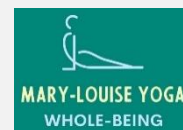

MARY-LOUISE YOGA

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MARY-LOUISE YOGA'S GUARANTEE TO YOU: Mary-Louise Yoga has designed this guarantee so that any student/ delegate/ course participant can have the confidence they deserve when enrolling on any of the courses offered under that company name. A commitment to creating outstanding courses for all participants is a primary focus and constructive feedback is always welcomed. Mary-Louise Yoga (run by Mary-Louise Aitken) will endeavour to consult in a thorough way as to how the courses offered under that name might continue to be refined and modified to meet the learning expectations of all its students/ delegates/ course participants.

Mary-Louise Yoga's money-back option has been created to meet circumstances where a training programme has fallen short of its guarantee of quality and your realistic expectations. Mary-Louise Aitken promotes open communication throughout the training process so that a healthy and respectful dialogue can be created and any concerns a student/ delegate/ course participant might have are promptly addressed. Mary-Louise Yoga will make it a priority to offer each student/ delegate/ course participant ample opportunity to voice any concern they have and to cultivate a satisfactory outcome, should there be cause for concern.

QUALITY TRAINING: Mary-Louise Yoga is the culmination of decades of self-study, practice, and several years of teaching. Mary-Louise Aitken (the sole owner and course facilitator of Mary-Louise Yoga) is committed to the delivery of informative and educational experiences for each student/ delegate/ course participant. It is important that each student is assured of the commitment of Mary-Louise Aitken to create courses and content that will mean you have a well-informed and rounded learning experience.

UP-TO-DATE COURSES: Mary-Louise Yoga is dedicated to offering all students/ delegates/ courses participants the training that reflects current research, wherever possible. In the world of wellbeing and in the yoga sector, knowledge in particular areas see frequent developments. Please note that not every academic paper relating to the development of understanding around the fascia (for example) will be possible to include in a Yin yoga course (for example). However, please note that Mary-Louise Aitken remains committed to her own self-development, yoga practice, and study. Wherever possible and relevant, up-to-date knowledge will be included in course materials. Therefore, you can be assured that the training offered by Mary-Louise Yoga comes from a well-informed source and will be written, wherever possible, to speak directly to all its

learners, using relatable language as well and the opportunity to learn through direct experience.

EMBODIED LEARNING ENVIRONMENT: Mary-Louise Yoga is committed to offering all students/ delegates/ course participants the opportunity to experience for themselves taught content and to be offered the opportunity to practice delivering the techniques and methods of the modality of teaching each course offers. For example, in the Yin yoga course, there will be numerous occasions where the student/ delegate/ course participant will be led through a guided practice and other times where a shorter or longer teaching will be given by the student/ delegate/ course participant (with discussion and preparation time included). Peer-to-peer learning will be knitted into each course schedule so that a collaborative and educational approach can be fostered.

These moments will offer time for reflection and clear boundaries at the commencement of the course will be agreed so that learners can feel safe to share and be respectfully heard. This will help to cultivate a dynamic experience for individuals to learn from one another, to exchanging knowledge and experiences, and share ideas in a supportive environment. These moments are designed to create a sense of community, improve understanding, and build confidence for all.

COMPREHENSIVE COURSE MATERIALS: Mary-Louise Yoga guarantees a high quality of learning materials in support of each student's experience. For example, the Yin Yoga Teacher Training handbook includes many photographs describing the poses as well as several options for some. The handbook is a lasting resource that will allow the student to consolidate their course learning and provide a deeply informative guide to building a Yin yoga teaching practice or for those in other wellbeing settings, to share the benefits of their learning. On the Yin Yoga Teacher Training course, each student will also be provided with an Acupuncture Doll (showing the Chinese Medicine energy channels) as part of the course fees. Pre-course assignments will be provided at the point of enrolment or before if a student wishes to discover more about the course curriculum before enrolment. The resources (for the Yin yoga Teacher Training) include links to informative YouTube videos and book recommendations.

REFUND POLICY: Each student/ delegate/ course participant will receive confirmation of enrollment on a course once a non-refundable deposit has been made. This will be clearly stated as such before enrollment takes place and a record of this will be traceable and a record of any invoices kept on file.

Please note that, depending on numbers enrolled on the course and individual learning needs, specifics of the course schedule (such as time spent on certain modules rather than course content) may be altered from time to time. Where possible, the schedule will be adhered to as closely as possible. Please note that every eventuality cannot be

predicted prior to the commencement of the course. Therefore, by enrolling on a course with Mary-Louise Yoga, a refund cannot be issued on this basis. Students/ delegates/ course participants who have utilised the Early Bird discount for a course have the same rights to refunds as those who have paid the course fees in full.

ASSESSMENT OF REFUND REQUEST: If you are unsatisfied with any course offered by Mary-Louise Yoga, please refer to the Mary-Louise Yoga Complaints Procedure. If your complaint is escalated and you would like to apply for a refund, please email: marylouiseaitken129@gmail.com with your request. At this point, your request will be reviewed and at this point, more clarity might be needed around the specifics connected to your request. Please note that the deposit for your course is non-refundable and any fees you wish to be refunded will be minus the deposit. Please note that from course to course, the deposit is likely to be a different amount. Refunds will not be offered if the course has been attended in full by any student/ delegate/ course participant. A refund will only be considered within 20 calendar days of the last course contact day that any student/ delegate/ course participant has attended in full and must be applied for via marylouiseaitken129@gmail.com Your email should clearly state the reasons for your request.

ATTENDANCE AND PARTICIPATION: You can make a request for a refund if:

1. There are extenuating circumstances which affect the course provider (Mary-Louise Aitken) and the course could not go ahead (in part or in total) at the times and dates advertised. Please note that if a date cannot be fulfilled, an alternative will be offered to best suit as many of those enrolled. In the event of a student/ delegate/ course participant not being able to attend the alternative date offered, steps will be made to fulfil the missed learning on a future course of the same type, run on another date. In these cases, a refund amount will be calculated against sessions missed if no alternative can be agreed and a future course of the same type cannot reconcile the gap(s). Please note that all teaching and assessments need to be fulfilled by the student/ delegate/ course participant and assignments completed (including the final assessment where relevant) before a CPD Certificate can be awarded. Therefore, Mary-Louise Yoga will take all steps possible to ensure you will receive the full curriculum;
2. The course is not delivered as described or does not fulfil the teaching outlined in the course descriptor (in this case, please refer to the Mary-Louise Yoga Complaints Procedure);
3. The student/ delegate/ course participant faces extenuating circumstances which mean that attendance on the course (or a portion of the course) is not possible and attendance on future dates where the same content will be taught will not be feasible. This will be assessed on a case-by-case basis, and a fair assessment will be aimed for;

4. You have attended a course with Mary-Louise Yoga in full and have actively participated in all the scheduled training sessions. Please note that respectful and active participation is ask for of all students/ delegates/ course participants for a meaningful learning experience to be possible for all.

REFUND PROCESSING:

Should your refund request is approved, Mary-Louise Yoga will process the refund within 30 days of the approval date. Your refund will be issued to you without administration/ processing costs added.

CONCLUSION:

Mary-Louise Yoga values your trust to deliver high-quality training. Mary-Louise Aitken remains devoted to delivering engaging, well-informed courses. Our customer guarantee and money-back option are a clear sign of the commitment Mary-Louise Yoga has to your satisfaction. Mary-Louise Yoga endeavours to look to ways in which the learning and support offered around the courses it runs maintains the highest possible standards at all times.

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Appendix:

STUDENT AGREEMENT FOR 1:1 YOGA:

When embarking upon 1:1 work with Mary-Louise Yoga, the following statement will need a signature to show that a student understands the Mary-Louise Yoga cancellation policy. This forms part of the Healthcare Questionnaire which gives the student the opportunity to state their learning objectives, and any health-related issues that can best inform the design of their lesson plan(s).

Please advise Mary-Louise before commencing a session if for any reason your ability to exercise has changed. Please note that any cancellations (other than exceptional circumstances) made inside 48 hours will be charged in full. If you have any doubts about the suitability of any exercise, you should consult to your medical practitioner.

"I confirm that I have answered all questions to the best of my knowledge. I agree to participate in the 1:1 session(s), either in person or online entirely at my own risk. I understand I must inform Mary-Louise Aitken of any changes to my health. I understand that any cancellation made inside 48 hours of the scheduled session time will be charged in full." [signature required]