



Creating happy, healthy, relaxed young bodies & minds.....EVERYWHERE!

TERMS AND CONDITIONS:

Arrangements can be made by contract to pay in 2 installments prior to course start. Courses are nonrefundable after booking but can be transferrable to another course.

No transfer of fees to another course in the month prior to course start, for any reason unless substantiated by a Doctors letter or for bereavement or extreme circumstances that again must be proved legally.

These terms may change at the discretion of YOGAKIDZ WORLDWIDE LTD please check at time of booking.

Grievance Procedure

Yogakidz Worldwide Ltd and Yogakidz Ltd are professional organisations that abide by ethical guidelines. Its qualified Yogakidz Worldwide teachers are able to use the Yogakidz Worldwide and Yogakidz name to promote themselves. If a violation of these guidelines occurs, then there can be revocation or suspension of the teacher's qualification.

If a grievance is filed against a teacher who is qualified by Yogakidz Worldwide, the following process will take place.

1. If a person feels that a Yogakidz Worldwide/Yogakidz yoga teacher or trainer has violated the Yogakidz Worldwide/Yogakidz Guidelines, then a formal written grievance can be filed within 5 years of the alleged violation to Director, Sarah Mulliner of Yogakidz Worldwide Ltd & Yogakidz Ltd.

All grievances against Yogakidz Worldwide/Yogakidz yoga teachers or trainers should be submitted via email to office@yogakidzworldwide.com or mailed to: Sarah Mulliner, Yogakidz Worldwide Ltd, 27a Back Market Street, Carnforth, Lancashire. LA5 9BZ

2. Once the grievance is received by the Sarah Mulliner then a member of the Yogakidz Worldwide Ltd and/or Yogakidz Ltd will call the complainant to review the grievance. The grievance will be viewed to determine whether the grievance is substantial or valid enough to warrant a full investigation and review. Yogakidz Worldwide has the responsibility to look into any incidents brought to its attention regardless of the informality of the information, provided the information can be documented or supported or may be a matter of public record.
3. If Sarah Mulliner, Director of Yogakidz Worldwide Ltd & Yogakidz, determines that the grievance is substantial and valid, then the grievance will be submitted in writing via registered mail to the Yogakidz yoga teacher being charged (the respondent).
4. The Yogakidz yoga teacher will have 2 weeks to reply in writing to the Sarah Mulliner of Yogakidz Worldwide Ltd. She will then contact the Yogakidz yoga teacher to review the response. Any edits to the respondent's initial statement will be sent to the respondent for approval. The final grievance and teacher's response will then be examined in depth by Yogakidz Worldwide Ltd and/or Yogakidz Ltd. Any witnesses will be contacted at that time.
5. Yogakidz Worldwide will reply to both the complainant and the respondent in writing with both Yogakidz Worldwide and Yogakidz on the case.
6. The following are possible outcomes of the grievance process:
 - a. Determination that the grievance complaint is invalid, so it is dismissed by Yogakidz Worldwide Ltd.
 - b. Conflict resolution is made between the complainant and the respondent in lieu of a full review by Yogakidz Worldwide Ltd.
 - c. Yogakidz Worldwide Ltd counsels and educates the respondent to improve behaviour with students.
 - d. Censure: a stern reprimand based on the outcome of the grievance procedure which does not suspend or terminate teachers' certification.
 - e. Suspension of teachers' certification, which may be for a specified minimum period of time or may be contingent on specified criteria.
 - f. Expulsion from the Yogakidz Worldwide Ltd & Yogakidz Community.

CODE OF CONDUCT:

This Code of Practice is a summation and declaration of acceptable, ethical, and professional behaviour by which all Yogakidz Worldwide Ltd and Yogakidz Ltd Teachers and Employees agree to conduct the training, teaching and business of Yoga.

As a Registrant of Yogakidz Worldwide Ltd and Yogakidz Ltd, I agree to uphold the ethical goals set forth in the following Code of Practice:

1. To provide high quality Children & Young People's Yoga Training programmes and Yoga Classes.
2. To maintain and uphold the traditions of Hatha 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.
3. Uphold the integrity of my vocation by conducting myself in a professional and conscientious manner.
4. Acknowledge the limitations of my skills and scope of practice and where appropriate, refer students/teachers to seek alternative instruction, advice, treatment, or direction.
5. Create and maintain a safe, clean, and comfortable environment for the practice of yoga and trainings.
6. Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation.
7. Respect the rights, dignity, and privacy of all students.
8. Avoid words and actions that constitute sexual harassment.
9. Follow all local government and national laws that pertain to my yoga teaching and business.
10. To abide by the Data Protection Act (1988) – DPA.
11. To ensure compliance of Yogakidz Worldwide Ltd/Yogakidz Ltd requirements and uphold a strong moral obligation.
12. To not engage in any conduct or activities on-or off duty that reflect discredit on Yogakidz Worldwide Ltd/Yogakidz Ltd, or which tend to bring Yogakidz Worldwide Ltd/Yogakidz Ltd into disrepute, or impair its effective operation.

Privacy Policy

Data Protection

It is very important to us that we keep your information safe and secure.

The [UK Information Commissioner's Office](#) is an independent public body responsible for upholding information rights and data privacy. We adhere to their principles and guidelines.

In order to do this we:

- Process your personal information in line with the ICO recommendations
- Ensure that personal information we collect is relevant and not excessive to our needs
- Only keep your personal information for as long as necessary
- Only use your personal information for the reasons for which it was collected
- Ask for your consent to agree to being part of our marketing mailing lists
- Do everything we can to protect your personal information from accidental loss or unlawful processing

If you have any questions regarding our privacy policy please email office@yogakidzworldwide.com or write to Sarah Mulliner, Yogakidz, 45 New Street, Carnforth, Lancashire. LA5 9BX

This privacy policy relates to our use of any personal information we process about you.

Enquiries

If you contact us to make an enquiry about Yogakidz Worldwide and Yogakidz Ltd consultations, events, mentoring, workshops or products your personal information will be used to respond to that enquiry.

How we collect personal data

We may collect your personal data in a number of ways, for example:

- When you contact us by post, telephone, text, email or via our website 'contact us' section
- If you send us messages or ask for information through social media
- If you purchase products or services from our website.
- As you interact with us in other ways – as a student, client, mentee, customer or in any other capacity.

How we use personal data

We collect information from enquirers, students, clients, Yogakidz Instructors, mentees, volunteers, wholesalers and customers to:

- Respond to enquiries
- Provide products & respond to product requests
- Provide professional client consultations in line with our insurance policies
- Manage events and courses
- Administer certification processes and assessments
- Provide services to mentees to facilitate the development of their business

The information may include the following:

- Contact details e.g. name, address, phone number, email address
- Information concerning your health, medical conditions & medication
- Date of birth, gender and marital status
- Personal interests
- Special educational needs
- Dietary requirements where there is catering involved
- Previous qualifications, yoga schools and organisations you may belong to
- Contact details of your family or next kin
- Information around your business and business goals

For purchases and on-line payments, it will include:

- Your bank details. Our third party [PayPal](#) or [Stripe](#) will process your payment through their secure online system. You can view their own privacy policy here:

PayPal: <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

Stripe: <https://stripe.com/gb/privacy>

You may also transfer via bank transfer or send cheques and these will be processed in the same manner as online payments.

Courses and Events

If you choose to register for and attend any of our events as a student or volunteer we will use your information to manage your attendance at the event.

We will ask you specifically if we consider sharing your information may enhance your enjoyment of the experience. For example, sharing emails with other course participants to allow for buddying groups to support learning or sharing dietary requirements with a third party e.g. caterer.

NOTE: FOR COURSES ACCREDITED WITH YOGA ALLIANCE PROFESSIONALS

As a student of your training course, I consent to my contact details (name, email and phone number) being passed onto our partners, Yoga Alliance Professionals, so they can contact me directly and invite me to register as a Trainee and Teacher. I understand that I have the option of opting out of this registration process.

Transfer of personal data outside the UK

If you are a student with us, and wish to gain an Yogakidz Certificate/Qualification, your name, address, email and telephone number are required by Yogakidz Worldwide/Yogakidz for us to process this request. We do everything reasonable to ensure your personal information is treated in accordance with this privacy policy.

Information which may be of interest to you

If you choose to join our mailing lists you will be sent information which we believe to be of interest to you. This may include future events, courses and updates or news. You can opt in by email, text, or post.

Links

You may find links to other web pages on our web site. The terms of this policy only apply to Yogakidz Worldwide and Yogakidz Ltd, they do not apply to any external websites you may visit though a link on our web pages.

Your rights

If you no longer wish to receive information from us please email us at office@yogakidzworldwide.com

You can unsubscribe from the mail aweber emails at any time by clicking on the unsubscribe link on the email.

You also have the right to:

- Request to see the information we hold about you
- Tell us to change or update your information if it is inaccurate or it changes
- Ask us to delete the information we hold about you.

Any request should be made in writing via email to office@yogakidzworldwide.com and please allow 28 days for a response. With regard to client case histories, these are kept for 7 years in line with our insurance policy.

How long do we keep your personal information?

We keep your personal information for as long as is necessary for your interaction with us. In some circumstances, we are required to keep the information for a set period of time, e.g. Client records – 7 years or, in the case of minors, for 7 years after their 18th Birthday. Contracts and Declarations will be kept for 40yrs. Application forms will be kept for 1yr after your latest course with us has been completed.

How do we store your personal information?

All client case histories and applications/contracts etc, are stored as a paper copy only in a locked filing cabinet. The details are used solely for the purposes of providing a safe and effective yoga session or training, by your Yoga teacher or trainer. If you send us your copy via email then it is saved under a passworded and encryption process on our hard drive.

If you are a student and provide us with contact information or other information related to your learning it is stored on a computer protected by a password. Student information may also be stored as a paper copy locked in a filing cabinet.

If you are a mentee, again the files are paper based and stored in a locked filing cabinet. If you choose to send information via email it will be stored on a computer under a password.

Information related to payments either for products or services is processed by our third party [Stripe](#) and [PayPal](#) accounts.

Changes to this policy

This policy may change from time to time. We will do our best to update you of any changes. Please refer back to this page to keep up to date with changes.

Making a complaint to the ICO

If you believe that we are not processing your data in accordance with the law then you have a right to complain to the Information Commissioners Office through their helpline 0303 123 1113