

TRUE YOGA: PAYMENT and REFUND POLICY

I Training Courses and Modules:

- 1 All courses have introductory days prior to their start.
- 2 There is a payment to attend one of these days prior to committing to a course. Payment must be made in full prior to attending.
- 3 The refund process for introductory days is in line with II. Events and Modules
- 4 True Yoga requires a non-refundable deposit after any introductory days and prior to the start of any training course.
- 5 This deposit is non-refundable and secures a place on the course.
- 6 Monthly payments then make up the remainder of the balance for the entire length of the course and keep the learner on the course.
- 7 The learner commits to paying the agreed monthly fee through the full duration of the course, by direct debit, regardless of attendance.
- 8 The learner takes responsibility to ensure that there are no fees outstanding or payments are invalidated without explanation.
- 9 If payments are not made, the learner will be issued with an invoice, payable immediately. If the invoice is not paid within 30 days and contact has not been made with the faculty, the learner will be withdrawn from the course.
- 10 No credit, certifications or awards can be achieved following successful completion of a training course if the fees for that course have not been paid in full.
- 11 Should the learner leave or resign from the course, this must be done in writing.
- 12 The learner agrees to have completed payments up to and including the time they leave and understands that there are no refunds due to them nor any expectation of future fees due to True Yoga.
- 13 For exceptional circumstances email: admin@trueyoga.co.uk

II Seminars, Events and Training Modules:

- 1 Full payment for a seminar / event / training module secures a place and a confirmation will be given.
- 2 Refunds for seminar / event / training module are on a sliding scale from receipt of written cancellation:
From booking opening up to 2 months before the seminar / event / training module: 100% refund
From 2 months to 1 month before the seminar / event / training module: 50% refund
From 1 month to 1 week before the seminar / event / training module: 25% refund
From 1 week before the seminar / event / training module: no refund
- 3 Should an issue occur preventing a seminar / event / training module from going ahead as advertised, such as faculty cancellation, True Yoga will either substitute the seminar / event / training module, offer the option of a full refund or to transfer the payment to another event.
- 4 For exceptional circumstances email: admin@trueyoga.co.uk