



## USBC Coach+ Talking Points and Frequently Asked Questions

### Talking Points

- Coach+ is an enhanced coaching membership product for an annual fee of \$99.95 that includes the following each year:
  - A personalized coaching page on BOWL.com
  - Access to members-only marketing materials
  - One-year subscription to Bowlers Journal magazine (12 issues)
  - One-year subscription to BowlTV's streaming service
- This membership is available to USBC-trained coaches who have achieved Bronze status or higher and are up to date with all Registered Volunteer Program and U.S. Center for SafeSport training requirements.

### Frequently Asked Questions

#### **1. What is Coach+?**

A new USBC Coaching product delivering a first-class experience that includes features for growing as a trained professional.

- Profile page that includes bio, photo, offered services, skills and tools, pro shop affiliation, social links, email, and web address
- BowlTV subscription
- Bowlers Journal subscription
- Personalized business card template

#### **2. Where can I purchase Coach+?**

You can purchase a Coach+ membership at [BOWL.com/Coaching](https://BOWL.com/Coaching).

#### **3. What if I have a current BowlTV subscription and I buy Coach+?**

- **Monthly subscribers:** If you have a current monthly BowlTV subscription, you should cancel your subscription by visiting [BowlTV.com](https://BowlTV.com). Once you are logged in to BowlTV, click on your name in the top right corner. The option to cancel your subscription will live under the "Subscriptions" section. Then, use your code once your current subscription expires on your monthly renewal date.
- **Annual subscribers' Scenario 1:** If you purchased your BowlTV annual subscription AFTER 10/1/2022 or it renewed during that time, BowlTV will go ahead and cancel your subscription and refund your last



payment for BowlTV. Once that's completed, you can log in with your access code and enjoy BowlTV under your Coach+ membership.

- **Annual subscribers' Scenario 2:** If you purchased your subscription BEFORE 10/1/2022, BowlTV will not be able to offer any refund for your subscription. You have two options:
  - BowlTV will go ahead and cancel your subscription immediately so that you can log in with your Coach+ access code and enjoy BowlTV; or
  - BowlTV will go ahead and cancel your subscription so it will not auto-renew. Save your access code, and when your subscription ends, log in with your access code and enjoy BowlTV.

For any additional questions related to BowlTV, please contact [bowltv@bowl.com](mailto:bowltv@bowl.com).

**4. When does my BowlTV subscription begin?**

Once your Coach+ membership has been approved. For BowlTV, you'll receive an access code within one week of approval.

**5. What if I have a current Bowlers Journal subscription and I buy Coach+?**

If you have a current Bowlers Journal subscription, your new subscription will be added on to the end of your current subscription.

For any additional questions related to Bowlers Journal subscriptions for existing subscribers, please contact [circulation@bowl.com](mailto:circulation@bowl.com).

**6. When does my Bowlers Journal subscription begin?**

Once your Coach+ membership has been approved. For Bowlers Journal, it will depend on what day your membership is approved. Typically, you would receive it the following month. For example:

- Coach+ membership approved between February 10 – 28 - If copies are available at USBC, you will receive the March Issue.
- Coach+ membership approved between March 1 – 9 - You will be added to the next month's mailing list and receive the April issue.

**7. Do all members receive a print subscription to Bowlers Journal?**

All domestic members with a U.S. mailing address will receive a print subscription to Bowlers Journal.



Anyone outside of the United States will receive a digital subscription. Digital subscribers will receive an email on the first weekday of each month to access the digital magazine.

**8. Does my Coach+ subscription automatically renew?**

Yes. Subscriptions are on an annual auto-renewal cycle. However, if your RVP background or SafeSport training is not up to date, you will be notified to complete those before your membership renewal can be processed.

**9. What if I don't want to auto-renew and consider my option to renew later?**

You will need to contact the USBC Coaching department prior to your auto-renewal date (preferably no later than 30 days before its set to renew) to ensure the auto-renewal can be canceled in time.

**10. Can I cancel my membership to Coach+?**

Yes, please email [coaching@bowl.com](mailto:coaching@bowl.com) to cancel your membership. Upon cancelation, the following would take place:

- Your custom coaching web page would be removed.
- Your listing on Find-A-Coach would go back to normal.
- Your BowlTV and Bowlers Journal subscriptions will end.
- You would no longer be authorized to utilize custom coaching resources such as business card templates and more.

**11. If I decide to cancel my membership to Coach+, will I receive a refund?**

Any members who purchase Coach+ and decide to cancel within 90 days of purchase will be refunded their membership. If you decide to cancel after the 90-day window, you will not receive a refund on your purchase. There are no pro-rated refunds.

**12. Do I need to be a USBC Trained Coach to purchase Coach+?**

Yes. Coaches must be at a Bronze-, Silver- or Gold-trained level to purchase the benefits of Coach+.

**13. Why can't I join Coach+ as a USBC Level I-trained coach?**

USBC Bronze-, Silver- and Gold-trained coaches have committed time and resources to develop their level of coaching professionalism, and Coach+ is a benefit to help them grow as trained professionals.

**14. How long will it take before my personalized web page is live?**

Once your Coach+ membership has been approved, please allow 3-5 business days for the page to be built and go live on BOWL.com. During the



same timeframe, your Find-A-Coach listing will also be updated so that you appear at the top of the search criteria for your area with a dedicated Coach+ logo next to your name.

**15. What if my RVP background check or SafeSport training is due during my Coach+ subscription?**

As long as you stay current, there will be no change in member benefits. If you let the date pass, our team will contact you. Your listing on Find-A-Coach is tied to that directly, so your listing will come down immediately until you are back in good standing.

**16. What if I don't have all the requirements for a Coach+ membership yet?**

Upon the submission of your Coach+ application, our team will review your qualifications. In the event that you do not meet all stipulated requirements, you will be granted a 30-day grace period to fulfill the necessary prerequisites. Failure to do so within this timeframe will result in the cancellation of your membership, with a corresponding refund.

**17. How will the Find-A-Coach feature work for non-Coach+ members?**

USBC is providing this feature back to all USBC-trained coaches again as long as your status with USBC remains active and you are up to date on your RVP background check and SafeSport testing.

If individuals search for coaches, you will be listed here.

**18. How will the Find-A-Coach be different for Coach+ members compared to non-members?**

All Coach+ members will be listed on top when they come up in the search criteria. If there are multiple members with Coach+ status in one area, their names will be listed alphabetically. In addition, you will have a Coach+ logo under your name and a link to your personalized web page on BOWL.com.