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Please be sure that you can make the dates and wish to do the full course before confirming your booking. Customer may cancel course registration by notifying LKY in writing. Any refund will be based on the date the written cancellation request is received by LKY. All deposits are Non-Refundable under any circumstances. If the Customer cancels up to 6 weeks prior to the course they will receive a 50% refund of balance payments. Cancellations within 6 weeks of course start are completely NON-REFUNDABLE. All monies are non-transferable between courses.

In the event of the cancellation of an event by LKY' (i.e. a cancellation due to circumstances beyond LKY's control), LKY will only refund the face value of the course. LKY Teacher Training will use best endeavours to contact purchasers either by phone, email or in writing using the details provided at the time of ordering.

If an event is moved from its advertised venue and / or the date is changed, tickets already purchased may remain valid should the customer wish to attend the revised event. If not, LKY Teacher Training will refund the face value of the tickets.

LKY Teacher Training will notify all purchasers by phone, email or in writing (using the details provided at the time of ordering) to advise on the validity of the tickets and the procedure for obtaining a refund. Refund requests will usually be accepted up until 1 week prior to the revised event, or 3 days after notification of the change (whichever is the later) unless otherwise notified. In the event of a change at short notice (within 1 week of the event) LKY Teacher Training will notify purchasers of the conditions that apply and offer a refund if this is not agreeable. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date, time and venue.

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### **Procedure on how to make a cancellation**

Students should write to the Course Director as soon as possible giving reasons for withdrawing from the course and requesting in writing a refund if applicable.

### **Teacher Training Course Attendance**

It is a requirement to complete all the days associated with this course to be certificated. If you miss a day (or part of) you will have the option to catch up during the RYT200 course. The most suitable method will be discussed with you and the area for learning/development fully explained along with what you need to evidence by way of learning.

### **The two methods of catching up are:**

- By way of a one-to-one charged at an additional £50 per hour.
- By way of blended and directed learning / assessment of progress charged at £100 per day missed.

It is not usually possible to graduate students who miss more than 3 days. No days can be missed on the teens or children's training.

Once the course officially finishes, any outstanding modules must be made up within 3 months.

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### **Complaints procedure**

If for whatever reason there is need to make a complaint, the following procedure should be adhered to.

Stage one: An informal conversation between the complainant and the individual to attempt to resolve the matter.

Stage two: A written complaint, giving the full facts of the complaint. A response will be made within 5 working days addressing the issues. As far as is practicable, the complainant's identity will remain anonymous. If it is not possible to provide a full answer within 10 working days, a letter will be provided outlining the reasons why and give a date by which a full answer is expected.

Stage three: Appeal to the teachers' industry body such as Yoga Alliance Professionals.

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### **Teacher training code of conduct**

All students agree to abide by the course Code of Conduct when they accept their place on the course. This Code of Conduct is a declaration of acceptable, ethical and professional behaviour.

#### **Code of Conduct**

- To behave in a professional and respectful manner to the course tutor, assessor, other students, and assessment class(es) participants.
- To ensure that only safe and effective teaching is offered to the public.
- To learn the skills and knowledge offered on the course in order to be safe and effective yoga teachers.
- Acknowledge the limitations of your skills and scope of practice and where appropriate, refer students to seek alternative instruction, or advice.
- To maintain and uphold the wide and varied traditions of Yoga. 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.
- Uphold the integrity of your vocation by conducting yourself in a professional and conscientious manner.

All students will comply with the requirements in the Code of Conduct and accept that failure to do so will disqualify them from being able to complete the course of study.