

Refunds Policy

Richmond Junior Chess Club

Version 1.1

25 October 2021

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RJCC Refunds Policy

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Version History

Date	Version	Author	Reason for Update
28/07/2017	1.0B	PM	Initial Version
25/10/2021	1.1	PM	Upgraded from Draft to Approved.

Review Schedule

LAST UPDATE:	28 July 2017	Paul McKeown
NEXT REVIEW:	27 October 2022	

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Refunds

Richmond Junior Chess Club (RJCC) always aims to please all of its customers, whether children, parents/carers, visiting teams or clubs, participants in its tournaments, or schools in its outreach programme.

However, sometimes things do go wrong, what we offer may not meet a customer's needs or expectations, or a customer, having paid for our classes, clubs, tournaments or other equipment, publications or services may no longer be able to attend or use them.

In general we are happy to issue refunds.

1. If a scheduled club session or tournament has not taken place, due to staff absence or loss of a venue which we have booked, we will issue a refund.
2. If a child has signed up for several sessions, and they or their parent feel that the club is not really what they were looking for, we will normally issue a pro rata refund for the remaining sessions.
3. If a child has signed up for several sessions, and they are unable to attend further, due to unforeseen circumstances, we will normally issue a pro rata refund for the remaining sessions.
4. If a player has entered one or more of our tournaments, but gives notice before the normal close of entries that they will be unable to take part, due to unforeseen circumstances, we will normally issue a refund.
5. If an entrant has entered one or more of our tournaments, but gives notice that they do not meet some required condition (e.g. age, grade, rating, home address, etc.) we may issue a refund.
6. If a complaint has been upheld, we will normally issue a refund for the club session(s), tournament(s), equipment, publications or services that were not satisfactory.
7. If equipment or publications are being provided, and they have been delayed, we will inform you of the delay, and when the equipment or publications are expected to be delivered. We will seek to provide them at the earliest possible opportunity, using the quickest deliver service available. If the delay is too great, or the goods or publications cannot be delivered, we will issue a refund.

Notes

- a. We may offer a credit note against future club sessions or tournaments, if that is mutually satisfactory, as an alternative to a refund.
- b. We may charge an admin fee of £5 or 5%, whichever is greater, when issuing a refund, if significant additional administration is required in processing it.

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