Terms & Coditions

Welcome to Om Sai Handpan Institute.

By registering for a workshop, enrolling in a course, booking a class or session, or purchasing an instrument, you acknowledge that you have read, understood, and agreed to the following Terms & Conditions.

1. Registration and Booking Confirmation

- Advance payment is mandatory for booking any workshop, class, or course.
- A workshop booking fee of ₹5,000 is required to confirm a workshop slot, unless a different amount is specified.
- For full-course enrollments, the required advance payment will be adjusted against the total course fee.
- No workshop, class, or course slot will be reserved or confirmed until the required payment has been received.
- All bookings are subject to availability and confirmation by Om Sai Handpan Institute.
- Students are responsible for providing accurate registration and contact details.

2. Payment and Refund Policy

- All payments made to Om Sai Handpan Institute are non-refundable for student-initiated cancellations, withdrawals, missed sessions, or changes of plans, except where required by applicable law.
- This policy applies to advance payments, workshop fees, course fees, and other applicable educational service payments.
- Once a booking is confirmed, the reserved slot is allocated to the registered student.
- No refunds or credits will be provided for unattended or forfeited classes or workshops, subject to the exceptions expressly stated in this policy and applicable law.
- Students are advised to confirm their availability before making payments.

3. Mandatory 48-Hour Rescheduling Notice

- Students must submit any request to reschedule a workshop or class at least 48 hours before the scheduled start time.
- Requests received less than 48 hours before the scheduled session will not be accepted under the standard rescheduling policy.

- Failure to attend without providing the required notice will result in the scheduled session being considered utilised or forfeited, as applicable.
- The 48-hour notice requirement does not apply in cases of genuine illness, medical emergencies, or other reasonable emergencies.
- All rescheduling requests must be communicated directly to the Institute and are subject to availability.

4. Workshop Rescheduling and Cancellation

- A student may reschedule a confirmed workshop only once without additional charges, provided the request is submitted at least 48 hours in advance.
- The new workshop date will be confirmed according to available slots.
- If the student cancels the rescheduled workshop, the booking will be considered forfeited.
- No refund or credit will be issued for the forfeited workshop booking, except where required by law or under the emergency exception.
- If the student wishes to attend the workshop after cancelling both the original and rescheduled bookings, a fresh payment of ₹5,000 will be required.
- The third booking will be treated as a new registration and will be subject to availability.
- Failure to attend a confirmed workshop without valid notice will be treated as a cancellation.

- **5. Full-Course Class Rescheduling**
- Students enrolled in a full course are permitted one free rescheduling of an individual class, subject to the 48-hour advance notice requirement.
- If a student requests to reschedule the same class for a second time, that class will be considered utilised.
- Once a class is considered utilised, no refund or complimentary replacement class will be provided, except where required by law.
- If the student wishes to schedule that class for a third time, an additional payment of ₹2,000 per class will be required.
- The additional class will be scheduled only after the required payment has been received and the slot has been confirmed.
- Rescheduling initiated by the Institute or covered under the medical and emergency exception will not count toward these limits.

- **6. Medical and Emergency Exceptions**
- Om Sai Handpan Institute understands that unforeseen circumstances may arise.
- In cases of genuine illness, medical emergencies, or other reasonable emergencies, students may request rescheduling without additional charges or penalties.
- Such requests may be accepted even when made less than 48 hours before the scheduled session.
- Rescheduling under this exception will not count toward the student's permitted rescheduling limit.
- Students are requested to notify the Institute as soon as reasonably possible.
- The Institute may request reasonable supporting information where necessary.
- Alternative dates will be arranged according to instructor availability and available slots.
- This exception permits rescheduling and does not automatically entitle the student to a refund.

7. Rescheduling by Om Sai Handpan Institute

- Om Sai Handpan Institute reserves the right to reschedule workshops or classes due to instructor unavailability, operational requirements, emergencies, or unforeseen circumstances.
- Students will be informed in advance whenever reasonably possible.
- Institute-initiated rescheduling will not be counted against a student's permitted rescheduling limit.
- Students will be offered an alternative date without additional charges.
- If the Institute is unable to deliver a confirmed service or offer a reasonable alternative, the student's applicable legal rights and remedies will be respected.

8. Non-Transferability of Bookings

- All workshop bookings, course enrollments, and class registrations are strictly non-transferable.
- Students cannot transfer their booking, payment, or remaining classes to another individual.
- Any new participant must complete a separate registration and make the applicable payment.

9. Attendance and Student Responsibilities

- Students are expected to attend classes and workshops punctually.
- Late arrival does not automatically entitle a student to additional teaching time.
- Students must follow the instructor's guidance and maintain respectful conduct.
- Missed classes without valid notice will be considered utilised.
- Students are responsible for attending sessions according to their confirmed schedule.

10. Instrument Handling and Damage

- Instruments provided during classes, workshops, and sessions must be handled carefully.
- Students must follow the instructor's guidance regarding the proper use of handpans, didgeridoos, morsing, and other instruments.
- If an instrument is damaged due to misuse, negligence, or failure to follow instructions, the student will be responsible for the reasonable repair or replacement cost.
- If an instrument is damaged beyond economical repair due to the student's actions, the student may be required to purchase the instrument by paying its full replacement value, subject to damage assessment and applicable law.
- Normal wear and tear will not be treated as student-caused damage.
- Students must not use instruments without permission or in a manner contrary to the instructor's guidance.

11. Course Structure and Certification

- Course duration, curriculum, fees, schedules, and learning objectives will be communicated before enrollment.
- Students are responsible for completing the required classes, practical exercises, and assessments, where applicable.
- Certificates will be issued only after successful completion of the specified course requirements and payment obligations.
- Certification issued by Om Sai Handpan Institute confirms completion of the relevant training program.
- Certification does not imply government recognition, medical licensing, or professional accreditation unless expressly stated and verifiable.
- The Institute reserves the right to make reasonable adjustments to the curriculum or teaching schedule while maintaining the essential learning objectives.

12. Online Classes and Digital Courses

- Students attending online classes must have a suitable internet connection and compatible device.
- Students are responsible for ensuring that their instruments and equipment are suitable for online instruction.
- Course access, recordings, and educational materials are intended only for registered students.
- Sharing, distributing, copying, or commercially reproducing course materials without written permission is prohibited.
- Access duration for recorded or self-paced courses will be communicated before enrollment.
- Technical difficulties should be reported promptly. Where the Institute is responsible for a failed session, an appropriate replacement or alternative will be arranged.

13. Instrument Purchases and Orders

- Instrument prices, specifications, tuning, delivery estimates, and payment requirements will be communicated before order confirmation.
- Certain instruments are specially sourced or arranged after receiving a confirmed order.
- Orders will be processed only after the required payment has been received.
- Custom-made or specially sourced instruments may be subject to specific cancellation and return conditions disclosed before purchase.
- Customers must promptly report incorrect, damaged, or defective instruments after delivery.
- Applicable warranties, repair obligations, and consumer rights will be honored in accordance with the agreed terms and applicable law.
- No clause in these Terms & Conditions excludes statutory remedies for defective or misdescribed products.

14. Sound Therapy Sessions and Certification Programs

- Sound therapy services and educational programs are intended for relaxation, wellness, self-awareness, and learning.
- Om Sai Handpan Institute does not claim that sound therapy cures diseases or replaces qualified medical or psychological treatment.
- Individual responses to sound-based practices may vary, and no specific therapeutic outcome is guaranteed.
- Students and participants are encouraged to disclose relevant concerns that may affect their safe participation.
- Sound therapy certification programs are educational in nature and do not confer a medical license or authorization to diagnose or treat medical conditions.

15. Retreats and Residential Programs

- Retreat fees, inclusions, accommodation arrangements, meals, schedules, and other relevant details will be communicated before booking.
- Advance payment is required to confirm participation.
- Cancellation, refund, and rescheduling conditions specific to a retreat will be disclosed before payment.
- Participants must follow venue rules and reasonable safety instructions.
- The Institute may adjust schedules or activities due to weather, safety concerns, emergencies, or other circumstances beyond its reasonable control.
- Participants are responsible for personal belongings and expenses not expressly included in the retreat fee.

16. Photography and Video Recording

- Om Sai Handpan Institute may photograph or record workshops, classes, and events for documentation and educational purposes.
- Identifiable photographs, videos, recordings, or testimonials of participants will be used for public promotional purposes only with appropriate consent.
- Students may inform the Institute if they do not wish to participate in promotional recordings.
- Students must obtain permission before commercially recording or distributing classes, course materials, or performances.

17. Intellectual Property

- All original course materials, instructional videos, teaching resources, branding, and educational content created by Om Sai Handpan Institute remain its intellectual property unless otherwise stated.
- Students may use educational materials provided to them for authorized personal learning.
- Unauthorized reproduction, distribution, resale, or commercial use of these materials is prohibited.

18. Code of Conduct

- Students must maintain respectful behavior toward instructors, staff, and fellow participants.
- Harassment, discrimination, threats, intentional disruption, or deliberate misuse of equipment will not be tolerated.
- Serious misconduct may result in removal from a class or program following a fair assessment.
- Any financial consequences will be determined in accordance with the applicable booking terms and law.

19. Health and Safety

- Students must follow all reasonable safety instructions provided by the Institute.
- Participation in breathing exercises, sound-based activities, and other practical sessions is voluntary.
- Students should notify the instructor if they experience discomfort or feel unable to participate safely.
- The Institute will take reasonable precautions to provide a safe learning environment.
- Nothing in these Terms & Conditions excludes liability that cannot lawfully be excluded.

20. Changes to Terms & Conditions

- Om Sai Handpan Institute may update its Terms & Conditions from time to time.
- Updated terms will apply to future bookings once communicated or published.
- Material changes to existing confirmed bookings will not be imposed retrospectively without an appropriate legal or contractual basis.
- Students will be informed of relevant changes affecting their confirmed programs.

21. Governing Law and Dispute Resolution

- These Terms & Conditions are governed by applicable laws of India.
- Students are encouraged to contact Om Sai Handpan Institute directly to resolve any concerns or disputes.
- Nothing in these terms restricts a student's rights under applicable consumer protection laws.
- Any dispute resolution or jurisdiction arrangement will remain subject to mandatory legal requirements.

22. Acceptance of Terms & Conditions

By registering for a workshop, enrolling in a course, booking a class, or making a payment after being provided these Terms & Conditions, the student acknowledges and agrees to the applicable policies, including:

- Advance payment and booking confirmation requirements.
- Non-refundable payment conditions, subject to applicable law.
- Mandatory 48-hour notice for standard rescheduling requests.
- One permitted workshop rescheduling and the ₹5,000 fresh booking fee following two cancellations.

- One permitted full-course class rescheduling, the consequences of a second rescheduling, and the ₹2,000 fee for scheduling the class a third time
- Medical and emergency rescheduling exceptions.
- Non-transferability of bookings.
- Responsibility for negligent damage to instruments.
- Institute-initiated schedule changes with prior notice whenever reasonably possible.

OM SAI HANDPAN INSTITUTE
Handpan | Didgeridoo | Morsing | Music Education | Sound Therapy | Certification Courses | Workshops | Retreats

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