

Terms for Athletes

Last updated March 20, 2025

These Terms for Athletes ("**Agreement**") govern your use of **Grapplers Connect** as an athlete seeking coaching services from independent grappling coaches. By registering for an account and booking services through the platform, you agree to these terms, which form a legally binding agreement between you and **Grapplers Connect LLC** ("**we**," "**our**," or "**us**").

1. Role of Grapplers Connect

- *Grapplers Connect* is a facilitation platform that connects athletes with independent grappling coaches.
- We do not provide coaching services, endorse specific coaches, or guarantee the quality or outcome of any training.
- Any agreements, transactions, or interactions between you and a coach are solely between you and that coach.

2. Booking & Payment Terms

2.1 Payment Processing & Fees

- All payments for coaching sessions are processed securely via Stripe, our third-party payment processor.
- You agree to provide accurate and up-to-date payment information and authorize us to charge your selected payment method for all transactions.
- Payments are final once a booking is confirmed, subject to the refund policies outlined below.

2.2 Platform Fees & Taxes

- The total amount payable for a session includes the coach's fee and any applicable taxes.
- *Grapplers Connect* charges a non-refundable to cover platform and payment gateway costs.

2.3 Payment Disputes & Chargebacks

- If you have an issue with a coaching session, you must first attempt to resolve it with the coach before disputing the transaction.
- Unauthorized chargebacks may result in account suspension and may be contested by *Grapplers Connect* with your payment provider.

3. Refund & Cancellation Policy

3.1 Coach-Specific Refund Policies

- Each coach may establish their own refund and cancellation policies, which you are responsible for reviewing before booking.
- If you wish to cancel a session, you must comply with the coach's stated policy.

3.2 Athlete-Initiated Refund Requests

- You may request a refund within 14 days from the service completion date, subject to review by the coach.
- If the coach approves the refund, you will receive the refunded amount minus the non-refundable platform processing fee.
- If a refund is denied, you may escalate the matter to *Grapplers Connect* for mediation.

3.3 Refund Disputes & Platform Mediation

- If a dispute arises regarding a refund, the coach and athlete must first attempt to resolve it independently.
- If an agreement cannot be reached, *Grapplers Connect* may, at its sole discretion, mediate the dispute, and our decision will be final and binding.

4. Athlete Responsibilities & Code of Conduct

As an athlete using *Grapplers Connect*, you agree to:

- Provide accurate and truthful information when creating your account and booking services.
- Respect all scheduled appointments and communicate cancellations in a timely manner.

- Abide by the coach's instructions, safety guidelines, and policies during training sessions.
- Not engage in any form of misconduct, including harassment, discrimination, or inappropriate behavior towards coaches or other users.
- Not attempt to bypass the platform's payment system by soliciting off-platform transactions.
- Not misuse or distribute any private information shared by a coach or other users.

Failure to comply with these obligations may result in account suspension or permanent removal from the platform.

5. Dispute Resolution & Platform Intervention

- Any disputes regarding coaching sessions, cancellations, or refunds must first be addressed between the athlete and the coach.
- *Grapplers Connect* may, at its discretion, intervene in disputes and provide a resolution.
- If *Grapplers Connect* mediates a dispute, our decision will be final and binding on all parties involved.

6. No Guarantees & Limitation of Liability

- *Grapplers Connect* does not guarantee the quality, effectiveness, or outcomes of any coaching session.
- You acknowledge that grappling and combat sports involve inherent risks, and you assume full responsibility for any injuries, accidents, or damages arising from your participation.
- *Grapplers Connect* is not liable for any losses, injuries, or damages resulting from coaching services obtained through the platform.
- You release and hold harmless *Grapplers Connect*, its employees, affiliates, and service providers from any claims, disputes, or liabilities related to your use of the platform.

7. Account Suspension & Termination

We reserve the right to suspend or terminate your account if:

- You engage in fraudulent, abusive, or deceptive activities.
- You violate these Terms for Athletes, the Terms of Service, or any other platform policies.
- You repeatedly dispute charges or initiate unauthorized chargebacks.

If your account is terminated, you may lose access to any pending or future coaching sessions, and any pending refunds may be withheld at our discretion.

8. Data Privacy & Communications

- By using *Grapplers Connect*, you consent to the collection and use of your data as outlined in our Privacy Policy.
- You agree to receive platform-related notifications, emails, and communications regarding your bookings and account status.
- If you choose to opt out of certain communications, you acknowledge that you may miss important updates regarding your sessions.

9. Changes to These Terms

Grapplers Connect reserves the right to update these Terms for Athletes at any time. We will notify users of any material changes, and continued use of the platform after updates constitutes acceptance of the revised terms.

10. Contact Information

For questions, concerns, or dispute resolution requests, please contact us at jordan@grapplersconnect.com.