

TERMS AND CONDITIONS

A. VIRTUAL CLASSES SUBSCRIPTIONS & MEMBERSHIPS

Visitor Member - Pay as You Go payment £15.00

Monthly Subscription £48.00

4 occasions / 4 weeks

It is your ideal choice if you do **one class** each week and always on the same day. Valid for a specific class for 4 weeks. The start date of your monthly subscription is the same date with the date of the class you booked in first.

Double Your Yoga Subscription £132.00

12 occasions / 6 weeks

It is your ideal choice if you do **two classes** each week and always on the same day. Valid for two specific classes for 6 weeks. The start date of your six-week-subscription is the same date with the date of the class you booked in first.

Meditative Video Yoga Member £60.00

Unlimited yoga / 6 weeks

It is your ideal choice if you want to do your yoga class in your free time whenever that might be. You receive a freshly recorded yoga class each week on Monday afternoon, which you can use for a whole week. This option will allow you to replay and do the class as many times as you wish in the comfort of your home. Valid for a specific class for 6 weeks. The start date of your subscription is the same date with the date of the class you booked in first.

Unlimited Bimonthly Membership £180.00

Unlimited yoga / 8 weeks

Being a Bimonthly Member allows you to do as many yoga classes as you wish within two months. It is your ideal choice if you want to stay flexible but still be able to do at least two classes each week.

Our **BONUS** gift to you:

a) Recordings of a new yoga class, sent directly into your inbox each week

b) Meditation Class on Wednesday 6 pm is included in your Bimonthly Membership. The start date of your Bimonthly Membership is the same date with the date of the class you booked in first.

Annual Hamsa Circle Membership

£100 / month

Unlimited yoga & meditation + discounts on therapy / 56 weeks

Being a *Hamsa Circle Member*, you are eligible for all the yoga classes within a year. The start date of your Hamsa Circle Membership is the same date as the date of the class you booked in first. You have got some cool **bonuses** such as a) Free entry to Wednesday meditation classes, b) Free recordings of a yoga class sent directly into your inbox each week, c) 20% off your Yoga & Ayurveda Wellness Consultation, d) 10% off on any retreat & workshop. You are paying for your yoga classes annually (via Direct Debit). You can cancel your membership any time, but we will appreciate your polite notice 30 days in advance!

Hamsa Chai, Chat and Meditate

£7 / occasion

It is your ideal choice if you love to meditate but find it difficult to do it on your own. Meditating together with likeminded people is wonderfully inspiring. If you enjoy sharing your experiences and enjoy spending time with fellow practitioners, you will enjoy this session.

New Member

Free Trial Week

Welcome to Hamsa Yoga and Ayurveda Studio! You are free to join any of our classes within this week. You are only eligible for this option if you have not been to any of our classes before. The start date of your Free Trial Week is the same date with the date of the class you booked in first.

FREE TRIAL WEEK

This Introductory Offer is available only to new clients. You are subject to this offer if you have never attended any studio class before. Unlimited use for 1 week from the date of your first class booked.

GIFT CARD

Under the section Membership and Subscriptions, you can find a Gift Card option.

Select the appropriate Gift Card amount, enter it and pay via PayPal or Bank Transfer. Complete the fields to personalise Gift Card and complete payment. We will send you a decorative Gift Card once your transaction is complete. You will also receive an email copy of the gift card so it can be printed later.

B. STUDIO CLASS

Currently, we cannot run group classes in the studio. Hamsa Yoga and Ayurveda Studio is operating online due to the restrictions of the pandemic.

You can book for individual yoga and ayurvedic therapy sessions through the Yoga Dashboard. Please read below how to book online at the section called Booking Online.

C. YOGI DASHBOARD FOR BOOKING ONLINE

Go to 'Yogi Dashboard' at the top right corner of your screen <https://hamsaintegralyoga.com/>.

This is your Yogi Dashboard: <https://yogi.hamsaintegralyoga.com/>

Sing up to Yogi Dashboard to create your **Yogi Account** by:

- 1) entering your details (name and e-mail address), or
- 2) Log into your google account. Once you are logged into Goggle, click on the Google sign on <https://yogi.hamsaintegralyoga.com/> and that will be your Hamsa Yoga Account,
- 3) Log into your Facebook account. Once you are logged into Facebook, click on the Google sign on <https://yogi.hamsaintegralyoga.com/> and that will be your Hamsa Yoga Account.

Once you signed up with **Hamsa Yoga and Ayurveda Studio** (www.hamsaintegralyoga.com) you became a member. As a **member** you have your personal **Yogi Dashboard** account where you can easily find all

your bookings, additional classes, workshops, therapies, and retreats. This is your virtual space with your personal information.

Each time you want to book or pay for any services simply **Sign in** to your **Yogi Dashboard** through <https://yogi.hamsaintegralyoga.com/> using the data you provided when you Signed up (i.e.: Google account, Facebook account or your name and email address).

C. 1 HOW TO BOOK & PAY ONLINE

If you want to book anything with us first decide which membership or subscription suits your needs best. You can see all the options on your Yogi Dashboard under the title **Membership and Subscriptions**.

When you want to book a class, workshop, or a consultation you can easily do it through the Yogi Dashboard's **Yoga Calendar**. Click on Yoga Calendar on the top, middle line of <https://yogi.hamsaintegralyoga.com/> and choose the class you want to attend. Simply pressing the **BOOK NOW** button, you will have reserved a place for yourself. Once you complete your payment a confirmation email is sent you containing your zoom link and entry code to your class / workshop / consultation. Sending out the confirmation mail can take a few minutes after your booking. It will always contain the exact date, time and the links to the occasion(s).

Your **booked class(es)** will appear on your **Personal Dashboard**, which is on the top left corner of your screen <https://yogi.hamsaintegralyoga.com/>.

If you are on **Visiting Member**, please repeat your booking and payment each time you want to do a class. Pay via PayPal or Bank Transfer.

If you are on **Monthly Subscriber**, please repeat your booking and payment each month after your subscription expired. Pay via PayPal or Bank Transfer.

If you are on **Double-Your-Yoga Subscriber**, please repeat your booking and payment each time the six-weeks passed. Pay via PayPal or Bank Transfer.

If you are on **Meditative Video Yoga Member**, please repeat your booking and payment each time the six-weeks passed. Pay via PayPal or Bank Transfer.

If you are a **Bimonthly Unlimited Yoga Member**, please repeat your payment at the end of every second month, after your membership expired. Within the 2 months period you can book any yoga classes you wish to do through <https://yogi.hamsaintegralyoga.com/> using your personal Yogi Dashboard. Pay via PayPal or Bank Transfer.

If you are an **Annual Hamsa Circle Member** please book your yoga, meditation classes through your yogi dashboard. As you are paying via Direct Debit, your monthly payment is automated. Within the given year you can book any yoga classes you wish to do through <https://yogi.hamsaintegralyoga.com/>.

You will always receive a confirmation after you booked in with us. It will clearly state your class / membership / subscription.

You will always receive a confirmation email about your payment after you paid via PayPal, or a polite notice asking you to complete your payment if you are opting for bank transfer.

If a class / workshop / consultation is cancelled for any reason you will receive an email about it prior to the occasion. A compensation will be offered to you.

Your booking reference will be emailed to you using the email address you shared with us on your Hamsa Yogi Dashboard.

You can easily enter the online class or workshop via zoom meeting; you can see every detail on your Yogi Dashboard. The upcoming class will be clearly stated on the top of the list. Just press enter class after which enter the passcode and you will be accepted to class by the teacher.

You can always check and see all your bookings, payments on your Yogi Dashboard under the section called My Bookings, My Orders.

Memberships are non-transferable and must be used only by the client named at purchase

D. GENERAL PAYMENT AND TERMS

Decide which of the payment options you would like to take.

Complete payment by:

a) PayPal

b) Bank Transfer (BACS) - if you choose this option, please allow 24 hours to process your data and for admin work. If you are unsure whether your payment will be processed by the banks on time before your upcoming class, please email andi@hamsaintegralyoga.com to advise us of the payment.

It should be straight forward but if you have any queries, please get in touch!

D.1 ONLINE BOOKINGS CANCELLATION POLICY

1.1 Online bookings must be cancelled up to 12 hours before the start of a class or this will be treated as a "late cancellation". If you fail to turn up for the class booked, this will be treated as a "No Show". A "Late Cancellation" or "No Show" will incur the following:

1.1.1 In case you have Unlimited Class Pass (Annual or Bimonthly) and you don't show it will result in a charge being made if the class is full and no cancellation has been made.

1.1.2 In case of Double your Yoga, or Monthly Subscription Clients: Will result in the deduction of the class from your pass.

1.1.3 Drop In: you will be charged for the class.

1.1.4 Workshops: Anyone wishing to cancel a place on a workshop must do so before one week prior to the relevant workshop, under this time refunds are at the discretion of BYS and the workshop leader/organiser.

1.2 Sorry, but we do not accept telephone or email cancellations. A Client may only book or reschedule sessions for themselves via their personal Studio account, or Yogi Dashboard account at <https://yogi.hamsaintegralyoga.com/>

1.3 If you book online, you must sign in at reception at least 5 minutes before the class start time. Failure to do this may be treated as a 'no show' and your space may be given to someone else.

1.4 In the event of a 'no show' we may cancel or suspend your online booking rights and, in addition, if you have a Class Pass we will deduct one class.

1.5 Please remember that you must go to our online booking system and remove yourself from the class list if you cannot attend a class.

1.6 Please remember that you must go to our online booking system and remove yourself from the class list if you cannot attend a class.

D.2 PAYMENT TERMS OF CLASSES, SUBSCRIPTIONS, MEMBERSHIP

2.1 Details of class prices, class passes, subscriptions and memberships are available on our website (yogi dashboard) or shall be such prices as determined by Hamsa Yoga and Ayurveda Studio from time to time.

2.2 Subject to any statutory right of cancellation, payments for classes, class passes, monthly subscription fees and annual payments are made non-refundable unless otherwise stated in the Terms and Conditions.

2.3 A Client may attend Classes according to the type of pass or membership.

2.4 Unless agreed by the Director of Hamsa Yoga and Ayurveda Studio, Class Passes are for use by the person named on the Class Pass only and cannot be shared with, or transferred to, another person.

2.5 For Class Passes the relevant start date in determining the expiry shall be the date of the first visit after purchasing the Class Pass.

D.3 MONTHLY AUTOPAY (DIRECT DEBIT)

3.1 The provisions of this clause 5 shall only apply to Members that subscribe to unlimited classes by monthly Auto-Pay, direct debit, standing order or credit card ("Subscription"), via their bank. Any annual memberships set up by Hamsa Yoga and Ayurveda Yoga Studio is relevant to this clause.

3.2 Any Member who purchases classes by Subscription will forfeit their membership if they fall behind in payment for more than 30 days. Such Member shall remain liable for any outstanding payments, Member(s) shall remain liable for any outstanding payments, and litigation may be

necessary if this results in failure to pay an outstanding debt to the business.

3.3 If any payment whatsoever under this Contract remains outstanding beyond the due date the Company may add to the outstanding sum to be collected the reasonable and necessary costs incurred by the Company in employing a third party to collect the outstanding sum (as above).

3.4 An annual Member who purchases classes by Subscription, may at the discretion of Hamsa Yoga and Ayurveda Yoga Studio, suspend their membership due to injury or illness (evidence to be provided). An administration fee of £25 will be payable by way of reduced monthly subscription or as otherwise indicated by Hamsa Yoga and Ayurveda Yoga Studio.

3.5 Subscription fees must be paid in accordance with the Terms and Conditions irrespective of whether or not the Member uses the Studio's facilities.

3.6 Subscription fees may be increased at Hamsa Yoga and Ayurveda Studio's discretion. Members shall be given no less than 10 working days' written notice of any increase in their Subscription (unless otherwise agreed in their contract).

3.7 Any Member that purchases classes by Subscription cannot cancel their Subscription before the expiry of the initial term of the subscription ("the Minimum Subscription Period").

3.8 The Minimum Subscription Period applicable will be the minimum term indicated by the particular membership (2 or 12 months), plus any pro-rate period from the date the membership is purchased to the last day of that month (the "Pro-Rate Period"). All autopay payments will be taken on the first day of each month. In addition, a single initial payment will be taken to reflect the payment required for the Pro-Rate Period.

3.9 The autopay payments will continue beyond the Minimum Subscription Period unless or until notice is given to terminate the Subscription by the Member. After the expiry of the Minimum Subscription Period a Member may cancel their Subscription at any time by written request to Hamsa Yoga and Ayurveda Studio, by emailing and@hamsaintegralyoga.com, giving 1 calendar months' notice from the desired cancellation date.

3.10 If a Member does not pay their Subscription for the Minimum Subscription Period (or cancels their Subscription during the Minimum Subscription Period) then Hamsa Yoga and Ayurveda Studio is entitled to charge the Member for any outstanding Subscriptions in respect of the Minimum Subscription Period.

3.11 Members agree and acknowledge that by agreeing to the Minimum Subscription Period, they are being given preferential rates by Hamsa Yoga and Ayurveda Studio and therefore it is fair and reasonable that Hamsa Yoga and Ayurveda Studio charges them for any payments as described and referred to in 5.10 above.

3.12 It is the sole responsibility of the Member to cancel their monthly autopay with their bank on termination of their Subscription. Hamsa Yoga and Ayurveda Studio cannot be held liable for any payments processed due to the failure of a Member to cancel their autopay.

3.13 Members who do not wish to accept a change proposed by Hamsa Yoga and Ayurveda Studio to the Terms and Conditions or to pay an increase in any Subscription fees may cancel their Subscription by giving written notice to the Studio. The notice must be given before or within 28 days after the change to the Terms and Conditions or increase in subscription fees takes effect and must expire at the end of the relevant calendar month. The Member giving notice must continue to pay subscriptions at the rate current immediately prior to any proposed increase until the end of such notice period.

D. 4 CANCELLATION

In the event of the Hamsa Yoga and Ayurveda Studio cancelling a Retreat, Workshop or Training Programme

We will refund Members all deposits and payments they have paid. We cannot however compensate Members for airfare or travel costs incurred.

In the unlikely event that we must cancel a Retreat or a Programme due to force majeure (including but not limited to; weather, natural disaster, or political upheaval) we cannot guarantee a refund. To cover these risks, we highly recommend that Members purchase travel insurance.

Cancellation of classes or training programme sessions due to unforeseen circumstances may occur.

Considering Coronavirus outbreak, Hamsa Yoga and Ayurveda Studio reserves the right, at its discretion, to change or modify the course schedule or to convert in person classes or programmes to an online format.

E. PRIVACY AND DATA PROTECTION

We never ask for your personal details in emails such as your telephone number, mobile number, bank details.

We are storing your personal data only on our website and will never share it with a third party. We would never, ever sell your data for any reason.

F. INTERPRETATION AND VARIATION

1.1 In the **Terms and Conditions** the following definitions apply: **"Hamsa Yoga and Ayurveda Studio"** means **www.hamsaintegralyoga.com (trading as Mrs Andrea Szentgyorgyi)**.

"Client" means any person that has signed a Consent Form or taken at least one class with Hamsa Yoga and Ayurveda Studio through subscription, membership, or personal therapy.

"Member" means any person who has signed up to unlimited classes may it be Bimonthly-unlimited-membership or Hamsa-Circle-Annual-membership and pays by automatic direct-debit monthly (see "Membership" below).

"Class" means a Yoga or Ayurveda class (or any other style of class made available on the timetable) provided or on behalf of Hamsa Yoga and Ayurveda Studio online (in the virtual space) or in the Studio.

"Workshop" means a meeting at which a group of people engage in intensive discussion and activity on a particular subject or project.

"Subscription" means the Client is entitled to attend a specific class, on a specific day for a number of weeks. *'Monthly subscription'* is valid for a month starting from the day the client takes the first class that month. A *'bimonthly-subscription'* is valid for 8 weeks starting from the day the client takes the first class that month.

“*Consent Form*” means the Consent Form signed by a Client where appropriate.

“*Studio*” means the Studio of Hamsa Yoga and Ayurveda Studio as published on our website from time to time.

“*Terms and Conditions*” as defined here.

“*Website*” means www.hamsaintegralyoga.com or affiliated websites.

1.2 The Terms and Conditions are incorporated into the Hamsa Yoga and Ayurveda Studio Health Disclaimer.

1.3 Hamsa Yoga and Ayurveda Studio reserves the right to vary or revoke any of the Terms and Conditions from time to time which it may consider necessary or suitable for the regulation of internal affairs of the Studio and the conduct of Clients. Any such changes will be published on our websites and, until revoked, are binding on Clients.

1.4 The Terms and Conditions shall be governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

2. CLIENTS

2.1 Subject to condition 2.2, when a person has created an online account or ticked the terms and conditions online, they shall become a Client subject to these Terms and Conditions.

2.2 Acceptance of a person as a Client is at the discretion of Hamsa Yoga and Ayurveda Studio.

2.3 Hamsa Yoga and Ayurveda Studio reserves the right to terminate with immediate effect, withdraw, suspend, or refuse to renew the membership or subscription of any Client whose conduct is, or may be deemed to be in Hamsa Yoga and Ayurveda Studio’s reasonable opinion, damaging to the character of the Studio or acts or behaves in an aggressive or disrespectful manner towards any Hamsa Yoga and Ayurveda Studio students or teachers. This amounts to a breach of the Terms and Conditions or where such expulsion is otherwise to be in the interests of the other Clients of the Studio. Any Client so expelled shall forfeit all privileges to membership and purchase of any other classes or class passes/packages and shall not be entitled to any refund for any period during which her/his/they membership or class package is suspended or terminated.

2.4 The Studio may run promotional introductory offers from time to time (directly or through an Agent). These offers are exclusively for New Clients who are not already registered ("Members/Clients") with the Studio and are not for repeat use.

2.5 Unlimited pass members, who book and then do not attend said class, which is fully booked, may be charged an additional £17 (this is in alignment with class pass and drop-in clients). When unlimited members have a no show this is directly detrimental to the revenue of Hamsa Yoga and Ayurveda Studio, as it does not allow clients on the waitlist to attend and therefore pay for their chosen class.

3. STUDIO OPENING TIMES

3.1 Details of class times at the Studio may vary from time to time. Class times will be published by the Studio on our Website.

3.2 The Studio reserves the right to make changes to the schedule at its discretion.

3.3 The studio is not manned during the day and is open approx. 20-25 either side of class times for the teachers to facilitate client arrival and preparing for class.

3.4 Every class starts promptly, and the Studio's door is locked then and for the duration of said class. This is for security reasons but also to allow those clients who have arrived on time to benefit from the full class they have booked.

3.5 Booking in advance is recommended, drop in are welcome however you might be turned away if the class fully booked.

4. PERSONAL BELONGINGS

4.1 Personal belongings are brought into the Studio premises and may be left in the studio hall at the Client's own risk. Hamsa Yoga and Ayurveda Studio does not accept liability for any loss or damage whatsoever to such items.

4.2 No personal belongings are permitted to be left in the studio.

5. USE OF FACILITIES

A Client is entitled to use the Studio's facilities providing always that the Studio may at any time withdraw all or part of its facilities for any period or periods and with notice, where practicable, in connection with any cleaning, repair, alteration or maintenance work or for reasons beyond the control of the Studio or Hamsa Yoga and Ayurveda Studio.

6. FITNESS AND HEALTH

6.1 Classes may involve intensive exercise in a fairly heated room. Each Client agrees to familiarise themselves with what Classes involve prior to assessing whether they are fit to participate in a Class. Clients should refer to the Website or speak to a member of staff for further information and seek guidance from a doctor or health professional.

6.2 Each Client upon taking part in a class accepts these Terms and Conditions and on each occasion that the Client uses the Studio that the Client is in good physical condition and that the Client knows of no medical or other condition why the Client is not capable of engaging in the Classes or exercises provided by Hamsa Yoga and Ayurveda Studio and that such Classes or exercises would not be detrimental to the Client's health, safety or physical condition.

6.3 Hamsa Yoga and Ayurveda Studio staff are not medically trained and are therefore not qualified to assess whether the Client or any guest is in good physical condition and/or that the Client can engage in any exercise without detriment to the Client's health, safety, comfort or physical condition.

6.4 Clients are advised not to undertake strenuous physical activities without first seeking medical advice if they have concerns over their physical condition. The Studio reserves the right to refuse access to any Client if, in its absolute discretion, it considers that the health of the individual concerned may be endangered by the use of such facilities.

6.5 Clients are required to always follow the instructions of the teacher. If clients are not following teacher's recommendations, they will be refused to be taught in the future. All clients should respect the guidance of the teacher and therapist. Failing to respect client will be advised to leave premises.

7. DRESS & FOOTWEAR

Clients are requested to wear a form of dress appropriate to the practise of Yoga. Footwear should be removed on entry to the premises and left either in the storage area.

8. SAFETY & HYGIENE

8.1 Smoking is not allowed anywhere on the premises.

8.2 No crockery, glass, or food is permitted in the changing rooms or studios. Only water is permitted in the Studio. No pets of clients (unless guide dogs) are permitted on the premise or grounds. Do not walk around the Studio, changing rooms or showers barefoot (please wear flipflops) if you have foot complaints. Clients must use the appointed entrance to the Studio when entering or leaving the Studio. Fire exits, which are clearly marked, are there in the interests of safety and Clients must not interfere with these doors for any reason.

8.3 Clients are required to use a suitable towel to cover borrowed yoga mats in the studio or alternatively purchase or bring their own mat to practice. Failure to comply with this will result in non-participation in class.

8.4 In the event of a fire, Clients are asked to make their way to the nearest available exit.

9. MOBILE PHONES

Mobile phones sounds must be completely silenced (sound and vibration off), or on airplane mode upon entry of the Studio User into the Studio, and throughout the Studio User's entire visit.

10. GENERAL GUIDELINES AT THE STUDIO PREMISES

10.1 At all times, clients must observe the Studio guidelines to ensure the smooth operation of the Studio for the convenience of all Clients.

10.2 Clients are required to give written notice to Hamsa Yoga and Ayurveda Studio of any change of address or email.

10.3 Hamsa Yoga and Ayurveda Studio reserves the right to refuse admission to the Studio.

10.4 Hamsa Yoga and Ayurveda Studio may communicate with the Client by email. By providing an email address to Hamsa Yoga and Ayurveda Studio the Client consents to receiving email communications from Hamsa Yoga and Ayurveda Studio, including notices pursuant to the Terms and Conditions. The Client also accepts any risk that email may not be a fully secure and confidential means of communication. Hamsa Yoga and Ayurveda Studio will not be liable for any loss or damage suffered as a result of communicating with a Client in this manner. Clients may opt out of these emails by accessing their account online and changing their “data options”.

10.5 Photographs taken during class and/or workshops may be used for advertising purposes. If you do not want photographs taken, please advise teacher at the beginning of class.

11. LIMITATION OF LIABILITY

11.1 Hamsa Yoga and Ayurveda Studio cannot be held responsible for any service or equipment not being available for whatever reason. Hamsa Yoga and Ayurveda Studio reserves the right to make alterations to the types of facilities provided, without notice and in its absolute discretion and Hamsa Yoga and Ayurveda Studio shall not be liable for any loss occasioned by such alterations except in so far as loss is by law incapable of exclusion.

11.2 Hamsa Yoga and Ayurveda Studio accepts no liability for loss or damage to property or injury or illness of Clients or their guests to them on the Studio premises or outside the Studio except in so far as such loss, damage, or injury is by law incapable of exclusion.

G. OUR WEBSITE

When using our website:

1. You agree to seek our written permission if you would like to link to our website or copy our content in any way, shape or form. By supplying us with material via digital or hardcopy, you allow us unlimited, royalty free use of its content.
2. You agree not to reproduce, distribute, modify or re-post our content on another site, frame or mirror our site or link to our site without our prior written consent.

3. You grant to us a non-exclusive, perpetual, irrevocable, royalty-free, worldwide licence to use (including but not limited to publishing, exploiting and modifying) any material you email, post or submit to us. For the avoidance of doubt, we will be free to use any ideas, concepts, know-how, content, text or images contained in your communications with us for any purpose whatsoever, to the fullest extent permitted by law. We try to update our site regularly, so we may have to suspend access, service or functionality from time to time, without notice. If required, we may have to close our site indefinitely. We will not be liable if, for any reason, our site is unavailable at any time or for any period of time. As information or data transmitted to or from our site passes over public telecommunications networks, we can't promise that the operation of our site will be secure, confidential, uninterrupted or error-free. You agree not to do anything that does or may interfere with the proper working of the site including but not limited to tampering with, or hacking into, the site or the servers on which it resides.

4. When entering into an agreement with Hamsa Yoga and Ayurveda Studio, and attending classes, you automatically adhere to our T&C's. Anyone infringing on the aforementioned terms could be excluded.

H STUDENT FEEDBACK AND COMPLAINTS

We welcome feedback as we know that any feedback helps to improve not only us as individual facilitators but as a team and training programme.

Complaints may be presented to the facilitators; at which time they will do their best to come to a solution that supports both sides.