



## Trial 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):

- \_\_\_\_\_ \$179 Monthly payments for weekly 30-minute lessons
- \_\_\_\_\_ \$645 One-time payment for four months of weekly 30-minute lessons (saves \$71)

#### 2. Fees:

- All lesson fees are prepaid for the following billing period (month or quarter) and are non-refundable
- 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.
- 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.
- One-Time Payment Schedule:** Fees are due and charged at signing.
- Payments must be made using a major credit card.
- Registration Fee:** A one-time registration fee of \$50 is applied at the time of signing.
- First Payment:** Payment for the starting month 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 \$134.25 (\$44.75x3 lessons) at sign up, plus registration fee.*

#### 3. Subscription Changes:

- Package Upgrades:** Students wishing to upgrade their subscription by switching to Tier 1 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.
- Package Downgrades:** Students wishing to downgrade their subscription 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

- Cancelled lessons may not be rescheduled, unless the lesson is cancelled by the studio.
- Trial Tier is a one-time four-month subscription option. After the four month trial period, subscribers must select from a different tier.
- Trial Tier subscribers are limited to 30-minute per week lessons, which may not be added to any other existing subscriptions.
- Free add-ons such as open mics or location events, *are* included in Trial Tier subscriptions.
- Paid add-ons such as Quarterly Concert participation and Ambassador Band participation *are not* included in Trial Tier subscriptions, and are exclusive to Tiers One, Two, and Three.
- Minimum Commitment period of Four Months.

### Scheduling and Cancellations (initial) \_\_\_\_\_

#### 1. Lesson Scheduling:

- Recurring Slots:** Trial Tier subscription holders are scheduled for weekly recurring appointments. Appointments are scheduled for a maximum of 16 weeks of lessons.
- 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 and No-Shows:

- Student Cancellations:** All lessons cancelled by the student for any reason are forfeited and may not be rescheduled or refunded.
- 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.
- 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	

#### 3. Makeup Lessons:

- Eligibility:** A makeup lesson is added to your account for lessons 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.

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- **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.

## Cessation of Lessons (initial) \_\_\_\_\_

1. **Subscription Hold:**
  - Subscription Holds are not available for the Trial Tier.
  - The Trial Tier is a four (4) month (16-week) structured commitment and may not be temporarily suspended.
  - Requests for vacation time, schedule breaks, or extended absences during the four-month period do not extend or pause the subscription term.
2. **Pause of Autopay:**
  - A Pause of Autopay is **not permitted** under the Trial Tier.
  - The Trial Tier requires a four (4) month minimum commitment period from the date of enrollment.
  - Automatic payments will continue for the full four-month term.
  - Early termination is not permitted.
  - All payments made toward the Trial Tier are non-refundable.
3. **Completion of Trial Tier**
  - The Trial Tier automatically concludes after four (4) consecutive months.
  - Upon completion, the student will be removed from the schedule unless a new subscription tier is selected.
  - Students may not re-enroll in the Trial Tier after completing the four-month term.
  - Students wishing to continue lessons must enroll in Tier One, Tier Two, Tier Three, or another available subscription tier.

## 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 New Jersey: (201) 644-5800 - desk@realbraveaudio.com