WELCOME TO THE TOURPRO FAMILY!

You are joining with some of the industry's top names, and we look forward to working with you. TourPro was established in 2007 by our founder, Chris who grew up as a dancer from the age of 4. Since that time, we've continued to evolve and grow, constantly adding new capabilities, features, and stability. We are proud or our product and believe it to be the industry leading platform unlike anything you're used to. TourPro supports both Competitions and Conventions in a single unified system, utilizing the best proven technology available to provide the most robust and error free experience possible. We do this knowing that it is a technology product for creative people, and while keeping certain operating principles in mind:

- We always want to work with those who want to work with us and believe you do too
- We are here to support you and your business, period.
- We are here to support your brand, not ours.
- We won't nickel and dime you.
- We are here to support you and learn how we can do things better.
- We are here to help you grow - the better you do, the better we all do.
- We have been involved in this high-stress industry for a long time and we tend to have answers for nearly every situation (except dance moms, that's on you) always remember we are here to help you.
- We are a technical extension of your company and can often help with recommendations beyond TourPro itself.
- We will always treat you with respect and expect that in return. Disrespect of any kind is not tolerated and is grounds for termination of the agreements no questions asked.

Lastly, we are excited to go on this new adventure with you and hope that you are too.

WHAT CAN YOU EXPECT FROM US

We are here to support you and your events, period. If you have questions, we will do everything to provide you timely answers. We are a technology partner you can lean on. TourPro, both the software and the services we provide as a company, is ever evolving based on your feedback. Our experiences together lead to a better product and experience all the way around and you get to benefit from what we learn and evolve across the industry. We aim to constantly improve both offerings so that you have the best experience possible.

In the first year this is a lot of learning for both of us. We aim to learn what it is that you do and how you do it in order to include those needs into the platform and services and you are learning a new advanced platform for your business. In all honest, it won'rt be 100% perfect, but we aim to make it over that first year and communication is key, both ways.

We have an 80/20 philosophy. We will automate 80% of what you do, and the remaining 20% we will learn and work to automate and account for by the end of the first year. There may be things you have to do differently or have a few steps but know that we will work diligently to make it as push button as possible with your next major update.

We provide as part of your annual agreement:

- E-Mail Help Desk system that keeps track of all questions, feature request and bug reports that you submit to us.
- Phone support
- Online and In-App Chat Support
- Weekend Emergency Support
- Schedulable Remote Screen Share Appointments
- Feature Requests

WHAT WE EXPECT FROM YOU

We like to think that there is no such thing as a registration system emergency, but they still can happen. We do our best to test all new features, operating system updates, 3rd party software updates and new hardware. But you carry an equal responsibility. TourPro is tested in battle to provide a very stable and repetitive experience if it is configured and used correctly. However, there are several moving parts which require dedicated roles and responsibilities and using best practices for success. The Root cause of many emergencies are typically preventable by taking the steps below:

1) Run TourPro on recommended equipment, while phones are powerful, its not a recommended way to run your entire business. Bargain basement laptops from Walmart, belong in a basement and not at your events. We want you to have a great experience and dusting off your old Windows 98 PC or transparent flower power iMac just won't cut it. Trustworthy hardware is everything for your peace of mind, and ours.

2) Test, test, test.
   a. After your system is set up.
      i. Log in as a your own fake studio and practice creating accounts, adding students and routines. Make sure that everything works as expected for YOUR business.
      ii. Before your first event we can make a "mock" competition with scores so you can test all your reports.
   b. Test any new features that you request. While we test, our data is different, and we may not push the buttons in the same way. The time to find out that cool new feature works is before, not during the event.
   c. Test your equipment and processes – prior to the season startup, run a mock event to get out any cobwebs, check all those cables, restock any missing equipment and spares, and more importantly, make sure that you remind yourself and your team how to use everything. The event should simply be execution of your well-rehearsed process. We know once people get a month off, their brain flushes what they knew.

3) Take ownership for training employees how YOU want things done.
   a. We will train you and provide support, basic how-to documentation and training reference videos but it then becomes your responsibility to train your team how YOU want things done. Staff members will come and go. Document your process so when a primary person leaves or is unavailable, you have a written memorialization of your process for their replacements to follow. Document how you do things, who does what, and any special notes or gotchas. Identify the roles and responsibilities of your team. Who is responsible for what functions and who is their backup? Luckily this is a feature built in to TourPro called Company Manuals. Update them each summer in preparation of your upcoming tour.

4) Event Pre-Flight
   a. You wouldn't take off in a plane unless the pilot checks all systems prior to take-off; use this as a best practice. As early as possible at the event, make sure to test connectivity with sample judge scores, connect the backstage device, and do an AV test with the Judging equipment as we trained you. If there are any issues this provides the time necessary to resolve any hardware or software issues.

5) Report bugs, glitches, slowness, or new features quickly. To get these fixes in our software releases, it's important that we know about issues early. What may look like something minor may indicate a larger issue and the sooner we know about it the sooner we can provide a resolution.

6) Remember to talk with us prior to devising and publishing any new discount programs or competitive programs without talking to us! We haven't found something yet that we can't support but we want to make sure that we can program it BEFORE you open registration and support it moving forward. We may also have ideas for what the system already supports.

7) Buy backup equipment – A single $10 bad power supply can cost you your reputation and thousands of dollars if it goes out at the wrong time. Even if you call us there may be nothing we can do. When equipment becomes troublesome on tour, it's easier to swap it and move on than attempt to trouble shoot it while the event is running. We can then help you during the week to help troubleshoot misbehaving hardware.

8) Finally– have a backup process. Technology is great, but still can have an issue from time to time. TourPro provides printable forms and PDFs that can be used incase of say a loss of a judging computer or iPad.

We do all that we can to avoid those early morning Saturday phone calls. It means that you are not having a good experience, and neither are your customers. We are there for you, but generally those calls are avoidable. Just as your dancers don't wait to learn new moves at the event, neither should you. Practice to develop that muscle memory, document your process so that you can train new staff, and do your "pre-flight" checklist every time to make sure it's ready for flight.

- If you are calling about something that was under your control and avoidable, we will charge emergency off-hour support fees. For example:

  o You are operating TourPro on unsupported or underpowered hardware for the tasks.
  o No attempt has been made to the existing documentation and videos available on the help/info button on the main screen of TourPro.
  o Your staff can't remember their own passwords or delete their own files.
  o You forget how to set up judging or how to plug in your equipment or use incorrect cables - that falls under training and testing and is avoidable.
  o The team does not perform a system check, resulting in loss of audio or video in the judge critiques.

- A new staff member does not how to use the equipment or associated software and is trying to learn it as the event has started.
- The tabulator computer is not connected into the router in the recommended ways which can cause issues with slow judging/scoring (there's a guide for that ;))
- Using venue wifi instead of your own routers to operate the competition
- Failing to ensure the tabulator has sufficient hard disk space for recording critiques
- Asking us how your previous staff member does a specific function, we honestly don't know exactly, this should be in your company manuals and documentation.
- Asking non-emergency questions that can wait until normal business hours.

- Acceptable emergencies might include but not limited to:
  - Stolen equipment (unfortunately it has happened) – make a backup of your critiques and a copy of the TourPro database onto a separate backup device.
  - During testing you are getting an error that you've never seen before and have attempted to troubleshoot the problem.
  - An expired license
  - Despite pre-flight testing, unexpected software operation / bug
  - Completely unexpected behavior from hardware you have.

UNDERSTANDING THE ANNUAL DEVELOPMENT CYCLE

As the competition season begins in January and convention season in October, you will receive the "golden master" release of the software that is the culmination of all the changes from the previous season and all known bug fixes. This is our Major release for August/September of each year with a Minor update in December to include any workflow improvements or bug fixes.

Our goal is to never provide unnecessary updates during tour months unless they are deemed critical. This is beneficial for a number of reasons: logistically you may not have access to your equipment in-between events, it reduces the number of new syncs that are required, and it reduces the possibility of introducing new unforeseen issues.

During the competition season, you will report bugs, unexpected behavior, and requests for the following season, for both registration and competition/convention functionality. Only, if NECESSARY, we will update you during the season. Emergency needs and critical bugs will be applied and pushed to you on a case-by-case basis after reviewing the changes with you and/or your team before release. We need your sign off before this happens.

Once Nationals are over, we'll provide the Major update to you with all fixes and features for the next season registration between August and September. During that time, you'll be able to play with and test any new features before the start of the next competition season so you are able to do a dry run of these features before your first event.

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC

Jan – July
Tour Production Months
We begin work on Major Feature Updates for Sept Release
Only Emergency Updates will be Pushed as agreed
Feature Requests and Bug Reports submitted at this time will be worked on
for the September release

AUG – SEPT REG START
You get the new Major update hotness Opening Registration

OCT – DEC
Minor Update
Minor Bug Fixes with Final for the Season Delivered in December
for the January tour season.

If major feature requests are provided in the end of the Tour Production Months, they are less likely to make it into the major release and may be delayed to the following season. Our goal is to include the features in the updates with plenty of time to properly test

and validate them. Rushed development is no good for anyone, especially you and we don't want to create more issues due to lack of time.

A feature request is NOT a guarantee that it makes it into TourPro. While most make it in, some do not if they do not fit into our platform plans. We alone manage and control our development cycles tightly. We collect all feature requests and implement them into the platform in a way that both makes sense and is stable and supportable. As we release new updates, TourPro News in your app will have access to the change list which will include all new features and fixed bugs for your reference. As you look to make changes to your policies, procedures, and programs that TourPro will need support, it is on you to reach out before you make your events live. We are more than happy to show you how to configure the apps to work as you need based on what the software feature set is.

 If you make company decisions, and it becomes a new and urgent need to be programmed in and supported by TourPro without communicating with us first, then a Statement of Work will be provided, need to be signed by an authority and you will be billed for the development time. Communicating with us in advance and getting an agreement and expected date before it becomes urgent, is the best possible way to avoid these fees.

In the case of specific development only for you, we can under a new Statement of Work, develop unique tools only for your business. These can be anything from automation tools to unique tools for running your Nationals or special events. It is your responsibility to notify us early to any changes in the way these tools need to operate season by season so that a Statement of Work can be updated and changes in your hands before you need them.

ADMINSTRATIVE - CONTRACT AND BILLING

An owner or partner with the ability to sign on behalf of the company will be required to sign all agreements starting with our Master Service, Data Processor and Non-Disclosure Agreements. Once signed, billing is setup and managed through our payment portal. Payments each season start September 1st and end August 31st of the following year. Your annual agreement will be divided evenly across those 12 months unless otherwise agreed.   All pricing is based on the overall number of events you do per season.

Each year before the start of the new season, a new Annual Service Agreement with your updated event counts will be sent and need to be signed. For starting on Sept 1st.

TourPro's pricing is based on bank transfer pricing as that is our primary method for payment. Utilizing a credit card as an alternate payment method will incur an additional fee.

Any events that are cancelled or look like they will not be able to run require prompt notification to TourPro to remove that events fees from your remaining balance. Failure to do so before the end of the season will incur a penalty due to the refund charge we incur.

CONTRACT DEEP DIVE

We like to keep things simple, predictable and clearly defined. You will receive an electronic e-sign document which includes the TourPro Master Services agreement, a Mutual Non-Disclosure Agreement, a Data Processor Agreement and the annual Scope-of-Work.

- Master Services Agreement (MSA) – the MSA is the master agreement between our companies and provides the rules of the road for how we will operate. This agreement lives on until it is canceled. This document protects both us and you.
- Non-Disclosure Agreement (NDA) – The NDA allows us to partner closely and share each-others closely guarded secrets without fear of disclosing to others. We invest substantial amount of time, effort and expenditure to provide you with the best system that we can. We must expect that you will not share our methods, screen shots, source code, or any other technology to anyone. Similarly we won't share your "trade secrets" with any of your competitors. This agreement lives beyond the scope-of-work.
- Data Processor Agreement (DPA) – the DPA is required for management of the data for individuals from certain countries and is a good practice.
- Annual Service Agreement (ASA) – the ASA defines the work and product that we will be supplying with timing and costs. You will receive a new one every year as the number of events are likely to change.

WHAT'S INCLUDED AND WHAT'S NOT?

Generally, all your expenses are covered in one predictable amount, except for some external features you may or may not use. We provide the TourPro Software, licenses to required third-party software including FileMaker, MIMO Live, Swift all server licenses and web hosting expenses for your Registration system with online storage for your Judge Critiques, routine music, photo submission and video for virtual events. Additional licenses for additional tabulation "sets" (for simultaneous weekends) of MimoLive can be purchased separately or included with your ASA.

We are not here to be your office administrative staff or on-site tabulators, all account changes must be made by an employee of your company. As we are not privy to all of your rules and regulations at the top of our heads, we will provide support to your team members so that they can adjust your system data appropriately. We are not be responsible for incorrect information inputted by your clients or your staff.. we can't be that would just just be crazy.

WHAT MIGHT COST EXTRA?

TourPro has tons of features built in, but we have integrated with a number of 3rd party provders to best-in-class services that extend TourPro. For example, waivers, live video streaming and photo/video sales. We integrate closely with SmartWaiver for waivers which has a fee based on the number of waivers signed, can support any video streaming service within our App that can provide a link for access, and have a streamlined workflow for Zenfolio for your sale or providing access to high definition video and routine photos. If you choose to live-stream your event you will want to be sure to obtain broadcast licenses for the music.

All Hardware is to be purchased by you. This includes, but is not limited to Tabulator computer, Judge and backstage devices, audio/video cameras and connectivity to recording computers, external storage devices, networking gear, microphones, mixing boards, etc, We have a partnership with a well-known vendor to help you with acquiring at competitive prices, the equipment you may need. TourPro provides the server infrastructure required to provide website access. Many companies already have a large investment in equipment and we can re-use many of those pieces. Before the tour season fires off, be sure to setup a time to review your equipment so we can make sure you don't try to use anything that may not be supported.

Additional charges may be imposed for:

1) Additional requested trainings or participation at your event beyond the initial training.
2) Custom programming for features that cannot be used by other customers and is unique to you only
3) Last minute feature requests that go against our development schedules. (these can be avoided if they're known in advance)
4) Avoidable emergency weekend support (see Expectations for definitions)

WHAT HARDWARE IS NEEDED?

There are many ways to configure TourPro to suit your needs, but a typical setup would have a Tabulator Computer, Judge input devices, a backstage check-in/award status device, video camera, and camera.

Any computer recording video: a Mac is required. M1 and greater systems are preferred for their incredible battery life and insane performance.

- 2018 or newer with sufficient ports (or a dock)
- 8 GB ram
- 512 hard disk (flash storage / non-spinning hard disk strongly recommended)

Recommended

- Tabulator: 14 or 16 inch MacBook Pro (M1) – 13" screens of course can be run but when running reports we've found the larger the screen the more efficient the Tabulator.
- Judge devices: ipad or MacBook Air
- Backstage: iPad
- Router (Typically in the $200 price range) – these tend to provide better wirless coverage and are less susceptible to interference from other devices.

Audio/Video

- BlackMagic Recorder 3G or ATEM: To get video into the Tabulator for Critiques
  Scarlett 18i8 or similar Audio Interface- To get audio into the Tabulator for Critiques
  Microphones
- Video Camera with SDI output or HDMI to SDI converter
- SDI Cables/HDMI Cables
- Ethernet Cables to plug tabulator and other devices into your Router
- Camera with software capable of saving files tethered to a computer
- Optional – network adapter for iPads to plug into router

INITIAL SETUP AND TRAINING

Initial startup will usually include a one-time training fee designed to get you up and running and help ensure a successful event. During training we will review:

- Configuring your system
- Studio registration using the website, including music, video upload, reviewing scores, viewing and sharing critiques, and high definition photo video.
- Registration status and reporting
- "Mass" functions such as closing all registrations, recalculation of fees
- Communications from the system including reminders to upload music
- Building the schedule, communicating and publishing the schedule
- Configuring and running competition reports
- Setup of all equipment for recording and judging
- Using the Media Assistant for high definition video and photo management
- How to update your app/webapp using both TourPro and the "Live" system
- Using the Live system as a "paywall" for vitual events
- Uploading critiques and publishing scores
- User Account management

Every few years, TourPro customers like to have us come out as a refresher and/or revist of their processes. We LOVE to do this. These can be scheduled in advance and we will allocate time to review your processes, show you ways to utilize new features to improve your workflows, review equipment and more. Your success is key and the more efficient we can help you be the more you can do and happier you will be.

IOS AND ANDROID APPS AND THE WEBAPP

If you are getting a webapp only, we will configure the basic system and show you how to manage your events, upload event status and livestream links.

If you are getting the full TourPro app, we will work with you to define and obtain:

- Custom artwork
- Feature Requirements
- Apple / Google Developer accounts
- Sending in-App messages

ZENFOLIO - ONLINE MEDIA SALES

Zenfolio is a 3rd party system that provides the ability to distribute and sell your high-definition video and photography media and products. For example, you can sell physical items such as mugs, keychains, full size prints, etc. We will help you configure the system and show you how to upload and provide access to the media. Upkeep of pricing, order management, ongoing site updates and all other upkeep is your responsibility.

TOURPRO BUSINESS MANAGER

Staring in 2022 you will have access to the TourPro Business Manager. We recommend you use this tool often as it provides you the following features:

- Quick links to all of your TourPro services
- TourPro Policies
- TourPro Report Finder with Examples
- Company Policies – write your policies and rules and updated rules here so that we have them as reference and can be aware of any policy changes you may be starting
- Managed Computer Inventory
- TourPro User Account Controls
- Equipment Lists
- Recommended Equipment lists – quick short cuts to supported equipment and optimal pricing through our partner.

We will constantly be adding new features to this site so we highly recommend you login to it frequently to help keep yourself organized.

PREPARING FOR LAUNCH!

All our customers are unique! To support everyone's unique rules and elements, most features are controlled by preferences that can be easily modified. This allows you to keep things as they are, or… try out new features. To begin your setup we will need your:

- Rules
- Reports
- Definitions for unique competitive "dance-offs" or "Best Studio" awards
- Special incentive program guidelines (coupons, discounts)
- Scholarships / Rewards
- Competition definitions: Age, Size, Level, Genre/Styles as well as any exceptions.

If you are established these are usually available on your website. We may also be able to import your data from your previous system

If you are startup you need to define these before we get started. We will setup your system and then review the preferences with you.

INSTALLATION AND UPDATES

TourPro utilizes a system to help manage your computers and keep things up to date in their supported versions. If you have Mac computers, we can add them to our management system to automatically install the software and keep it update to date. Windows computers require manual install.

Our rule of thumb is to support the two most recent OS versions for all devices whether that is Mac, PC or iOS. Systems that cannot run the latest two OS's will need to be retired and replaced. Often, they can serve a different purpose in your organization but they will be deemed unfit for production use and will not be supported by TourPro.

Our goal is to give you the latest update near the beginning of the and provide a final update prior to the beginning of the season. We will try to NOT update you unless there are bugs or a new feature that you just can't wait for!

Note that your TourPro system operates as a "silo" so we can discreetly update any of you without impacting the rest of you. We also implement new features as a preference or default the operation the same as it used to be to help reduce the changes that would impact you during updates. Your preferences by default will carry over to the new updates.

TOURPRO STANDARD OPERATING HOURS

Mon – Friday 8 AM to 5 PM Pacific Time

We may respond to you outside of that time at our discretion, but you should plan on getting answers during normal operating hours. Here are your contact options:

1) Report a bug or request through the TourPro software
2) Use email to send a message to Support@tourprosoftware.com
3) Use the chat on https://www.tourprosoftware.com
4) Call 888-444-1975 – this number includes an emergency call log.

By using these methods, the first available person can help you. While our direct numbers are available to you we ask that you use the methods above first in order to get a faster response. We will facilitate moving you the appropriate representative as needed.

HOW TO GET EMERGENCY SUPPORT

Below are our personal text / cell phone numbers. We ask that you not use them unless it is an emergency.

TourPro 888-444-1975	Chris 818-300-2112	John 805-427-4300	Chris Holman 818-982-9688