



# THE WELL-BEING YOGA SCHOOL

## **Terms and conditions**

### **Practice Experience**

Students should have been practicing yoga for 2 years and have a strong practice before they embark on a teacher training course. A letter of confirmation may be required from your yoga teacher.

### **Booking**

Full payment will be required to secure your place on this course and should be paid at the time of booking or following the payment plan agreed during your registration.

All payment must be paid when due. Late fees will be applied for late payments. All payments must be net of any charges or fees.

If an applicant is accepted on the teacher training course, the 600 GBP deposit for the 6 months training sent on application automatically becomes non-refundable. If an applicant is not accepted the deposit will be immediately refunded.

The balance of the course fee must be paid 4 weeks before the course begins. If not, your place may be offered to someone on the waiting list and the deposit forfeited.

If a student withdraws from the course more than 2 weeks before the course commences, payment is non-refundable but (after immersion fees deducted from the whole amount) money left on the student account can be transferred to another course or retreat. If a student withdraws from the course in the last two weeks before the course begins, the payment will no longer be transferable and will be requested in full even in the case of payment facilities offered.

Refund is as follow: Full refund (excluding deposit) if you cancel 3 months before the start date.

All applications will be taken on a first come first served basis. Reserving the right to refuse a place to students who have not had the relevant experience will be at the decision of the course tutors.

The fees must be paid in full and any private sessions paid for before a graduation certificate will be issued.

### **What fees include/ what is not included**

#### **Included:**

Training and assessment by a qualified Yoga Alliance UK SYTA full manual and other appropriate paperwork.

#### **Not included:**

Flights to Destination or Travelling costs in the UK or any other expenses during your teacher training course.  
Insurance (Yoga Alliance UK for just £15)\*

A certificate (paying the fees do not guarantee you a certificate as you will need to successfully pass all assignments and attend a minimum of 80% the course).

#### **During the Course:**

- Student's conduct during the course
- Minimum attendance rate
- Time limit once course official finishes to complete the course
- Re-sitting any assignments (additional charges for this)
- Expectations regarding daily practice of students
- Extensions granted if student is unable to complete the requirements due to unforeseen circumstances evidence will be require.

Any additional extra tuition will be charged at an hourly rate for the module that has been missed by the course tutors.

#### **Cancelation of Course:**

Course leaders reserve the right to cancel the course and refund full fees to the students in the case of unforeseen circumstances prior to the start of the training. In the unlikely event that the training is cancelled within the time frame of the course, we will refund the student at the pro-rata of received trainings from your payment or offer an alternative placement.

As a student of your training course, I consent to my contact details (name, email and phone number) being passed onto our partners, Yoga Alliance Professionals, so they can contact me directly and invite me to register as a Trainee and Teacher. I understand that I have the option of opting out of this registration process.

Name:

Date:

Signature:



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## **Code of conduct**

*Thank you for joining our 200 hours diploma course, and a warm welcome to our Teacher Training. We hope you enjoy the course and find it useful and informative. In order to maintain high standards and ensure that we keep our good reputation, it is important that you reach a certain minimum standard. Whenever we feel that this is not the case, we will talk to you personally and try to put things right. The assessment is on a continuous basis and you will receive feedback on your progress. Students who do not meet the required standards will be asked to improve on the areas of weakness, and demonstrate that they have done this, before being issued with a certificate. All successful students can be registered on our database of accredited teachers.*

*This Code of Conduct is a summation and declaration of acceptable, ethical, and professional behaviour by which all Yoga Alliance Professional UK Registered Yoga Teachers agree to conduct the teaching and business of Yoga.*

*As a Registrant of The Well Being Yoga school, I agree to uphold the ethical goals set forth in the following Code of Conduct:*

- 1. To ensure that safe and effective teaching is available to the public.*
- 2. To provide the public with access to safe and effective yoga teachers.*
- 3. To maintain and uphold the traditions of Hatha Yoga and Vinyasa Yoga. To teach yoga from the experience of these traditions and to disseminate these teachings to anyone, from any background, who earnestly desires to follow these traditions.*
- 4. Uphold the integrity of my vocation by conducting myself in a professional and conscientious manner.*
- 5. Acknowledge the limitations of my skills and scope of practice and where appropriate, refer students to seek alternative instruction, advice, treatment, or direction.*
- 6. Create and maintain a safe, clean, and comfortable environment for the practice of yoga.*
- 7. Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation.*
- 8. Respect the rights, dignity, and privacy of all students.*
- 9. Avoid words and actions that constitute sexual harassment.*
- 10. Follow all local government and national laws that pertain to my yoga teaching and business.*

*I agree to comply with the conditions and requirements as set out in the course curriculum, and accept that failure to do so will disqualify me from any accreditation. I furthermore vow to uphold the standards of the teachings I have been given, and to maintain and promote the good name of yoga at all times. I accept that failure to do so may lead to the annulment of any accreditation obtained from The Well Being Yoga School Teacher Training.*

*Course: 200 Hours Intensive Yoga Teacher Training at The Well-Being Yoga School*

*Print Name :*

*Signed:*

*Date:*



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## **Grievance Procedure**

### **What is a grievance or complaint?**

*A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated, the service you have received or the tuition you have received from your teacher.*

*Principals Your school recognises that complaints are an important part of customer's feedback. All complaints will be investigated fully and fairly. Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to in the complaint. If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal to the teachers' industry body such as Yoga Alliance UK.*

*Your school is committed to ensuring that its services, products and courses are of the highest quality. The complaints procedure enables your school to respond clearly and properly to complaints and to know when and why people are not satisfied with its services and courses, so that they can improve them.*

### **Complaints about a Teacher Training Course**

*There are three stages that you can follow to try to resolve the issue. We will always try to resolve any complaint as soon as possible.*

*You may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.*

#### **Stage One:**

*Speak to the individual(s) concerned and try to resolve the complaint informally on the day. If you are not satisfied with the response you have received, try to resolve the issue by following stage two.*

#### **Stage Two:**

*Outline the details of your complaint by letter or email and send it to the person who will investigate the complaint. Your complaint will be acknowledged within 3 working days from the date it is received.*

*The response will contain the following information:*

- Name of the person who will investigate the complaint*
- The date(s) that the incident happened*
- What support you can expect to receive during the process of the complaint An expected response date*

*In fairness to all parties and to ensure the investigator is able to investigate the complaint in an open and meaningful way, we cannot guarantee your anonymity. In exceptional cases, however, where a child or vulnerable adult is involved, in accordance with national guidelines and good practice the identity of individuals at risk will be protected. When the person(s) who are dealing with the complaint, have had an opportunity to review it, they will write to the tutor or person about whom the complaint has been made. The letter will outline the main elements of your complaint and ask for a full written response. At this point, if further relevant information comes to light, you may be asked for your comments to ensure the investigator has a balanced understanding. When your response has been received, the investigator will consider all the information available to them and make a decision.*

*The response will include the following information: -Details of the investigation*

- A decision about whether the complaint was upheld or not*
- The reason for the decision*

*The re-dress, if appropriate, which will be offered to you, for example, an apology, additional help or directing you to other sources of advice or support. Any other action that may be taken in light of the complaint If it is not possible to provide a full answer to your complaint within 30 working days, the letter will outline reasons why and give a date by which a full answer is expected.*