

CHESS KIDZ

Return and Cancellation Policies

1. In order to obtain a refund you must contact our office by phone, mail or email. A Refund Request Form is filled out in order to start processing the request. The slowest way to process a refund request is to leave a message on our voicemail.
2. Refunds are not issued after a session has ended. You must obtain refund approval prior to the second class of the session. Please allow 3-4 weeks for processing refunds.
3. Refunds are not issued due to a student's absence. The student and/or parent are responsible for keeping track of session dates stated on the flyer. We recommend you to keep the top half of the flyer. Please see the attendance expectations for more details.
4. 50% refund is available after the first class
0% refund after second class of the session
5. Occasionally we are forced to cancel sessions due to low enrollment when sessions do not meet the minimum number of students needed to host the session. The session cancellation is known before the first class of the session because everyone is expected to sign up by the "Submit Before" date at the bottom of the registration flyer. Low enrollment is visible on our rollsheets. This adds to the importance of signing up on time so we are able to clearly cancel a low enrollment session before the first day of class. These cancelled sessions receive a full 100% refund unless a class was attended and an instructor was present for a lesson. We need to compensate our instructors for their time and this particular situation can create a partial refund situation. Our admin will explain.
6. Registration saves your space, possibly at the expense of someone else. So, cancellations are discouraged. However, cancellations will be honored if requested by the "Submit Before" date at the bottom of the registration flyer. Cancellations meeting that requirement receive a 75% refund. Cancellation requests received after the "Submit Before" date but before the second class of the session receive a 50% refund or credit of paid fees towards future camps, after-school programs or tournaments. Cancellation requests received on or after the second day of class are not entitled to any refund/credit.

