

# 200 hour Yoga teacher Training with Lisa Roberts

## Terms and conditions

### Practice experience

All students must have a minimum of 2 years regular yoga practice and are expected to develop a daily practice on starting the course.

### Booking

To book a place on the Teacher Training a non-returnable non-transferable deposit of £495.00 is required.

Spaces will be given on a 'first come first served basis' with priority given to those who have paid the deposit and completed the application form.

Fees and any other outstanding amounts must be paid in full before a graduation certificate is issued.

The full fee payable is £2495.00, There are 2 payment options to choose from (see below). All students are committed to the full payment once the course has begun.

Lisa Roberts reserves the right to refuse a place to students that have not paid their deposit or full fees by the set date.

### Included in the fee:

Training and assessment, a full manual and other paperwork.

### Not included:

Travel, accommodation, food, books.

Insurance

Certificate of completion (paying the fees does not guarantee you a certificate. You must attend 100% of the course and pass all assignments).

Upon signing up for the teacher training your name, email address and phone number will be forwarded to the accreditation body - Yoga Alliance professionals (YAP), and you will get free membership with YAP for the duration of your course.

You will be required to have personal teacher insurance for teaching away from Estuary Studio during the course. This can be obtained through YAP at a cost of £15.

### During the course

**Students are expected to attend 100% of the course.** A charge will apply for any extra tuition for missed teaching hours.

All coursework/assignments must be completed by the end of the course and to graduate. Extensions to the assignment deadlines will be given on an individual basis if the student is unable to complete the course or assignments due to unforeseen circumstances.

## **Refund and cancellation policy guidelines**

Deposit must be paid by 30th September 2019. The deposit is non-refundable and non-transferable.

To cancel a place on the course once the deposit has been paid, Lisa Roberts requires one month's notice prior to the start of the course. In this instance a full refund (minus the deposit) will be given. Once the course has started no refund will be given as fees are non-refundable and non-transferable. Cancellations must be given in writing.

If Lisa Roberts needs to cancel the course for any reason or due to unforeseen circumstances then a full refund or partial refund will be given. If the course has not started a full refund will be given or if during the course a partial refund of the time missed.

## **Complaints procedure**

All students will have the opportunity to give feedback throughout the course. If you are not happy with any aspect of the course or should you have an issue or complaint please talk with Lisa or another teacher on the course in the first instance.

**Stage one** - Speak with the student and try to resolve the matter informally on the day.

If you are not satisfied with the response then please follow stage two:

**Stage two** - Outline the complaint by letter or email and send to [lisarobertsyoga@gmail.com](mailto:lisarobertsyoga@gmail.com). Your complaint will be acknowledged within 3 days and the response will include the name of the person who will investigate the complaint, the date of the incident, the support you will be given and an expected response date.

In fairness to all parties and to ensure the investigators are 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 tutor will outline reasons why and give a date by which a full answer is expected.

**Disclaimer**

You should check with your doctor before starting Yoga or any other exercise program Lisa Roberts/Estuary Clinic Ltd/all teachers on the course hereby disclaims any liability, injury, damage or loss resulting from any exercise or advice given. The instruction and advice presented during the teacher training is in no way intended as a substitute for medical advice. You must use your own intuition to listen to and work with your body. It is your responsibility to let your teacher know if any movements hurt and to make certain you never take a stretch or pose to a level of discomfort or pain. It is your responsibility to stop or modify a pose if it is uncomfortable.

**Payment and booking**

I wish to apply for a place on the 200hour Yoga Teacher Training Course starting January 2020 and enclose a deposit of £495.00.

**Deposit**

I enclose a cheque of £495.00 made payable to Estuary Clinic Ltd.

BACS - I have transferred the deposit of £495.00 on (date).....  
Please put your name as reference.

**Balance**

**Two Instalments**

First instalment: 1st December 2019 £1000.00

Second Instalment: 10th April 2020 £1000.00

**Monthly Instalments**

10 monthly instalments of £200.00 commencing 1st December 2019

**BACS** 089250 / 68627849 Estuary Clinic Ltd

**I (please insert name).....have read, understand and adhere to the above terms and conditions, complaints procedure, cancellation policy and disclaimer. I will adhere to the code of conduct and understand I am liable for complete payment of the course regardless of attendance.**

Signature.....

Date.....