

# Reel PROs

## -USER AGREEMENT/MEMBERSHIP CONTRACT- PRICING AND POLICIES

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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](mailto: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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Email: [reelpros2@earthlink.net](mailto:reelpros2@earthlink.net)

[www.reelpros.com](http://www.reelpros.com)

Hotline: 818.788.4133, 2#

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**1. WORKSHOP PRICES, MONTHLY DUES, CANCELLATION OR INACTIVATION OF MEMBERSHIP**

- **Workshop Prices: \$35 for most workshops**, with special classes costing more.
- **Monthly Member Dues - \$9.95, with Opt-Out at any time** prior to your monthly due date, but no later than three days before. Includes at least one month's access to our cold-reading/audition skills and agent workshops; membership in **Cream of the Crop**, the Reel PROs online member directory; and **ReelPROsTV on YouTube**.

If your card is declined for monthly membership dues, your account will be closed unless payment is received within three business days.

Once your card has been charged for initial membership, you will have 10 days to decline membership, by email or in writing, and have the membership fee returned to you (within seven days). After 10 days, the membership fee will not be refundable. This decline of membership is allowable once in a six-month period.

Once you are a member for over 10 days, your card will be charged monthly on the day of the month you became a member.

**CANCELLATION OF MEMBERSHIP:** To cancel membership, notify RP by email sent to [reelpros2@earthlink.net](mailto:reelpros2@earthlink.net) at least three days in advance of your next billing. All credits in your account will be returned to your card on file with RP if they were credits accrued from RP-canceled workshops.

**INACTIVE:** Instead of canceling membership, the option is to go **Inactive**. Inactive means your account is held as is, with the same username and password and history of workshops, but **you are not charged membership** until the day you reactivate. You cannot view your account during inactivity, but you can use the generic username and password **Inactive** in order to view the calendar.

To go Inactive, send an email ***on the day you wish to inactivate*** to [reelpros2@earthlink.net](mailto:reelpros2@earthlink.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 non-yet-paid-for classes from My Current Workshops. My Current Workshops **must be empty** for Inactive to take effect.)

The **day** you are ready to return, send an email to [reelpros2@earthlink.net](mailto:reelpros2@earthlink.net) and we will activate your membership immediately. Your monthly member dues will be processed **that same day**, and you can start taking workshops right away.

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

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**2. HOW TO JOIN REEL PROS:** If you are a legal 18 (or emancipated) or older, and if you have daily online access capability and a valid email address, go to **Join Reel PROs** at [reelpros.com](http://reelpros.com) if you wish to become a member. You will be asked to leave a charge card number (MasterCard and Visa's debit or credit cards) and expiration date to pay for your membership fee. The user ID and password you enter will give you access to your online member account, which will display the monthly calendar, a history of your workshop registrations and cancellations, and credits in your account. An email will be sent verifying your new membership status and the charge to your card.

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**3. EMAIL COMMUNICATIONS:** All of the communication between you and Reel PROs will be conducted by email, including workshop payments charged, notification of workshop cancellations, calendar releases, etc. Therefore, you **MUST** keep your email address current and your mail box open to acceptance of RP emails. Reel PROs will not be responsible for emails sent to your on-file address but not acted upon by you. If your email account consistently bounces messages from RP, your membership will be terminated and your membership fee will not be refundable.

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**4. WORKSHOP INFORMATION/REGISTRATION:** The maximum RP class is 24 students; however some are limited to less, for special reasons. Workshops normally run no longer than 2 ½ hours, and can run less depending on class size. The online calendar of classes is posted around the 15th of the prior month. That is, April’s calendar would be available some time around March 15. The online calendar is only available for viewing by RP members.

Class registrations may only be made by members, and can only be made through your online member account (with the exception of stand-bys). Online registration for all workshops closes two hours before the workshop and is then only open to stand-bys (see [Stand-By Seating](#)). Once you register for a workshop, the information is transferred to your member account, where you will have immediate access to information about your registrations, cancellations and credits.

**A note:** Please do not register for all or most workshops on a calendar, unless you intend to participate in them. In other words, do not sign up for most workshops and then cancel some of them later on. RP tracks registrations and flags members who use the system in this way. Termination of membership is a probable action by RP when such a behavior is noted.

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**5. WORKSHOP CLASS PAYMENTS:** Workshop class payments can only be made through your online member account. We accept MasterCard, Visa, and debit cards. Workshop payments for classes in which you are registered will be charged to your charge card on file once the payment date is reached, and an email receipt will be sent notifying you of the transaction. The payment date for all workshops is two days prior to the start of the workshop by 2:00 p.m. That is, if your workshop is on a Sunday, your payment date is Friday by 2:00; and if your workshop is on Wednesday, your payment date is Monday by 2:00. (An easy way to remember payment/cancellation dates is “**2 by 2**”.) If you register for a workshop after its payment date, your payment is due immediately.

Please keep in mind that if payment is not received by the deadline due to a rejected charge card, you will be canceled from the workshop and notified by email. You can go to your online member account, enter a new card number, and re-register for your workshop, if it is not filled.

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**6. WORKSHOP CLASS CANCELLATIONS:** Workshop class cancellations can only be made through your online member account (never over the hotline or by email), \*with the one exception below. The cancellation date for all workshops is two days prior to the workshop by 2:00 p.m. That is, if your workshop is on a Sunday, your cancellation date is Friday by 2:00; and if your workshop is on Wednesday, your cancellation date is Monday by 2:00. (An easy way to remember payment/cancellation dates is “**2 by 2**”.) If you register for a workshop after its cancellation date, you cannot later cancel without incurring the class fee.

\*To cancel a workshop within 2 hours of class – that is, after the activity for a specific workshop has been frozen on the online registration system – please call the hotline: 818-788-4133, 2# and leave a message.

**Please note:** If you cancel past the specified cancellation date/time **for any reason** or are a **no-show**, you are still financially liable for the class. There are no exceptions to this policy, and credits will not be applied to your RP account for use with future workshops.

If a workshop is canceled by RP, you will be notified by email. Because guests sometimes cancel at the last minute, make sure you check your email and MY STUFF > My Current Workshops and My Canceled Workshops before heading to RP.

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**7. CREDITS:** Charge card payments made for workshops that Reel PROs cancels will be credited to your RP online account and applied to future classes; or refunded to your charge card on file at your request.

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**8. REFUNDS:** If your membership is canceled and no workshop has been taken in two months, any credits in your account will be eliminated.

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**9. ACTOR CALL-TIME:** If you will not be arriving and signed in by the specified time on the calendar called **Actor Call-time** (which is usually 15 minutes prior to class), you must phone the hotline to say you're on your way (818-788-4133, 2#). **IMPORTANT: If you arrive after Actor Call-Time and have not phoned the hotline, you may forfeit your seat to a stand-by.** In this case, the class fee will be credited to your RP account and applied toward future workshops. Also, if you arrive after Actor Call-time without having called the hotline, **you will be flagged.** After three flags are accrued, you will be notified of the problem, and will be asked to leave RP if the problem continues.

Please remember to sign the registration list when you arrive for a workshop. If you go directly to a workshop room without signing in, the monitor assumes you are a no-show, and will assign a stand-by your seat.

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**10. TARDINESS: IMPORTANT:** If you arrive **AFTER** the start of class you will not be admitted into the workshop. If you have done all of the following, the class fee will be credited to your RP account; otherwise it will be forfeited: 1) Called the hotline prior to Actor Call-time saying you will be late; 2) Arrived within 15 minutes past the scheduled class start-time; 3) Alerted the class monitor of your presence by having quietly slipped a note through the mail-slot of your classroom's door (not the office door).

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#### **11. SUPPLYING YOUR OWN SCENES:**

- Workshops that allow actors to prepare their own scenes are indicated on the Calendar
  - Scenes will be read with a prearranged partner of your choice or one-on-one with the class monitor
  - Scene partners must both be RP members and enrolled in the class
  - Class rosters will be available to enrolled actors in order to view the names of registrants
  - Paired scenes may be no longer than 5 minutes, as performed
  - One-on-one scenes may be no longer than 3 minutes, as performed
  - Monologues are not allowed unless specifically noted in the class description
  - The actor will bring an extra copy of his/her one-on-one scene, with the monitor's lines pre-highlighted in yellow
  - All performances will be timed, and halted at the end of the time limit
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**12. LEAVING A WORKSHOP EARLY:** All actors are required to stay for the full length of the workshop (usually no longer than 2 ½ hours), unless they have cleared with the monitor upon arrival at RP an early departure time. If an actor persists in leaving early without notifying the monitor or requesting multiple early-leave approvals, they will be asked to terminate their membership in Reel PROs.

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**13. WATCH LIST:** If a class is filled, you can register yourself on a Watch List for that class, which brings you instant visibility to an opening when one arises. As part of each class description box on the calendar, there is a button labeled Watch List that shows up once a class is filled. If you click on Watch List, you (and everyone else on the list) will be notified by email when a seat becomes available for that workshop. And if you do not get that seat, you will continue receiving notification emails every time another one opens. If you don't make it into the filled workshop via the Watch List, you can still consider going stand-by.

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**14. STAND-BY SEATING:** Online workshop registration stops two hours before each class. If you would like to try to enter a workshop as a stand-by - your only choice if you wish to register after online registration stops - show up for the workshop at least 20 minutes before it starts and check in with the class monitor. Fifteen minutes before class starts the monitor will determine how many seats are available and will register people in order of sign up on the stand-by list. (Keep in mind that, even though a class shows “filled” on the online calendar, it is common for from two to four registered/paid actors not to show up for their class.) **PLEASE NOTE:** Check the calendar before leaving for RP to become a stand-by, in case the class has been canceled!

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**15. HEADSHOTS:** Actors should bring with them to class one headshot for each guest instructor listed on the calendar for that class. Your headshot will be used by the guest instructor to match you to a scene supplied by them. Actors will give their headshot to the class monitor when they sign-in.

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## **16. ACTOR ETIQUETTE**

Reel PROs is a unique company of professional, supportive actors and all members are asked to behave accordingly.

- Be on time—arrive by the **actor call-time**, and stay for the entire class.
- Maintain a positive attitude.
- Ask questions during the Q&A that benefit everyone, and refrain from extraneous chat with the guest instructor that is outside the intended workshop parameters. Do not monopolize the guest’s class time with personal discussions. If the guest invites such conversation *after* class, wait until the other actors have had a chance to say their good-byes and keep it brief.
- Work *with* your scene partner. Arrive on time so you do not inconvenience them, and share ideas but do not “direct” your partner.
- Be attentive during other members’ scenes.
- Do not publicly or privately ridicule any actor for perceived performance mistakes.
- **Avoid disruptions:**
  - Do not smoke, talk and/or rehearse in areas near classrooms or the other building occupants.
  - Return immediately to class when rehearsal time is over.
  - Wait for a scene break to use the facilities/feed parking meters; and wait quietly outside until you hear applause – the signal that the up-scene has ended - before re-entering.

*Reel PROs reserves the right to terminate membership due to: behavior, attitude, or actions deemed inappropriate by RP. This includes, but is not limited to, sub-par work or inability or unwillingness to abide by RP policies. If terminated, no portion of the membership fee will be returned.*

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**17. AUDITING THE QUALITY OF WORK:** While RP does not audition actors for membership, we will have friendly staff in some workshops checking for struggling actors. Everyone has an off day or so, but no one need feel their membership is at stake because of it. Our goal is to support all of our members, and we will do whatever we can to work with actors who may need to stretch their talents further. Then if it doesn't work out, we'll determine if it's in the actor's best interest to take a break or not.

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**18. JOINING MAIN ARENA:** Entry into Main Arena is by recommendation of staff and guests, and applies to both RP2 and Players members. Our staff will continually scout for potential Main Arena members in classes, and will be taking into account all workshop guest recommendations. When an actor has two staff/guest recommendations, we will most happily send the actor an invitation to audition for Main Arena. So, the way it works is that members of RP2 and Players who have received two 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.

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**19. CHANGING AGE RANGES:** An RP2 actor who wishes to move into Players can do so at any time; and the same applies to moving from Players into RP2. There is no further fee to transition from one arena to another.

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**20. 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. Our guests use it in advance of workshops to assign scenes or to just look over the actors on the class roster or in **RP** in general.

To be placed in [Cream](#), you must be on Now Casting's website ([www.nowcasting.com](http://www.nowcasting.com)). RP uses Now Casting's database to access actors' headshots, so it's crucial to be on their site. It costs nothing, it's not complicated, and if you have any questions, the Now Casting team is readily available. They also offer special services that come with a price tag, but you're not required to purchase them to be in the [Cream](#) database. (RP has no financial association with NC at all.)

**As soon as you become an RP member, we will scan Now Casting for your name, and if found, you will automatically be moved into Cream.**

**If you are not in Now Casting when you become an RP member:**

1. Go to [nowcasting.com](http://nowcasting.com) and post your headshot.
  2. Once you've set up your Now Casting account, send us a very specific email:
    - a. In the Subject Line, type your first and last name – and whether you are in RP2 or Players  
i.e., Joe Donnell – RP2 (your name must be spelled exactly as you have it on Now Casting)
    - b. Do not put any text in the body of the email
    - c. Send the email to [reelpros2@earthlink.net](mailto:reelpros2@earthlink.net)
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**21. RP NEWSLETTER:** As part of our RP community support system, we post an **RP Newsletter** on our site ([reelpros.com](http://reelpros.com)) 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](mailto:RPNews@reelpros.com).

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**22. 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 scene-edited clip will then become part of the ReelPROsTV video library on YouTube, becoming 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.

- Each act will be filmed once. However, if you get totally off track, you will have one opportunity to start over.
- Once the session is over, all acts will be considered "completed." The clips will not be edited.
- You may ask to have your clip removed from the ReelPROsTV Channel at any time.
  - For clip removal, please email [support@reelpros.com](mailto:support@reelpros.com) or send a note to RP's 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.

- We reserve the right to remove the clips of anyone who discontinues their RP membership.
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### **23. MEMBERSHIP REFERRAL PROGRAM:**

1. For each friend you refer to RP, you will receive a \$20 credit placed in your RP account, which will be automatically applied to your next workshop.
  2. Once your friend has become a member, please have them send an email to [reelpros2@earthlink.net](mailto:reelpros2@earthlink.net) within three days of registering, giving us your name as their sponsor. At that point the credit will be entered in your account.
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**24. OFFICE HOURS:** Reel PROs' staff is very accessible by email, our active communication link with our members. The RP staff works mostly out of their homes, so the office is only open during workshops and at unscheduled times. There is a large mail slot in the door, if you need to drop anything off.

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**25. ADDRESS & DIRECTIONS:** Reel PROs is located at 13437 Ventura Blvd., Ste. 220, Sherman Oaks, CA, 91423. We're on the northwest corner of Ventura and Greenbush (a small side street with no stop light on Ventura), between Woodman and Coldwater, above the prominent Psychic Eye Bookstore. (818) 788-4133. [ReelPROs2@earthlink.net](mailto:ReelPROs2@earthlink.net). [www.reelpros.com](http://www.reelpros.com).

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**26. PARKING – read carefully!** There is no public parking lot, so allow time to find street parking—**AT LEAST 20 MINUTES is a good idea—and read the parking signs closely!** Also, make sure you carry the hotline phone number with you while driving to your class (818-788-4133, 2#), because if you're running late for any reason you **MUST** call that number or risk losing your seat. (See Actor-Call Time.) **HEADS UP:** If you park in the private lot behind the RP building, your membership will immediately be terminated and your membership fee not refunded.

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

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**Thank you, and we hope you enjoy your Reel PROs experience!**

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