



## Terms and Conditions

These terms and conditions should be read and understood, before demonstrating your acceptance of them by signing the Application Form.

This is an agreement between Yoga Professionals and you. These Terms and Conditions apply to your application for a training programme and subsequent matters arising from the application. They aim to outline your obligations as a student and assessment candidate and our obligations to you.

### 1. Payments

Payments can be made by telephone, post, or in person.

Yoga Professionals will not take responsibility for any delayed or mislaid postal payments.

All payments must be accompanied by a completed Application Form.

Payments are subject to a 7 day 'cooling off' period, which starts from the date the payment is received by Yoga Professionals.

All payments are non-refundable after the 7 day 'cooling off' period.

### 2. Cancellation

Requests for cancellation must be made in writing and are subject to the following:

- No refunds will be given for cancellation made within one calendar month of the course start date, with the exception of bookings made within a month of the course start date which are entitled to the usual 7 day 'cooling off' period.
- 50% refund will be given for cancellation in the one to two month period before the course start date.
- Full refund less 10% administration fee for cancellation more than two months before the course start date.

### 3. Transfer

Requests for transfer must be made in writing. Every effort will be made to meet the request, however this cannot be guaranteed. An administration charge may be applicable. Transferring assessment is subject to a charge of £200.

### 4. Refunds

Refunds will only be made to the initial payee.

## **5. Certificates**

Certificates are issued in the name stated on the Application Form. Please ensure the name is spelt clearly and correctly. Replacement certificates can be provided for a set fee, available upon request.

## **6. Changes to personal details**

It is the student's responsibility to ensure that any changes in personal details are made known to Yoga Professionals, including changes to name, address, email, telephone number.

## **7. Additional support for students with individual needs**

Yoga Professionals will offer support to students with individual learning needs and/or disabilities. It is the student's responsibility to inform Yoga Professionals of any individual needs on the Application Form so that appropriate support can be provided.

## **8. Health and safety**

All students must comply with the legislation relevant to the working areas and behave in a manner that does not put themselves or others at risk. All students must familiarise themselves with fire evacuation procedures at their course/assessment venue. Emergency exits and the corridors and stairways leading to these must not be obstructed.

## **9. Insurance**

Yoga Professionals recommends that students take out insurance to cover their teaching practice during their course of study. Details of suitable insurance are available upon request.

## **10. Unacceptable behaviour**

Aggressive and/or threatening behaviour and any other conduct likely to cause offence or harm to others will not be tolerated by Yoga Professionals, including but without limitation:

- offensive and/or discriminatory language or behaviour, including that based on age, disability, ethnicity, HIV status, marital status, race, religion, gender or sexual orientation
- acting in an unsafe manner
- harassment of others
- damage or defacement of property
- disruption to the work and learning of others
- bringing alcohol or drugs into the learning environment

Any student found guilty of such behaviour will be removed from their course and all fees paid will be forfeit. If any student breaches the law, Yoga Professionals reserves the right to involve the police and to prosecute the individual(s) concerned.



## CANCELLATION AND REFUND POLICY

### Courses

Once you have signed and sent your Application Form, you have agreed to pay for the course you have selected in full, either as a lump sum or in instalments.

You are entitled to change your mind and either select another course or cancel your place on a course within 7 days of sending in your Application Form, by giving written notice to:

email: [info@yogaprofessionals.co.uk](mailto:info@yogaprofessionals.co.uk)

or

Post:

Yoga Professionals  
108 Training Ltd  
483 Green Lanes  
London  
N16 4BS

In the event of a cancellation 1% of the full course fee will be deducted to cover administration costs.

### Products

You are entitled to a full refund on purchases, returned unopened and unused, within 14 days of purchase.

You are entitled to an exchange on faulty products within 14 days of purchase. Please state clearly the fault identified.

Returned or faulty products should be sent to:  
483 Green Lanes  
London  
N16 4BS

No other refund or exchange is permissible.



## PRIVACY AND FREEDOM OF INFORMATION

### Scope

This Privacy Policy describes how Yoga Professionals ("**we**", "**us**" or "**our**") collects, stores, uses and discloses your personal information in connection with the performance of the services that are made available to you.

By signing the application form you expressly consent to the collection, storage, use and disclosure of your personal information by Yoga Professionals, as described in this Policy.

This Policy is valid from 1 August 2007.

### Collection and Storage

You can browse the Site without telling us who you are or revealing any personal information about yourself. However, once you give us your personal information, you are no longer anonymous to us.

If you choose to provide us with personal information, you expressly consent to us transferring that information to, and storing it on, servers located in Germany. We will transfer and store your information in a safe, confidential and secure environment.

We may collect and store the following personal information about you:

- email address, physical address, telephone number and other contact information, and (depending on the service used) sometimes financial information, such as credit card or bank account details;
- postage, billing and other information you provide to purchase or post a course or an item;
- dispute resolution, correspondence through the Site, correspondence sent to us and feedback.

### Marketing by Third Parties

We don't sell or rent your personal information to third parties for their marketing purposes without your explicit consent.

**Use by Yoga Professionals** Our primary purpose in collecting personal information is to provide you with a safe, smooth, efficient, and customised experience.

We may use your personal information to:

- provide the services and customer support you request;
- resolve disputes, collect fees, and troubleshoot problems;
- customise, measure, and improve our services and the Site's content and layout;
- tell you about our existing products and services, changes to our existing products and services, new products and services and promotional offers based on your notification preferences.

### **Our Disclosure of Your Information**

We may disclose your personal information to:

- other third parties to whom you explicitly ask us to send your information, or about whom you are otherwise explicitly notified and consent to when using a specific service;
- law enforcement agencies, other governmental agencies or third parties in response to a request for information (such as a Section 29 (3) Data Protection Act 1998 form) relating to a criminal investigation, alleged illegal activity or any other activity that may expose us, you or any other Yoga Professionals user to legal liability. The personal information we disclose may include your name, city, county, telephone number, email address, fraud complaints or anything else that we deem relevant.
- Information provided on staff and candidates to CYQ could be required by the regulatory authorities under the Freedom of Information Act (2000) and could be disclosed to a member of the public upon request. This requirement is subject to exemptions and excludes personal information.

Further information on the Freedom of Information Act (2000) can be obtained from the Information Commissioner's Office at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

### **Cookies**

We do not use "cookies" (small files placed on your computer's hard drive) on our website.

### **General**

We may amend this Privacy Policy at any time by posting the amended terms on the Site. All amended terms shall take effect automatically 30 days after they are initially posted on the Site.

If you have any questions about this Privacy and Freedom of Information Policy, please contact Yoga Professionals.