

Yoga Courses – Customer Terms & Conditions

Introduction

This is an agreement between The Radiant Hand Ltd. herein referred to as ‘the office’ and you. These terms and conditions apply to your application for a yoga course, modules and any subsequent matters arising from that application. They aim to outline your obligation as students and our obligation to you. (Please note that advertised prices are subject to change).

1 Process of application

- 1.1 Once received, a place will be reserved for you (subject to availability) on a course or module provided that the following conditions have been met:-
- 1.1a Applications for modular programmes must be accompanied by full payment of the course by the date specified
- 1.1b Once the official order and application have been received a place will be booked on the course or module. At this stage a binding contract exists and all terms and conditions apply.

2 Once booking has been accepted, the following conditions apply:-

- 2.1 In some circumstances, when a deposit has been paid for the course, the balance payment must be received at least two weeks before that start date of any such course. Failure to do so will result in your place being cancelled and all monies forfeited.
- 2.2 Any transfers/cancellations are subject to points 3 & 4 of these terms and conditions.
- 2.3 The cost to any student wishing to repeat a module of a course they have previously attended is £35.00 for the first module and £65.00 for the second and any subsequent modules after that per course.

3 Transfers

- 3.1 All transfers will be considered on an individual basis and are at the discretion of The Radiant Hand management.
- 3.2 If you wish to transfer to alternative dates, written notification must be received. The following conditions also apply:-
- 3.2a If this notification is received 4 weeks or more prior to the start date of the course and you wish to transfer to alternative dates, a fee of £45 per course/ £22.50 per module should accompany the written notification and the alternative dates you wish to transfer to. Places will be confirmed subject to availability.
- 3.2b If this notification is received less than 4 weeks prior to the start of the course, NO transfers will be allowed and all fees will be forfeit.
- 3.2c However, if the transfer is due to medical conditions (a medical certificate must be received at the point of written notification), 50% of the full amount will be forfeit but the balance can be transferred to alternative dates. A new deposit must be paid to secure alternative dates.
- 3.2d Please note that one transfer will be allowed, thereafter all fees paid (including deposit and balance) will be forfeit.
- 3.2e 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.
- 3.2f If we are unable to confirm a place on an alternative course immediately, the fees will be held by us for one year on receipt of written notification. 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.

4 Cancellations

- 4.1 We may at our discretion change or cancel dates but will notify you of these changes by post and/or telephone and/or email. Payments are non refundable and can be transferred to alternative yoga courses with The Radiant Hand Ltd.
- 4.2 If you wish to cancel your course completely and do not wish to attend any courses with The Radiant Hand Ltd., the following conditions will apply:-
- 4.2a If notification is received 4 weeks or more prior to the start date of the course and you wish to cancel, a fee of 50% of the total fee will be forfeit and the remainder of the fees will be refunded.
- 4.2b If this notification is received less than 4 weeks prior to the start of the course and you wish to cancel, ALL fees paid and payable will be forfeit and no refunds given, unless accompanied by a medical certificate when a transfer will be allowed. In the case of long term illness, fees will be held for a period of one year only. Any invoices that remain outstanding will be payable in full.
- 4.2c In case of failure to arrive, attend or complete the contracted course/module, The Radiant Hand Ltd. 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.

5 Certification

- 5.1 Certificates will be issued with your name as indicated on your application. Free replacements will only be issued if deemed an office error and if notification is received within 1 month of you receiving the certificate. Otherwise a replacement fee of £20 will apply for Awarding Body certificates.
- 5.2 Any changes resulting in a change of name from that which was originally stated on the application i.e. marriage divorce, deed poll, equity name etc, must be verified by legal documentation and the office notified immediately. If notification is received after certificates have been issued, a replacement fee will be charged.

6 General

- 6.1 Change of Address - Written notification must be given immediately when you know you are moving house. The office cannot be held responsible or liable for post going astray prior to written notification of change of address being received.