeup lesson.
 - **Late Cancels:** Lessons canceled after the above cutoff times are forfeited.
 - **No-Shows:** Missed lessons without prior notice are forfeited.

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3. Makeup Lessons:

- **Eligibility:** A makeup lesson is added to your account for lessons canceled before the cutoff time.
- **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.

4. PracticePad Option:

- **Online Lessons:** Students unable to attend an in-person lesson may switch to an online lesson via PracticePad by notifying the studio in advance.

Pause of Autopay (initial)_____

1. Pause of Autopay:

- A Pause of Autopay discontinues lessons and payments indefinitely.
- In order to pause automatic payments, you must notify the desk to receive an Autopay Pause Form.
- The Autopay Pause Form (either physical or electronic) must be filled out in full, along with the date of notice.
- 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 be responsible for scheduling their February lesson.
 - 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 Starter Tier 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, registration fee not 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: _____

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