

Youtube | Membership Program

WolfPack Membership Program Policy

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1. Purpose and Overview

Since our establishment in August 2020, WhiteWolves Gaming Studios (WHITEWOLVES GAMING STUDIOS) has grown through the passion and support of our community. The WolfPack Membership Program is our way of bringing fans closer to the adventures, stories, and productions we create across our growing collection of shows.

This policy sets out the terms that apply to the WolfPack Membership Program, including membership tiers and benefits, billing and payment, cancellations and refunds, member conduct expectations, and how the Program may change over time. By subscribing to any WolfPack membership tier, a member agrees to the terms set out in this policy.

2. Membership Tiers and Benefits

Members may choose from four membership tiers, each offering a different level of connection and exclusive access. Each tier includes all benefits of the tiers below it.

Tier	Price	Member Benefits
WhiteWolves Pup	AU\$4.49/mo	Loyalty Badges, Custom Emoji, Photos and Status Updates, Priority Replies to Comments, Members-Only Access
WhiteWolves Wolf	AU\$10.49/mo	Early Access to New Videos, Member Shout-Outs, Connecting with WHITEWOLVES GAMING STUDIOS on Social Media, Members-Only Videos, all Pup tier benefits
WhiteWolves Alpha	AU\$13.49/mo	Gameplay Sessions With You, Become Part of the WhiteWolves Family, all previous tier benefits
WhiteWolves Diamond	AU\$15.99/mo	Members-Only Live Streams, Exclusive Diamond Member Recognition, all previous tier benefits

Prices are listed in Australian dollars (AU\$) and are billed monthly unless otherwise stated at the point of purchase. Benefit availability may vary slightly by platform (for example, Discord, YouTube, Patreon, or other supported services) due to each platform's own features and limitations.

3. Eligibility

- Members must meet the minimum age requirement of the platform through which they subscribe (for example, Discord, YouTube, or Patreon).
- Members must comply with the terms of service of the relevant hosting platform, in addition to this policy.
- WHITEWOLVES GAMING STUDIOS reserves the right to decline or suspend membership access where eligibility requirements are not met.

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4. Billing and Payment Terms

a. Recurring Billing

WolfPack memberships are billed on a recurring monthly basis from the date of initial sign-up, and will automatically renew each month unless cancelled by the member prior to the next billing date.

b. Price Changes

WHITEWOLVES GAMING STUDIOS may update membership pricing from time to time. Where a price change applies to an existing member, reasonable advance notice will be provided before the new price takes effect.

c. Payment Processing

Payments are processed through the relevant third-party membership or subscription platform. WHITEWOLVES GAMING STUDIOS does not directly store member payment card details.

5. Cancellations, Downgrades, and Refunds

- Members may cancel or downgrade their membership at any time through their account settings on the relevant platform.
- Cancellations take effect at the end of the current billing period; members retain access to their tier's benefits until that date.
- Membership fees are generally non-refundable, except where required by applicable consumer law or at the discretion of WHITEWOLVES GAMING STUDIOS.
- Downgrading a membership tier will apply from the next billing cycle, and previously accrued higher-tier benefits do not carry forward.

6. Member Conduct and Community Guidelines

WolfPack members are expected to engage respectfully with WHITEWOLVES GAMING STUDIOS staff, talent, and fellow community members across all official channels. Harassment, hate speech, discrimination, or other behaviour that breaches WHITEWOLVES GAMING STUDIOS community guidelines or the policies of the relevant hosting platform may result in removal from members-only spaces, suspension, or cancellation of membership without refund.

7. Changes to the Program

WHITEWOLVES GAMING STUDIOS may add, remove, or update membership tiers, benefits, or pricing as the Program evolves. Where changes materially affect an existing member's benefits, WHITEWOLVES GAMING STUDIOS will make reasonable efforts to notify members in advance through official WHITEWOLVES GAMING STUDIOS channels.

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8. Data and Privacy

Membership sign-up and billing information is collected and processed by the relevant third-party platform in accordance with that platform's own privacy policy. WHITEWOLVES GAMING STUDIOS only accesses the member information necessary to administer membership benefits and community access.

9. Contact and Support

Members with questions about the WolfPack Membership Program, billing, or this policy can reach out through official WhiteWolves Gaming Studios support channels.