



General Terms & Conditions Yoga Spot Teacher Training

1. Definitions

- 1.1. General Terms are of effect from the date of registering until the last date of the applicable Yoga Spot Hatha Yoga Teacher Training.
- 1.2. Yoga Spot: Yoga Spot is situated in (1076 DX) Amsterdam, at Laan der Hesperiden 142, and has been registered with the trade register (handelsregister) under number 61985449.
- 1.3. Yoga Spot Teacher Trainings may be held in all Yoga Spot studio's with application of these same general terms and conditions.

2. Participation Trainings

Teacher Trainings

- 2.1. Students may only participate in a Yoga Spot Teacher Training after they have filled out and signed the Registration Form, and subsequently have received a written confirmation from Yoga Spot to participate in the Training.
- 2.2. 200-hour Yoga Spot certifications can be submitted to Yoga Alliance for the Student to obtain a RYT-200 status. For more information visit www.yogaalliance.org.

Other Trainings

- 2.3. Students may participate in a Yoga Spot Training/Course by registering via the online reservation system MindBody. No registration form or invitation is needed for these trainings.

3. Health

- 3.1. By participating, the Student declares that he/she is healthy on a medical and mental-health level and is ready to fully participate in the demands of the program of the Training.
- 3.2. By participating, the Student declares that he/she is aware that it is his/her own responsibility to take care of his/her own health and wellbeing during such training at all times.



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4. Code of Conduct

- 4.1. Students shall adhere to Yoga Spot's code of conduct at all times:
- Make sure you are clean and fresh when you attend the yoga class. The use of unscented deodorant is highly appreciated. In view of potential allergies of other Participants, everyone is asked not to wear any perfume, aromatherapy oils or other scented products.
 - Wear clean yoga clothes in yoga classes, in which you can move easily.
 - Yoga Spot advises not to eat later than two hours before the start of the yoga class and, in any case, not to do yoga on a full stomach.
 - Please do not wear shoes in the studio. Feel free to bring socks to keep your feet warm during lectures.
 - Yoga Spot makes yoga mats available for use during yoga classes. After classes, a yoga mat must always be cleaned and put away by the Participant who has used it.
 - The physical and mental integrity of Participants must always be respected. Sexual behaviour or sexually suggestive behaviour is not tolerated by Yoga Spot.
 - The Student may be requested to leave the Training when a Teacher has determined that his/her participation would in any way compromise a safe and cohesive learning environment or are in conflict with the Yoga Alliance Ethical guidelines.

5. Liability

- 5.1. Yoga Spot shall not be liable for any injury, loss or damages in connection with, or resulting from, participation in the Yoga Spot Teacher Training.
- 5.2. The Participant will never engage Yoga Spot, the Teachers, or any of the supporting staff, in legal proceedings relating to possible damages in whatever form, that may be the result of participation in the Yoga Spot Teacher Training.
- 5.3. Yoga Spot only works with qualified yoga teachers and will always offer the highest quality. Nonetheless, there is always a risk of injury involved when taking a Teacher Training. By participating in the Yoga Spot Teacher Training, the Participant accepts such risk of injury.
- 5.4. Yoga Spot offers the following guidelines to diminish the risk of injury:
- Consult with a physician when you are not sure you are completely healthy, or if you are pregnant, before starting to take yoga classes.
 - If you have an injury, or other physical issue, inform the yoga teacher before you start your yoga practice.
 - Listen to and follow the instructions of the yoga teacher.
 - Be conservative when exercising yoga and listen to your physical limitations.
 - Don't do any exercises that are painful.
 - Ask questions when you do not understand an exercise.



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6. Cancellation

- 6.1. The Student shall make the Deposit, or pay the whole fee, for the Yoga Spot Hatha Yoga Teacher Training as mentioned on the Registration Form or in the reservation system. After receiving the confirmation of acceptance to the training, the student has fourteen (14) days to change his/her mind and withdraw the registration, with refund of the amount that is already paid.
- 6.2. Subscriptions that have been made within 14 days prior to the start date have a reflection term of 14 days. This term expires on the first day of the training if and when the Participant has attended this first day of the training. From that moment, the regular cancellation conditions are valid.
- 6.3. Students may only participate in the Yoga Spot Hatha Yoga Teacher Training after they have made the Deposit payment, or total fee, and have received a confirmation of participation from Yoga Spot by e-mail.
- 6.4. Any participation in a scheduled Yoga Spot Hatha Yoga Teacher Training may be cancelled only in writing. This can be done by sending an email to: info@yogaspot.nl.
- 6.5. The Participant may cancel his/her registration for the Yoga Spot Hatha Yoga Teacher Training with full refund of the amount paid (minus the reservation costs of €200), until one (1) month prior to the start date of the training. This can be done by sending an email to: info@Yogaspot.nl.
- 6.6. When the Participant cancels his/her registration for the Yoga Spot Teacher Training within one (1) month prior to its commencement a refund of maximum 50% of the training fee will be given.
- 6.7. Yoga Spot reserves the right to cancel the Yoga Spot Hatha Yoga Teacher Training if there are insufficient participants (less than 10), or when one of the lead-teachers is omitted. In this case, the full Price already paid by the Participants is refunded immediately.

7. Course material

- 7.1. The manual/syllabus that is used in the training has the copy right of Yoga Spot. Nothing in the manual may be copied or replicated without permission, nor may it be used in other trainings. If a company pays for the participation of their employee, the copy right and ownership of study material will remain at Yoga Spot. This applies without exception for all information that is shared during the training.

8. Complaints

- 8.1. A complaint is for Yoga Spot an improvement impulse and contributes to the success of making our organization. Yoga Spot will properly handle comments and complaints from customers because it has significant effects on our customer satisfaction and quality of our offerings. Below you will find a brief description of the procedure by which Yoga Spot deals with complaints.



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8.2. To file a complaint.

Are you unhappy about something, or is there something that you think should have a structural solution? You then can lodge a complaint. Each complaint is investigated thoroughly on its content and is treated confidential. Make sure you have read the rules and conditions properly before submitting a complaint. Provide a clear description as possible of your complaint, which ensures complete processing. The handling of a complaint takes up to two weeks, you receive a decision on your complaint by e-mail.

You can send the complaint by post or e-mail (substantiation attached) to:

Yoga Spot
Attn: MMC Verhagen (klacht)
Laan der Hesperiden 142
1076 DX Amsterdam

or by e-mail to: info@yogaspot.nl stating: Objection (klacht)

The objection must include the following content:

- a. your name and address plus email address
- b. Substantive arguments of your complaint / objection

8.3. Present objections

You can also file a complaint if you are not satisfied with the substantive and procedural or handling of your earlier complaint. An objection should always be substantiated in writing.

8.4. The management of Yoga Spot shall start an investigation upon receipt of the objection. We will thoroughly investigate the complaint.

8.5. Within twenty working days after the receipt of the complaint, the management of Yoga Spot will inform the student about the decision. The management of Yoga Spot has the right to extend the decision period by a maximum of five working days and will inform the applicant accordingly. Complaints and the manner of settlement are recorded by Yoga Spot and kept for a minimum period of one year.

8.6. Might we still disagree on the subject, advice is sought from an independent third party which is not working for Yoga Spot. This independent third party concerned is the Yoga Alliance (https://www.yogaalliance.org/About_Us/Policies/Grievance_Policy). The verdict is binding; potential consequences are dealt with quickly by Yoga Spot.

9. Applicable law, dispute resolution

9.1. Dutch law applies exclusively to the General Terms and Conditions.