

## **Full Spectrum Wellness (FSW) Class Policies & Procedures**

### **FSW GENERALCLASS/WORKSHOP POLICY**

All classes and workshops require registration with the exception of Monday night meditation and yoga classes that have a drop-in fee. If you are brand new to a class, please call ahead, 603-296-0830 Ext. 6, to let us know you will be attending and to answer any questions to help make your first visit a smooth one.

### **HOW TO REGISTER – 3 WAYS**

1. On our Classes page at [www.fullspectrumwellness.com/classes.html](http://www.fullspectrumwellness.com/classes.html), each class has a Google Checkout button on the bottom of its listing/description. If there is a “Bring a friend” discount, to get the savings, you can choose a double pass. You should get a confirmation email within one day.
2. You can also call us at 603-296-0830 Ext. 6 and register with a credit card over the phone. Please ask for Deb LeClair or Terri Larnard.
3. You can also send a check made out to Full Spectrum Wellness. Just note the class you are taking in a note or memo. Send to Full Spectrum Wellness, LLC, 55 South Commercial Street, Manchester, NH 03101.

#### **4. HOW TO REGISTER – Workplace Wellness Discount Program Members**

If your company is participating in the FSW Workplace Wellness Discount program, you can register any of the three ways listed above, using the FSW Workplace Wellness Class calendar that lists the fees with discounts for you and your fellow employees (downloadable at [www.fullspectrumwellness.com/corporate.html](http://www.fullspectrumwellness.com/corporate.html)).

If using Google Checkout, please send a separate email stating

- the company where you are employed
- the name/s of the class/es you are looking to attend

Only the discounted amount will actually be charged to your card. Please note: You will click the regular fee button on the classes page on FSW website. All charges have to be approved by human eyes, so the discount will be applied at the time when the charge is actually completed as a financial transaction. For example, if the regular fee is \$14 but the discounted fee is \$11, you will hit the \$14 button, send the email as stated above and only \$11 will be charged to your account.

## **ATTENDANCE POLICY, REFUNDS AND CLASS BLOCKS**

Google Checkout, over-the-phone credit card charges and checks are not run or deposited until we reach the minimal number of participants to run a class.

If you need to withdraw your registration, we ask that you do so with as much notice as possible. Refunds will be given in those cases, minus any charges incurred to Google Checkout or Credit Card purchases. Full refunds will be given to registrations paid for with a check or cash minus a \$2 administration fee.

“No shows” and cancellations with less than 48 hours notice forfeit the registration/class fees.

In using the Flex Block for Meditation 101, you have up to 90 days to use the 4 classes any way you wish---(using it over time, bringing a friend, etc.). For the blocks of yoga classes, students are able to make up to one missed class within a purchased block of 5 or 6 consecutive weeks, unless the class is time limited to just a 5 or 6 week series due to the instructor’s schedule.

## **CLASS WAIVERS**

Some of our classes, due to their physical nature will require that a waiver be signed. This can be done when you arrive for your first class. The waivers will be given to you by the instructor who can also explain any item on the waiver.

## **MINDFULNESS BASED STRESS REDUCTION COURSES**

The MBSR courses are designed to be more in-depth and thus require the submission of forms and an interview to ensure that the class and student are an appropriate fit. All information is kept confidential. The forms can be downloaded from the Classes page under the MBSR class description ([www.fullspectrumwellness.com/classes.html](http://www.fullspectrumwellness.com/classes.html)).

## **QUESTIONS AND CUSTOMER SUPPORT**

Any questions or concerns regarding registration and /or participation in any of our classes and workshops can be directed to Debra LeClair at 603.296.0830 x2 or [debleclair@fullspectrumwellness.com](mailto:debleclair@fullspectrumwellness.com).