

## TERMS & CONDITIONS

### 1. Registration, admission, payment

Registration for all activities can be done through the registration form on the website. Prerequisites for admission and participation may be found on the website in the description text of the program.

For all professional training programs (such as MBSR teacher training or Mindfulness supervision training), an intake session is part of the registration procedure. The teacher decides on admission, and the participant will receive notice about this. In case of conditional admission, the participant receives written advice for additional study activities plus a timeframe for this to be done, and these will be conditional for participation.

#### payment

For all professional training programs, a non-refundable fee for the intake session applies at registration, to be deducted from the program fee when admitted to the program. After confirmation of admission, the participant receives an invoice for the program. The invoice – or, if payment in installments has been agreed on, the first installment - has to be paid before the start of the program.

### 2. Assessments and completion of the programs

Completion of courses and training programs is possible in the following ways:

- Meeting the requirements for active participation in the program as well as for attendance (90%);
- Practical assignments, such as practising teaching or supervision, reflection on this with peers, assessments of audio or video recordings of one's own teaching or supervision, assignments demonstrating competence, skills, and embodiment;
- reflection papers.

Participants receive a certificate after attending an event. For the professional training programs, such as the supervision training and teacher-training programs, conditions for certification are: active participation in the program, successful completion of all assignments and a minimum of 90% presence. (In case of absence due to illness, efforts will be made to find a solution for missed time.)

In case the teacher(s) notice problems regarding participation or personal progress of a student in the program, additional assignments may be given as a condition for certification.

When in spite of additional work there is insufficient progress with respect to mindfulness experience, knowledge and/or skills, the student will be notified, and will receive written proof of participation instead of a certificate.

### **3. Cancellation**

Cancellations need to be done asap via email ([info@lotheijke.com](mailto:info@lotheijke.com)). For all cancellations, a E 50 admin fee applies. Cancellations received up to 8 weeks before the start of the program are entitled to a full refund (minus admin costs; up to 4 weeks before the start, a refund of 50% of the fee. For cancellations 4 weeks or closer before the start no refund is possible. It is possible to have a colleague participate in your place – after previous agreement from the teacher(s). In the latter case, € 50 admin costs will be charged.

In case of illness of the teacher(s) or other force majeure we will do our utmost to find a replacement or other solution. In exceptional cases we might need to change one or two course days.

In the event that there are not enough participants to start a program, participants already registered will be notified two weeks before the start of the program at the latest. Course fees will be returned within two weeks after the planned start. In these cases, the program fee will be reimbursed – and no other costs such as for travel, accomodation or otherwise.

In case one of the planned activities needs to be cancelled or changed for reasons such as those mentioned above, we will not be liable for any losses, including loss of business, income, or other (economic) damage.

If a student stops participating during a program, no refund of course fees is possible.

### **4. Refunds**

When agreements are made for refunds, the costs will be reimbursed within 14 days.

### **5. Complaints**

In case of complaints, the first step is to discuss the issue with the teacher(s) of the activity in question. Usually a satisfactory solution can be found in this phase.

Should this option not lead to a result, or a direct discussion between stakeholders does not seem appropriate, a written complaint may be sent to Lot Heijke directly.

As a second step, or if direct contact with the teacher(s) involved does not seem appropriate, a complaint may be logged at [info@lotheijke.com](mailto:info@lotheijke.com). Please consult our grievance procedure for this. All possible complaints will be treated confidentially. Submitting a complaint does not discharge the student / client of payment obligations.

### **6. Copyright**

Copyright and ownership of all course materials lies with Lot Heijke, unless stated otherwise.

### **7. Privacy and confidentiality**

All information of participants, students and clients will be kept confidential, and will never be passed on to third parties. All teachers in the team are bound to this confidentiality, too.