

Nartana Yoga School Terms & Conditions UPDATED 11/7/2018

Practice Experience

Students should have been practicing yoga for 2 years and have a strong practice before they embark on a teacher training course.

Booking

A deposit of £500 is necessary to secure a place on the course and should be paid at the time of the booking.

The full fee should be paid 30 days before the beginning of the course, or arrangements made for regular periodic payments.

Applications will be taken on a 'first come first served' basis and students who have paid their deposit will have priority over those who haven't.

We reserve the right to refuse a place to students who have not paid their deposit, or full fees, or made arrangements for periodic payments, by the required date.

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

What fees include and do not include

Included:

Training and assessment by Donna Gerrard who is a qualified Yoga Alliance Professionals SYT (Senior Yoga Teacher).

A full manual and supplementary hand-outs where needed.

Not included:

Flights, accommodation and food for yourself (except on the final residential retreat, on which food and accommodation are included).

Insurance (you can get this from Yoga Alliance Professionals 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 90% of the course.

Refund Policy Guidelines

Payment Deposit Dates

Deposits must be paid by 3 months before the start of the course. Your deposit is non-refundable.

The balance must be paid by the start of the course, or alternately you will have made arrangements with the school to make the payment by instalments.

Student Pulling Out of Course

If a student pulls out of the course due to extreme circumstances, the course fees are generally not refundable but this can be discussed in extreme circumstances.

Procedure on how to make a cancellation

Please contact the school in writing and provide evidence of reason where appropriate.

During the Course:

- Students are expected to begin or continue a daily yoga practice and are expected to attend all modules.

- In extenuating circumstances, a student may miss 10% of the course.

- If more than 10% is missed then the equivalent modules may be retaken in the following year's intake at no additional charge. If the student is not able to retake the module(s) the following year then a pro rata charge will be made for re-taking the relevant module(s).

- All written assignments must be completed by the 10th module unless this has been previously agreed with the SYT.

- Detailed feedback will be given by the course leaders after the final assessment and in extreme cases, students may be required to retake the assessment. **There is a reassessment fee of £50.**

If re-attendance of modules in the following year's intake is required then additional charges pro-rated for the portion of the course requiring re-taking will be required for this.

- As a student of the training course, you will be asked to consent to your contact details (name, email address and phone number) being passed over to our partners, Yoga Alliance Professionals, so that they can contact you directly and invite you to register as a Trainee and Teacher. You have the option of opting out of this registration process.

Cancellation of Course:

- Course leaders will do their best to adhere to the timetable set out at the start of the year, but reserve the right to change dates and/or cancel the course at any point. If the course is cancelled by the course leaders then full refunds will be given.

Complaints Procedure

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:

We will speak to the individual(s) concerned and try to resolve the complaint informally on the day.

If a satisfactory resolution has not been achieved, then we will progress to stage 2.

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.