

- USER AGREEMENT/MEMBERSHIP CONTRACT -

Reel PROs MAIN ARENA

PRICING and POLICIES

reelpros@sbcglobal.net

818.788.4133, ext 4#

Reel PROs is a talent training service. This is not a talent agency contract. Only a talent agent licensed pursuant to Section 1700.5 of the labor code may engage in the occupation of procuring, offering, promising, or attempting to procure employment, representation or engagements for an artist. Reel PROs is prohibited by law from offering or attempting to obtain auditions, representation or employment for you. It may only provide you with training. For more information, consult chapter 4.5 (commencing with section 1701) of part 6 of division 2 of the labor code. A dispute arising out of the performance of the contract that is not resolved to the satisfaction of the artist should be referred to a local consumer affairs department or local law enforcement, as appropriate. Reel PROs is bonded for \$50,000 by HCC Surety Group, and the bond, #100113720, is posted with the Labor Commissioner. ** YOUR RIGHT TO CANCEL: You may cancel this membership contract and obtain a full refund, without penalty or obligation, if notice of cancellation is given by email (ReelPROs2@earthlink.net) within 10 business days from the date of this email. Your membership fee will be refunded within 7 days. This condition is allowable once within a six-month period.

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Reel PROs MAIN ARENA is an exceptional gathering of professional actors who've honed their performance skills to the highest degree.

**Which is why our guest instructors – top CDs, producers and directors — consistently agree:
Reel PROs is hands down *The Best!***

1. MEMBERSHIP

Main Arena Auditions

Membership in the Main Arena is by audition only. Members of RP2 and Players who have received two unique referrals will be contacted by email and invited to audition. During the auditions, two Audition Team Members will assign scene partners and give everyone 15 minutes to rehearse a cold-reading comedy scene. Actors will then perform their scenes privately in our studio. The Audition Team will assess the work based on the specific criteria established for the Main Arena, and will offer feedback to each actor following their scene. If exceptional skill was shown in the comedy, the actor will be given 15 minutes to rehearse a drama scene. Again, feedback will be given following the scene. If exceptional skill was also shown in the drama, the actor will be invited to join Main Arena. Actors who do not pass the comedy and/or drama phases of the audition are more than welcome to re-audition any time they feel they are ready!

Please note: Meeting or failing to meet our criteria does not indicate an actor's ability to secure work as an actor. It is specific to our company standards only.

Maintaining Main Arena Membership

MA members represent the best of our best! Our members:

- Abide by all RP policies.
- Maintain a consistent level of work and professionalism commensurate with Main Arena standards.
- Pay the monthly member dues of \$9.95 (automatically processed each month, on the day of the actor's original membership).
 - Dues will be deducted from credits in the actor's account first, with credit cards charged only if there is a balance due.
 - >> Once your dues have been processed, you will have 10 days to still decline membership, by email or in writing. We will refund your card any credits you have in your account and any dues charge if made, if you have taken no workshops during that time. After 10 days of processing, the membership dues are not refundable. This decline of membership may only happen once in a six-month period.
 - >> If your card is declined for monthly dues, your account will be closed unless payment is received within three business days. (Note: workshop records are automatically deleted upon account closing.)

Should a member struggle to meet any of these objectives, and depending on the circumstances, they will either be transferred to Players or RP2, or, regrettably, have their membership canceled.

Canceling Main Arena Membership

To cancel your Main Arena membership, please send an email to reelpros@sbcglobal.net at least 3 days before your next billing. Any remaining workshop credits in your account will be refunded to your on-file credit card.

* Main Arena members may return to RP **within 6 months of leaving** will secure their Main Arena status. All others must first rejoin either RP2 or Players to be considered eligible for MA membership.

IMPORTANT: Before you cancel membership, please be sure to print out your workshop records, as they are irretrievably deleted from the RP system as soon as an account is closed.

Inactivating Main Arena Membership

Members may choose to go "inactive," which puts their RP account on hold (as opposed to deleting it for good) until they're ready to come back. All workshop records and credits remain exactly as they are, as do the actor's username and password, and no member dues are charged during the absence.

Main Arena members will even keep their MA status, as long as they're back within 6 months!

TO GO INACTIVE:

1. On the **day** you want to go inactive, send an email to reelpros@sbcglobal.net with **GO INACTIVE** in the subject line, and your name and email address in the body. **(Be sure to wait until you've completed your upcoming paid classes and/or deleted all enrolled not-yet-paid-for classes from My Current Workshops. My Current Workshops must be empty for Inactive to take effect.)**

2. We will put your account on hold immediately. You won't be able to access your account and **you won't be charged monthly**, but everything else stays the same.
3. The **day** you're ready to come back, send an email to reelpros@sbcglobal.net letting us know you wish to **reactivate** your membership, and we'll make it happen immediately. Your monthly member dues will be processed the day you return, and you can start taking workshops right away.
4. To see our calendar of events while inactive, please feel free to use our Main Arena visitor's account (this is not a real account, so don't change any info or enroll in any classes):

Username: main

Password: visitor

Note: Inactive actors are still considered RP members, and will continue to receive all member emails and remain in our Cream of the Crop talent directory.

New Member Referral Program

You can earn \$20 in workshop credit for each wonderful friend you refer to RP! Once your friend has become a member, please have them send an email to reelpros2@earthlink.net within three days of registering, giving us your name as their sponsor. At that point the credit will be entered into your account.

2. PRICING

Monthly \$9.95 Membership Dues

- Includes access to every workshop, class and free seminar we offer; listing in our elite **Cream of the Crop** online member directory powered by NowCasting.com (*see Cream of the Crop); our monthly newsletter; and **ReelProsTV on YouTube** (*see ReelProsTV Channel on YouTube).
- The monthly dues are charged each month, on the day of the actor's original membership (*see **Membership** above). **RP credits will first be applied to the monthly membership dues before any new charges are made.** (Membership is not refunded in any month in which a workshop has been attended.)

Workshops Prices

- \$33 for most workshops, with special classes costing more.

3. MONTHLY CALENDAR

Online Calendar/Guest Information

- All guest information listed on the Calendar is true and valid upon scheduling. We will alert our members if we discover any changes to that information, however we are not responsible for any unknown changes a guest divulges during class.
- Details of the proposed format will be listed with each class on the calendar (i.e. guest reads one-on-one), however we are not responsible for any changes a guest makes during class.
- The **guest's current business address** will be posted during class for attending actors. We do not provide addresses to non-attending actors, nor will we ever provide phone numbers. (Actors are welcome to investigate the whereabouts of industry personnel. **Several useful resources are:** CastingAbout.com; NowCasting.com; IMDB.com; Showfax.com; Google.com; Actor's Breakdown Services; published Directories; Ross Reports.)

Guest Referral Program

Our top priority is to bring wonderful industry guests together with our actors! If you know an industry person who would make a significant educational contribution to our membership, please email the person's name, company name, position, current project(s), contact numbers, your relationship to them, and any other information you can provide to support@reelpros.com. For this referral, and upon completion of the guest's class, you will receive **\$50 in workshop credit!**

4. CLASS REGISTRATIONS

Enrollment

By enrolling in a class, actors agree to the terms of that class—date, actor call-time, class start-time, payment/cancellation deadline, etc.

- Enrollments need to be made directly from the online Calendar only (**emailed and/or phoned in requests will not be accepted**).
- Actors may only attend one class on the same day at that same time – refunds are not given for “double bookings”.
- Online enrollments end 2 hours before class, after that it’s **stand-by** only.

Watch List

If a class is filled, you can register yourself on that class’s **Watch List**. By doing so, you (and everyone on the list) will be instantly notified by email when an opening arises. If you do not get that seat, you will continue receiving emails every time another one opens. If you don’t make it into the filled class via the Watch List, you can still consider going **stand-by**.

- To add a class to your Watch List, simply click the **Watch List button** next to that class on the Calendar.
- To remove a class from your Watch List, click that class’s **Remove Watch button**.

Stand-by

Actors may come on stand-by to any class, and will replace enrolled actors who have not arrived by the specified actor call-time without prior notification, or are not signed-in by the class start-time. No reservations are taken for stand-by—they are on a first-come-first-served basis. **Arrive by the specified actor call-time and check in with the class monitor**. You’ll sign-in only if you are accepted into class and your account will be charged the class fee on the following business day.

5. CLASS CANCELLATIONS

Made By Actor

- Cancellations **up to 2 hours before class** must be made by you through your “**My Current Workshops**” account. *If it’s past the deadline but more than 2 hours before class, - click **View** next to the class, then click **Cancel**. (Note: If you have already been charged for the class, you will not be charged a second time).
- Cancellations **less than 2 hours away** must be made by hotline (818-788-4133, ext. **4#**).
- Cancellations made after the specified deadline of two days by 2:00, for any reason, forfeit the class fee.

Made By Reel PROs

Classes may be canceled due to:

- Low enrollment
- Conflict in guest’s schedule, or change of employment
- Undue delay of guest

If a class is canceled:

- All *enrolled* actors will be automatically notified by email, which will serve as their official notification. (Cancellations could occur at any time, so be sure to check your email before class!)
- If the class fee was charged, the actor’s RP account will be immediately credited.

6. CLASS PAYMENTS

Members must keep a valid Visa, MasterCard, and/or debit card stored in their online “My Stuff” account at all times.

Class Payments

- The **ORS** will automatically charge all enrolled actors once the class’s cancel deadline has passed, and email you a payment receipt.
 - If the charge payment is declined, the system automatically cancels your reserved seat in class and sends an email to let you know. As soon as you update your card in your online account, you can and re-enroll if space is still available.

Credits

- If RP cancels a class *after* charges have been made, the enrolled actors’ RP accounts will be immediately credited the class fee. (Credit cards refunds are available upon request.)
- Actors who arrive late to class and have lost their seat to a Stand-by, will have the class fee credited to their RP account.
- Actors who call the hotline prior to their Call-time to say they’ll be late, but then arrive *after* the start of class will not be able to participate in class, but will have their account credited the class fee.

- All credits are automatically applied before any new charges are made.

Please note: Credits are valid as long as an actor remains active, and are non-refundable if membership is terminated for any reason either by the actor or by Reel PROs.

7. TIME MATTERS

ACTORS:

Call-Times/Running Late

Actors should arrive and sign-in in the office BY their **Actor Call-time**, and be present in their assigned studio by the **start of class**.

- **If you're running late you must call the Hotline (818-788-4133, 4#) PRIOR to your Actor Call-time**, or you could lose your seat to a Stand-by actor.
- Actors who lose their seat to a stand-by will have the class fee credited to their RP account.
- Actors who have called the Hotline prior to their Call-time, but arrive within 15 minutes past the start of class will not be able to participate in class, but will have the class fee credited to their account (IF they alerted the monitor of their presence while at RP).

GUESTS:

Arrival Times/Delays

Guests who provide material are scheduled to arrive 15 minutes prior to class to prepare the scenes. (All others are scheduled to arrive by the class start-time.)

- **In the event of a guest instructor's delay** (usually due to late casting sessions), the class monitor will attempt to communicate with the guest and keep you informed of their intended arrival time.
 - If the guest cannot be reached and the class is subsequently 30 minutes delayed, RP will cancel the class and credit the class fee to the actors' RP accounts.
 - If the guest has been reached and plans to arrive no later than 40 minutes past the class start-time, the class will not be canceled. Actors who choose to leave forfeit the class fee. (Actors are expected to participate in a class of up to 3 hours. Therefore, even with this delay there are still 2+ hours of expected attendance. Actors who had previously notified the class monitor of a valid early departure, will have first priority in the scene order—but will not be refunded the class fee if they choose to leave before doing their scene.)
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8. HEADSHOTS

Actors should bring with them to class one headshot per guest instructor. Your headshot will be used by the guests to assign scenes prior to class. Actors will give their headshot to the class monitor when they sign-in at Actor Call-Time (which is 15 minutes prior to class), and it will be returned by the end of class.

9. CREAM OF THE CROP

Cream of the Crop is our online member directory. As part of the membership package, Reel PROs actors are placed in Cream of the Crop, if they choose to be, at no extra cost. (Note: RP has no financial association with Now Casting at all.)

Players and RP2 members transferring into the Main Arena will be automatically placed into the Main Arena section of Cream, if they are already listed with Now Casting.

If you are not listed in Now Casting:

Go to nowcasting.com and post your headshot and resume. Once you've set up your **Now Casting** account, send us a very specific email:

- 1) In the **Subject Line**, type your first and last name - MA
(i.e. Joe Donnell – MA (your name must be spelled exactly as you have it on Now Casting))
- 2) **Do not** put any text in the body of the email
- 3) Send the email to reelpros@sbcglobal.net.

If you wish your information removed from **Cream** for any reason, notify us by email @ support@reelpros.com, or a written note to our street address, and it will be done within seven days.

10. RP NEWSLETTER

As part of our RP community support system, we post an **RP Newsletter** on our site containing members' TV airings and theatre notices, classifieds and other great community news. Information on how to submit information is included in the newsletter. **Please email your submissions to RPNews@reelpros.com**

11. REELPROSTV CHANNEL ON YOUTUBE

This exciting venture, free to members, entails offering high-def on-camera sessions with professional lighting & sound, where members will be filmed doing a prepared scene, monologue or stand-up comedy routine. Their clip will then become part of the ReelPROsTV video library on YouTube. RPTV is meant as a fun way for actors to share their work with family, friends and acting colleagues. For specific session details, including scene instructions, please view our Calendar. ** All film clips become the property of Reel PROs.

- You may ask to have your clip removed from the ReelPROsTV Channel at any time. For clip removal, please email support@reelpros.com or send a written note to our street address, and your clip will be removed within seven days.
 - If RP chooses to not air a clip for any reason, we will alert the applicable performers immediately.
 - We reserve the right to remove the clips of anyone who discontinues their RP membership.
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12. HOW WE COMMUNICATE

Email

We communicate with our members mainly via email, so it's imperative that you allow (i.e. unblock/un-spam) email delivery from the three sources below:

1. Main Arena Admin: reelpros@sbcglobal.net
2. Member announcements/notices: MainArena@earthlink.net
3. Automated emails from our ORS (payment receipts, class cancellations, etc.): support@reelpros.com; RP.Payments@reelpros.com

DO NOT DELETE any emails without at least scanning the contents. RP is not responsible for any information that does not reach a member due to their deletion or blocking of our emails, undeliverable emails, and/or members who fail to update their new email address in their online account.

MA Hotline 818.788.4133 (ext. 4#)

Please use this line to:

- Cancel a class **within 2 hours of class** (this is the only time Hotline cancellations are accepted).
 - Alert the class monitor if you are running late to class (up to 15 minutes allowed).
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13. BUSINESS HOURS

- RP administrators conduct business from offsite offices during the hours of 10am–4pm, Monday—Friday (excluding holidays breaks).
 - Please use the large mail slot in the door of suite #220 for any drop-offs.
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14. PARKING

There is free parking on Moorpark Street (the next major street north of Ventura Blvd) and on the side streets surrounding our block, as well as 2-hour metered parking (free after 6pm) on Ventura Blvd., but be sure to review the posted street signs for restrictions. It's best to allow at least 15 minutes for parking.

Please note: The parking lot behind our building is restricted at all times, and is patrolled diligently.

SPECIAL NOTE: Reel PROs reserves the right to change the Pricing and Policies at any time.

**Thank you for making the Main Arena GREAT.
You are a valued member and we appreciate you!**