

From Learning to Leading – Mentorship Program Terms & Conditions

1. Booking and Payment

- Your place is confirmed once full payment (or the first instalment of a payment plan) has been received.
 - Spaces are limited to ensure a supportive environment; places are allocated on a first-come, first-served basis.
 - Payment plans (if offered) must be completed before the final week of the program.
 - We may refuse the right to join the program if payments are not received as per agreement.
 - Places are offered following discussion with course lead and suitability to attend.
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2. Cancellations and Refunds

- **Before the program starts:**
 - Cancellations made **more than 4 weeks before the start date** will receive a **full refund minus a £50 admin fee**.
 - Cancellations made **within 4 weeks of the start date** are **non-refundable**, unless the place can be filled by another participant.
 - **After the program begins:**
 - Once the mentorship has started, payments are **non-refundable**.
 - If you need to withdraw due to exceptional circumstances, please get in touch — partial credit may be considered at the mentor's discretion.
 - **Trainer Cancellations:**
 - Should the trainer need to cancel as much notice as practical for the session depending on circumstances – 24 hours minimum. Should the whole course be cancelled due to unforeseen circumstances a full refund will be offered. [for example Covid –19]
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3. Missed Sessions

- No refunds or credits are given for missed sessions.
- All online sessions are recorded where possible for later viewing.
- If you miss an in-person session, you may be able to schedule a short 1:1 check-in (additional fee may apply).

- There is a minimum attendance of 100% of hours to ensure that you meet the minimum requirements for the course. Extensions or missed sessions can be considered due to exceptional/unforeseen circumstances.
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4. Transfers

- Your booking cannot be transferred to another course.
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5. Conduct and Confidentiality – See appendix 2

- This mentorship is a confidential and supportive space. Please respect all participants' privacy and refrain from sharing personal information outside the group.
 - Respectful communication is essential. Any behaviour that is disruptive or inappropriate may result in removal from the program without refund.
 - In order to maintain the high standards set out by our partners Yoga Alliance Professionals, it is vitally important that by completing this course, you reach the standard required to enable you to teach to the best of your ability. In order to do this we must ensure that all of our students behave in a manner we expect of them whilst on the course.
 - The assessment process is continuous and based on a number of things including your behaviour and progress.
 - This Code of Conduct is a summation and declaration of acceptable, ethical and professional behaviour by which all of our students agree to conduct during training and throughout their teachings in the business of yoga.
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6. Program Changes

- The mentor reserves the right to make reasonable changes to session dates, times, or delivery format (e.g., moving sessions online) if required.
- If the program must be cancelled in full by the mentor, all payments will be refunded in full.

7. Complaints procedure

- If for any reason you should need to make a complaint, I request that you ask to discuss this as soon as the issue arises in a way that suits you best [in-person or phone]. Should I not be able to resolve this, I will request a written complaint from you, with a view to resolve within 30 working days. Your complaint will be treated in confidence and you have the right to remain anonymous.
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8. Liability

- Participation is at your own risk. Please ensure you have appropriate insurance if required for your teaching practice.
- The mentor is not liable for any injury or loss sustained during participation, except where required by law.

9. GDPR – See appendix 1

- Your details will be shared with Yoga Pros (Full names, email address and phone numbers). This ensures that they can offer useful information throughout the course, options for trainee insurances and allow for them to contact you following graduation from this course. Please read the statement at the end of these terms.
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8. Agreement

By booking your place, you agree to these terms and conditions.

Appendix 1: GDPR statement

As a student of this teacher training course, I consent to Nicky passing my contact details (name, email and phone number) to your partners, Yoga Alliance Professionals. I am allowing them to contact me directly and invite me to register as a Trainee and Teacher and Graduate. I understand that I have the option of opting out of this registration process. Nicky is satisfied that Yoga Alliance Professionals have the appropriate, adequate, technical and organisational measures to protect your data's security. They will never share your data with anybody else'.

Appendix 2: Code of Conduct

1. To ensure that you conduct safe and effective teaching to the public.
2. To maintain and uphold the traditions of Yoga taught to you during this course and to teach yoga from the experience of these traditions and to disseminate these teachings to anyone, from any background, who earnestly desires to follow these traditions.
3. Uphold the integrity of my vocation by conducting myself in a professional and conscientious manner.
4. Acknowledge the limitations of my skills and scope of practice and where appropriate, refer students to seek alternative instruction, advice, treatment, or direction.
5. Create and maintain a safe, clean, and comfortable environment for the practice of yoga.
6. Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation.
7. Respect the rights, dignity, and privacy of all students.
8. Avoid words and actions that constitute sexual harassment.

9. Follow all local government and national laws that pertain to my yoga teaching and business