



## Terms & Conditions for Yoga4Kids Vocational Training

### Practical Experience

Students should have been practicing yoga for two years before embarking on any of the Yoga4Kids Vocational Training options.

### Booking

1. A deposit is necessary to secure a place on any of the training and must be paid at the time of the booking or 10 business days prior to the first date of training.
2. The full fee should be paid 2 days before the training starts.
3. Applications will be taken on a 'first come first served' basis and students who have paid their deposit will have priority over those who have not.
4. Yoga4Kids reserves the right to refuse a place to students who have not paid their deposit or full fees by the required date/s.
5. The fees must be paid in full for before a graduation certificate will be issued.

### Fees: Inclusions & Exclusions

The following lists those things included with the fees paid for the training as well as other considerations which are not included.

#### Inclusions:

- Training by a qualified Yoga Alliance Professional SYT (Suzie Manson).
- All applicable training manuals, tracking templates and any other documents relevant to the training.
- Light beverages and snacks on the days of training.

#### Exclusions:

- Any of your travel and accommodation expenses.
- Lunch on the training days.
- Insurance.
- 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).

Upon signing up for any of the Yoga4Kids Vocational Trainings your name, email address and phone number will be forwarded to our accrediting body, Yoga Alliance Professionals YAP, and you will get a free membership with YAP for the duration of your course. Yoga4Kids reserves the right to amend any of the above conditions any time throughout the course.

## Refund Policy Guidelines

1. A deposit is necessary to secure a place on any of the Yoga4Kids Vocational Trainings and must be paid at the time of the booking or 10 business days prior to the first date of training.
2. 50% of the deposit will be refunded if the student provides written notice of cancellation 5 business days prior to the start of training.
3. If the cancellation is made within less than 5 business days prior to the start of training, the student shall forfeit the entire deposit. S/he may have the opportunity to have the deposit applied to a later training date as a secondary option.
4. If extenuating circumstances make it impossible for a student to complete the training once it has begun, consideration will be given on a case by case basis for a refund or continuation of training at another time. Evidence of reason must be provided to Yoga4Kids owner, Suzie Manson at [suzie@yoga4kids.co.za](mailto:suzie@yoga4kids.co.za).
5. Cancellations must be provided in writing (via email) to Yoga4Kids owner, Suzie Manson at [suzie@yoga4kids.co.za](mailto:suzie@yoga4kids.co.za).

## Student & Training Expectations

- Students are expected to fully attend all assigned training hours.
- Students are expected to complete the training within six months of starting the course.
- Students are expected to behave in a professional, respectful manner at all times during training toward fellow learners and instructors.
- If a student is unable to complete the requirements due to unforeseen circumstances, written evidence must be provided to Suzie Manson at [suzie@yoga4kids.co.za](mailto:suzie@yoga4kids.co.za). Upon receipt of the evidence, Suzie will arrange a meeting (in person, by phone or via Skype) with the student to make alternate arrangements where possible.

## Cancelation of Training

- Yoga4Kids reserves the right to cancel training if minimum registration requirements (5 persons) are not met within 48 hours of the first day of training.
- Any deposits and/or full payments made at that point will be applied to the next training dates of the student's choice.

## Complaints Procedure

There are three stages that you can follow to try to resolve an issue/complaint. 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 so every reasonable effort may be made to provide one.

### 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.

### **Contact Information**

If you require additional information or clarification on these Terms & Conditions as they apply to the Yoga4Kids Vocational Training, please contact Suzie Manson:

- Cell: 083 299 6555
- E-mail: [suzie@yoga4kids.co.za](mailto:suzie@yoga4kids.co.za)
- Skype: sue.manson8