



ITRC Membership Talking Points and Frequently Asked Questions

Talking Points

The ITRC membership programs are the ultimate way to receive discounts, products and services while improving your game. There are three monthly membership packages to choose from - Bronze, Silver, and Gold - that are made to fit your bowling lifestyle and budget.

- **Bronze Membership - \$40 per Month**
 - 3 Hours of bowling
 - 10% off individual lesson
 - SPECTO access
 - Lane pattern database access

- **Silver Membership - \$80 per Month**
 - 6 Hours of bowling
 - 20% off individual lesson
 - SPECTO access
 - Lane pattern database access
 - DVR video access
 - SPECTO evaluation session

- **Gold Membership - \$95 per Month**
 - 9 Hours of bowling
 - 30% off individual lesson
 - SPECTO access
 - Lane pattern database access
 - DVR video access
 - SPECTO evaluation session
 - Gym membership
 - BowITV subscription
 - Bowlers Journal subscription

Frequently Asked Questions

1. Where can I purchase an ITRC Membership?

You can purchase an ITRC membership on the ITRC Homepage on BOWL.com at <https://bowl.com/bowlingitrc/membership>. Just click on the "Buy Now" button for the membership you are interested in, fill out the necessary information, and click "Subscribe".

2. Can I Upgrade My Membership?

Yes, just contact the ITRC staff at ITRC@Bowl.com. You will be billed the prorated difference between the level you are currently at and the level you are going to for the remainder of the month.

3. When can I use my bowling hours?

During normal business hours, when there are lanes available in the ITRC. You can even schedule ahead of time if you want guaranteed availability. Just contact the ITRC staff by e-mail at ITRC@Bowl.com, or by phone at (800) 752-2671.

4. Can I bring a friend?

Yes, you can. Bowling is billed per lane, per hour. You have the option of using your membership hours for all the bowling, or you can use your membership hours for your bowling and your guest(s) can pay separately for their bowling.

5. When do my hours renew?

Available bowling hours renew when your membership renews for the next month.

6. What if I run out of hours?

If you have exhausted your allotted hours for the month, additional bowling will be charged at \$20 per hour, per lane.

7. What if I have a current BowlTV subscription and I buy an ITRC Gold Membership that includes BowlTV?

- **Monthly subscribers:** If you have a current monthly BowlTV subscription, you should cancel your subscription by visiting 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 1/1/2024 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 ITRC membership.

- **Annual subscribers' Scenario 2:** If you purchased your subscription BEFORE 1/1/2024, 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 ITRC Membership 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 ITRC Membership access code and enjoy BowlTV.

For any additional questions related to BowlTV, please contact bowltv@bowl.com.

8. When does my BowlTV subscription begin?

Once your ITRC Gold membership has been processed, you will receive an access code for BowlTV within seven days.

9. What if I have a current Bowlers Journal subscription and I buy an ITRC Gold Membership?

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:contact_circulation@bowl.com).

10. When does my Bowlers Journal subscription begin?

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

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

11. If I Purchase a Gold Membership, when can I use the Gym?

During normal business hours of the ITRC. Please see the ITRC page on BOWL.com for hours and for updates on when we're closed for events. Just check in with the desk when you come in to work out.

12. Does my ITRC Membership automatically renew?

Yes. Subscriptions are on a monthly auto-renewal cycle based on the date your membership was purchased.

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

You will need to contact the ITRC staff prior to your auto-renewal date (preferably no later than 7 days before its set to renew) to ensure the auto-renewal can be canceled in time.

14. Can I cancel my ITRC membership?

Yes, please email ITRC@bowl.com to cancel your membership. Upon cancelation, you would lose all membership benefits.

15. If I decide to cancel my ITRC membership, will I receive a refund?

Anyone with an ITRC Membership that decides to cancel within 7 days of purchase/automatic renewal will be refunded their membership for that month as long as no hours of bowling have been redeemed. If you decide to cancel after the 7-day window, or if you have used bowling hours, you will not receive a refund. There are no pro-rated refunds.