



# Yoga Course Terms and Conditions 2019

These terms and conditions constitute an agreement between The Radiant Hand Academy of Yoga ('The Academy') and you as a student of The Academy. These terms and conditions apply to your application for any of our yoga courses and any subsequent matters arising from your application. They outline your obligation as a student of The Radiant Hand Academy of Yoga and our obligation to you.

## 1.1 Booking a Course

- Once we have received a full payment for the course you wish to attend at The Academy you will receive a letter of confirmation from us and your place is confirmed. At this stage a binding contract exists and all terms and conditions apply.
- You may pay a deposit of £100 to reserve your place on the course of your choice (subject to availability). Your place is not confirmed until we have received your full payment. We must receive your full payment at least two weeks before the start date of the course. Failure to make a full payment will result in your place being cancelled and your deposit will be forfeited.
- All course prices are subject to change. We will honour the course price as stated in your booking confirmation letter except in cases of course transfer or cancellation as stated below.

## 1.2 Course Transfers

- All transfers are considered on an individual basis and are at the discretion of The Radiant Hand Academy of Yoga.
- If you wish to transfer to alternative course dates, you must make a transfer request to The Academy in writing at least 4 weeks prior to the start date of the original course booked.
- If a transfer request is received less than 4 weeks prior to the start of the course, no transfers will be allowed and all fees will be forfeited.



- If the transfer request is due to a medical condition, a medical certificate must be provided alongside the written transfer request. 50% of the total amount paid will be forfeited and the balance will be transferred towards an alternative course (subject to availability). If the amount transferred is less than the required £100 deposit, an additional amount must be paid to secure alternative dates.
- A transfer fee of £45 per course must be received. Places will be confirmed subject to availability.
- Only one transfer will be allowed, thereafter all fees paid (including deposit and balance) will be forfeited.
- Fees paid (including deposit and balance) for yoga courses can only be transferred towards the cost of fees for similar yoga courses. If course fees increase during this time, you will be asked to pay additional charges.
- If we are unable to confirm a place on an alternative course immediately, the fees will be held by us for up to one year, and you will receive a written notification from The Academy confirming this. If course fees increase during this time, you will be asked to pay additional charges. Any fees not used within one year will be forfeited.

### 1.3 Cancellations

- We may at our discretion change or cancel course dates. We will notify you of any change in writing and/or by telephone. Any payments made are non refundable and may be transferred to alternative yoga courses with The Radiant Hand Academy of Yoga at our discretion.
- If you wish to cancel your course completely and do not wish to attend any further courses with The Radiant Hand Academy of Yoga the following conditions will apply:
  - If your cancellation notification is received 4 weeks or more prior to the start date of the course, 50% of the total amount paid will be forfeited and the remainder of the fees will be refunded via the method by which they were paid.
  - If your cancellation notification is received less than 4 weeks prior to the start of the course, all fees paid will be forfeited and no refunds given.
  - If your cancellation notice is due to a medical condition and accompanied by a valid GP medical certificate we will offer you a single course transfer. Thereafter, transfer terms and conditions apply. In the case of long-term



illness where your GP deems you unable to attend the course within one year of the course start date, at our discretion; we will offer a refund minus the deposit amount for the course.

- In case of failure to arrive, attend or complete the contracted course, The Academy is under no obligation to offer a transfer or refund any part of fees paid. If any fees are still outstanding, you will be liable to make the payment in full.

#### **1.4 Certification**

- Certificates are issued with your name written as indicated by you at the time of booking. Free replacements will only be issued if an error has been made and if notification is received within 1 month of you receiving the certificate. Otherwise a replacement fee of £20 will apply.
- Any changes resulting in a change of name from that which was originally stated at the time of booking e.g. marriage, divorce, deed poll, equity name etc., must be verified by legal documentation and The Academy notified immediately. If notification is received after certificates have been issued, a replacement fee of £20 will be charged.
- In the case of Change of Address, written notification must be given immediately when you know you are moving house. The Academy cannot be held responsible or liable for post going astray prior to written notification of change of address being received.

#### **1.5 Assessments and Coursework**

- All course assessments and coursework must be completed to Grade C or above for you to be eligible to proceed to the next course. If you are required to re-sit an assessment or re-submit a piece of coursework this must be done by the dates specified by your course tutors.
- The cost for repeating assessments is £35.00 for a single assessment and £65.00 for multiple assessments from any one course.
- The dates for assessment re-sits are published with the course dates. Re-sit assessments are only offered on these dates. If you cannot attend the re-sit date



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for your course or the subsequent course, you will be required to take the full course again and pay full course fees.

## 1.6 Attendance

- To complete a course, you are required to attend all taught sessions. If you are unable to attend a session, at our discretion we will offer you a catch up session at a cost of £50. You will not have completed the course until you have attended the session missed and also completed all related coursework and assessments to the standard required by The Academy.
- Some courses require you to attend yoga classes taught at The Radiant Hand studio. These classes must be attended for you to complete the course. Yoga classes can be booked, subject to the terms and conditions of our Class Booking Policy below. Any yoga classes not attended within the timeframes of the course are forfeited.
- At the start of your course you will be allocated the appropriate number of classes on our online booking system and will be able to book as outlined below.