CHAPTER

02

Choosing your RacingOwl plan

Every site runs on one of four RacingOwl plans. This chapter explains what a plan is, how the free trial works, how to choose add-ons and use a promotion code, how auto-renew collects each month, and how to move up or down, change your card, cancel, or recover from a failed payment. By the end you will have a plan running and know exactly what will be charged, and when.

WHERE
The **Choose a plan** screen when you first sign up; afterwards **Manage → Your RacingOwl plan**

TIME NEEDED
About 5 minutes to choose; a minute each time you change something

BEFORE YOU START
A debit or credit card, or a UPI app, that can approve recurring payments, and your mobile number

WHO
The site owner only. The plan is the owner's, and **Your RacingOwl plan** appears only in the owner's Manage menu

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Two kinds of money

RacingOwl keeps two directions of money completely apart, and it helps to hold them apart in your head too.

- **Money coming in** is what your learners pay you for courses and memberships. It is set up under **Manage → Payments**, reaches your own bank account directly, and is shown under **Manage → Earnings**. See Setting up payments.
- **Money going out** is what you pay RacingOwl for your plan. It lives under **Manage → Your RacingOwl plan**, and it is what this chapter is about.

The two never mix. Your plan fee is never taken out of your learners' payments, and even if your plan lapses, money already settled into your bank is yours.

What a plan gives you

Every site runs on one of four plans: **Starter**, **Growth**, **Professional** and **Scale**. This is what you pay RacingOwl. It has nothing to do with what you charge your own learners. Courses are unlimited on every plan; what grows from plan to plan is:

- **How many learners your site can hold.** Scale has no learner limit.
- **How much storage you get** for your PDFs, pictures, logos and the files learners hand in. Videos live on YouTube and do not count.
- **What comes included,** such as video checkpoints and releasing lessons over time, and which add-ons are included rather than sold separately.

Plan prices, learner limits, storage and trial lengths are set by RacingOwl and can change, so this guide does not print them. The plan cards on your screen always show the current figures, and so does racingowl.com/pricing.

Which plan is right for you?

The honest answer depends on where you want to be in six months, not where you are today. A rough guide:

Plan	Who it suits
Starter	Trying RacingOwl out with a small group, or a trainer who teaches a fixed batch and is not looking to grow it. Everything you need to sell a course is here; live classes and WhatsApp alerts are add-ons you can tick when you need them.
Growth	The plan most trainers should start on, and the one marked **Most popular**. More learners, video checkpoints, and live classes and chats **included**, so the total is often lower than Starter plus the add-ons you would end up wanting. If you intend to grow, start here.
Professional	A running business: many more learners, a much bigger WhatsApp bundle, and much more storage for your PDFs and pictures. If you already have a few hundred followers or a waiting list, this is the one.
Scale	No learner limit, every add-on included, and the largest storage. For an established academy, or a trainer moving an existing audience onto RacingOwl in one go.

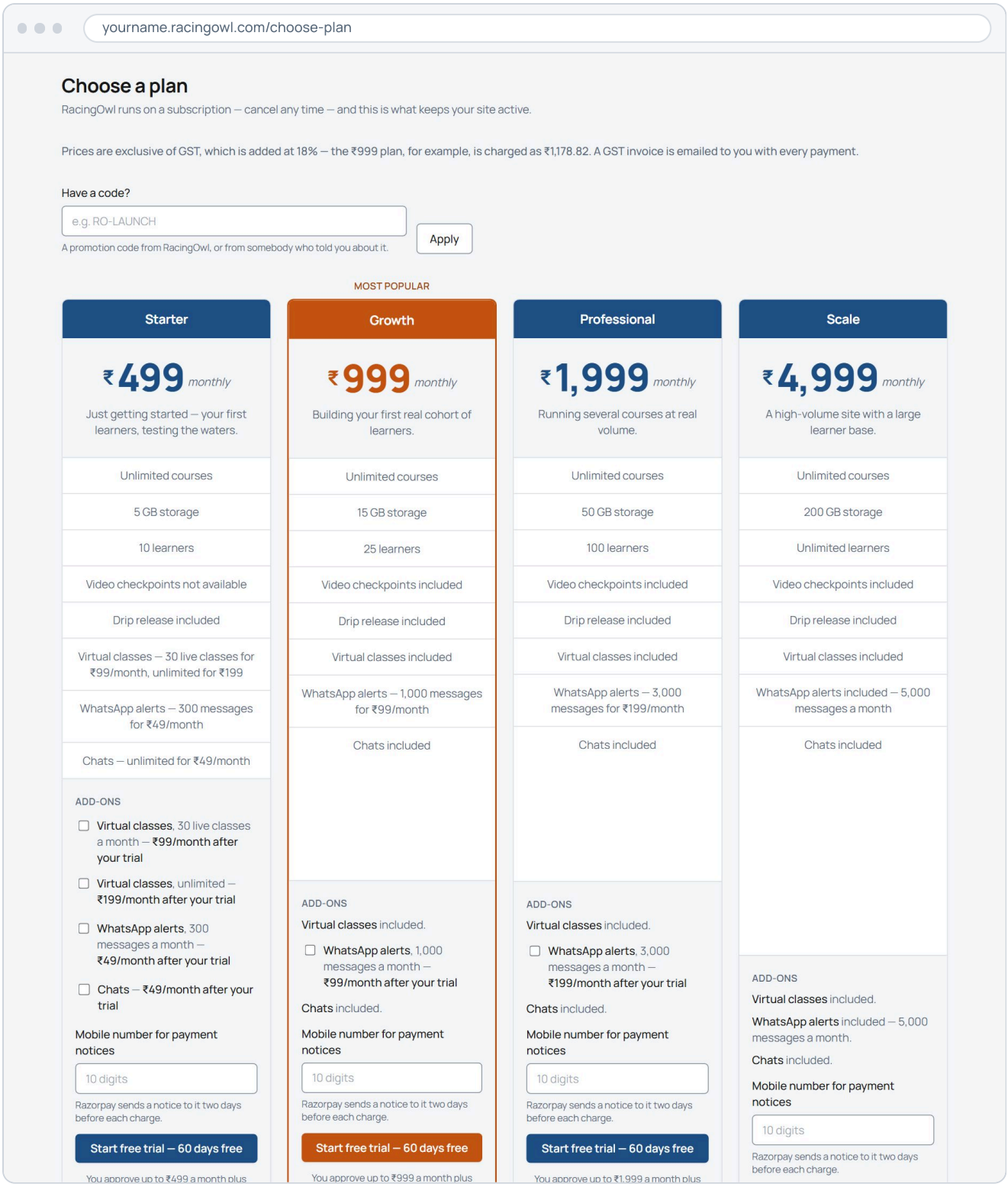
> **A TIP FROM US.**
> If you have only seven or eight learners today but you mean to build a real teaching business, take the plan for the business you are building rather than the one you have. RacingOwl is the tool that gets you there (the marketplace, the membership, the WhatsApp alerts, the chats), and a plan that already has room means you never hit a wall the week a batch of new learners arrives. You can move up at any time: the days you have not used are credited and you pay only the difference. And the trial costs you nothing while you decide.

The Choose a plan screen

You meet this screen straight after confirming your email (see Signing up and creating your site), and nothing else in Manage opens until you pick a plan. You will also come back to it if your site ever goes read-only, because it is the one screen that still works then. Its address is `yourword.racingowl.com/choose-plan`.

From top to bottom it shows:

- The heading **Choose a plan**, with the line "RacingOwl runs on a subscription — cancel any time — and this is what keeps your site active."
- A line about GST: prices are shown without GST, which is added at 18%, with a worked example on the Growth plan's current price, and a GST invoice is emailed to you with every payment.
- The **Have a code?** box, for a promotion code (see below).
- One card per plan, side by side.



The Choose a plan screen: the GST line, the Have a code? box and the four plan cards, Growth marked Most popular.

Reading a plan card

Each card shows:

- The plan's name, its price per month (before GST) and a one-line description.
- What it holds: unlimited courses, its storage, its number of learners (or unlimited learners), and whether video checkpoints and releasing lessons over time are included or not available.
- One line per add-on, saying whether it is included, sold from a price, or not available on that plan.

- An **Add-ons** section with tick boxes for the add-ons this plan sells (an included add-on is shown as included and cannot be ticked).
- A **Mobile number for payment notices** box.
- The button, and a line of small print under it saying exactly what will be charged and when.

The free trial

Most plans start with a free trial, and each card shows how long. On a plan with a trial, the button reads **Start free trial** followed by the number of free days. Nothing is charged until the trial ends, and **every add-on the plan offers is included free while it runs**. On a plan without a trial the button reads **Choose** and the plan's name.

A few rules worth knowing:

- **A trial is a first-time offer.** It is offered once per site. If your site has had a plan before (for example, you cancelled and came back), no trial is offered.
- **The length is fixed when you choose.** The trial's end date is set the moment you start it, so if RacingOwl later shortens its trials, yours is not affected.
- **Ticking an add-on during the trial means "keep it after the trial".** You have every add-on free during the trial anyway; a tick decides which ones carry on, and they are charged only from your first real payment. The add-on line on the card shows the monthly price "after your trial".
- **Referred by another trainer?** Your trial is 30 days longer, and the cards already include those days in the number they show. A plan with no trial gets no extra days.
- **Founding trainers.** If RacingOwl has named you a founding trainer before you choose your first plan, and you choose a plan with a free trial, that first trial runs to six months after your site was made (or longer, if the plan's own trial already does). Because it is a trial, every add-on is included for that whole time.

Near the end of your trial, RacingOwl emails you reminders before the first charge. The trial reminder also tells you what your learners have paid you during the trial, so you can see what the plan is earning you before it costs anything.

Add-ons

Three features are sold as **add-ons** rather than baked into one plan. Each is included free on some plans; on others it is offered for a small monthly fee, or not offered at all. The plan cards show exactly what each plan includes and what it charges, and the price you see when you switch one on is the price you keep: if RacingOwl later changes an add-on's price, a site already paying for it stays on the price it agreed to.

Add-on	What it does	More detail
Virtual classes	Live classes over Google Meet, Zoom or Microsoft Teams, with invitations, reminders and a Join button for your learners. Some plans include it; others sell it as a monthly allowance of classes or as unlimited, and the two options are offered side by side.	Creating your first course
WhatsApp alerts	A bundle of WhatsApp messages a month to your learners: payment receipts, failed-payment notes, membership reminders and an hour-before nudge for live classes. Every plan carries a bundle; the top plan includes it.	WhatsApp alerts for your learners

Add-on	What it does	More detail
Chats	Private one-to-one chats between each learner and your site, answered from one inbox.	Chats with learners

Tick the add-ons you want on the card of the plan you are choosing. The plan and its add-ons are one purchase: you tick them on the same screen, not a plan now and a reminder later. As you tick, the small print (and, on a plan without a trial, the button) updates to show the month's total with the add-ons in. Where an add-on has two options (for example a set number of live classes a month, or unlimited), ticking one unticks the other, because a site holds one option per add-on.

Promotion codes

If RacingOwl, or somebody who told you about RacingOwl, has given you a promotion code, use it **before** you choose your plan. A code is applied as you choose a plan: once a plan is running, the box is no longer shown. A site can use each code once, and one code at a time.

1. **Type the code.** In **Have a code?**, type the code exactly as given (the box shows an example, RO-LAUNCH).
2. **Press Apply.** The page reloads and says what the code will do, for example "applied: 20% off your first 3 charges. Pick a plan below." If the code cannot be used, the reason appears under the box instead.
3. **Choose your plan.** The discount now rides every plan card. The small print under the button repeats it before you approve anything.

The discount applies to your plan and its add-ons, with GST worked out on what is left. It is counted down charge by charge, and your plan page shows how much is left, for example "Code RO-LAUNCH: 20% off your next 2 renewals." When the code is used up, the next charge is simply the full price. There is nothing to set up again.

Starting your plan

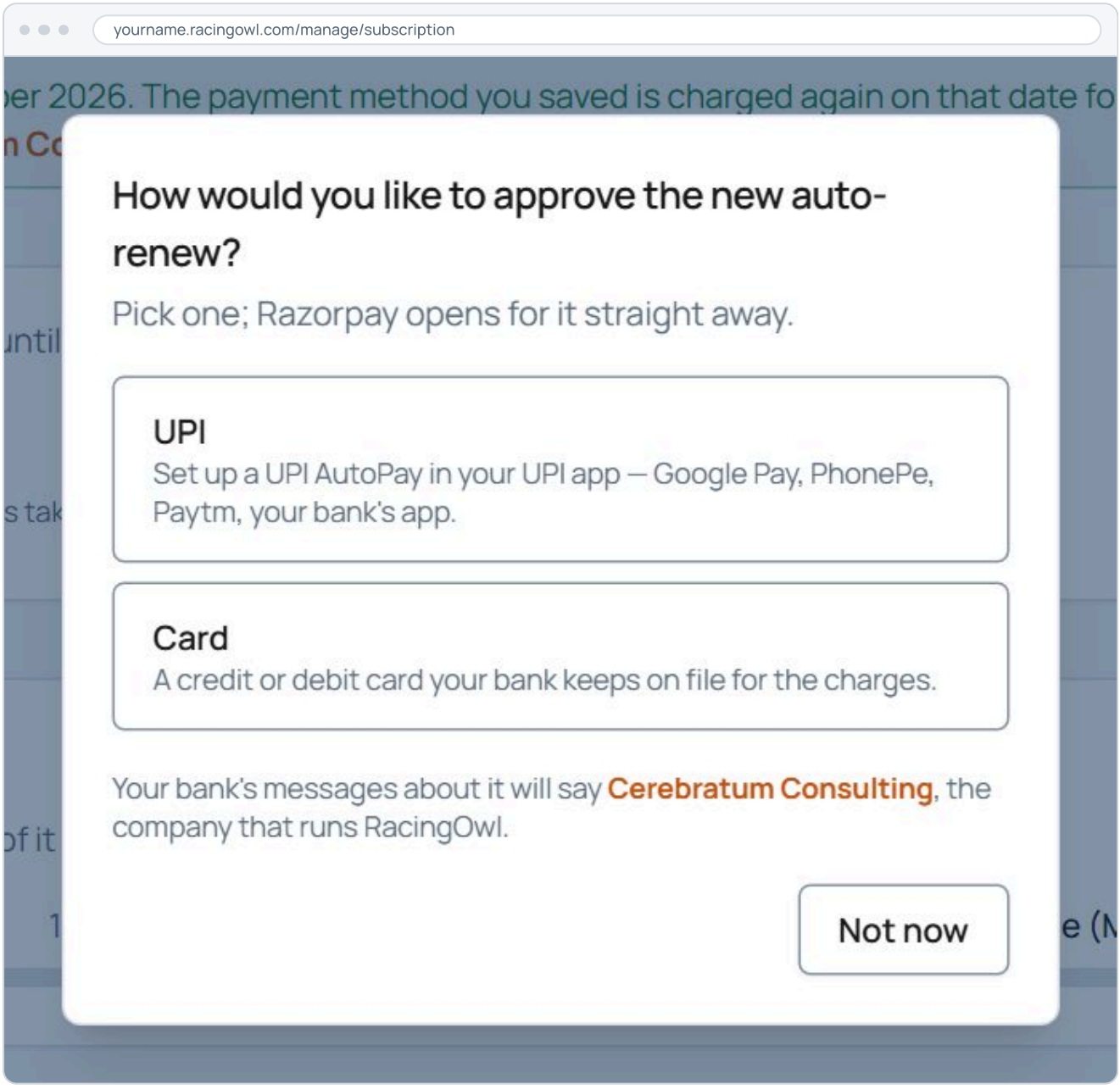
Every RacingOwl plan runs on **auto-renew**: you approve your card or UPI once, and RacingOwl collects each month from then on, until you cancel. There is no separate pay-each-month option. This section walks through setting it up.

1. **Pick your plan and add-ons.** On the card you want, tick any add-ons.
2. **Type your mobile number.** In **Mobile number for payment notices**, type your 10-digit number. Razorpay sends a notice to it before each charge, and will not set up auto-renew without a number. If you leave the box empty, RacingOwl uses your confirmed WhatsApp number or your site's phone number, if it has one.
3. **Read the small print.** It says "You approve up to" the month's total "a month plus GST; each charge is what your plan costs, never more." With a trial it adds that your payment method is saved now, nothing is charged until the trial ends, and that if you cancel before then you pay nothing.
4. **Press the button.** **Start free trial** on a plan with a trial, or **Choose** and the plan's name on one without.

5 **Choose UPI or card.** A small box opens over the page: **How would you like to approve auto-renew on Growth?** with two choices, **UPI** (a UPI AutoPay set up in your UPI app — Google Pay, PhonePe, Paytm, your bank's app) and **Card** (a credit or debit card your bank keeps on file). An approval lives on one of the two, so pick the one you actually pay from. **Not now** closes the box with nothing done.

6 **Approve in Razorpay's window.** Razorpay's window opens for the one you chose, and approve as your bank asks: an OTP for a card, or approving the AutoPay in your UPI app. Razorpay describes what you are approving as a "maximum amount": that is the most any single monthly charge can ever be, matching the figure in the small print. During a trial, or when the first charge is not due today, the window takes ₹1 to prove the card or UPI works, and RacingOwl gives it straight back.

7 **Arrive in Manage.** Once your bank approves, you are taken to your dashboard. The first time, a green card says your site is live.



The box that opens before Razorpay's window: UPI or card. The same box appears on every button in this chapter that leads to the window.


yourname.racingowl.com/choose-plan


Starter
₹499 monthly
Just getting started — your first learners, testing the waters.
Unlimited courses
5 GB storage
10 learners
Video checkpoints not available
Drip release included

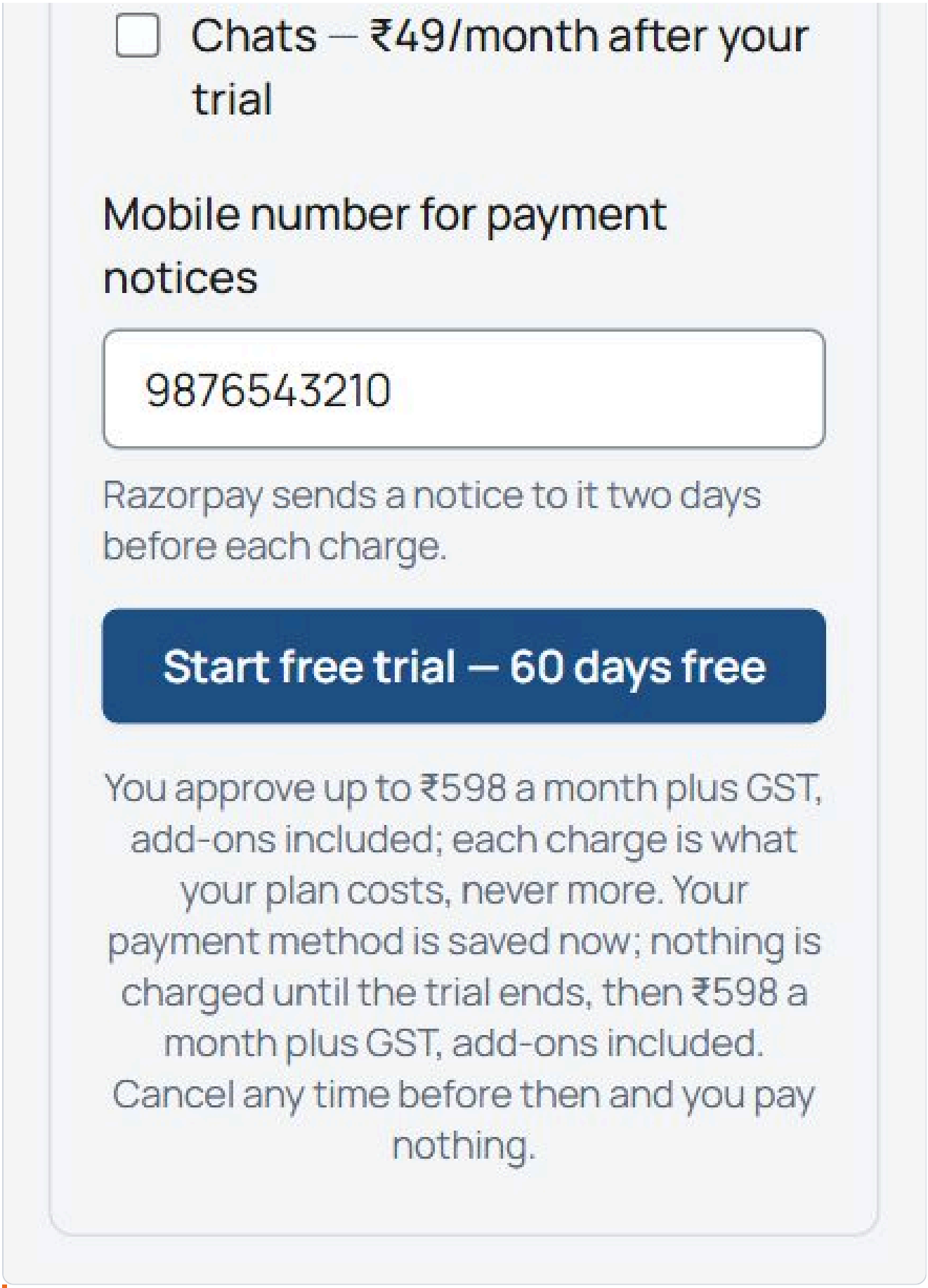
Virtual classes — 30 live classes for ₹99/month, unlimited for ₹199

WhatsApp alerts — 300 messages for ₹49/month

Chats — unlimited for ₹49/month

ADD-ONS

- [x] **Virtual classes**, 30 live classes a month — **₹99/month after your trial**
- [ ] **Virtual classes**, unlimited — **₹199/month after your trial**
- [ ] **WhatsApp alerts**, 300 messages a month — **₹49/month after your trial**



A plan card with an add-on ticked: the running total on the button, the mobile number box and the small print that says what will be charged.

What is charged, and when

- **With a trial:** nothing today, apart from the ₹1 that is returned. The first real charge is taken as the trial ends (up to a day before its last day, so there is no gap).
- **Without a trial:** the first month (plan, ticked add-ons and GST) is charged when you approve, and a GST invoice is emailed straight after.
- **After that:** one charge every 30 days, for the plan plus any add-ons switched on, plus GST. It falls around the date shown on your plan page as "paid up to" (RacingOwl takes it up to a day early, so your site never has a gap, and your new 30 days still start from that date).

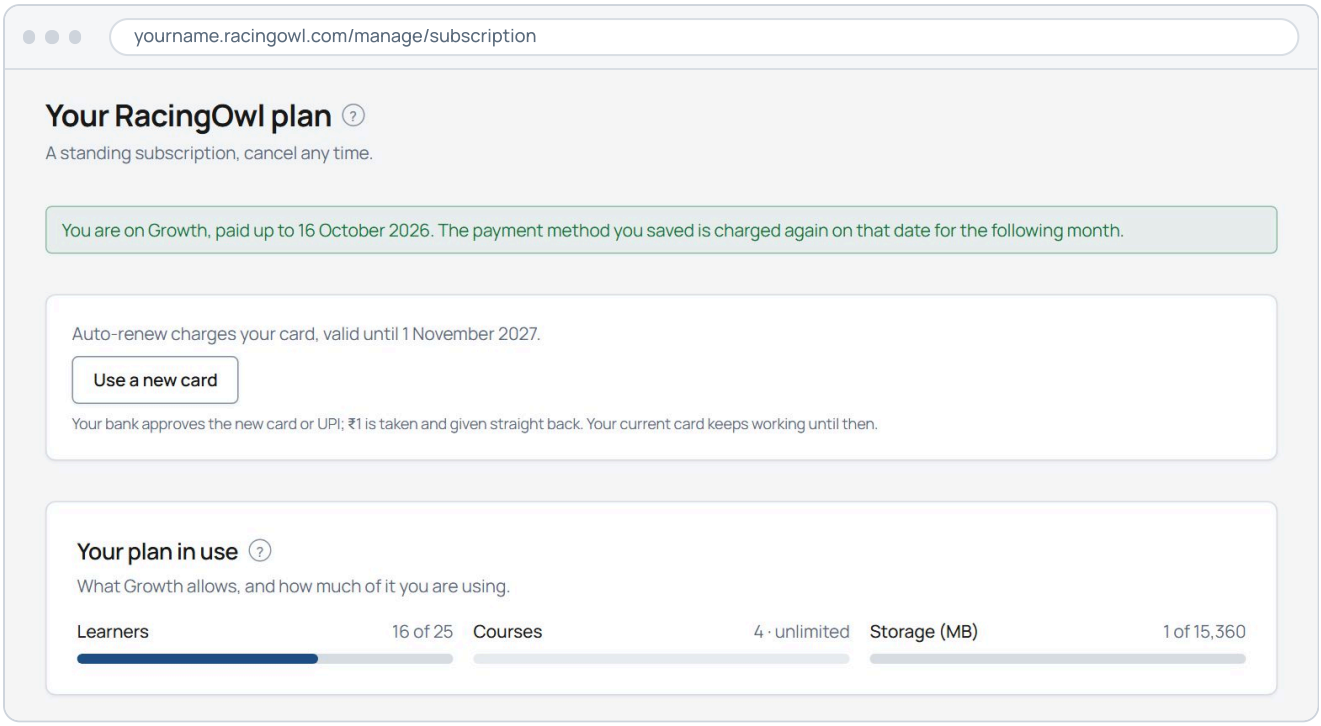
> **IMPORTANT.**
> If you close Razorpay's window without approving, nothing is charged. If you pressed Start free trial, your trial has still begun and your site is live, but **auto-renew is not set up**. Your plan page will say "There is no automatic renewal set up, so nothing is charged on that date — renew below to carry on." Set it up from **Manage → Your RacingOwl plan** any time before the trial ends; otherwise the site goes read-only when the trial is over.

If the window says no

- **A card declined, or "not eligible for recurring payments".** Not every card can approve a recurring charge. Razorpay lets you try another card without closing the window, or close it, press the button again and choose UPI.
- **The UPI request failed in your app.** The window closes and the page says "press the button again for a fresh request": a UPI request that has failed cannot be shown again, so each press makes a new one.
- **A message asking for a mobile number.** Type your number in the box on the card and press the button again.
- **"Auto-renew could not be confirmed. If you were charged, write in — it has not been lost."** Something went wrong after your bank said yes. Do not approve again straight away. Write to RacingOwl through **Ask RacingOwl** with the time you approved.

Your RacingOwl plan page

Once your plan is running, everything about it lives at **Manage → Your RacingOwl plan**, a page headed **Your RacingOwl plan** with the line "A standing subscription, cancel any time." Only the site owner sees it. From top to bottom:



Manage → Your RacingOwl plan: where you stand, the card auto-renew charges, and Your plan in use.

Where you stand

A green line says which plan you are on and the date you are **paid up to**, followed by what happens on that date. With auto-renew on, it says "The payment method you saved is charged again on that date for the following month." Without it, it says nothing will be charged and invites you to renew. If a move between plans is waiting, it says so here too.

If something needs your attention, a warning takes this line's place instead: a failed charge, or a site that has gone read-only. Both are explained later in this chapter.

The card auto-renew charges

A box says what auto-renew charges, for example "Auto-renew charges your card, valid until 30 November 2027." or "Auto-renew charges your UPI." Beside it is the **Use a new card** button. See "Changing your card", later in this chapter.

If you started with a promotion code, a line below this says how many discounted charges are left.

Your plan in use

Three meters show what your plan allows and how much of it you are using: **Learners**, **Courses** and **Storage (MB)**. Each reads "used of limit", or "unlimited". The bars stay in your site's colour until a limit is reached. At 80% of your learner limit a line under the meters warns you, and when your site is full the bar and the line turn red; the line says new learners are being turned away until there is room, names the next plan up and how many learners it allows, and links to the plan cards. If RacingOwl has set a different number for your site, the meter says "A number set for your site by RacingOwl". Who counts as a learner, and what happens when your site is full, is in Managing your learners. A small line under the meters says how many of your learners have finished everything they took and no longer take a place, so the meter can read fewer than the Learners page.

Further down the page

- Your referral card, **Refer a trainer, get a month free**, explained later in this chapter.
- The four plan cards. While auto-renew is on, your current plan carries a **Subscribed** badge and a **Cancel subscription** button, and each of the others offers a move up or down. Without auto-renew, larger plans still offer a move up, while your current plan's card and smaller plans' cards offer to set auto-renew up instead.
- The **Add-ons** cards, explained next.
- **Billing & History**, your invoices from RacingOwl, explained at the end of this chapter.

Managing add-ons after you have chosen

Under **Manage → Your RacingOwl plan → Add-ons** there is one card for each add-on. Each carries an **On** or **Off** badge, a short description, and one of these:

The card says	What it means
Included in your … plan	Your plan includes it, with its monthly allowance if it has one. Nothing to switch on.
Included during your free trial, until …	You have it free because you are on a trial. Switch it on to keep it afterwards; nothing is charged until the trial ends.
On, at … a month, added to your next renewal	You are paying for it, and it is on your next charge.
Switched off — still yours until …, and not on your next renewal	You switched it off; it keeps working to the end of the period you paid for.
Not offered on your … plan. Moving to a larger plan adds it.	Your plan does not sell it.
Arranged for your site by RacingOwl	A promotion: RacingOwl has given your site this add-on free, or at a lower price, perhaps until a date. You cannot switch it off, and do not need to.

The buttons read **Switch on** with the option's price and allowance, **Change to** another option, or **Switch … off**. An add-on switched off but still running shows **Keep it**, which switches it back on and puts it back on your next renewal; nothing is charged today.

How switching works:

- **Nothing is charged today, either way.** Switching on mid-month waives that partial month's fee; the add-on works straight away and its price is added to your next renewal. Switching off keeps it until the end of the period you have paid for, and drops it from the next charge.
- **Switching off always works**, and simply lowers your next charge.
- **Switching on above what auto-renew was approved for takes one bank approval.** Auto-renew can never collect more than you approved when you set it up. If the add-on would take your monthly charge above that, pressing its button first shows the steps, before anything happens: your approved amount, the new monthly total with GST, and what will happen. Press **Approve … a month** and Razorpay's window opens for the new amount (₹1 is taken and given straight back). The add-on switches on as soon as your bank

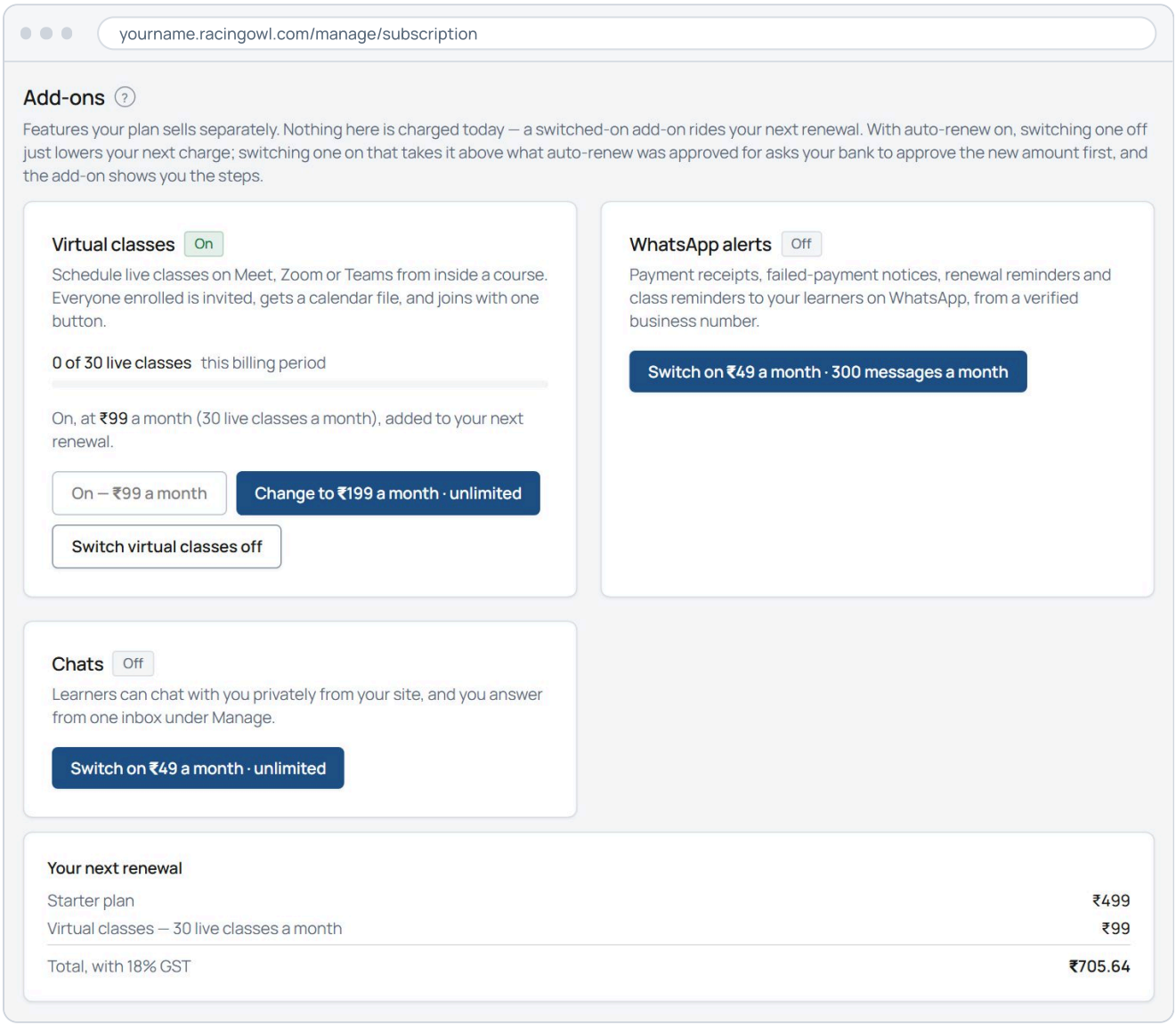
approves, nothing is charged today, and the first charge at the new amount is on your next renewal. Until you approve, auto-renew carries on exactly as it is: close the window, or press **Not now**, and nothing changes.

- **On an older kind of auto-renew** the steps read differently: your current auto-renew stops, the add-on is switched on, and you approve auto-renew again at the new amount in a window that opens by itself. Press **Continue** to go ahead. Nothing you have paid for is lost.

> **TIP.**
> To skip the extra approval, tick every add-on you think you will want when you first choose your plan. During a trial they are free anyway, and you can always switch one off later, which never needs a new approval.

When any add-on is on your bill, a **Your next renewal** card lists each line (the plan, each add-on, any code discount) and the **Total, with 18% GST**.

The **WhatsApp alerts** card also shows a meter of messages used this billing period, the rule for messages beyond your bundle, anything owed for extra messages, and the **Class reminders** switch. Those are explained in WhatsApp alerts for your learners.



The Add-ons section: one card per add-on, with its On or Off badge and switch, and Your next renewal below.

Auto-renew: what happens each month

Once auto-renew is on, a renewal looks like this:

1. **Reminders.** RacingOwl emails you 10, 5 and 3 days before your paid period ends, with the plan, the price plus GST, the date, and whether your saved card or UPI will be charged. If you have confirmed a WhatsApp number on your RacingOwl profile, the same reminder reaches you there.
2. **The bank's notice.** A day or two before the charge, Razorpay sends a notice to the mobile number you gave, as Indian banking rules require for recurring payments.
3. **The charge.** The plan, every add-on switched on, less any code discount, plus GST. Each charge is what your plan costs at that moment, and never more than you approved.
4. **The receipt.** An email titled "… is paid up until …", with your GST invoice attached as a PDF. The invoice also appears under Billing & History.

Your paid-up date moves on by 30 days each time. Nothing else changes.

Moving to a different plan

To move, press the button on the plan you want under **Manage → Your RacingOwl plan**. No days are lost either way.

- **Moving up** takes effect the same day. The days you have not used on your current plan are credited against the new one, so you pay only the difference, and your renewal date does not move.
- **Moving down** takes effect when the period you have paid for ends. Nothing changes before then, and you can undo it until it lands.

Every move is two presses, on purpose. The first asks RacingOwl to work out what the move means and shows you the figures, a **quote**. Nothing is charged until you press the second.

Why a move takes a new approval

Indian banking rules do not let an existing auto-renew approval collect a different amount. So when auto-renew is on, a move **replaces** it: your old approval stops, you pay any difference, and you approve auto-renew again on the new plan. The page takes you through these steps one after another on the same card, and lists them before you press anything. An auto-renew can never collect more than you approved when you set it up.

Moving up, step by step

1. **Ask for the quote.** On the larger plan's card, press **Move to** and the plan's name. The small print under it reads "Starts today. You pay only the difference for the days left." The button shows **Working it out…** for a moment.

2. **Read the quote.** The card opens a panel headed **Move to … today**. It says how many days you have left on your current plan and your paid-up date, which does not move. Then the sum: your current plan for the days you have not used (a credit), the new plan for the same days, and **You pay now, GST included**. If you owe anything for WhatsApp messages beyond your bundle from earlier periods, it appears as its own line and is collected in the same payment. Underneath, what a month on the new plan will cost from your paid-up date, GST included, and which add-ons are carried across. Any add-on the new plan does not carry is named, with "stops now", and the reassurance that nothing you have built is deleted.

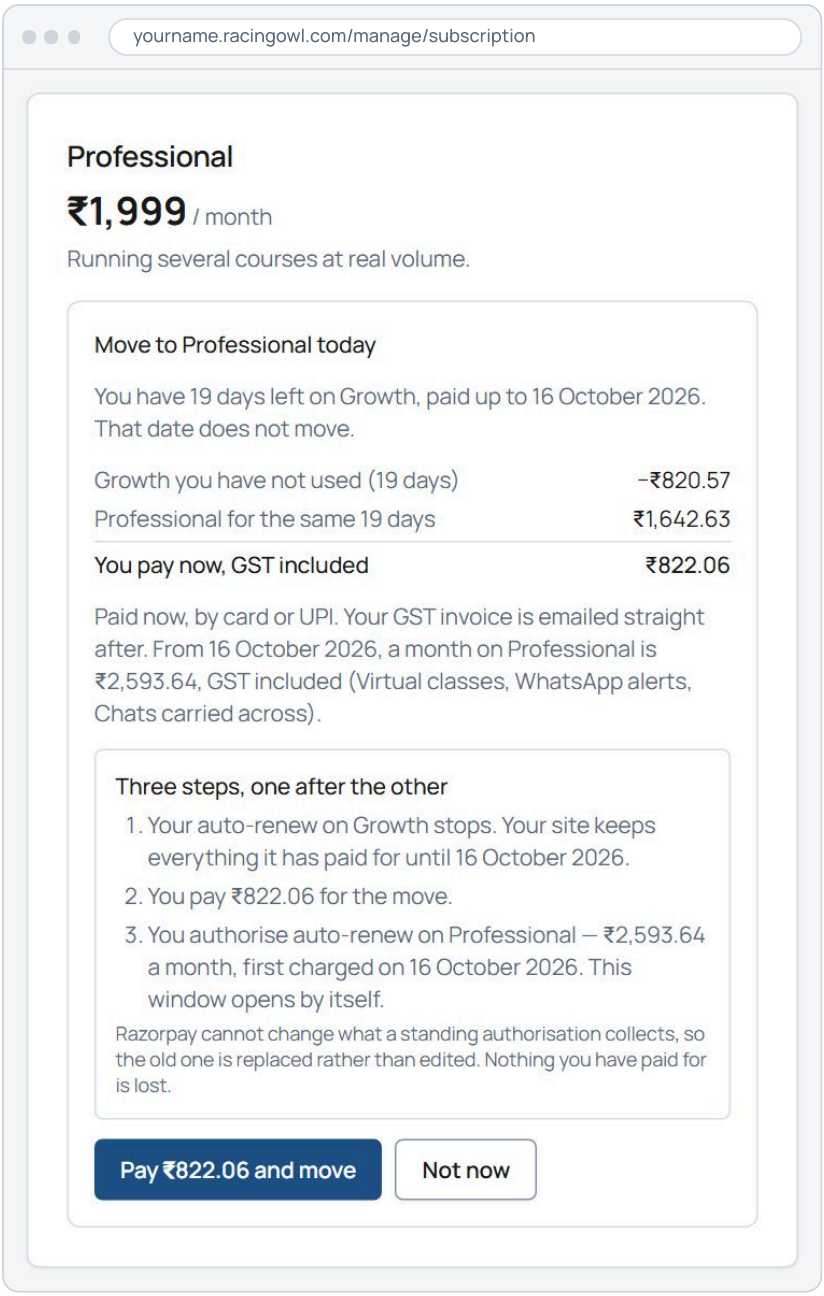
3. **Read the steps.** With auto-renew on, a box headed **Three steps, one after the other** (or **Two steps** when there is nothing to pay) lists what will happen: your auto-renew on the old plan stops, you pay the difference, and you authorise auto-renew on the new plan, first charged on your paid-up date. "This window opens by itself."

4. **Confirm.** Press **Pay** with the amount **and move** (or **Move to** the plan, when there is nothing to pay). Press **Not now** to close the quote without doing anything.

5. **Pay the difference.** Razorpay's window opens for the difference. Pay by card or UPI. Your new plan's limits and add-ons apply at once, and a GST invoice for the difference is emailed straight after.

6. **Approve auto-renew on the new plan.** Razorpay's window opens again by itself for the new approval. Approve it as you did the first time.

You are emailed "… is now on …" once the move is done.



The quote for moving up: the credit for unused days, the cost of the new plan for the same days, what you pay now, and the steps listed before anything is pressed.

IMPORTANT. IF YOU CLOSE THE WINDOW ON THE LAST STEP.

The move itself has happened and is not undone, but auto-renew on the new plan is not set up. The card says **One step left**: "Auto-renew on … is not set up yet, so nothing will be charged automatically and your site goes read-only when the days you have paid for run out." Press **Set up auto-renew on** … to finish. Do it the same day.

Moving up during a free trial

During a trial, or a free period RacingOwl has given you, moving up charges nothing: the quote says "Nothing to pay for the move." and your site simply moves. If auto-renew is on, you still approve it again on the new plan, so that the first real charge is for the right plan.

Moving down, step by step

1. **Ask for the quote.** On the smaller plan's card, press **Switch to** … **from** and your paid-up date. The small print reads "Nothing changes until the period you have paid for ends."
2. **Read the quote.** It says "Nothing changes today", that your site stays on your current plan with everything it includes until your paid-up date, and what each month will cost from then, GST included. Any add-on the smaller plan does not carry is named, with the date it stops.
3. **Confirm.** Press **Switch to** and the plan's name. Your old approval stops, and Razorpay's window opens for you to approve auto-renew on the smaller plan. Its first charge is your paid-up date, and that charge is the moment your site moves.

You are emailed "… moves to … on …". Your plan page now says "From … your site is on …; nothing changes before then." The smaller plan's card says "Your site moves to … on …. Nothing changes before then." and carries the auto-renew; your current plan's card says "In use until …".

Changing your mind

Until the date arrives, the smaller plan's card offers **Keep** … **instead**, naming your current plan. Pressing it cancels the move, and because the move created a new approval, Razorpay's window opens for you to approve auto-renew on the plan you are keeping. Nothing is charged for undoing a move.

When a move down is refused

- **Your site has more learners than the smaller plan allows.** The refusal names both numbers: "A smaller plan has to fit what is already on your site." RacingOwl never removes anybody to make room: stay on your plan, wait until learners finish what they took with you (they stop taking a place by themselves), or take people off your list with **Remove** on the Learners page.
- **"Your plan has no live auto-renew, so there is nothing to schedule; choose a plan first."** A move down is attached to your next auto-renew charge. If auto-renew is not on (for example during a trial where you did not approve it), the smaller plan's card instead offers to start that plan when your current period ends: "Starts when your current period ends on …; nothing changes before then."

Changing your card: Use a new card

A card's approval ends when the card expires, and it cannot be carried onto the replacement card your bank sends. So before your card expires, move auto-renew to your new card or to UPI.

- Your plan page always says which card auto-renew charges and when it is valid until. In the last 30 days before it expires, this becomes a warning: "The card your auto-renew charges expires on …. After that it cannot be charged, so add your new card before then."
- RacingOwl emails you 14 days and 3 days before the card expires, with a link to the page.

1. **Open your plan page.** Go to Manage → Your RacingOwl plan.
2. **Press Use a new card.** The UPI-or-card box opens; choose one, and Razorpay's window opens for it. Your bank approves the new card or UPI; ₹1 is taken and given straight back. You can move from a card to UPI this way, or the other way round.

3 **Read the result.** "Your new card is set up. Renewals are charged to it from now on." If Razorpay recognises the card as the one you already have, the page says so; if your bank has given that same card a new expiry date, the page shows the new date and nothing else changes.

Your current card keeps being charged until the new one is approved. If you close the window, "Nothing changed — auto-renew still charges your current card." This is also the quickest fix when a charge has failed because of the card: see the next section.

If a renewal payment fails

If a renewal cannot be collected (a declined card, a limit reached, a bank that says no), your site does not vanish. You get a **grace period** of a few days with a visible warning before your site goes read-only.

- **At once:** you are emailed "Payment failed — … needs attention by …", with the exact date. Your plan page says "Your last charge failed. Your site stays fully live until … — after that it goes read-only until a payment goes through." The plan card shows "Last charge failed — retrying until …".
- **During grace:** your site works normally and nothing changes for your learners. RacingOwl tries the charge again by itself; you do not have to do anything for that to happen.
- **If the last attempt fails:** you are emailed "Last attempt failed — … becomes read-only on …". RacingOwl does not try again by itself after this.
- **If grace runs out:** the site goes read-only and you are emailed "… is now read-only".

How to fix it: if the card is the problem, press **Use a new card** on your plan page and approve a different card or UPI. Approving the new one does not charge it on the spot: RacingOwl's next attempt, if one is still to come, charges it, so do it as soon as you get the first email, and the site is back to normal as soon as the payment goes through. If the only problem was a shortage of money in the account, topping it up before RacingOwl's retry is enough. The email's **Fix this now** button takes you to the right page.

Read-only: when a plan lapses

Your site goes read-only if the grace period after a failed charge runs out, or if you cancelled and the period you paid for has ended. Read-only is not dark:

- **What keeps working:** everything your learners already have. Enrolled learners keep every course, their progress and their certificates. Your course pages can still be seen. Nothing is deleted, and nothing will be.
- **What stops:** nobody new can enrol (in free courses too), buy a course or take out a membership. So the site is not earning while this lasts.
- **Your Manage pages:** every Manage page takes you to the **Choose a plan** screen until a payment goes through. It says why: "Your site is currently read-only —" followed by the reason, and "Subscribing again below brings it back live."

To reopen the site, choose a plan on that screen and approve auto-renew. No trial is offered the second time, so the first month is charged at once, and the site is live again the moment the payment goes through.

> **WHAT YOUR LEARNER SEES.**
> During grace, nothing at all. On a read-only site, a learner who is already enrolled carries on exactly as before. Anyone trying to enrol or pay is told the site is temporarily unavailable for new enrolments and purchases.

Cancelling

You can cancel at any time. Cancelling stops future charges; it does not take your site away today.

1. **Open your plan page.** Go to Manage → Your RacingOwl plan.
2. **Press Cancel subscription** on the plan card marked **Subscribed**.
3. **Read the question.** "Cancel your RacingOwl subscription?" Your site stays fully live until your paid-up date, then goes read-only until a payment goes through, and learners who already enrolled keep their courses either way.
4. **Confirm or keep.** Press **Cancel subscription** again to confirm, or **Keep my subscription** to leave everything as it is.

You are emailed "Auto-renew is off for …" as a confirmation. If you cancel during a free trial, you pay nothing: the trial runs to its end, then the site goes read-only unless you choose a plan again.

Changed your mind before the paid-up date? The plan cards on the same page offer to set auto-renew up again. The small print says your payment method is saved now and nothing is charged until your current period ends.

> **IMPORTANT.**
> If your bank or your card ends the approval rather than you (for example the card was cancelled), RacingOwl emails you an alarm, not a confirmation. Set auto-renew up again from your plan page before your paid-up date.

If RacingOwl changes a plan's price

If RacingOwl ever changes a plan's price, the period you have paid for keeps its price, and we email you first. The new price reaches you at your next renewal. An auto-renew can never collect more than you approved, so if the new price is higher than your approval allows, your auto-renew ends at that renewal. Your plan page says: "Your auto-renew ends on that date: its next charge would be more than you approved when you set it up. Set it up again at the new price below; nothing more is charged to the old one." If the price comes down, nobody needs to do anything.

Referring other trainers

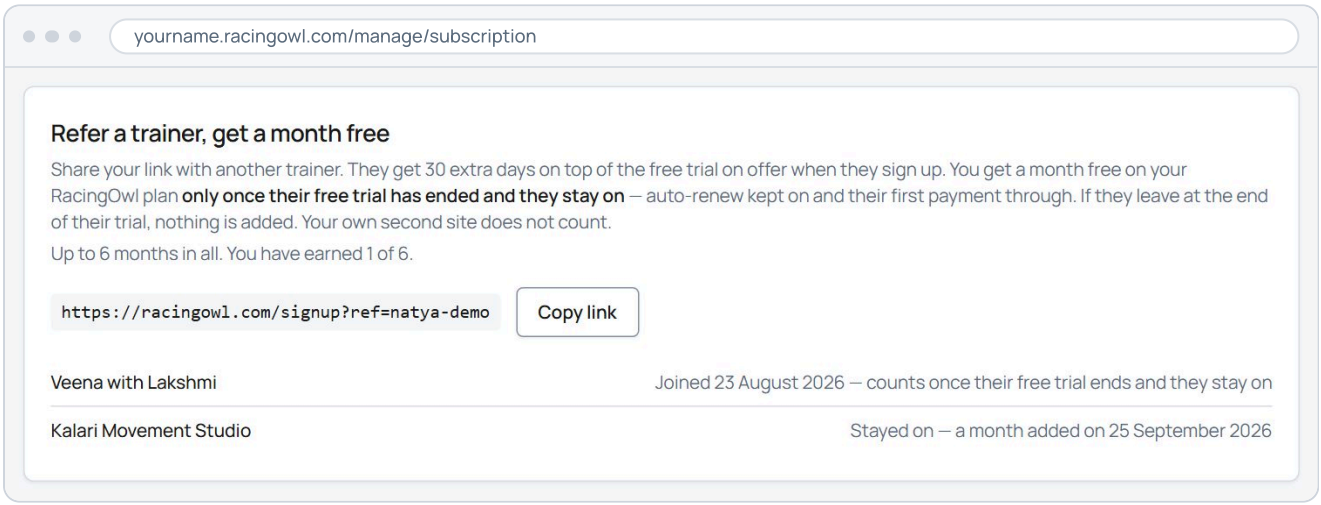
Refer another trainer with the link on Manage → Your RacingOwl plan, in the card headed **Refer a trainer, get a month free**. The dashboard carries a shortcut to it, **Refer a trainer and get a month free**.

1. **Copy your link.** The card shows your link, which looks like `https://racingowl.com/signup?ref=yourword`. Press **Copy link**; the button says **Copied**. If your browser will not copy (some in-app browsers cannot), select the link and copy it by hand.
2. **Send it to another trainer** by WhatsApp, email or however you like.
3. **Watch the list.** Everyone who signs up through your link is listed on the card, and you are emailed "… joined RacingOwl with your link".

The rules, which the card also states:

- **They get** 30 extra days of free trial, on top of whatever trial is on offer when they sign up.
- **You get a month free** on your RacingOwl plan, **only once their free trial has ended and they stay on**: auto-renew kept on and their first payment through. If they leave at the end of their trial, nothing is added.
- **Up to six months in all** for an ordinary trainer; the card shows how many you have earned. **Founding trainers: no limit.**
- **Your own second site does not count.**

Each person on the list shows where they stand: "Joined … — counts once their free trial ends and they stay on", "Stayed on — a month added on …", or, past your limit, "Stayed on — past your limit, so no month added". When a month is added, you are emailed that they stayed on, your bell rings, and 30 days are added to your paid-up date. With auto-renew on, your next charge simply moves to the new date. The month is listed under **Free time added to your plan** in Billing & History.



The Refer a trainer card: the link, the Copy link button, the rules, and the trainers who used the link.

Founding trainers

RacingOwl names a small number of trainers as **founding trainers**. There is nothing for you to set: RacingOwl switches it on. It brings three things:

- **Six months free,** counted from the day your site was made. If you were named before choosing your first plan, your first free trial simply runs that long, with every add-on included. If you were named while a plan was running, your paid-up date is moved to six months after your site was made (unless it is already later), with nothing to pay, and the change is listed under **Free time added to your plan** as "Founding trainer's six months".

- **No limit on referral months.**
- **A Founding trainer badge** on your courses. See Your instructor profile.

Your GST invoices

Plan and add-on prices are shown without GST: 18% is added at checkout, and a **GST invoice** is emailed with every payment you make to RacingOwl: each renewal, a first month, and the difference when you move up.

- **Where to find them:** Manage → Your RacingOwl plan → Billing & History lists your six most recent invoices, newest first, each with its amount and a **PDF** link. **See all** … **invoices** opens the **All invoices** page, 100 to a page, with **Newer** and **Older** links. Before your first payment the list says your invoices will appear after your first subscription payment.
- **What they show:** your plan, its add-ons and any code discount, the period covered, the taxable value and the GST.
- **How GST is split:** RacingOwl is in Tamil Nadu. If your billing state is Tamil Nadu, the invoice shows CGST 9% and SGST 9%; any other state shows IGST 18%. If you have not given a billing state, the invoice is made out as Tamil Nadu, with CGST and SGST.
- **Whose name is on them:** the legal name, address and state from **Billing details** on Manage → Payments, and your GSTIN if you entered one. Set these before your first charge so every invoice is right. See Setting up payments.
- **Free time:** a trial, a referral month or a founding trainer's months raise no invoice, because nothing was paid. Referral and founding months are listed separately under **Free time added to your plan**, each marked "nothing to pay".

These are RacingOwl's invoices to you. The receipts your learners get for their payments to you are separate; see Your dashboard and earnings.

Common questions

Q Is there a free plan?

No, but most plans start with a free trial, and nothing is charged until it ends. Cancel before then and you pay nothing.

Q Why do I need to give a card or UPI for a free trial?

Because every plan runs on auto-renew, the trial saves your payment method now so that your site carries on without a gap when the trial ends. Only ₹1 is taken, and it is given straight back. Nothing else is charged until the trial ends, and you will be reminded before that.

Q Can I pay for a year in advance?

No. Every plan bills every 30 days.

Q I moved up. Why did I have to approve auto-renew again?

An existing auto-renew approval cannot collect a different amount, so a move replaces it with a new one on the new plan. The page walks you through it. Nothing you have paid for is lost.

Q Switching an add-on on asked me to approve a new amount. Will I lose my plan?

No. Your current auto-renew keeps working until your bank approves the new amount, and nothing is charged today. If you close the window or press **Not now**, nothing changes at all.

Q My site is full. Are learners removed?

Never by RacingOwl. Everyone already with you keeps everything. New learners are told the class is full and can ask you to make room. Room comes three ways: a bigger plan; a learner who has finished everything they took with you, who stops taking a place by themselves; or **Remove** on the Learners page, which takes somebody off your list yourself. See Managing your learners.

Q I lost the promotion code box.

The **Have a code?** box is only on the Choose a plan screen, and only while no plan is running. Once a plan is running, codes cannot be added. If you meant to use one, write to RacingOwl through **Ask RacingOwl**.

Q Does a lapsed plan hide my courses?

No. A lapsed plan does not hide a course; it blocks new enrolments and purchases, so learners can see it but not buy it. Enrolled learners keep everything.

Q Does my plan affect money my learners have already paid me?

No. Learners' money goes to your own bank account at the moment they pay. Your plan never touches it, even if it lapses.

Q My referral signed up weeks ago. Where is my month?

The month comes only once their free trial has ended and their first real payment has gone through. Until then the card says "counts once their free trial ends and they stay on". It is added automatically, usually within about 15 minutes once their trial has ended and that payment has gone through.

Related: Signing up and creating your site, Setting up payments, Managing your learners, WhatsApp alerts for your learners.

THE REST OF THE GUIDE

This is chapter 2 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.