

1 Introduction

- (a) Valor is customer-obsessed and know that delivering the best possible experiences to everyone increases the likelihood of them converting a free trial into being a paid customer, or staying as a paid customer.
- (b) We wish to encourage our coaches to provide high-quality experiences, as well as bring more customers to Valor. We also believe in rewarding the good work that our coaches do.
- (c) Accordingly, Valor offers a commission of the sales income generated by coaching services. Subject to this Policy, the commission system is set out in section 2.

2 Commissions

- (a) The commission rate payable to a coach, in relation to a given invoice, is:
 - (i) for a new customer, converting from a free trial into a paid coaching services arrangement—ten per cent (10%) of the invoice amount (a **New Customer Commission**); and
 - (ii) for a repeat customer, who has been a paid customer before—five per cent (5%) of the invoice amount relating to the coach’s game (a **Repeat Customer Commission**),

both a **Commission** for the purposes of this policy.

- (b) Repeat Customer Commissions are scoped to the game.

For example, if a customer re-signs with Valor and purchases fifty (50) hours of Rocket League coaching, and thirty (30) hours of Valorant coaching, then:

- *the Rocket League coach would receive five per cent (5%) of the amount on the invoice relating to Rocket League, and*
- *the Valorant coach would receive five per cent (5%) of the amount on the invoice relating to Valorant.*

3 Considerations when calculating a Commission

- (a) Any calculations related to a Commission apply after the application of all discounts afforded to the customer.
- (b) Any calculations related to a Commission are exclusive of any amounts added to an invoice which relate to Valor’s taxation liability (i.e. sales tax).
- (c) A Commission becomes payable to the relevant coach after all of the following have occurred:
 - (i) the customer is issued with the relevant invoice; and
 - (ii) the customer pays Valor the relevant invoice in full.