

# TERMS AND CONDITIONS

## The Vocal Forge

Last Updated: March 2, 2026

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### 1. AGREEMENT TO TERMS

These Terms and Conditions constitute a legally binding agreement between you and Conner Earl Williams ("we," "us," or "our") governing your access to and use of The Vocal Forge membership program ("the Program"). By enrolling in the Program and submitting payment, you acknowledge that you have read, understood, and agree to be bound by these Terms.

If you do not agree to these Terms, do not enroll in or use the Program.

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### 2. PROGRAM DESCRIPTION

The Vocal Forge is a live, weekly group vocal training program delivered via Zoom. The Program consists of 60-minute sessions structured around a rotating concept-based curriculum designed to build technical vocal literacy and systematic understanding in singers across skill levels.

Enrollment in The Vocal Forge does not include private lessons, one-on-one coaching, or access to The Vocal Refinery program. These are separate offerings with separate enrollment requirements.

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### 3. BILLING AND SUBSCRIPTION TERMS

Your membership is billed at \$147.00 USD per month. By enrolling, you authorize Conner Earl Williams to charge your payment method on a recurring monthly basis on the same calendar date as your initial purchase. Billing is processed securely through Stripe.

#### Automatic Renewal

Your subscription renews automatically each month until cancelled. You are responsible for cancelling your membership prior to your next billing date to avoid being charged for the following month. Cancellations made after your billing date has passed will take effect at the end of that billing cycle. No pro-rata refunds will be issued for partial months.

#### Refund Policy

All charges are non-refundable once processed. If you believe a charge was made in error, you must contact us at [connerearwilliams@gmail.com](mailto:connerearwilliams@gmail.com) within 7 days of the charge.

## **Failed Payments**

If your payment method fails, access to the Program may be suspended until payment is successfully processed. We reserve the right to retry failed payments and will notify you of any billing issues via the email address on file.

## **Price Changes**

We reserve the right to modify membership pricing with a minimum of 30 days written notice sent to the email address on file. If you do not wish to continue at the new rate, you may cancel before the new pricing takes effect without penalty.

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## **4. ELIGIBILITY**

By enrolling in the Program, you represent and warrant that you are at least 18 years of age. If you are under 18, you may only enroll with the express written consent of a parent or legal guardian, who agrees to be bound by these Terms on your behalf. We reserve the right to terminate any membership if we determine this requirement has not been met.

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## **5. CANCELLATION**

You may cancel your membership at any time with no cancellation fee or penalty. To cancel, contact us at [connerearwilliams@gmail.com](mailto:connerearwilliams@gmail.com) before your next billing date. Cancellations are not accepted via Zoom chat, social media, or community messaging platforms.

Upon cancellation, you will retain access to the Program through the end of your current paid billing period. Access will not be extended beyond that date.

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## **6. INTELLECTUAL PROPERTY**

All session content, curriculum materials, concept frameworks, teaching methodologies, session structures, written materials, and any other content delivered through The Vocal Forge are the sole intellectual property of Conner Earl Williams. Your membership grants you a limited, personal, non-transferable license to participate in sessions for your own individual development only.

You may not:

- Reproduce, copy, or distribute any Program materials in any format
- Teach, sublicense, or resell any Program content or methodologies
- Create derivative works based on Program content
- Use Program materials for commercial purposes of any kind

Any unauthorized use of Program materials may result in immediate termination of membership and legal action.

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## **7. RECORDING AND DISTRIBUTION PROHIBITION**

Sessions are conducted live via Zoom. You may not record, screenshot, capture, or distribute any session content, including audio, video, chat logs, or shared materials, in any format or through any medium, without the express written consent of Conner Earl Williams.

Violation of this policy will result in immediate termination of your membership without refund and may result in legal action.

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## **8. CODE OF CONDUCT**

Members are expected to engage respectfully with instructors and fellow members at all times, both during live sessions and in any associated community spaces. The following behaviors are prohibited:

- Harassment, bullying, or disrespectful conduct toward any participant
- Sharing other members' personal information without their consent
- Disruptive behavior that interferes with the learning environment
- Any conduct that violates applicable law

Conner Earl Williams reserves the right to terminate a membership immediately and without refund if a member engages in conduct that violates this Code of Conduct. Determination of what constitutes a violation is at the sole discretion of Conner Earl Williams.

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## **9. TECHNOLOGY REQUIREMENTS**

Sessions are delivered live via Zoom. You are responsible for ensuring you have the necessary equipment and internet connection to participate, including a stable internet connection, a compatible device, a functioning microphone, and a webcam. We are not responsible for your inability to access or participate in sessions due to technical issues on your end, including but not limited to internet outages, device malfunctions, incompatible software, or Zoom account issues.

We are also not liable for interruptions, delays, or degraded session quality caused by third-party platform outages, including Zoom service disruptions. In the event of a platform-wide outage that prevents a session from being held, we will make reasonable efforts to reschedule.

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## **10. NO GUARANTEE OF RESULTS**

The Vocal Forge provides structured vocal instruction and educational content. While members may experience significant improvement through consistent engagement with the Program, no specific outcomes, results, or level of vocal development are guaranteed. Individual results will vary based on factors including but not limited to practice consistency, existing skill level, individual physiology, and personal commitment.

Nothing in these Terms or in any Program materials constitutes a warranty or guarantee of any particular outcome.

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## **11. SESSION MODIFICATIONS AND CANCELLATIONS**

Conner Earl Williams reserves the right to reschedule, modify, substitute, or cancel individual sessions due to illness, travel, technical issues, or other circumstances beyond reasonable control. In the event of a session cancellation, reasonable effort will be made to reschedule or provide a makeup session. No refunds will be issued for individual missed or rescheduled sessions.

We reserve the right to modify the Program format, curriculum structure, session length, or delivery method at any time. Material changes to the Program will be communicated to members with reasonable advance notice.

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## **12. FOUNDING MEMBER RATE**

If you enrolled at the Founding Member Rate of \$147.00 USD per month, that rate is grandfathered and will remain in effect for the duration of your continuous, uninterrupted membership. The Founding Member Rate is non-transferable and applies solely to the original enrolling member.

If your membership lapses for any reason — including voluntary cancellation, failed payment resulting in account suspension, or termination — and you subsequently re-enroll, your re-enrollment will be subject to the standard membership rate in effect at the time of re-enrollment. The Founding Member Rate will not be reinstated.

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## **13. OTHER PROGRAMS AND UPSSELL PATHWAY**

Enrollment in The Vocal Forge does not guarantee, entitle, or constitute priority access to The Vocal Refinery or any other program offered by Conner Earl Williams. The Vocal Refinery is a separate, application-based program with its own enrollment criteria, pricing, and availability. Any marketing language suggesting that Forge members are "first in line" for The Vocal Refinery reflects a general enrollment preference and does not constitute a contractual right or guarantee of admission.

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## **14. LIMITATION OF LIABILITY**

TO THE FULLEST EXTENT PERMITTED BY LAW, CONNER EARL WILLIAMS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO YOUR USE OF THE PROGRAM.

Our total liability to you for any claim arising out of or related to these Terms or the Program shall not exceed the total amount paid by you to us in the three (3) months immediately preceding the event giving rise to the claim.

You must bring any claim against us within one (1) year of the date the cause of action arose, or such claim is permanently barred.

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## **15. DISPUTE RESOLUTION**

In the event of any dispute, claim, or controversy arising out of or relating to these Terms or the Program, the parties agree to first attempt to resolve the dispute through good faith informal negotiation. You must contact us at [connerearwilliams@gmail.com](mailto:connerearwilliams@gmail.com) and allow 30 days for us to attempt resolution before proceeding further.

If the dispute cannot be resolved through informal negotiation, it shall be submitted to binding arbitration in accordance with the rules of the American Arbitration Association. Arbitration shall take place in Multnomah County, Oregon. The arbitrator's decision shall be final and binding.

Conner Earl Williams agrees to pay arbitration fees if they are deemed excessive relative to the amount in dispute.

YOU AND CONNER EARL WILLIAMS AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR OUR INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE ACTION.

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## **16. GOVERNING LAW**

These Terms shall be governed by and construed in accordance with the laws of the State of Oregon, without regard to its conflict of law principles. Any legal proceedings not subject to arbitration shall be brought exclusively in the state or federal courts located in Multnomah County, Oregon.

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## **17. PRIVACY**

Your use of the Program is also governed by our Privacy Policy, available at [connerearwilliams.com](http://connerearwilliams.com). By enrolling in the Program, you consent to the collection and use of your information as described in the Privacy Policy.

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## **18. MODIFICATIONS TO TERMS**

We reserve the right to modify these Terms at any time. Material changes will be communicated to you via email at least 14 days before taking effect. Your continued participation in the Program after the effective date of any changes constitutes your acceptance of the revised Terms. If you do not agree to the revised Terms, you may cancel your membership before the changes take effect.

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## **19. ENTIRE AGREEMENT**

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Conner Earl Williams with respect to the Program and supersede all prior agreements, understandings, and representations. If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.

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## **20. CONTACT**

For questions about these Terms, billing inquiries, or cancellation requests, please contact:

**Conner Earl Williams**

Email: [connerearwilliams@gmail.com](mailto:connerearwilliams@gmail.com)

Website: [connerearwilliams.com](http://connerearwilliams.com)

Portland, Oregon, United States

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