

# Game Mates UK – Terms of Service

**Approved by:** Thomas Williams

**Effective Date:** 14/08/2025

**Last Updated:** 14/08/2025

By booking or continuing sessions with Game Mates UK, you agree to the terms and conditions outlined in this document. If you have any questions regarding these terms, please contact us at [gamematesuk@outlook.com](mailto:gamematesuk@outlook.com).

## 1. Introduction

Game Mates UK provides tailored gaming sessions for individuals aged **8–21**, focusing on creating a safe, inclusive, and supportive environment. Our mentors use gaming to encourage social interaction, personal growth, and skill development, while accommodating sensory and emotional needs.

## 2. Service Commitments

We are committed to:

- Creating a safe, respectful, and inclusive space for all participants.
- Allowing the young person to lead the pace and direction of the session.
- Encouraging self-expression, confidence, and positive communication.
- Starting sessions on time and informing parents/carers of any delays, technical issues, cancellations, or holidays.
- Offering opportunities for participants to explore new skills and interests in gaming and digital media.

## 3. Parental & Participant Responsibilities

Parents/carers are responsible for:

- Ensuring the participant is ready and available at the agreed session time.
- Providing a working communication method (voice, video, or text chat).
- Informing Game Mates UK of any new games or software the participant wishes to use at least 24 hours before the session.
- Notifying us of any changes in circumstances that may impact sessions.
- Communicating cancellations, illness, holidays, or technical issues promptly.

## 4. Session Structure

- Sessions are available in 30-minute or 1-hour slots.
- Session times may be slightly shorter than the booked slot to allow mentors to complete notes and prepare for the next session.
- Participants with time-related anxiety can have additional reassurances — please inform us in advance.

## 5. Payments & Funding

- Itemised invoices are sent monthly to the designated payer.
- Invoices must be settled within the payment period stated on the invoice.
- Sessions may be paused if payment is not received by the due date.
- It is the responsibility of parents/carers to confirm funding arrangements for sessions, including school holiday periods.

## 6. Attendance & Cancellations

- Once booked, attendance is assumed unless notice is given.
- At least 24 hours' notice is required for cancellations to avoid being charged.
- We will aim to reschedule cancelled sessions where possible, subject to mentor availability.

## **7. Notice Periods & Changing Mentors**

- After the first four weeks of sessions, a two-week notice period applies for ending sessions, changing mentors, or transferring hours between mentors.
- Ending sessions at the end of term also requires two weeks' notice.
- Requests for mentor changes should first be discussed with your current mentor. If a change is still required, contact [gamematesuk@outlook.com](mailto:gamematesuk@outlook.com).

## **8. Safeguarding & Safety**

- All mentors have enhanced DBS checks and training in safeguarding, online safety, autism, ADHD, and PDA.
- We are committed to protecting the welfare of all young people and may share information with relevant agencies where necessary.
- Our Designated Safeguarding Lead can be contacted at [gamematesuk@outlook.com](mailto:gamematesuk@outlook.com).

## **9. Game Age Ratings Policy**

- We respect each participant's choice of games, including those with age restrictions, provided parental/carers consent is given.
- Game Mates UK does not recommend age-restricted games but will join participants on their chosen games if consent is provided.
- Parents/carers remain responsible for approving game content.

## **10. Data Protection & Privacy**

- Game Mates UK is GDPR compliant.
- Personal data is handled in strict confidence and shared only with senior staff and assigned mentors.
- Certain data must be retained for up to two years after a participant leaves our service, after which it will be securely deleted.

## **11. Behaviour & Conduct**

- We adopt a flexible approach to behaviour, understanding that needs vary between individuals.
- Mentors address any behaviour concerns with a restorative approach and work with parents/carers to find solutions.

## **12. Mentor Wellbeing**

- We prioritise mental health for both participants and mentors.
- Mentors may occasionally require additional time to respond to correspondence or take mental health days.
- We ask that all communication with mentors is respectful and considerate of their workload.

## **13. Complaints Procedure**

If you are dissatisfied with any aspect of our service:

1. Contact your assigned mentor to address concerns.

2. If the matter is unresolved, email **gamematesuk@outlook.com** to escalate the complaint.
3. All formal complaints will be acknowledged within three working days and responded to within ten working days where possible.

## 14. FAQs (Summary)

- Session Length: 30 or 60 minutes. Slightly shorter durations may apply to allow mentor admin time.
- Session Frequency: Multiple sessions per week are possible, subject to availability.
- Skills Learning: We support skill-building in areas such as coding, game design, video editing, and digital art — but sessions remain participant-led.
- Communication Methods: Video chat, voice chat, or text chat via the console, PC, or platforms like Google Meet or Discord (13+ with parental consent).
- Safety: All mentors have safeguarding training and will provide online safety guidance as needed.

By continuing with Game Mates UK sessions, you confirm that you have read, understood, and agree to these Terms of Service.

Contact: [gamematesuk@outlook.com](mailto:gamematesuk@outlook.com)