



Cancellation & Program Refund Policy

Effective Date: 01/01/2025

Chicago Chess Academy (“CCA”) is committed to providing high-quality educational chess programs. This policy outlines our guidelines regarding program cancellations, missed classes, and refunds.

Program Enrollment

Enrollment in a Chicago Chess Academy program secures a spot for the full session. Space is limited, and staffing, materials, and scheduling are planned based on confirmed enrollments.

Participant Cancellations

- Once a program session has begun, no refunds will be issued for:
 - Missed classes
 - Schedule conflicts
 - Illness or personal reasons
 - Partial attendance
- If a cancellation request is made before the program start date, a refund may be issued at CCA’s discretion, minus any non-refundable processing or administrative fees.

Program Transfers

- Transfers to another CCA program or session are not guaranteed and are subject to availability.
- Any approved transfers must be requested prior to the program start date.

Minimum Enrollment Requirement

Some programs require a minimum number of participants to run.

- If a program does not meet minimum enrollment, CCA reserves the right to:
 - Cancel the program
 - Postpone the start date
 - Combine sessions where appropriate

In these cases, families will be offered:

- A full refund or
- The option to transfer to another available program

CCA-Initiated Cancellations

If Chicago Chess Academy cancels a class or program due to:

- Instructor availability
- Weather conditions
- Facility closures
- Unforeseen circumstances

CCA will make reasonable efforts to:

- Schedule a make-up class or
- Issue a prorated refund when appropriate



Weather & Emergency Closures

- In the event of severe weather or emergency closures, CCA will notify families as soon as possible.
- Decisions regarding make-up classes or refunds will be made on a case-by-case basis.

No-Show Policy

No refunds or credits are issued for students who do not attend a scheduled class without prior notice.

Refund Processing

- Approved refunds will be processed using the original payment method.
- Please allow 7–10 business days for refunds to be completed.

Accessibility Statement

Chicago Chess Academy (“CCA”) is committed to ensuring digital and program accessibility for all individuals, including people with disabilities. We strive to provide an inclusive and welcoming experience for students, families, educators, and community members.

Our Commitment

CCA is actively working to improve the accessibility and usability of our website and programs and aims to follow applicable accessibility standards, including the Web Content Accessibility Guidelines (WCAG) where reasonably possible.

Website Accessibility

We are taking steps to make our website accessible by:

- Using clear, readable fonts and layouts
- Providing text alternatives for images where possible
- Ensuring navigation is usable with assistive technologies
- Maintaining color contrast for readability
- Designing pages that work across devices and screen sizes

While we continue to improve, some content or features may not yet be fully accessible.

Program Accessibility

Chicago Chess Academy is committed to providing reasonable accommodations for participants in our programs when requested.

This may include:

- Adjustments to instructional methods
- Flexible participation options where feasible
- Collaboration with parents, guardians, schools, or partners to support individual needs

Accommodation requests should be made in advance when possible to allow adequate planning.



Third-Party Content

Some content or services on our website may be provided by third parties (such as payment processors or embedded tools). While we encourage accessibility from all partners, we do not control third-party platforms and cannot guarantee their accessibility compliance.

Feedback & Assistance

We welcome feedback on the accessibility of our website and programs. If you encounter any accessibility barriers or need assistance, please contact us:

✉ feedback@chicagochessacademy.com

When contacting us, please include:

- A description of the issue
- The page or program involved
- The type of assistance needed

We will make reasonable efforts to respond and address concerns promptly.

Ongoing Improvements

Accessibility is an ongoing process. Chicago Chess Academy regularly reviews its practices and seeks opportunities to improve accessibility for all users.

Contact Information

For cancellation or refund inquiries, please contact:

✉ info@chicagochessacademy.com

Policy Acknowledgment

By enrolling in a Chicago Chess Academy program, you acknowledge that you have read, understood, and agreed to this Cancellation & Program Refund Policy.