

Chess Mates - Terms & Conditions



By enrolling in a Chess Mates program, parents/guardians acknowledge that they have read, understood, and agree to these Terms and Conditions.

1.0 Refund Policy

1.1 Yearly Bookings:

Refunds for yearly bookings will be granted if requested prior to the first class of the year. After this point, refunds will only be considered under exceptional circumstances and are assessed on a case-by-case basis. All refund requests must be submitted in writing, outlining the reason for the request and any relevant supporting documentation. Chess Mates reserves the right to refuse refund requests at its sole discretion. Refunds will not be provided in cases of change of mind or change in personal circumstances.

1.2 Term Bookings:

Refunds for term bookings will be granted if requested prior to the first class of the term. Once the term has commenced, refunds will only be available in limited situations, such as when a class is cancelled by Chess Mates and cannot be rescheduled.

Refunds will not be issued for missed classes due to personal circumstances, including illness, holidays, or change of mind.

If a parent or student believes that the quality of the class is not up to standard, they must notify Chess Mates **in writing** as soon as possible. This allows us the opportunity to review the concern, investigate internally, and take reasonable steps to address or improve the class experience.

We take all feedback seriously; however, we reserve the right to refuse a refund where, following our investigation, we determine that the class meets the standards expected of a Chess Mates program. Additionally, in the case where we find the class was below standard, refunds will not be considered where we have not been given an opportunity to improve the class.

Please note that all refund decisions are final.

2.0 Class Cancellations

2.1 Cancellations Due to Chess Mates:

If a class is cancelled due to reasons attributable to Chess Mates (e.g. instructor illness with no available replacement, or other internal scheduling issues), and the class cannot be rescheduled, a refund for the missed class will be issued.

2.2 Cancellations Beyond Our Control:

In situations where a class must be cancelled due to circumstances beyond our control—such as a request from the school, extreme weather, or other unforeseen external factors—a credit will be issued to the customer's account. This credit can be applied toward future bookings.

For more details, please refer to the Credits section of these Terms and Conditions.

3.0 Credits

3.1 Definition of Credit:

A credit is a monetary amount applied to a customer's Chess Mates account, which can be used toward future purchases with Chess Mates. This includes bookings for school programs, school holiday programs, and tournaments. Credits have an expiry of 2 years or 24 months and may be used at any time.

3.2 Credits vs Refunds:

While a refund returns funds to the original payment method, a credit remains on the customer's account for future use. Credits may be offered in situations where a refund is not applicable or where circumstances warrant a more flexible resolution.

3.3 Credits Will Be Issued in the Following Circumstances:

When a class is cancelled due to circumstances outside of Chess Mates' control (e.g. school closures, extreme weather).

When a student is unable to attend a class that has already been paid for and Chess Mates receives advance notice of the absence via email at info@chessmates.com.au.

In other situations where a refund is not applicable, a credit may be considered. This is assessed on a case-by-case basis and remains at the sole discretion of Chess Mates.

Please note that credits are non-transferable and may only be used by the customer to whom they were originally issued.

4.0 Drop-Off and Pick-Up Procedures

To ensure the safety and wellbeing of all students, Chess Mates has specific procedures for attending classes, depending on the time of day and student age. These procedures are in place to help manage duty of care responsibilities in coordination with schools and families.

4.1 Before School Classes

- Parents must drop their child directly to the classroom and into the care of an adult — either the Chess Mates instructor or a supervising school staff member.
- This is to ensure children are not left unsupervised in the event that an instructor is running late.
- At the end of the chess class, students will make their own way to their regular school class.

4.2 During School Classes

- Students are expected to make their own way to the designated chess room at the scheduled time.
- Once the class finishes, students will return independently to their regular school class.

4.3 After School Classes

- Students are expected to make their own way to the chess room once school has finished.

- Parents must collect their child from the chess classroom at the end of the session.
- If a parent wishes their child to walk home, travel to a pick-up point, or catch public transport independently, written permission must be provided in advance.

4.4 Prep Students

- For students in Prep, Chess Mates can assist with drop-off and/or pick-up arrangements due to their age and need for supervision.
- Parents wishing to arrange this assistance must contact Chess Mates directly via email or phone in advance.

5.0 Behaviour and Conduct

At Chess Mates, all students have the right to learn and play chess in a safe, respectful, and supportive environment.

- We are committed to promoting positive behaviour and creating an inclusive space for every child.
- If a student exhibits ongoing disruptive behaviour that affects the learning experience of others, Chess Mates will contact the parent or guardian to work collaboratively with the student and instructor in addressing the issue.
- If disruptive behaviour continues despite intervention, Chess Mates reserves the right to cancel the student's enrolment. In such cases, a refund will be issued for any remaining classes not yet attended.
- In cases where a student's behaviour creates an unsafe environment for other students or staff, Chess Mates reserves the right to immediately cancel enrolment without prior discussion. A refund for remaining classes will still be issued.
- Chess Mates has a **zero-tolerance policy towards bullying**. Any behaviour considered bullying—whether verbal, physical, or emotional—may result in immediate removal from the program.

6.0 Liability Waiver

While Chess Mates takes all reasonable precautions to ensure the safety and wellbeing of students during classes, participation in our programs is at the student's and parent/guardian's own risk.

- To the maximum extent permitted by law, Chess Mates and its instructors are not liable for any injury, loss, or damage arising from participation in our programs.
- Parents and guardians are responsible for ensuring that Chess Mates is informed of any relevant medical conditions, allergies, or special requirements that may affect their child's participation.
- In the event of an emergency, Chess Mates staff may seek medical assistance for a child if a parent or guardian cannot be reached and will not be held liable for any costs or consequences arising from this action.

7.0 Media Consent

From time to time, Chess Mates may take photographs or videos during classes for promotional purposes, including use on our website, social media platforms, and marketing materials.

Media consent is collected during the enrollment process. By completing an enrolment, parents/guardians confirm their media consent preference, and Chess Mates will only use images or videos of students where consent has been provided.

Chess Mates reserves the right to update or modify these Terms and Conditions at any time. The most current version will always be available on our website.