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## Terms and conditions

- To book the course a non refundable deposit must be paid to secure a place on the course.
- The full amount must be paid before the start date. Or, if paying installments the payments plan must be agreed to and set up before the start date of the course.
- If the payment plan installments are not met, and a new plan is not agreed, The elbowroom reserves the right to terminate a student's place on the course.
- Applicants will be accepted on a first come first served basis, a student who pays their deposit will have priority over those who have not paid a deposit.
- Reserving the right to refuse a place to students who have not paid their deposit or full fees by the required date.
- The elbowroom management reserve the right to cancel any module where there are insufficient numbers and offer an alternative in its place.
- The fees must be paid in full and any private sessions paid for before the exam date before a graduation certificate will be issued.
- Your fees include the following:
  - Training and assessment by a qualified yoga teacher SYT Yoga Alliance UK
  - A full manual and asana manual
  - Use of the studio in the latter half of the scheduled dates to teach in a real class setting with your fellow students
- Not included is:
  - Parking, lunch, insurance (you can get this from Balans, finlay O'Brien or Yoga alliance)
  - A certificate (paying the fees does not guarantee you a certificate as you will need to successfully pass all assignments and attend a minimum of 90% of the course.
- Students are granted one free repeat of exams, additional repeat exams will incur a cost.
- All homework and assisting/observation hours must be complete and corrected by the teacher before the certificate will be granted to the student.
- All students must respect the elbowroom equipment they use while in training. none of the equipment must leave the premises.
- The studio space and the communal space must be left clean and tidy as it was found when they leave each day.
  
- All students must arrive on time and be ready for training on their mat at the time they have been instructed to start each day.
- Exceptions may be made to missed days or lateness if it has been agreed in advance with the course coordinator or the head teacher.

- Missed hours or days must be made up with the teacher and this will incur an additional fee for the teachers time plus the original course fee for the module.

## Grievance Procedure

What is a grievance or complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated, the service you have received or the tuition you have received from your teacher.

Principles

The elbowroom school of training recognises that complaints are an important part of customer's feedback.

- All complaints will be investigated fully and fairly.
- Complaints will be dealt with in conference. The only exception to this is when others could be at risk by matters referred to in this complaint.
- If the complainant is not happy with the results of the response to the complaint, they will have the right to appeal to the teachers industry body such as yoga alliance UK.

The elbowroom is committed to ensuring that its service, products and courses are of the highest quality. The complaints procedure enables the elbowroom to respond clearly and properly to complaints and to know when and why people are not satisfied with its services and courses, so that they can improve them.

### Complaints about a teacher training course

There are three stages that you can follow to try to resolve the issue. We will always try to resolve any complaint as soon as possible.

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You may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

### *Stage one*

Speak to the individual(s) concerned and try to resolve the complaint informally on the day.

If you are not satisfied with the response you have received, try to resolve the issue by following stage two.

### *Stage two*

Outline the details of your complaint by letter or email and send it to the person who will investigate the complaint.

Your complaint will be acknowledged within 3 working days from the date it is received. The response will contain the following information.

- Name the persons who will investigate the complaint.
- The date(s) that the incident happened
- What support you can expect to receive during the process of the complaint
- An expected response date

In the fairness to all parties and to ensure the investigator is able to investigate the complaint in an open and meaningful way, we cannot guarantee your anonymity. In exceptional cases, however, where a child or vulnerable adult is involved, in accordance with the national guidelines and good practice the identity of individuals at risk will be protected.

When the person(s) who are dealing with the complaint, have had an opportunity to review it, they will write to the tutor or person about whom the complaint has been made. The letter will outline the main elements of the complaint and ask for a full written response.

At this point, if further relevant information comes to light, you may be asked for your comments to ensure the investigator has a balanced understanding. When your response has been received, the investigator will consider all the information available to them to make a decision.

The response will include the following information:

- Details of the investigation

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- A decision about whether the complaint was upheld or not
  - The reason for the decision
  - The re-dress, if appropriate, which will be offered to you, for example, an apology, additional help or directing you to other sources of advice or support
  - Any other action that may be taken in light of the complaint
  - If it is not possible to provide a full answer to your complaint within 30 working days, the letter will outline reasons why and give a date by which a full answer is expected.

### *Stage three*

If you are not satisfied with the response to your complaint then outline the reasons for your dissatisfaction by letter. Email this to yoga Alliance UK (if the teachers are Yoga Alliance UK accredited). This information will be provided in response to *stage two*